

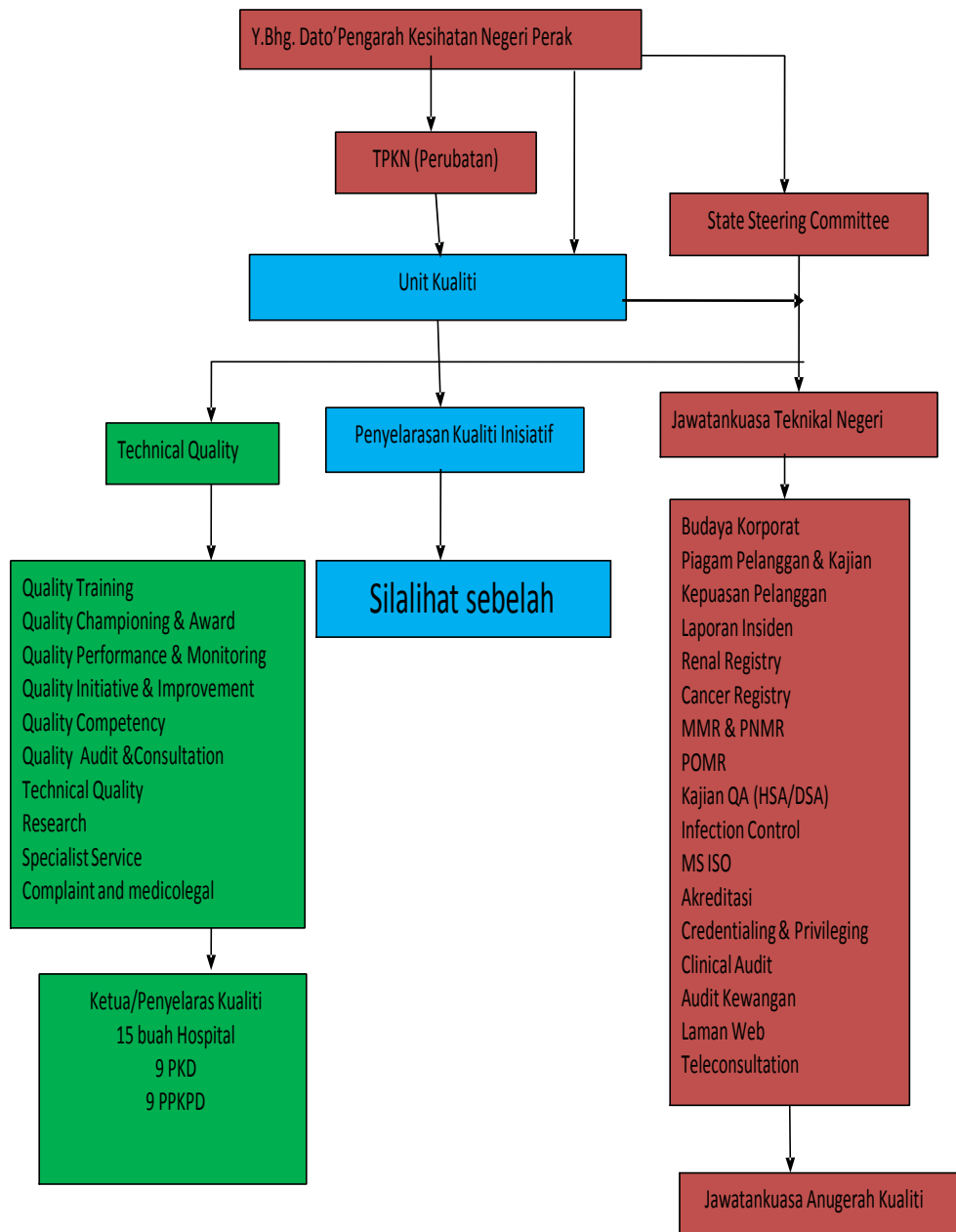


UNIT KUALITI

LAPORAN TAHUNAN 2016



1. CARTA FUNGSI ORGANISASI UNIT KUALITI



2. JAWATANKUASA KUALITI HOSPITAL SUNGAI SIPUT

QUALITY STEERING COMMITTEE		
1	PENGERUSI	DR. LIAW KOK TOON
2	PENYELARAS KUALITI	PN SITHIRA A/P MANIAM
3	SETIAUSAHA	PN VENE A/P SUBRAMANIAM
AHLI JAWATAN KUASA KUALITI		
BIL	PENYELARAS	NAMA PEGAWAI
1	INSIDEN REPORTING	PN. SALMIAH BT SAMSUDIN
2	NIA/KPI/POMR	PN VENE A/P SUBRAMANIAM
3	OSCC/BLS & CPR	EN. NAHARZADLI BIN AHMAD JOHAR
4	RENAL REGISTRY/ORGAN DONATION	EN. SAMY A/L MUTHU
5	KEPUASAN PELANGGAN/PIAGAM PELANGGAN/HEALTHY SETTING	HJ. HUSSAIN B. MAT YATIM
6	ADUAN PELANGGAN	PN. AZIAN BTE MD SAID
7	BUDAYA KORPORAT	PN. RUSNITA BTE ANI
8	KIK/QAP/INOVASI	CIK CHANG SIEW TING
9	PNMR/MMR	PN. ZAINIAYAH @ SALAMIAH BTE HASSAN
10	AKREDITASI	CIK CHANG SIEW TING
11	ISO	NA
12	KAWALAN INFEKSI	PN. SITHIRA A/P MANIAM
13	PKPA	PN NOORHAWA BTE MOHD SUHAIMI
14	CREDENTIALING & PREVELEGING	PN. SITHIRA A/P MANIAM
15	CLINICAL AUDIT	DR. AZIZI B. MOHAMED
16	CPD & E-LATIHAN/KESELAMATAN PEKERJAAN & OSH	HJ. HUSSAIN B. MAT YATIM (KETUA)
17	REKOD PERUBATAN	PN SHAMSHAILI BT SHAMSUDIN
18	DEWAN CME	PN VENE A/P SUBRAMANIAM
19	KESELAMATAN PEJABAT	PN NOORHAWA BTE MOHD SUHAIMI
20	CPG	PN. SALMIAH BT SAMSUDIN

**3. STATISTIK DATA UNTUK PESAKIT DALAM DARIPADA TAHUN 2014
HINGGA 2016**

STATISTIK DATA UNTUK PESAKIT DALAM

BIL	PERKARA	2014	2015	2016
1	Jumlah Bil Pesakit Dalam	5966	5686	5157
2	Purata Sebulan	497.2	473.8	429.75
3	Kadar Penggunaan Katil (BOR)	47.36	48.28	42.37
4	ALOS	2.70	2.88	2.78
5	Jumlah Kematian	92	92	89
7	Jumlah Kelahiran	406	399	310
8	Jumlah Kemasukan ke Maternity Wad	1155	1223	935
9	Jumlah Pesakit yang dirujuk	563	1436	1438
10	Bilangan Kedatangan Pesakit di JPL	69 737	58085	52258
11	Bilangan Kedatangan Pesakit di Klinik Pakar	3595	3436	3660

4. NATIONAL INDIKATOR APPROACH

A. LAPORAN PENCAPAIAN NIA MENGIKUT INDIKATOR BAGI TEMPOH Jan- Dis 2016

INDIKATOR YANG SIQ

Bil	No. Indikator	Tajuk Indikator	Hospital
		TIADA	

B. BILANGAN INDIKATOR YANG SIQ TAHUN 2015 / 2016

FASA	TAHUN 2015	TAHUN 2016
Jan - Jun	0	0
Julai - Disember	1	0

C. BILANGAN INDIKATOR YANG SAMA TERJADI SIQ TAHUN 2014 BERBANDING TAHUN 2015,2016

Fasa	Tahun		
	2014	2015	2016
Jan - Jun	0	0	0
Julai - Disember	0	0	1

D. LAPORAN HPIA – INDIKATOR YANG SIQ,

- July – Dis 2016
- Jan – Jun 2016
- July – Dis 2015

Hospital	July – Dis 2015			Jan – Jun 2016			July – Dis 2016		
	Bil SIQ	Indikator No.	Tajuk Indikator	Bil SIQ	Indikator No.	Tajuk Indikator	Bil SIQ	Indikator No.	Tajuk Indikator
Sungai Siput	0	0	0	0	0	0	0	0	0

5. HOSPITAL SPECIFIC APPROACH

Projek Baru

Bil	Hospital	Bil.Kajian	Tajuk Kajian	Peratus	Catitan
1.	Hospital Sg. Siput	2	1. Patients' Knowledge And Use Of Acarbose In Hospital Sungai Siput	100%	Post intervention
2		2	2 Mengurangkadar kejadian 'Near Miss Medication Error' ke 50% dari tahun	70%	Post intervention

6. POMR

a. Bilangan dan Peratus Kematian yang dilaporkan

Hospital	Jan - Dis 2014			Jan – Dis 2015			Jan – Jun 2016			July – Dis 2016		
	Bil. Kematian	Peratus Kematian	Jumlah Pembedahan	Bil. Kematian	Peratus Kematian	Jumlah Pembedahan	Bil. Kematian	Peratus Kematian	Jumlah Pembedahan	Bil. Kematian	Peratus Kematian	Jumlah Pembedahan
Sungai Siput.	0	0	108	0	0	135	0	0	43	0	0	151

b. Bilangan Dan Peratus Disiasat Dan Disediakan Laporan

i) Bilangan Kematian Dilaporkan Mengikut Pakar

Hospital	Jan - Dis 2014			Jan – Dis 2015			Jan – Jun 2016			July – Dis 2016		
	Secara Parallel	Oleh Pakar Bius	Oleh Pakar Bedah	Secara Parallel	Oleh Pakar Bius	Oleh Pakar Bedah	Secara Parallel	Oleh Pakar Bius	Oleh Pakar Bedah	Secara Parallel	Oleh Pakar Bius	Oleh Pkar Bedah
Sungai Siput.	0	0	0	0	0	0	0	0	0	0	0	0

ii) **Bilangan dan Peratus Kematian Disiasat dan Disediakan Laporan**

Hospital	Jan - Dis 2014			Jan – Dis 2015			Jan – Jun 2016			July – Dis 2016		
	Peratus	Jumlah POMR	Bilangan Disiasat	Peratus	Jumlah POMR	Bilangan Disiasat	Peratus	Bilangan Disiasat	Peratus	Jumlah POMR	Bilangan Disiasat	Peratus
Sungai Siput	0%	0	0	0%	0	0	0%	0	0%	0	0	0%

7. **MMR dan PNMR**

(i) **MMR**

Hospital	Maternal Mortality							
	Jan - Dis 2014		Jan – Dis 2015		Jan – Jun 2016		July – Dis 2016	
	Kadar	Bil. Kematian	Kadar	Kadar	Bil. Kematian	Kadar	Bil. Kematian	Kadar
Sungai Siput	0 %	0	0%	0 %	0	0%	0	0%

(ii) **PNMR**

Hospital	Perinatal Mortality The sum of neonatal deaths and fetal deaths (stillbirths) per 1,000 births							
	Jan - Dis 2014		Jwn – Dis 2015		Jan – Jun 2016		July – Dis 2016	
	Bil. Kematian	Kadar	Bil. Kematian	Bil. Kematian	Kadar	Kadar	Bil. Kematian	Kadar
Sungai Siput	0	0%	0	0	0%	0%	0	0%

8. AKREDITASI HOSPITAL

Hospital	Peratus Pelaksanaan	Mock Survey	Actual Survey	Pensijilan	Tarikh penilaian semula
Sungai Siput	100%	Done 14-15 Mei. 2015	Done 2 Sep 2015 – 4 Sep 2015	Accreditation status: 4 year (5 Sep 2015 – 4 Sep 2019) Edisi ke 4	September 2019 Edisi ke 5

10. BUDAYA KORPARAT (BILANGAN PESERTA)

Hospital	Jan - Dis 2014				Jan - Dis 2015				Jan - Jun 2016				Jul - Dis 2016			
	SOFT SKILL	KONSEP 10 'S'	SEDIA MEMBANTUI	Jumlah	KORPORAT BUDAYA	KONSEP 10 'S'	SEDIA MEMBANTUI	Jumlah	KORPORAT	KONSEP 10 'S'	SEDIA MEMBANTUI	Jumlah	KORPORAT BUDAYA	KONSEP 10 'S'	SEDIA MEMBANTUI	Jumlah
Sungai Siput	54	0	0	54	34	25	6	55	16	0	32	30	0	20	50	

11. INCIDENT REPORTING(Jul -Dis 2015)

a. Laporan Insiden Mengikut Hospital

Bil	Tajuk Insiden	Bilangan kes
1	Adverse outcome of clinical procedures	0
2	Death of patient by unexplained cause or under suspicious circumstances that are required to be reported police	0
3	Unforeseeable or unanticipated injuries to patients during their stay in hospital:	0
3a	brain or spinal cord injuries	0
3b	falls resulting in fractures, concussions or lacerations extending beyond the epidermis into deep tissue or which threaten vital structures	0
3c	life-threatening (or potentially fatal) transfusion errors or reactions	0
3d	2nd or 3rd degree burns involving 20% more of the body surface area of an adult or 15% or more of the body surface area of a child	0
4	Fire in hospital resulting in death or injury	0
5	Malfunction / intentional or accidental misuse of patient care equipment that occurs during treatment or diagnosis of patient and that was averted, OR, IF NOT AVERTED, would have significantly adversely affected patients or employees of the hospital	0
6	Assault or battery of patients by employees and/or contractors (e.g. security personnel) including physical, mental or emotional abuse, mistreatment or harmful neglect of any patient	0
7	Dislodgement of catheter resulting in serious harm/danger to patient's life	0
8	Infant discharged to the wrong person / missing infant	0
9	Patient suicide, or attempted suicide while being cared for in a health care facility	0

10	Patient death or serious disability due to electric shock while being cared for in a health care facility	0
11	Patient death or serious disability associated with the use of restraints or bedrails while being cared for in a health care facility	0
12	Abduction of a patient (of any age)	0
13	Medication error resulting in serious adverse event/death	0
14	Delayed discharge from the recovery room following an operation due to complications arising from surgery or anaesthesia	0
15	Wrong surgery	0
16	Unplanned return to OT within 24 hours of surgery for elective case	0
17	No consent or improper operation consent	0
18	Life-threatening (or potentially fatal) complications of anaesthesia	0
19	Unintended retention of a foreign object in a patient after surgery or other procedure	0
20	Incorrect Instrument or Swab Count	0
21	Surgery Cancelled in OT	0
23	Delay in delivery of patients with cord prolapse where the fetus is alive	0
24	Injury to neonate at delivery	0
26	Unplanned post-delivery procedure on mother	0
27	Failed instrumental delivery	0
28	Intra-dialytic death while on regular chronic haemodialysis treatment	0
29	Sero-conversion to positive Hepatitis B or Hepatitis C while on dialysis treatment	0

12. PROJEK KUMPULAN INOVATIF & KREATIF 2016

Hospital	Jumlah Projek	Tajuk Projek	Peratus Perlaksanaan
Sungai Siput		TIADA	

13. CREDENTIALING AND PRIVILEGING

Hospital	BILANGAN PEGAWAI DAN ANGGOTA YANG TELAH DIBERI PRIVILEG																			
	Jan - Dis 2014					Jan – Dis 2015					Jan - Jan 2016					July – Dis 2016				
	Bil. Mesyuarat	Doktor	MA	S/N	Lain-Lain	Bil. Mesyuarat	Doktor	MA	S/N	Lain-Lain	Bil. Mesyuarat	Doktor	MA	S/N	Lain-Lain	Bil. Mesyuarat	Doktor	MA	S/N	Lain-Lain
SUNAGI SIPUT	2	0	0	0	0	2	6	12	38	0	2	0	12	0	0	1	0	0	77	2

14. INFECTION CONTROL

Hospital	JAN-JUN 2016						JULY - DIS 2016					
	Mesy	Kadar NI	P.P	MRSA/MRO	Latihan		Mesy	Kadar NI	P.P	MRSA/MRO	Latihan	
					Bil.						Bil.	Peserta
SG SIPUT	2	0	1	0	14	150	2	0	1	0	13	75

P.P – Point Prevalence

15. ISO 9001:2008

HOSPITAL	STATUS
Sungai Siput	NA

16. KAJIAN KEPUASAN PELANGGAN (Jan- Dis 2016)

Hospital	Bilangan Kajian	Senarai Jabatan/Unit	Peratus Pelaksanaan
Sungai Siput	2	Unit Patologi	100 %
	2	Unit Radiologi	100 %
	2	Unit Sajian	100 %
	2	Unit Farmasi	100 %
	2	Unit Farmasi Bekalan	100 %
	2	Unit Fisio	100 %
	2	Unit Cara Kerja	100 %
		Unit CSSU	100 %
	2	Unit Pesakit Luar(Kecemasaan Pakar, Unit Pesakit Luar)	100 %
	2	Unit Pesakit Dalam(Wad1,2,3,4)	100 %

17. INOVASI

Hospital	Bilangan Projek	Tajuk Projek	Peratus Pelaksanaan
Sungai Siput	1	'U' Shape pillow support Katagori produk	70%

18. KAJIAN MEDIKAL AUDIT 2016

Hospital	Bilangan Projek	Tajuk Projek	Pencapaian
Sungai Siput	10	1. Medication audit farmasi	100%
		2. Administration of IV Infusion	100%

		3. Aseptic Wound Dressing	100%
		4. Pain 5th Vital sign Audit	100%
		5. Nursing Process	100%
		6 HPIA/ KPI Internal Audit	100%
		7. Compliance rate for “atleast 2 identifier”	100%
		8. BP control – BP <130/80 in Hypertensive patient with Diabetes	100%
		9. Total cholesterol < 5.2 mmol /l in Diabetes Mellitus patient	100%
		10. Medical Record Audit	100%

19. RINGKASAN LAPORAN HPIA YANG TELAH BERLAKU SIQ 2016

BIL.KES	HPIA / KPI	FASA 1	FASA 2	PENCAPAIAN
	INTERNAL AUDIT	52	52	100 %
	EXTERNAL AUDIT	52	41	100 %

20. RINGKASAN LAPORAN INSIDEN YANG BERLAKU 2016

TAJUK INSIDEN	NEEDLE STICK INJURY – 2
	MEDICATION ERROR – 9 (C,D)

Disediakan Oleh:

*Sithira A/P Maniam
Ketua Jururawat U32,
Klinik Pakar
Hospital Sungai Siput.*