MINISTRY OF HEALTH MALAYSIA

2023 ANNUAL REPORT

Assistant Medical Officer Services Section
Medical Practice Division

MINISTRY OF HEALTH MALAYSIA
Assistant Medical Officer Services Section
Medical Practice Division
Level 6, Block E1, Complex E1, Persint 1,
Federal Government Administration Centr
62590 PUTRAJAYA

Contents

No.	Title	Page
1.	Foreword	2
2.	Annual Report Committee	3
3.	Introduction	4
4.	Scope and Functions of Assistant Medical Officer Service Section - Secretariat of Medical Assistant Board - Registration & Annual Renewal Certificate Unit - Gazettement Unit - Regulatory Unit and Secretariat of The Medical Assistant Board	4
	- Profession Development Sector - Medical Assistant Basic Training Unit - Accreditation and Examination Unit - Profession Development & Health Care Assistant Unit - Mandatory Placement Program (PPW) Unit	6
	- Policy & Strategic Planning Sector - Human Capital & Staffing Management Unit - Research, Quality & Innovation Unit	8
	- Organization Chart	10
5.	Activities, Data and Workload of the Secretariat of Medical Assistant Board	11
6.	Activities, Data and Workload of the Profession Development Sector	23
7.	Activities, Data and Work Load of the Policy and Strategic Planning Sector	37
8.	Financial	78
9.	Reports on Strategic Plan (2018 – 2022)	81

Foreword

Assalamualaikum and sincere greetings to all,

I would like to express my deepest gratitude to Allah S.W.T. and congratulations to the Assistant Medical Officers Service section for their hard work in implementing 2023 agendas as reflected in the annual report for the year 2023.

I would like to state that the Assistant Medical Officer Service section has successfully implemented various programmes planned for the Assistant Medical Officers, Estate Hospital Assistants and Health Care Assistant's profession for the year 2023.

As the stake holders of the Assistant Medical Officers, Estate Hospital Assistants and Health Care Assistants, there is great hope and passion for the Assistant Medical Officer Service section to elevate these three professions to one high mark along with other professions in the Ministry of Health, Malaysia. In order to achieve these aspirations, various efforts have been undertaken by the Assistant Medical Officer service section in providing a comprehensive data base for all activities carried out to meet the requirements of this information source, in tandem with the development of the scope and function of the section.

I very much hope that the data and information in this annual report is expected to meet the reference needs of any entities, NGOs, individuals and others.

Finally, I take this opportunity to congratulate and thank all those involved in providing this comprehensive report. May this ongoing endeavour be sustained, Insha Allah.

Thank you.

Zulhelmi bin Abdullah
Head of Assistant Medical Officer Malaysia
Ministry of Health Malaysia

ANNUAL REPORT COMMITEES

Chairman	-	Encik Zulhelmi bin Abdullah
Secretary	-	Encik Alias bin Abu Hassan
Ass. Secretary	-	Encik Muhammad Azuwan bin Ali, P.P.N.
Members		
	-	Tuan. Hj. Mahadir bin Yunos
	-	Encik Wan Asrulnizan bin Wan Mustaffa
	-	Encik Zulfikar bin Mohamed Khawari
	-	Encik Khairul Hafiz bin Abd Manan
	-	Encik Mohd Faris bin Abdul Rashid
	-	Encik Zulkifli bin Muhammad
	-	Encik Mohammad Fauzi bin Shamsuddin
	-	Tuan. Hj. M. Shazan Amir bin M Sakdon
	-	Encik Hasri bin Ahmad
	-	Encik Sadri bin Saidi
	-	Encik Saiful Bahari bin Mohamad Shah
	-	Encik Ahmad Sharif bin Abdul Talib
	-	Encik Asmawi bin Abdullah
	-	Encik Wan Azmi bin Wan Ya
	-	Tuan. Hj. Mat Shariff bin Hj. Budin
	-	Encik Zulkeply bin Ghazali
	-	Encik Amanar bin Ismail
	-	Encik Shahrol bin Md. Nor
	-	Y.M Engku Mohd Nazri bin Engku Mansor
	-	Encik Mohd Suhaidi bin Mohd Ariffin
	-	Encik Muhammad Falah bin Abu Bakar
	-	Pn Azmazura Binti Abdul Aziz
	-	Pn. Emeria binti Ismail

ASSISTANT MEDICAL OFFICER SERVICE SECTION ANNUAL REPORT 2023

1.0 INTRODUCTION

The Assistant Medical Officer Service Section (AMOSS) is the governing body for Assistant Medical Officers (AMO) in Malaysia, mandated under Act 180 (registration) of Medical Assistant, 1977 and Estate Hospital Assistants under Act 435 Estate Hospital Assistant Registration, 1965. Additionally, since 2015, the Health Care Assistant (HCA) in the Ministry of Health Malaysia has been placed under the responsibility of the AMOSS.

2.0 SCOPES AND ROLES OF MEDICAL ASSISTANT BOARD

2.1 THE SECRETARIAT OF MEDICAL ASSISTANT BOARD

The Secretariat is responsible for enforcement of Act 180 (Medical Assistants Registration) The Secretariat comprises of three main units, namely the Registration & Annual Renewal Unit, Gazettement / Competence Assessment Unit, Practice Control Unit, Complaints & Secretariat and the Secretariat of The Medical Assistant Board.

2.1.1 Registration and Annual Renewal Unit

The role of the Registration and Annual Renewal Certificate (ARC) Unit is to ensure that anyone who satisfies the requirements under Act 180 is registered as a Medical Assistant. The Unit is also responsible for maintaining a registry Medical Assistants, ensuring that all Medical Assistants possess a valid Annual Renewal Certificate (ARC/PPT) to practice, monitoring and removal of names from the Medical Assistants Register when needed. In addition, the unit acts as secretariat for Medical Assistants Board meetings.

2.1.2 Gazettement / Competence Assessment Unit

The Gazettement / Competence Assessment Unit is responsible for publishing the names of all newly registered Assistant Medical Officers in the Gazette for public reference. The unit also publish the removal and restoration of Assistant Medical Officer's names in the gazette.

2.1.3 Practice Control Unit, Complaints & Secretariat

Practice Control Unit, Complaints & Secretariat is responsible for monitoring and regulating Medical Assistants practice in accordance with Act 180. Additionally, the Unit plans the creation of bills for the Assistant Medical Officers

Law and handles complaints regarding the ethical and professional conduct of AMOs.

2.2 THE BOARD OF ESTATE HOSPITAL ASSISTANT UNIT

Secretariat of The Board of Estate Hospital Assistant Unit is responsible for the registration of Estate Hospital Assistants who have passed their respective grading examinations. The LPHE also conducts annual examinations for Estate Hospital Assistants of Grades I, II, and III, and ensures that health facilities and services in Estate Clinics comply with the minimum standards set by the Ministry of Health.

2.3 PROFESSIONAL DEVELOPMENT SECTOR

Professional Development Sector are responsible on planning, developing, and assessing educational programme activities pertaining to Assistant Medical Officers is under the purview of the Professional Development Sector. The Unit plans and supervises the development of the Medical Assistant Education Programme Guidelines and monitors Assistant Medical Officers training, which is provided by both public and private institutions.

2.3.1 Educational Unit

The Education Unit are coordinated in alignment with the strategic plan of the Medical Assistant Board (LPP). Regular implementation ensures that the direction of the LPP is synchronized and in accordance with current policies and developments.
Education Guidelines for Assistant Medical Officers play a crucial role in the process of planning and implementing updates. These guidelines undergo review and updating every five years. In the context of the management of end-of-semester examinations (IPTS), the Education Units undertake the implementation of four key activities.
These activities are carried out under the umbrella of the end-of-semester examination management meetings for private higher education institutions (IPTS), in collaboration with the LPP. This unit also responsible for management of applications for the use of KKM facilities as a member of the committee/ secretariat of the KKM facility, meeting for the medical assistant diploma program/ medical and Medical & Health Science or programs that have been recognized by the Medical Assistant Board.

2.3.2 Examination Unit

The core task of Examination Units is to enforce compliance on the Guidelines for the Medical Assistant Education Program by both public and private institutions and coordinate Medical Assistant Board Examination Committee Meeting.

Additionally, the unit is responsible for overseeing the Medical Assistant Board Examination by developing exam questions, administering examinations and disseminating the exam results.

2.3.3 Compulsory Placement Program Unit

The Compulsory Placement Program Unit coordinates the implementation of the compulsory placement program for newly appointed Assistant Medical Officers. It monitors the implementation of CPP in all dedicated CPP training centres. The unit also involves in the development and revision of CPP training modules, organizes training for CPP local preceptors at dedicated training centres and endorses new applications for CPP training centres.

2.3.4 Emergency Medical Rescue Services (EMRS) Training unit.

The Emergency Medical Rescue Services (EMRS) Training unit develops training modules for the Emergency Medical Rescue Services First responders. The unit also coordinates the practical placement of EMRS First Responder in dedicated hospitals and prepares EMRS First Responder training reports for the purpose of certification of qualified participants. Furthermore, the unit is responsible in training the EMRS Trainers (TOT) to facilitate EMRS training sessions.

2.3.5 Fire Safety Officer (FSO) Training Unit.

In conjunction with the Malaysian Fire and Rescue Department, the Fire Safety Officer Training Unit arranges Fire Safety Officer training for Chief Supervisors and Assistant Medical Officers of hospitals, district health offices, and MOH institutes.

2.4 POLICY & STRATEGIC PLANNING SECTOR

Policy & Strategic Planning Sector oversees adherence to established policies and carries out short, long, and strategic action plans for the provision of Assistant Medical Officer and Health Care Assistant services. The sector periodically, reviews the impact of effectiveness of strategic plans and prepares report.

2.4.1 Policy, Human Resource and Human Capital Development Unit

The Policy, Human Resource and Human Capital Development Unit is responsible in enhancing skills, knowledge and experience of Assistant Medical Officers and Health Care Assistants. The unit also advices Human Resource Division, Ministry of Health in the postings of Assistant Medical Officers and Health Care Assistants. Furthermore, the unit develops personnel projection for these two categories based on the demands of Malaysia's health industry.

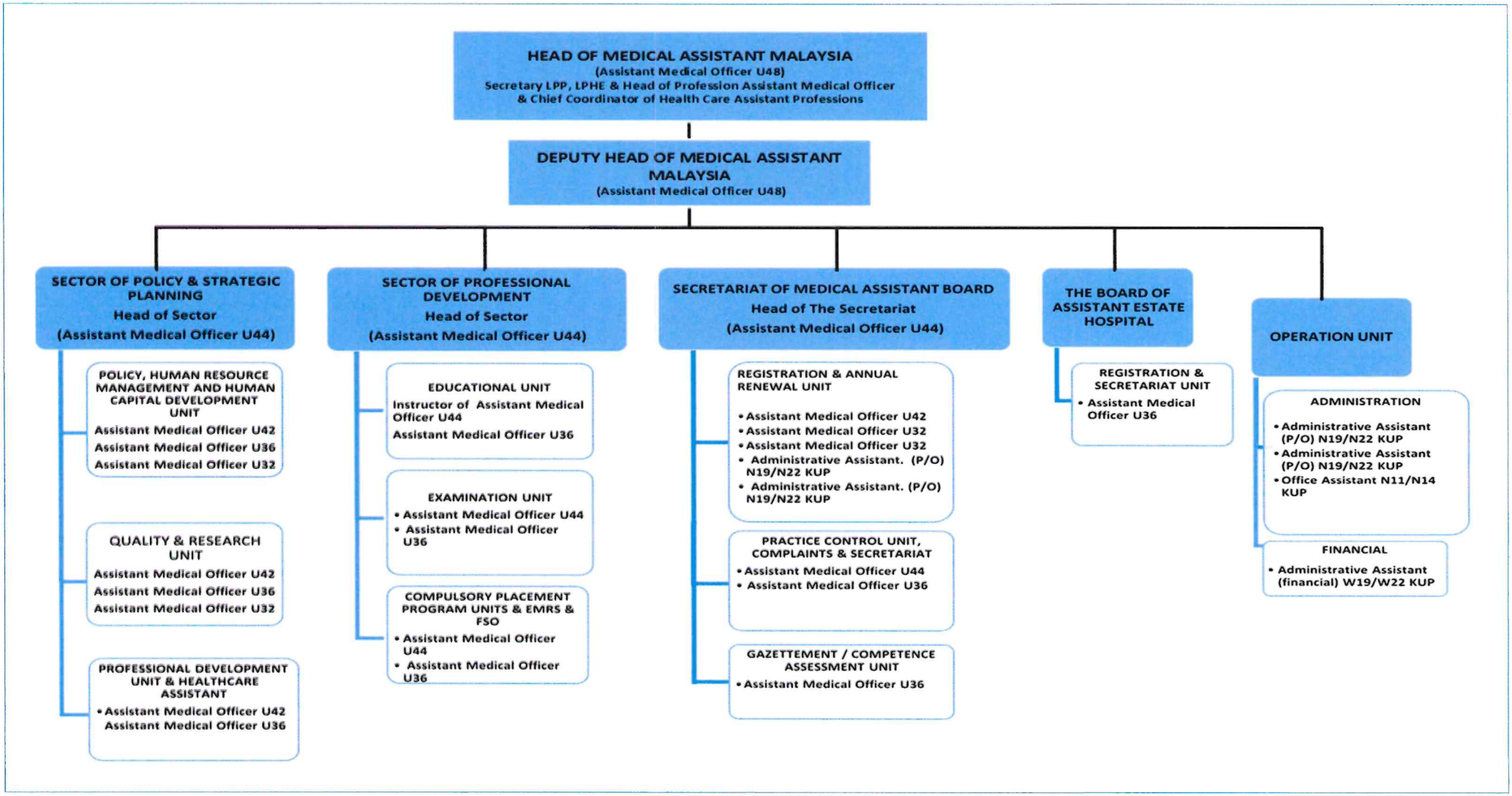
2.4.2 Quality and Research Unit

Quality and Research Unit focuses on research activities, clinical audit, Assistant Medical Officers Accreditation Standards (Hospital accreditation programme), Key Performance Indicators (KPI), and Credentialing & Privileging (C&P) of Assistant Medical Officers.

2.4.3 Professional Development and Health Care Assistant Unit

The Professional Development and Health Care Assistant Unit plans career development based on the direction of Assistant Medical Officers and Health Care Assistant service development plans. For the purpose of enhancing and strengthening knowledge and abilities, the unit offers a training and learning roadmap for Assistant Medical Officers and Health Care Assistants.

2.5 ORGANIZATION CHART OF THE ASSISTANT MEDICAL OFFICER SERVISE SECTION (CPPPP)



3. PERFORMANCE REPORT FOR SECRETARIAT OF MEDICAL ASSISTAN BOARD.

3.1 REGISTRATION & ANNUAL RENEWAL CERTIFICATE (ARC) UNIT

3.1.1 Quality Objectives

The established target is outlined as follows:

A realistic target has been set to ensure the expeditious processing of applications for the Certificate of Registration as a Registered Medical Assistant (Form 3 (Regulation 16(1)) submitted through the Medical Assistant Board. The objective is to achieve a processing efficiency of 85%, wherein the processing of applications will be completed within 45 working days from the date of receipt by the Board.

This target signifies a commitment to streamline and expedite the registration process, acknowledging the importance of timely responses to applicants seeking registration as Registered Medical Assistants. The 85% benchmark emphasizes the Board's dedication to a swift and efficient evaluation of applications, thereby facilitating a more responsive and applicant-friendly registration system.

The defined timeframe of 45 working days underscores the Board's commitment to a transparent, accountable, and expeditious registration process, contributing to the overall enhancement of the regulatory procedures governing the registration of Medical Assistants in Malaysia."

3.1.2 Statistics of Registration of Medical Assistants, 2023

Month	Total of Registration	Total of Compliance	Percentage Rate (%)
January	103	103	100.0%
February	45	45	100.0%
March	170	170	100.0%
April	0	0	100.0%
May	244	244	100.0%
June	54	54	100.0%
July	10	10	100.0%
August	0	0	100.0%
September	67	67	100.0%
October	70	70	100.0%
November	86	86	100.0%
December	0	0	100.0%
Total	**849**	**849**	**100.0%**

Based on the table, the registration of Medical Assistants, 2023 is 100% where the target (85%) is achieved.

3.1.3 Number of Registered Medical Assistants (MAs) from year 2021 to 2023 cumulatively

NO.	ITEMS	YEAR (Number of MAs)		
		2021	2022	2023
1	Registered MAs under Medical Assistant Board	28,130	29,104	29,953
2	Registered MAs after the implementation of Section14, Act 180. (Removal of Name)	22	65	8
3	Registered MAs in government sector	22,652	23,401	23,888
4	Registered MAs in private sector	5,478	5,703	6,065
5	Male Registered MAs	22,724	23,366	23,789
6	Female Registered MAs	5,406	5,738	6,164

In the year 2023, the record indicates a total of 29,953 registered Medical Assistants, demonstrating a noteworthy increase of 849 individuals, equivalent to a percentage growth of 2.8%, in comparison to the figures reported in 2022. This growth reflects a positive trend in the registration of Medical Assistants, signifying an expanding and dynamic healthcare workforce.

Pertaining to the provisions outlined in the Medical Assistant (Registration) Act 1977 [Act 180], specifically in Section 14, a total of 8 removals of names from the register were executed. This underscores the regulatory responsibilities exercised by the Act in ensuring the integrity and compliance of the registered Medical Assistants.

Furthermore, the data reveals substantial increases in registrations from both the government and private sectors compared to the preceding year, 2022. Notably, there was an augmentation of 487 registrations (equivalent to 2.0%) from the government sector and an additional 362 registrations (representing a growth of 5.9%) from the private sector. These increments signify a positive response to the demand for Medical Assistants in both public and private healthcare settings.

A gender-specific analysis of the registered Medical Assistants in 2022 reveals an increase of 423 (1.7%) in male Medical Assistants and a significant rise of 426 (6.9%) in female Medical Assistants compared to the figures reported in the previous year. This gender-wise growth highlights a balanced and diversified representation within the registered Medical Assistant community.

In summary, the data underscores a positive trend in the registration of Medical Assistants, with notable increases in total registrations, removals in accordance with statutory provisions, and a significant rise in registrations from both the government and private sectors. Additionally, the gender-wise analysis reflects a diversified and growing Medical Assistant workforce in 2023.

3.1.4 Registration of New Medical Assistants from the Training Institute, Ministry of Health, Malaysia *(ILKKM)* and Private Higher Educational Institutions *(IPTS)* from 2021 to 2023

NO.	COLLAGE	GENDER	YEAR		
			2021	2022	2023
1.	Training Institute, Ministry of Health Malaysia	Male	714	573	315
		Female	170	176	173
2.	Armed Forces Health Training Institute (INSAN) Terendak Camp, Malacca	Male	0	2	10
		Female	0	4	3
3.	I-Systems College, Kuching, Sarawak	Male	3	0	0
		Female	11	0	0
4.	Management & Science University (MSU), Shah Alam, Selangor	Male	5	3	1
		Female	20	12	2
5.	Murni International College, Nilai, Negeri Sembilan	Male	31	11	20
		Female	59	23	47
6.	Widad University College, Kuantan, Pahang	Male	1	2	4
		Female	7	2	6
7.	University College MAIWP International (UCMI), Kuala Lumpur.	Male	27	98	25
		Female	97	28	47
8.	UOW Malaysia KDU University College, Glenmarie, Selangor	Male	1	2	0
		Female	6	2	6
9.	Lincoln University College, Petaling Jaya, Selangor	Male	0	1	1
		Female	0	2	1
10.	University of Cyberjaya, Cyberjaya, Selangor	Male	6	10	18
		Female	29	22	37
11.	Institute of Medical Science Technology (UniKL MESTECH), Kajang, Selangor	Male	24	0	8
		Female	64	1	24
12.	Geomatika University College (GUC), Kuala Lumpur	Male	4	0	4
		Female	7	0	20
13.	DSH Institute of Technology, Setapak, Kuala Lumpur	Male	0	0	17
		Female	0	0	59
14.	Islamic College of Science & Technology, Bachok, Kelantan	Male	0	0	1
		Female	0	0	0
TOTAL			**658**	**974**	**849**

3.1.5 Issue of Annual Renewal Certificate (ARC) in 2023

NO.	ITEMS	TOTAL
1	Total Applications of ARC	23,956
2	Complete Documents	23,527
3	Approved Applications within 60 working days	22,355
4	Incomplete Documents	794
5	Percentage Rate of Approved Applications with Complete Documents within 60 working days	95.0%

In the year 2023, the Board experienced a significant influx of applications for the Application for Certificate (ARC), receiving a total of 23,956 forms. Impressively, 23,527 of these applications were submitted with complete documentation, highlighting the applicants' diligence and adherence to submission requirements.

Within the stipulated timeframe of 60 working days, the Board efficiently processed and approved 22,355 applications. This commendable accomplishment resulted in an approval rate of 95.0%, surpassing the predetermined target of 90%. This achievement underscores the Board's commitment to timely and effective processing, ensuring that the majority of applicants receive their Certificate within the specified timeframe.

The success in exceeding the target reflects positively on the Board's operational efficiency, responsiveness, and commitment to facilitating a streamlined application process for the Certificate. It also signifies a robust and well-managed system in place to handle the substantial volume of applications received in 2023.

3.1.6 Medical Assistants Annual Renewal Certificate (ARC) from year 2021 to 2023:

ITEMS	YEAR		
	2021	2022	2023
Total Applications of ARC	21,337	23,288	23,956

ARC applications show an increase of 2.7% in 2023 compared to 2022 with an increase of 668 total application.

3.1.7 ASSISTANT MEDICAL OFFICER TECHNICAL EXPERT (AMOTeX) REGISTRATION

ITEMS	YEAR	
	2022	2023
Total of Applications	530	155
Total of Approval	375	124

The 67th meeting of the Medical Assistant Board (LPP) dated 5th November 2018 agreed on the implementation of the Assistant Medical Officer Technical Expert (AMOTeX) registration. This implementation initiative has started in 2022, a total of 530 applications have been received and of that total, 375 applications have been successfully registered. In 2023, a total of 155 applications were received, a total of 124 applications met the criteria and were successfully registered. Based on the table above, the secretariat of the AMOTeX Committee identified unsuccessful applications because they did not meet the set guidelines.

3.2 GAZETTEMENT / COMPETENCE ASSESSMENT UNIT

3.2.1 Gazettement

As per the stipulations outlined in the Medical Assistants Act (Registration) [Act 180], the Medical Assistants Board is mandated to publish announcements in the Gazette for the following specific purposes:

a) Section 13, Subsection (1):
The Board is required to publish in the Gazette announcements regarding the registration of new medical assistants. This serves as a formal and public acknowledgment of individuals who have successfully completed the registration process and are officially recognized as medical assistants. The announcement in the Gazette ensures transparency and public awareness of these new registrations.

b) Section 15, Subsection (1):
For matters related to name removal of the registration certificate, the Board is obligated to publish announcements in the Gazette. This public disclosure is crucial in communicating the removal of names from the register, thereby maintaining transparency and informing stakeholders of actions taken in response to violations or non-compliance with regulatory standards.

c) Section 16, Subsection (1):

Announcements regarding the re-entry of names in the register, as specified in Section 16, Subsection (1), are also to be published in the Gazette. This ensures that any reinstatement or re-entry into the register is formally documented and communicated to the public through this official channel.

In summary, the publication of these announcements in the Gazette aligns with the legal requirements outlined in the Medical Assistants Act (Registration) [Act 180], contributing to transparency, accountability, and public awareness in matters related to the registration and status of medical assistants.

The following is the year 2023 report for Section 13, subsection (1):

Section / Subsection	Total	Amount of financial allocation fee(RM)
13 (1)	849	9,921.60

In accordance with Section 13, Subsection (1) of the Medical Assistants Act (Registration) [Act 180], it is reported that a total of 849 medical assistant trainees, who underwent training in 2022 from both the Ministry of Health Training Institutes (ILKKM) and private colleges, have successfully registered as medical assistants. This registration signifies their official recognition and authorization to practice as medical assistants.

The cost associated with this grant of registration amounts to RM 9,921.60. This financial detail is pertinent information, indicating the resource allocation for the registration process. The disclosure of such costs adds transparency to the regulatory procedures and ensures that stakeholders are informed about the financial aspects associated with the registration of newly graduated medical assistants.

Whereas, in Section 15, subsection (1), the publication in the Gazette refers to the removal of names from the list of medical assistants:

Section / Subsection	Medical Assistants Board Meeting	Number of Name removal	Amount of financial allocation (RM)
15 (1)	75th until 76th	8	190.80

In the recent period, a total of 8 medical assistants were removed from the registry. This removal, executed under Section 14(1)(a), was executed based on the Board's satisfaction that a medical assistant has deceased.

In summary, the Medical Assistants Board has effectively utilized a financial allocation of RM 10,112.40, for the purpose of broadcasting announcements in the Gazette under the provisions of the Medical Assistants Act (Registration) 1977 [Act 180]. This allocation has facilitated the implementation of necessary procedures, including the publication of information related to new registrations, name removal of registration certificates, in accordance with the legal requirements specified in the Act.

The application for broadcasting through the Government Gazette method (JIL.68) was successfully conducted on February, 2023. This method of dissemination ensures that the information reaches a wide audience and fulfils the transparency and public awareness objectives outlined in the regulatory framework. The financial allocation and the chosen method of broadcasting underscore the Board's commitment to maintaining an open and accountable system in managing the registration and regulatory processes for medical assistants.

3.2.2 Competency Assessment for Annual Renewal Certificate (ARC)

In accordance with the decisions made during the 65th Medical Assistants Board Meeting (LPP) in 2017, the implementation of competency test has been mandated for Assistant Medical Officers (PPP) with expired Annual Renewal Certificates (ARC). This proactive measure is designed to ensure ongoing competency and compliance with the requirements of Act 180, the Medical Assistants Act (Registration) of 1977.

Here are the appeal application statistics for the test for the annual renewal certificate (ARC):

Schedule: Application for Competency Assessment for ARC			
Year	**Public Sector**	**Private Sector**	**Total**
2019	662	236	898
2020	891	996	1,887
2021	1,351	1,570	2,921
2022	1,505	1,264	2,769
2023	692	787	1,479

Based on the provided information, it is observed that the number of appeals for the Annual Renewal Certificate (ARC) assessment test in 2023 has decreased compared to the figures recorded in 2022. The decline is quantified at 46.6%, equivalent to a reduction of 1290 applications. Despite the overall decrease, there is a noteworthy shift in the distribution of appeals between the public and private sectors.

In the public sector, there was a substantial decrease in appeals, with 692 applications, representing a decreased of 813 (54.0%) from the 2022 figure of 1,505 (54.4%). Conversely, appeals from the private sector experienced a significant decline of 787 (53.2%), reflecting a decrease of 477 (37.7%) from the 2022 count.

This shift in appeal patterns suggests that there may be varying levels of awareness among Assistant Medical Officers (AMOs) regarding the significance of obtaining the Annual Renewal Certificate (ARC). The decrease in public sector and private sector appeals could be indicative of a potential lack of awareness or understanding among individuals in this sector regarding the importance of participating in the ARC assessment test.

Addressing this awareness gap and providing comprehensive information to AMOs about the importance and benefits of holding a valid ARC may contribute to increased participation in the assessment test, ensuring that medical assistants across both public and private sectors maintain the necessary standards and competencies outlined in the regulatory framework.

Schedule: Assessment test for 2023				
Year	**Number of Candidates**	**Application for Assessment test**	**Number of exams**	**Absence and fail**
2023	1479	1271	1271	229

The table above illustrates that out of the total 1,479 candidates registered for the competition assessment, 1,271 candidates (85.9%) fulfilled the stipulated criteria and were required to undergo the evaluation test. The remaining 208 candidates were exempt from the evaluation test, and their appeals were approved without undergoing the assessment. Of those who participated in the assessment test, 1,271 candidates (100%) scored below the threshold. The predominant reasons for this outcome were insufficient Continuing Professional Development (CPD) points in 2022, accounting for 802 candidates (63%), and skipped applications, constituting 469 candidates (37%).

Consequently, there were 229 candidates (18.01%) failed the competition assessment, leading to the classification of their assessments as unsuccessful. These candidates are required to submit an appeal for reconsideration.

3.3 PRACTICE CONTROL, COMPLAINTS & SECRETARIAT UNIT

3.3.1. Complaints in year 2023

In the year 2023, a total of six (6) cases of complaints and inquiries were documented, addressed, and finished within the time frame. To investigate these complaints, the Chief and Assistant Medical Officer of the State Health Department began a preliminary investigation. This step helps solve problems and gather information for a thorough investigation.

At the same time, the Medical Assistant Board Secretariat responded to the complainants directly. We responded by sending emails and letters to the people involved in the reported cases.

The compilation of complaints and inquiries in the year 2023 is detailed as follows:

No.	Date	Method of Complaints	Complaint Status
1	11 October 2023	SiSPAA	Completed
2	27 October 2023	Email	Completed
3	02 November 2023	SiSPAA	Completed
4	27 November 2023	Email	Completed
5	04 December 2023	Email	Completed
6	11 December 2023	SiSPAA	Completed

3.3.2 Medical Assistant Board Meeting 2023

No.	Matter	Date
1	75th Medical Assistant Board Meeting	10 Feb 2023
2	76th Medical Assistant Board Meeting	13 June 2023

4. THE BOARD OF ESTATE HOSPITAL ASSISTANTS (LPHE)

4.4.1 Number of Estate Hospital Assistants and Assistant Medical Officers by States.

States	Total Hospital/ Clinic Estates	Number of Estate Hospital Assistants (EHA)	Number of Assistant Medical Officers (AMO)
Perlis	0	0	0
Kedah	13	5	10
Pulau Pinang	1	0	1
Perak	33	23	12
Selangor	1	0	1
Negeri Sembilan	19	0	21
Melaka	12	1	12
Johor	79	21	60
Pahang	28	11	19
Terengganu	20	5	8
Kelantan	15	0	13
Sarawak	15	1	14
Sabah	240	354	23
Total	**476**	**421**	**194**

**Data by Ministry of Human Resource 2024*

4.4.2 Total Registration of Estate Hospital Assistants within 5 Years.

Years	Probation	Grade	Total
2019	33	68	101
2020	26	52	78
2021	1	10	11
2022	54	1	55
2023	69	115	184

**Data by PHE Record Register Update 2024*

4.4.3 Report of The Board Estate Hospital Assistants Examination Year 2023.

The LPHE examination is done on 18nd to 22th September 2023 at Ministry of Health Training Institute Seremban (ILKKM), Negeri Sembilan and Tawau, Sabah.

Table of the number of candidates sitting the exam by grade:

	Number of Candidates			
Examination Centre	**Grade 3**	**Grade 2**	**Grade 1**	**Total**
1. Ministry of Health Training Institute Seremban	-	-	10	**10**
2. Ministry of Health Training Institute Tawau	16	7	15	**38**
TOTAL	**16**	**7**	**25**	**48**

4.4.4 The Board of Estate Hospital Assistants (LPHE) 2023 Activity Report.

NO.	ACTIVITY	NOTES
1	Estate Hospital Assistant Registration	January - December
2	Estate Hospital Assistant Registration Workshop for Various Grades through the Bless System at KK Sandakan, Sabah	23 - 25 February
3	Estate Hospital Assistant Board examination advertisement	1 April – 30 June
4	109th Estate Hospital Assistant Board Members Meeting	15 June
5	Estate Hospital Assistant Board examination (ILKKM Tawau dan ILKKM Seremban)	18 - 22 September
6	110th Estate Hospital Assistant Board Members Meeting	26 Oktober

5. SECTOR OF PROFESSIONAL DEVELOPMENT

5.1 EDUCATIONAL UNIT

5.1.1 Number of accreditation assessments visit to IPTA and IPTS (Public and Private Institutes) in 2023.

NO.	DATE	ACTIVITY
1.	10-12/05/2023	Visit with MQA for Full Accreditation Assessment at DSH Institute of Technology, Kuala Lumpur.
2.	08-10/08/2023	Visit with MQA for Full Accreditation Assessment at University Geomatika, Malaysia, Setiawangsa, Kuala Lumpur
3.	24/8/2023	Visit with MQA for Provisional Accreditation Assessment at Cyberjaya College Kota Kinabalu, Sabah.
4.	21/09/2023	Visit with MQA for Provisional Accreditation Assessment at Cyberjaya College Kuching, Sarawak.
5.	25-27/09/2023	Visit with MQA for Full Accreditation Assessment at Lincoln University College, Petaling Jaya, Selangor.
6.	25-26/10/2023	Visit with MQA for Full Accreditation Assessment at I-Systems College Kuching.

5.1.2 List of Public and Private Higher Learning Institution that received a Full Accreditation Certificates for the Medical Assistant Diploma Program in 2023

No.	Higher Education Provider Name	Programme Code	Full Accreditation Period	Full Accreditation Renewal Application Status
1	Ministry of Health Training Institute Sultan Azlan Shah, Perak	MQA/FA 13053	11/10/2019 – 12/10/2024	-
2	Ministry of Health Training Institute Kuching, Sarawak	MQA/FA 13056	11/10/2019 – 10/10/2024	-
3	Ministry of Health Training Institute Johor Bahru, Johor	MQA/FA 13054	11/10/2019 – 10/10/2024	-
4	Ministry of Health Training Institute Kota Kinabalu, Sabah	MQA/FA 13055	11/10/2019 – 10/10/2024	-
5	Ministry of Health Training Institute Seremban, Negeri Sembilan	MQA/FA 13052	11/10/2019 – 10/10/2024	-
6	Ministry of Health Training Institute Alor Setar, Kedah	MQA/FA 13450	28/11/2019 – 27/11/2024	-
7	*Management & Science University (MSU)*	MQA/FA 5704	29/03/2023 – 28/03/2025	-
8	Murni International College	MQA/FA 8746	01/04/2023 – 31/03/2025	-
9	*Widad University College*	MQA/FA 8834	29/03/2023 – 28/03/2025	-
10	UOW Malaysia College	MQA/FA 0966	26/06/2024 – 25/06/2025	-
11	*Lincoln University College (LUC)*	MQA/FA 9108	28/11/2023 – 27/11/2026	-
12	Maiwp International College University	MQA/FA 0391	16/04/2021 – 15/04/2024	- Visit with MQA for Full Accreditation Assessment on 15-17/5/2024
13	University of Cyberjaya (Uoc)	MQA/FA 1947	09/02/2023 – 08/02/2026	-
14	Unikl – Mestech	MQA/FA 4941	15/08/2023 –14/08/2026	-
15	Geomatika Malaysia University	MQA/FA 2797	30/10/2023 – 29/10/2026	-
16	DSH Institute of Technology (D.I.T)	MQA/FA 4551	22/04/2020 – 23/04/2023	-
17	Armed Forces Health Training Institute (INSAN)	MQA/FA 3504	09/07/2021 - 08/07/2026	-
18	IJN College, Kuala Lumpur	MQA/PA 12882	15/02/2023 – 14/02/2028	-

19	Cyberjaya College Kota Kinabalu, Sabah.	MQA/PA 16781	13/02/2024-12/02/2029	-
20	Cyberjaya College, Kuching, Sarawak	MQA/PA 17109	13/02/2024-12/02/2029	-

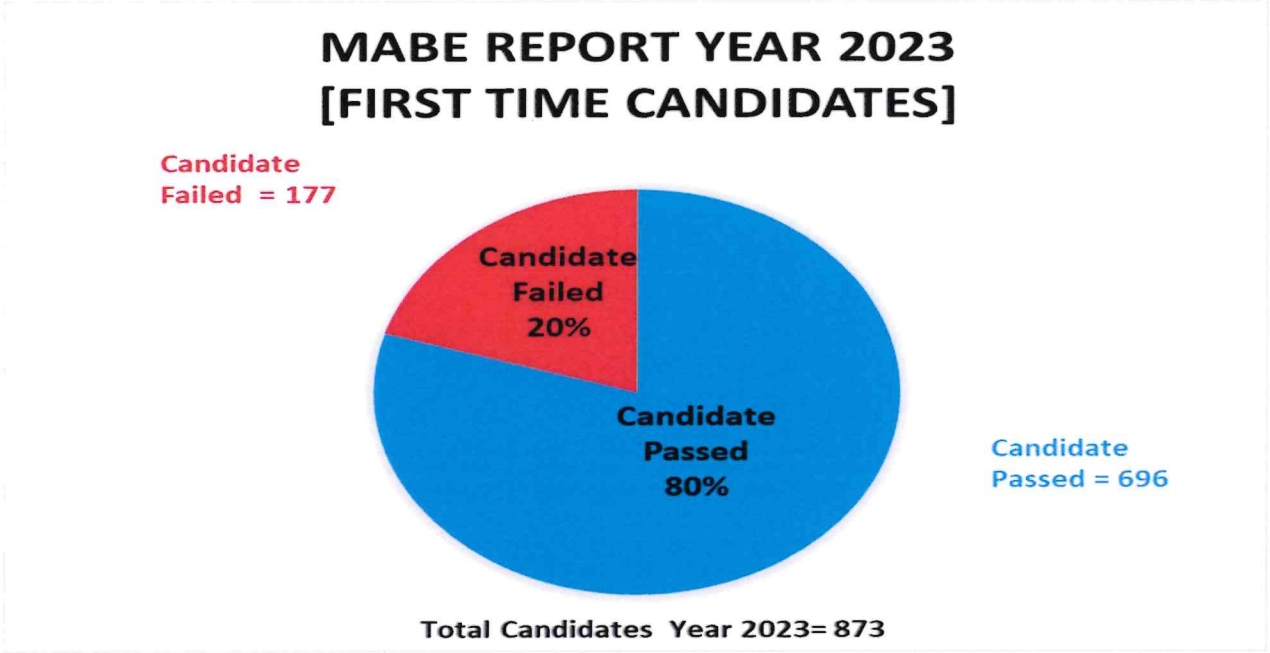
5.1.3 List of Higher Education Providers that signed the Memorandum of Agreement (MOA) with Ministry of Health for the Medical Assistant Diploma and Bachelor in 2023.

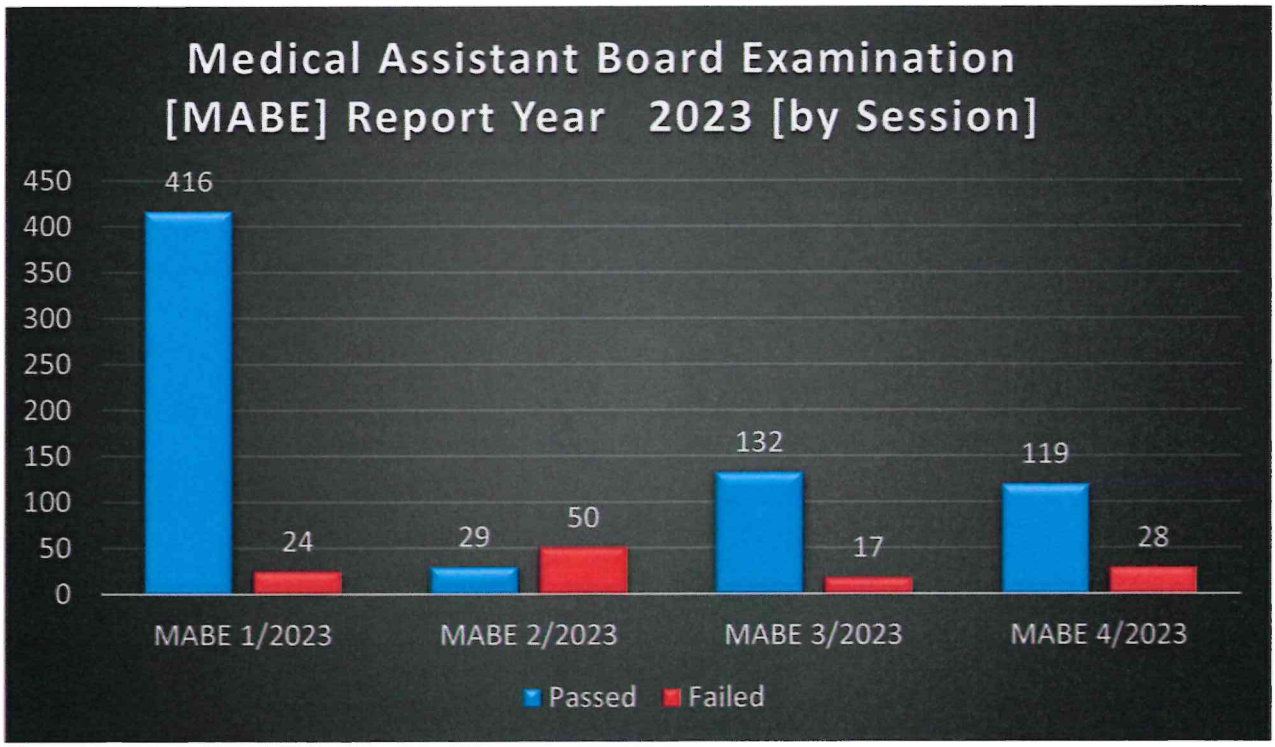
No.	Higher Education Providers	Duration of Moa Agreement	Renewal Application Status
1	I-Systems College, Kuching (Diploma of Medical Assistant)	16/12/2020 – 15/12/2025	-
2	*Management & Science University (MSU)* (Diploma of Medical Assistant)	30/09/2022 – 29/09/2027	-
3	Murni International College (Diploma of Medical Assistant)	26/05/2021 – 25/05/2026	-
4	*Widad University College* (Diploma of Medical Assistant)	24/10/2020 – 23/10/2025	-
5	UOW Malaysia College (Diploma of Medical Assistant)	27/10/2022 – 26/10/2027	-
6	*Lincoln University College (LUC)* (Diploma of Medical Assistant)	05/05/2019 – 04/05/2024	-
7	MAIWP International College University (Diploma of Medical Assistant)	21/01/2018 – 20/01/2023	Review of The Proposed MOA by the Legal Counsel Office
8	*University of Cyberjaya (UOC)* (Diploma of Medical Assistant)	01/06/2020 – 31/05/2025	-
9	Unikl – Mestech (Diploma of Medical Assistant)	31/01/2017 – 30/01/2023	Review of The Proposed Moa by The Legal Counsel Office
10	Geomatika Malaysia University (Diploma of Medical Assistant)	28/04/2022 – 27/04/2027	-
11	DSH Institute of Technology (D.I.T) (Diploma of Medical Assistant)	04/04/2021 – 03/04/2026	-
12	Open Universiti Malaysia (OUM) (Bachelor in Medicine and Health Sciences)	21/10/2020 - 20/10/2025	-
13	Universiti Kebangsaan Malaysia (UKM) (Bachelor In Emergency Medicine)	24/06/2020 - 23/06/2025	-

14	Universiti Sultan Zainal Abidin (UNISZA) (Bachelor in Medicine and Health Sciences)	-	The Soft Copy of The MOA Has Been Submitted for Binding Purposes

5.2 MEDICAL ASSISTANT BOARD EXAMINATION UNIT

5.2.1 Medical Assistant Board Examination (MABE) Year 2023





5.2.2 Activities of the Medical Assistant Board Examination (MABE) 2023.

No	Date	Activities
1.	13 – 15 May 2023	Formulation and Refinement of Medical Assistant Board Exam Items Workshop at PDRM Officers' Mess, Langkawi.
2.	25 – 27 July 2023	Formulation and Refinement of Medical Assistant Board Exam Items Workshop at Engineering & Technology Center of Excellence JKR, (CREaTE), Alor Gajah, Melaka.

5.2.3 List of Exam Centre's Involved in MABE year 2023

No	MABE Date	Exam Centre
1.	12 January 2023	ILKKM Kota Kinabalu, ILKKM Kuching, ILKKM JB, ILKKM Seremban, ILKKM SAS & University of Cyberjaya.
2.	4 April 2023	ILKKM Kota Kinabalu, ILKKM Kuching & University of Cyberjaya.
3.	11 July 2023	ILKKM Kota Kinabalu, ILKKM Kuching & University of Cyberjaya.
4.	11 October 2023	ILKKM Kota Kinabalu, ILKKM Kuching & Management & Science University [MSU].

5.2.4 Number Assistant Medical Officers Applied for Post Basic/ Advanced Diploma (2023)

		TOTAL CANDIDATES		
No	Courses	Apply	Success	Attended
1	Advanced Diploma in Diabetes Care	77	58	58
2	Advanced Diploma in Healthcare Management			
3	Advanced Diploma in Emergency Care	206	76	76
4	Advanced Diploma in Intensive Care Technology	1	1	1
5	Advanced Diploma in Mental Health Care	36	23	23
6	Advanced Diploma in Perioperative Management	8	8	8
7	Advanced Diploma in Respiratory Management	8	7	7

8	Advanced Diploma in Cardiovascular Health Care	19	18	18
9	Advanced Diploma in Prevention & Infection Control	29	25	25
10	Advanced Diploma in Neurosciences (Neurophysiology Diagnostic & Monitoring)	8	8	8
11	Advance Diploma in Gerontology Nursing	3	3	3
12	Advance Diploma in Orthopaedic Care	25	25	25
13	Post Basic in Rehabilitation	3	3	3
14	Post Basic in Wound Care	91	29	29
15	Post Basic in Gastrointestinal Endoscopy	15	14	14
16	Post Basic in Counselling HIV/Aids	85	62	62
17	Post Basic Rheumatology Care	1	1	1
18	Post Basic Dermatology Care	3	3	3
19	Post Basic Primary Health Care	50	50	50
20	Post Basic Nephrology Care	106	106	106
21	Post Basic Peri Anaesthesia Care	41	14	14
22	Post Basic Ophthalmic Care	15	15	15
23	Post Basic Otorhinolaryngology Care	7	7	7
24	Post Basic Anaesthesia (Sabah & Sarawak)	30	30	30
25	Post Basic Stoma and Continence Care	1	1	1
26	Post Basic Forensic Medicine	32	23	23
27	Post Basic Sports Medicine	28	17	17
	TOTAL	**928**	**627**	**627**

5.2.5 The total number of Assistant Medical Officer applied for Post Basic/ Advanced Diploma 2022)

No	Recruitment Year	Total Candidates			Total of Candidates Rejected the Offer					
		Application	Success	Attended	Health issues	Personal	Pregnant	Resign	No approval by Hod	Register
1.	2022	899	493	493	0	0	0	0	0	0

5.3 COMPULSORY PLACEMENT PROGRAMME (PPW) ACTIVITY REPORTS

5.3.1 Total number of participants by state in year 2023

NO.	STATE	GROUP 25	GROUP 26 (KVAS)	GROUP 27	GROUP 28	GROUP 29	TOTAL
1	Perlis	10	-	8	13	12	43
2	Kedah	26	-	25	15	29	95
3	Pulau Pinang	22	-	30	20	27	99
4	Perak	32	-	20	26	31	109
5	Selangor	63	160	244	77	50	594
6	HKL	10	160	62	17	0	249
7	Federal Territory of Kuala Lumpur & Putrajaya	20	-	53	5	19	97
8	Negeri Sembilan	32	-	46	21	29	128
9	Melaka	13	-	21	15	23	72
10	Johor	26	-	32	21	24	103
11	Kelantan	19	-	27	16	29	91
12	Terengganu	20	-	19	20	22	81
13	Pahang	21	-	37	31	3	92
14	Sabah	35	-	162	32	35	264
15	Sarawak	35	-	144	33	31	243
16	Federal Territory of Labuan	4	-	5	0	11	20
	TOTAL	**388**	**320**	**935**	**362**	**375**	**2380**

5.3.2 Compulsory Placement Program Training for Local Preceptor

NO.	DATE	COURSE	VENUE	NUMBER OF PARTICIPANTS
1	20 – 23 March 2023	Compulsory Placement Program Local Preceptor Course in Collaboration with Kelantan State Health Department	Wisma Persekutuan, Kota Bharu, Kelantan	16
2	10 - 12 July 2023	Compulsory Placement Program Local Preceptor Course in Collaboration with Johor State Health Department	Johor State Health Department, Johor Bahru, Johor	20
3	7 - 8 August 2023	Compulsory Placement Program Local Preceptor Course in Collaboration with Selangor State Health Department	Hospital Shah Alam, Selangor	30
4	11– 13 September 2023	Compulsory Placement Program Local Preceptor Course in Collaboration with Perak State Health Department	Hospital Slim River, Perak	33

5.3.3 Compulsory Placement Program Coordination Meeting

NO.	DATE	MEETING	VENUE
1	13 January 2022	Kelantan State Health Department Compulsory Placement Program Coordination Meeting	Kelantan State Health Department
2	6 September 2022	Negeri Sembilan State Health Department Compulsory Placement Program Coordination Meeting	Negeri Sembilan State Health Department Compulsory Placement Program Coordination Meeting

5.3.4 Supervisory Visit of Compulsory Placement Program

NO.	DATE	HOSPITAL	STATE
1	22 March 2023	Hospital Raja Perempuan Zainab II, Kota Bharu	Kelantan
2	23 March 2023	Hospital Tanah Merah	Kelantan
3	24 May 2023	Hospital Banting	Selangor
4	12 June 2023	Hospital Taiping	Perak
5	13 June 2023	Hospital Telok Intan	Perak
6	16 June 2023	Hospital Sungai Buloh	Selangor
7	22 June 2023	Hospital Kajang	Selangor
8	26 June 2023	Hospital Banting	Selangor
9	27 June 2023	Hospital Ampang	Selangor
10	3 July 2023	Hospital Selayang	Selangor
11	4 July 2023	Hospital Shah Alam	Selangor
12	5 July 2023	Hospital Selayang	Selangor
13	6 July 2023	Hospital Banting	Selangor
14	6 July 2023	Hospital Putrajaya	Federal Territory of Kuala Lumpur & Putrajaya
15	10 July 2023	Hospital Sultan Idris Shah, Serdang	Selangor
16	12 July 2023	Hospital Sultan Ismail, Johor Bahru	Johor
17	3 September 2023	Hospital Kulim	Kedah
18	13 September 2023	Hospital Slim River	Perak
19	20 September 2023	Hospital Kuala Lumpur	HKL

5.4 EMERGENCY MEDICAL RESCUE SERVICES (EMRS) ACTIVITY REPORTS

5.4.1 First Responder Emergency Medical Rescue Services (FR-EMRS) Course

Series	Date	Venue	Number Of Participants
1/2023	20– 31 May 2023	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	48
2/2023	8 - 19 July 2023	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	48

5.4.2 Emergency Medical Rescue Services (EMRS) Meetings

No.	Date	Meeting	Venue
1.	11 April 2023	Coordination Meeting for Emergency Medical Rescue Services (EMRS) Course of the Fire and Rescue Department Malaysia	Fire and Rescue Department of Malaysia Headquarters, Putrajaya
2.	9 - 10 May 2023	Training Module Review Meeting for Emergency Medical and Rescue Services (EMRS)	Port Dickson District Health Office, Negeri Sembilan
3.	25 - 27 July 2023	Training Module Review Meeting for Emergency Medical and Rescue Services (EMRS)	Port Dickson District Health Office, Negeri Sembilan

5.4.3 Practical Placement for First Responder EMRS at MOH Hospitals

No.	State	Placement Date	Number Of Participants
1	Federal Territory of Kuala Lumpur & Putrajaya	1 Mac – 31 May 2022	1
2	Perlis		0
3	Selangor		3
4	Hospital Kuala Lumpur		6
5	Kedah		1

6	Pulau Pinang		2
7	Negeri Sembilan		3
8	Johor		9
9	Pahang		3
10	Terengganu		0
11	Kelantan		0
12	Perak		4
13	Melaka		1

5.5 FIRE SAFETY OFFICER (FSO) TRAINING REPORT

5.5.1 Fire Safety Officer (FSO) Meeting and Site Visit

NO.	DATE	COURSE	VENUE
1	19 April 2023	Discussion for the Training of Chief Assistant Medical Officer of Hospital, Institutions and District Health Officer as Fire Safaty Officer	Reko Sentral, Kajang, Selangor

5.5.2 Fire Safety Officer (FSO) Meeting and Site Visit

NO.	DATE	MEETING	VENUE
1.	29 April 2022	Fire Safety Officer (FSO) training Coordination	Fire and Rescue Department of Malaysia Headquarters
2.	12 September 2022	The Role of Head Assistant Medical Officer at Hospital and Public health as Fire Safety Officer (FSO).	Ministry of Health Headquarters
3.	21 September 2022	Fire Safety Officer (FSO) training Coordination	Fire and Rescue Department of Malaysia Headquarters
4.	26 September 2022	Fire Safety Officer (FSO) Course Coordination	Fire and Rescue Department of Malaysia Headquarters
5.	5 October 2022	Site Visit for Fire Safety Officer (FSO) training	Hospital Raja Permaisuri Bainun, Ipoh, Perak

5.5.3 Monitoring of Fire Safety Officer activities

NO.	DATE	HOSPITAL	STATE
1	26 May 2022	Hospital Putrajaya	WP Putrajaya
2	17 June 2022	Hospital Kuala Lumpur	WP Kuala Lumpur
3	4 July 2022	Hospital Beaufort	Sabah
4	6 July 2022	Hospital Queen Elizabeth II	Sabah
5	18 July 2022	Hospital Tengku Ampuan Jamaah	Selangor
6	20 July 2022	Hospital Tengku Ampuan Rahimah, Klang	Selangor
7	8 August 2022	Hospital Sultanah Aminah	Johor
8	9 August 2022	Hospital Temenggong Seri Maharaja Tun Ibrahim, Kulai	Johor
9	8 September 2022	Hospital Raja Pemaisuri Bainun, Ipoh	Perak
10	9 September 2022	Hospital Seri Manjung, Manjung	Perak
11	9 November 2022	Engagement Session Between Head Assistant Medical Officer (Public Health) and District Health Department Head Assistant Medical Officers in Faire Safety Officer (FSO), Organised by Family Development Division, MOH	IPKKM, Putrajaya

5.6 EMERGENCY MEDICINE AND TRAUMA SERVICES (EMTS) ACTIVITIES REPORT

5.6.1 Klang Valley Ambulance Services (KVAS) Meeting

NO.	DATE	MEETING	VENUE
1	3 January 2023	Training Module Refinement Workshop and Ambulance Officer Task List for Assistant Medical Officers of the Klang Valley Ambulance Service (KVAS)	Sungai Buloh Hospital
2	10 January 2023	Additional Meeting Of Ambulance Driving Duty Scope of Assistant Medical Officers	Office of Deputy Chief Secretary (Medical)

3	18 January 2023	Meeting for Prepare the Scope of Tasks for the Supervision of Assistant Medical Officers for Klang Valley Ambulance Services (KVAS) Operations	Sungai Buloh Hospital
4	30 – 31 January 2023	Meeting on the Development of PHC Uniform for Assistant Medical Officers of the Ministry of Health No. 1/2023	Tengku Ampuan Rahimah Hospital, Klang, Selangor
5	3 March 2023 & 7 June 2023	Discussions of Attachment Training Scope and Coordination for PHC in Overseas	Tengku Ampuan Rahimah Hospital, Klang, Selangor
6	13 March 2023	Discussion Session and Site Visit of the Ambulance Officer Orientation Program of the Ministry of Health Malaysia	Spirit Building Camp Human Development Center, Kuala Kubu Bharu
7	10 April 2024	Supervisory Meeting of Assistant Medical Officers of KVAS	Assistant Medical Officers Service Branch
8	17 April 2023	Meeting Pro Tem Committee for Klang Valley Ambulance Service (KVAS) Pioneer Poject No.2	Selangor State Health Department, Shah Alam
9	9 June 2023	Meeting Pro Tem Committee for Klang Valley Ambulance Service (KVAS) Pioneer Poject No.2	Klang District Health Office
10	15 June 2023	Meeting Pro Tem Committee for Klang Valley Ambulance Service (KVAS) Pioneer Poject No.2	Meeting Room of the Klang District Health Office, Klang Botanic Town
11	20 July 2023	Discussion for the Ambulance Driving Course (Assistant Medical Officer) of the Ministry of Health Malaysia 2023	Competency Development Divisions, Kuala Lumpur

5.6.2 Monitoring of Klang Valley Ambulance Services (KVAS) Activities

NO.	DATE	ACTIVITIES	VENUE
1	2 March 2023	Consultation Session and Private Ambulance Service Work Visit	Kajang, Selangor
2	16 March 2023	Supervisory Visit of KVAS under the Management of the Health Department of the Federal Territory of Kuala Lumpur & Putrajaya	Kuala Lumpur Hospital
3	31 March 2023	Supervisory Visit of KVAS under the Management of the Selangor State Health Department	Sungai Buloh Hospital
4	4 April 2023	Supervisory Visit of KVAS under the Management of the Selangor State Health Department	Tengku Ampuan Rahimah Hospital, Klang
5	5 October 2023	Supervisory Visits of Assistant Medical Officers Service in KVAS	Putrajaya Hospital/ Presint 9 Health Clinic/ Surau Desa Pinggiran Putra/ Presint 18 Health Clinic
6	11 October 2023	Supervisory Visits of Assistant Medical Officers Service in KVAS	Federal Territory of Kuala Lumpur & Putrajaya/ Cheras Health Clinic/ Petaling Bahagia Health Clinic
7	12 October 2023	Supervisory Visits of Assistant Medical Officers Service in KVAS	Kuala Lumpur Hospital/ Tangling Health Clinic/ Kepong Health Clinic
8	19 October 2023	Supervisory Visits of Assistant Medical Officers Service in KVAS	Sungai Buloh Hospital/ Bukit Raja Mosque/ Tabung Haji Mosque, Kelana Jaya
9	24 October 2023	Supervisory Visits of Assistant Medical Officers Service in KVAS	Kajang Hospital/ Kajang Technology City - Shell Oil Station/ Bukit Dukung Rest Stop/ Ulu Klang

				Chief's office/ Serdang Hospital

5.6.3 Klang Valley Ambulance Survices Training

NO.	DATE	COURSE	VENUE	NUMBER OF PARTICIPANTS
1	7 – 10 November 2023	Ambulance Driving Course (Special) Assistant Medical Officers in Collaboration with MOH Competency Development Divisions	Malacca Road Transport Department Academy, Air Molek, Malacca	40

5.6.4 Training Attended

DATE	ACTIVITY	VENUE
14 March 2023	World Health Organization (WHO) Emergency Medical Team (EMT) Initiative Seminar	Markas Smart, Puchong, Selangor
22 August 2023	Awarness Training, Standard Compliance Stewardship Programme for Enterprises (ESCAPE) MS ISO 39001:2013 - Road Traffic Safety Management System (RTSMS)	Le Meridian Hotel, Putrajaya
28 September – 24 October 2023	In-training Service (Overseas) in Pre Hospital care and Disaster Medicine	New Zealand

6. STATISTICS OF HUMAN RESOURCE, CREDENTIALS AND WORKLOAD

6.1 The Human Capital and Human Resource Development Unit

6.1.1 Number of Assistant Medical Officers and their credentials

BIL	DETAIL	TOTAL
1	Total of registered Assistant Medical Officer	29953
2	Assistant Medical Officer in MOH	23888
3	Total Assistant Medical Officer in Cadre	351
4	Assistant Medical Officer in Private Sector	6065
5	Contract Assistant Medical Officer	4419
6	Assistant Medical Officer with Post Basics / Advance Diploma	7484
7	Assistant Medical Officer with Bachelor Degree	954
8	Assistant Medical Officer with Master Degree	32
9	Assistant Medical Officer with PhD	8
10	Total Assistant Medical Officer without Post Basic	17,031
11	Annual average output for Assistant Medical Officers with Post Basics	430

6.1.2 AMO'S with Post Basics and Advanced Diploma

BIL	POST BASIC	TOTAL
1	Certificate of Emergency Care	1082
2	Certificate of Psychiatry Care	229
3	Certificate of Orthopedic Care	550
4	Certificate of Renal Care	830
5	Certificate of Rehabilitation Care	21
6	Certificate of Forensics	189
7	Certificate of Ophthalmic Care	193
8	Certificate of Primary Health Care	629
9	Certificate of Diabetes Management	421
10	Certificate of Health Personnel Management	82
11	Certificate of Sports Medicine	248
12	Certificate of Gastrointestinal Endoscopy	85
13	Certificate of HIV/AIDS Counseling	136
14	Certificate of Otorhinolaryngology	73
15	Certificate of Clinical Neurophysiology	60
16	Certificate of Anesthesia (Sabah & Sarawak)	121
17	Certificate of Occupational Safety & Health	3
18	Certificate of Neuroscience Nursing	27
19	Certificate of Infection Control	137
20	Certificate of Peri Anesthesia Care	205
21	Advanced Diploma of Mental health care	86
22	Advanced Diploma in Emergency Care	1105
23	Advanced Diploma in Gerontology Nursing	35
24	Advanced Diploma in Cardiovascular Care	126
25	Advanced Diploma in Perioperative Care	109

26	Advanced Diploma in Intensive Care	75
	TOTAL	**6857**

6.1.3 Assistant Medical Officer staffing in relation to population and health facility

No.	State	Total Population	Total AMO'S	Health Facility	Total Facility	Total
1.	**Johor**	**4,100,900**	**1444**	State Hospital	1	131
				Major Specialist Hospital	4	
				Minor Specialist Hospital	1	
				Hospital Without Specialists	5	
				Permai Hospital (Psychiatric Inst)	1	
				KKOM	20	
				Type 1 Health Clinic	8	
				Type 2 Health Clinic	7	
				Type 3 Health Clinic	18	
				Type 4 Health Clinic	30	
				Type 5 Health Clinic	24	
				Type 6 Health Clinic	8	
				Type 7 Health Clinic	4	
2.	**Kedah**	**2,187,500**	**1000**	State Hospital	1	86
				Major Specialist Hospital	2	
				Minor Specialist Hospital	3	
				Hospital Without Specialists	4	
				KKOM	7	
				Type 1 Health Clinic	3	
				Type 2 Health Clinic	8	
				Type 3 Health Clinic	17	
				Type 4 Health Clinic	17	
				Type 5 Health Clinic	13	
				Type 6 Health Clinic	8	

				Type 7 Health Clinic	3	
3.	**Kelantan**	**1,857,600**	**978**	State Hospital	1	122
				Major Specialist Hospital	2	
				Minor Specialist Hospital	1	
				Hospital Without Specialists	6	
				KKOM	2	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	4	
				Type 3 Health Clinic	19	
				Type 4 Health Clinic	28	
				Type 5 Health Clinic	19	
				Type 6 Health Clinic	22	
				Type 7 Health Clinic	17	
4.	**Melaka**	**1,027,500**	**542**	State Hospital	1	77
				Major Specialist Hospital	0	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	0	
				KKOM	37	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	12	
				Type 3 Health Clinic	5	
				Type 4 Health Clinic	8	
				Type 5 Health Clinic	1	
				Type 6 Health Clinic	7	
				Type 7 Health Clinic	3	
5.	**Negeri Sembilan**	**1,224,300**	**678**	State Hospital	1	68
				Major Specialist Hospital	1	
				Minor Specialist Hospital	1	

				Hospital Without Specialists	3	
				KKOM	11	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	9	
				Type 3 Health Clinic	10	
				Type 4 Health Clinic	11	
				Type 5 Health Clinic	12	
				Type 6 Health Clinic	6	
				Type 7 Health Clinic	2	
6.	**Pahang**	**1,642,700**	**999**	State Hospital	1	115
				Major Specialist Hospital	1	
				Minor Specialist Hospital	3	
				Hospital Without Specialists	7	
				KKOM	10	
				Type 1 Health Clinic	2	
				Type 2 Health Clinic	7	
				Type 3 Health Clinic	4	
				Type 4 Health Clinic	24	
				Type 5 Health Clinic	18	
				Type 6 Health Clinic	27	
				Type 7 Health Clinic	11	
7.	**Pulau Pinang**	**1,771,600**	**750**	State Hospital	1	46
				Major Specialist Hospital	1	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	2	
				KKOM	8	
				Type 1 Health Clinic	3	
				Type 2 Health Clinic	11	
				Type 3 Health Clinic	3	
				Type 4 Health Clinic	7	

				Type 5 Health Clinic	2	
				Type 6 Health Clinic	1	
				Type 7 Health Clinic	5	
8.	**Perak**	**2,540,400**	**1449**	State Hospital	1	134
				Major Specialist Hospital	3	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	9	
				Bahagia Hospital Ulu Kinta	1	
				KB1M	2	
				KKOM	18	
				Type 1 Health Clinic	0	
				Type 2 Health Clinic	3	
				Type 3 Health Clinic	15	
				Type 4 Health Clinic	25	
				Type 5 Health Clinic	39	
				Type 6 Health Clinic	9	
				Type 7 Health Clinic	7	
9	**Perlis**	**292,700**	**248**	State Hospital	1	14
				KKOM	0	
				Type 1 Health Clinic	0	
				Type 2 Health Clinic	2	
				Type 3 Health Clinic	2	
				Type 4 Health Clinic	3	
				Type 5 Health Clinic	5	
				Type 6 Health Clinic	0	
				Type 7 Health Clinic	1	

10	**Selangor**	**7,205,300**	**1761**	State Hospital	1	127
				Major Specialist Hospital	7	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	3	
				KKOM	25	
				Type 1 Health Clinic	19	
				Type 2 Health Clinic	14	
				Type 3 Health Clinic	20	
				Type 4 Health Clinic	17	
				Type 5 Health Clinic	5	
				Type 6 Health Clinic	9	
				Type 7 Health Clinic	5	
11.	**Terengganu**	**1,209,400**	**778**	State Hospital	1	59
				Major Specialist Hospital	1	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	2	
				KKOM	0	
				Type 1 Health Clinic	0	
				Type 2 Health Clinic	0	
				Type 3 Health Clinic	13	
				Type 4 Health Clinic	18	
				Type 5 Health Clinic	11	
				Type 6 Health Clinic	3	
				Type 7 Health Clinic	8	

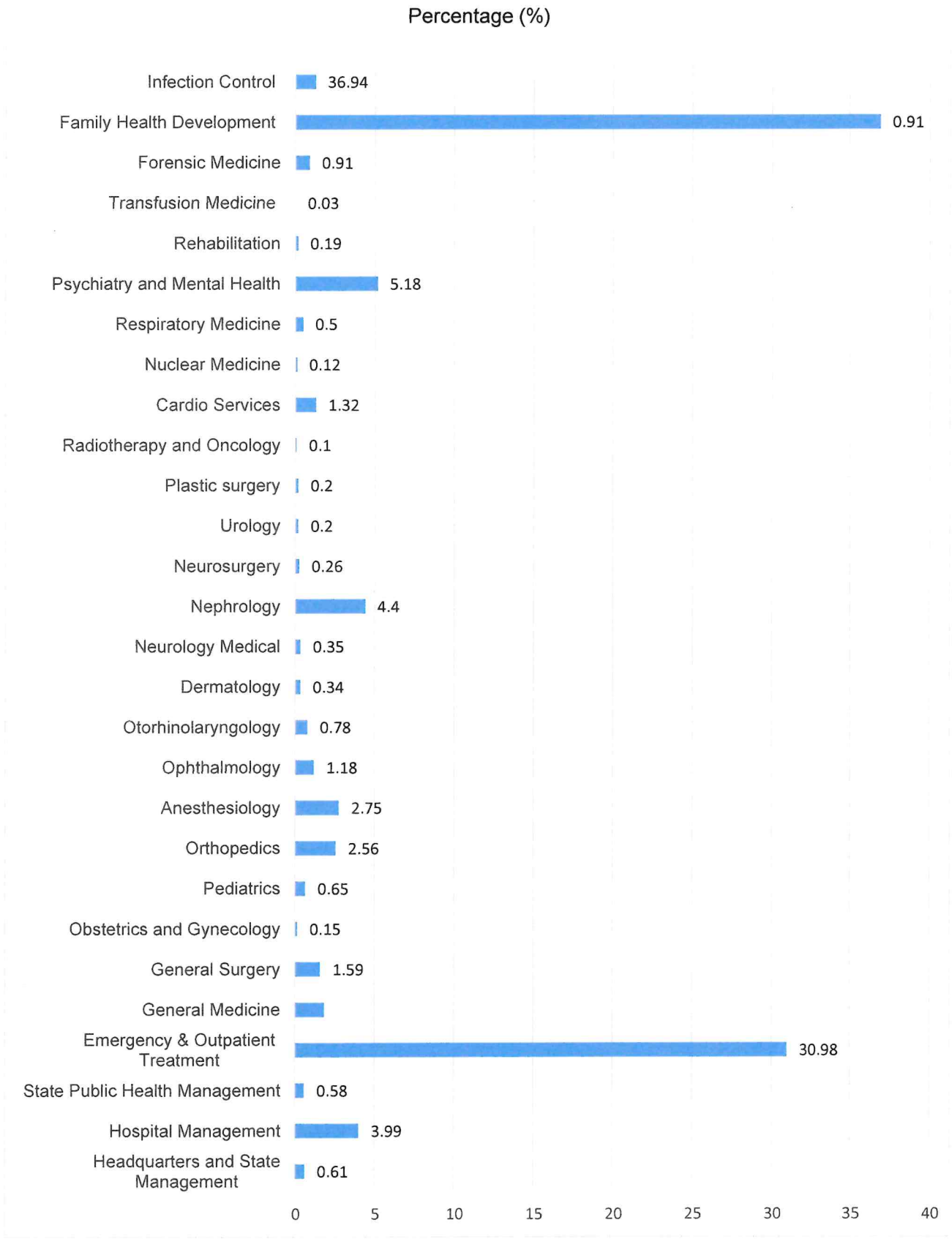
12.	**WP Kuala Lumpur / Putrajaya**	**2,117,800**	**1018**	State Hospital (HKL)	1	46
				Major Specialist Hospital	1	
				Minor Specialist Hospital		
				Rehab Hospital	1	
				National Cancer Institute (IKN)	1	
				Inst of Respiratory Medicine (IPR)	1	
				KKOM	18	
				IPKKM	1	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	5	
				Type 3 Health Clinic	9	
				Type 4 Health Clinic	0	
				Type 5 Health Clinic	2	
				Type 6 Health Clinic	3	
				Type 7 Health Clinic	2	
13.	**Sabah**	**3,592,800**	**1650**	State Hospital	1	174
				Major Specialist Hospital	6	
				Minor Specialist Hospital	3	
				Hospital Without Specialists	13	
				Hosp Mesra Bkt Padang (Psychiatric Inst.	1	
				KB1M	9	
				KKOM	27	
				Type 1 Health Clinic	4	
				Type 2 Health Clinic	4	
				Type 3 Health Clinic	5	
				Type 4 Health Clinic	20	
				Type 5 Health Clinic	19	
				Type 6 Health Clinic	32	
				Type 7 Health Clinic	30	
14	**Sarawak**	**2,509,500**	**1823**	State Hospital	1	269
				Major Specialist Hospital	3	
				Minor Specialist Hospital	6	

				Hospital Without Specialists	11	
				Sentosa Hospital (Psychiatric Inst.)	1	
				Sarawak Heart Center	1	
				KB1M	2	
				KKOM	25	
				Type 1 Health Clinic	5	
				Type 2 Health Clinic	7	
				Type 3 Health Clinic	5	
				Type 4 Health Clinic	11	
				Type 5 Health Clinic	22	
				Type 6 Health Clinic	39	
				Type 7 Health Clinic	130	
15.	**WP Labuan**	**99,500**	**69**	State Hospital	1	4
				KKOM	2	
				Type 2 Health Clinic	1	

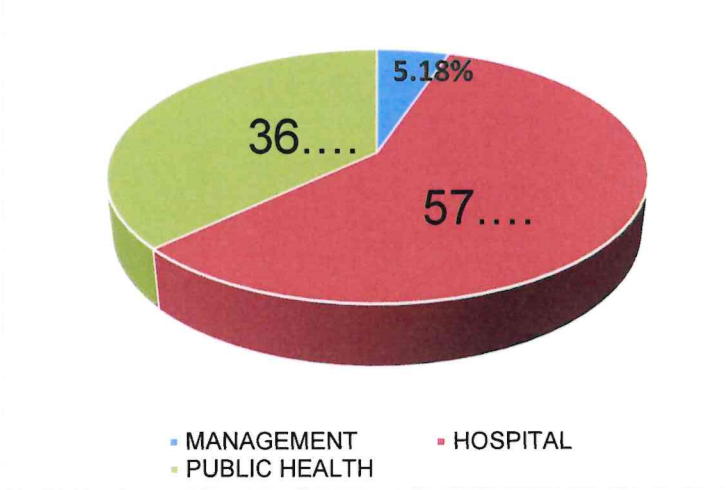
6.1.4 Table of Assistant Medical Officers' Areas of Practice

NO.	AREA OF PRACTICE	TOTAL AMO's	PERCENTAGE (%)
1	Headquarters and State Management	95	0.61
2	Hospital Management	620	3.99
3	State Public Health Management	91	0.58
4	Emergency & Outpatient Treatment	4821	30.98
5	General Medicine	288	1.85
6	General Surgery	248	1.59
7	Obstetrics and Gynecology	23	0.15
8	Pediatrics	101	0.65
9	Orthopedics	398	2.56
10	Anesthesiology	428	2.75
11	Ophthalmology	184	1.18
12	Otorhinolaryngology	121	0.78
13	Dermatology	53	0.34
14	Neurology Medical	55	0.35
15	Nephrology	685	4.40
16	Neurosurgery	41	0.26
17	Urology	31	0.20
18	Plastic surgery	31	0.20
19	Radiotherapy and Oncology	15	0.10
20	Cardio Services (Cardiothorasic/ Cardiology/ Cardio Perfusion)	205	1.32
21	Nuclear Medicine	18	0.12
22	Respiratory Medicine	78	0.50
23	Psychiatry and Mental Health	804	5.18
24	Rehabilitation	28	0.19
25	Transfusion Medicine	5	0.03
26	Forensic Medicine	142	0.91
27	Family Health Development	5747	36.94
28	Infection Control	201	1.29
	TOTAL	**15,557**	**100%**

6.1.4(a) Bar Chart of Assistant Medical Officer's Areas of Practice



Percentage (%) of Assistant Medical Officer's Distribution



6.1.5 Total numbers of Assistant Medical Officer's in Various Sectors in Malaysia for the Year of 2023

Ministry of Health

No	Grade	Total AMOs
1	U54	0
2	U52	0
3	U48	2
4	U44	43
5	U41/U42/U44	548
6	U36	504
7	U32/U36	2,547
8	U29/U32/U36	11,569
	TOTAL	**15,222**

University

No	University	Total AMOs
1	HUKM	97
2	HKKUKM	5
3	PPUPM	62
4	PPUM	68
5	HUSM	100
6	PPUITM	116
7	PPUNISZA	52
8	IIUM	54
9	UPNM	4
10	UTHM	4
11	USIM	2
	TOTAL	**564**

Others Agencies (Cadres)

No	Agencies	Total AMOs
1	National Anti-Drug Agency	56
2	Royal Malaysian Police	8
3	National Youth Skills Institute	4
4	Malaysian Prison Department	112
5	Social Welfare Department	5
6	Ministry of Education	5
7	Ministry of Higher Education	16
8	Immigration Department	33
9	Ministry of Defence	113
	TOTAL	**352**

6.2 TOTAL EMPLOYMENT AND VACANCY OF HEALTH CARE ASSISTANT'S (PPK) UNTIL OCTOBER 2023.

6.2.1 Ministry of Health Malaysia

No.	Grade	Fill	Empty	Total Post
1	Grade Health Care Assistant U16	94	11	105
2	Grade Health Care AssistantU14	981	133	1113
3	Grade Health Care Assistant U11/U14	25,178	2609	27,787
4	Grade Health Care Assistant U12	2	5	7
5	Grade Health Care Assistant U3/U12	850	145	995
	TOTAL	27,927	2,903	30,007

6.2.2 Cadre

No.	Grade	Fill	Empty	Total Post
1	Grade Health Care Assistant U16	1	0	1
2	Grade Health Care Assistant U14	50	17	67
3	Grade Health Care Assistant U11/U14	1062	184	1246
4	Grade Health Care Assistant U12	0	0	0
5	Grade Health Care Assistant U3/U12	0	0	0
	TOTAL	1,062	201	1,314

6.2.3 The total number of PPK who have attended Level 1 and 2 Courses for each state/institution

NO.	STATE/ INSTUTION	TOTAL LEVEL 1	TOTAL LEVEL 2
1	Perlis	398	311
2	Kedah	1470	1202
3	P. Pinang	1365	1260
4	Perak	2772	2179
5	Selangor	1499	1132
6	Hospital Kuala Lumpur	1435	939
7	JKWP KL & Putrajaya	422	405
8	Negeri Sembilan	1252	1033
9	Melaka	837	649
10	Johor Baharu	2375	1956
11	Pahang	1540	1335
12	Terengganu	802	623
13	Kelantan	1172	78
14	Sabah	1498	1142
15	Sarawak	1643	1387
16	WP Labuan	60	55
17	Institut Kanser Negara	86	58
18	Institut Perubatan Respiratori	90	69
	TOTAL	**20,716**	**15,813**

6.3 RESEARCH, QUALITY & INNOVATION UNIT

The "Research, Quality & Innovation Unit" plays a crucial role in planning and coordinating quality and innovation programs for Assistant Medical Officer services. The unit focuses on meeting the requirements of MS ISO 9001:2001 and Malaysia Society for Quality in Health (MSQH) – Service Standard 25: Medical Assistant Services Standards – 1st Edition. The main tasks of this unit include:

Professional Development

a) Ensure that the advancement of Assistant Medical Officer profession accordance with the Assistant Medical Officer Profession Development Plan 2016-2030.
b) Expand the knowledge and skills of assistant medical officers in the field of medicine.

Quality Systems Implementation

a) Coordinate the implementation of the MS ISO 9001:2001 quality system.
b) Organize training, seminars, and workshops to foster a culture of quality.
c) Coordinate programs under the Public Administration Development Circular (PKPA), including Customer Satisfaction Survey, Customer Charter, and Customer Complaints.

Innovation Programs

a) Coordinate innovation programs to encourage creative and innovative practices.
b) Establish and monitor Performance Measurement (KPI) related to innovation.

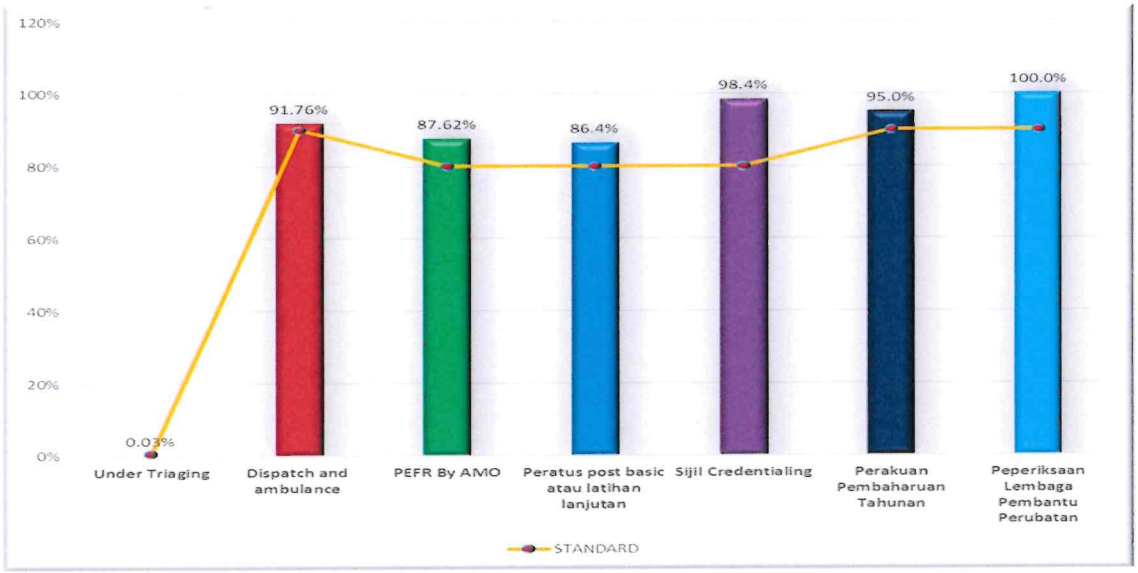
Quality Audit

a) Coordinate and monitor Assistant Medical Officer's National clinical audits.
b) Manage and conduct internal audits to ensure compliance with quality standards.

This unit's responsibilities encompass a comprehensive approach to quality assurance, professional development, innovation, and ongoing assessment through audits and performance measurements. These efforts contribute to maintaining high standards in Assistant Medical Officer services within the Ministry of Health Malaysia.

6.4 KEY PERFORMANCE INDICATORS (KPI)

These KPIs serve as benchmarks to evaluate and improve specific aspects of Assistant Medical Officer services, contributing to the overall quality, efficiency, and effectiveness of healthcare delivery within the Ministry of Health.



Annual Achievement of Key Performance Indicators (KPI)
Assistant Medical Officer Service Branch

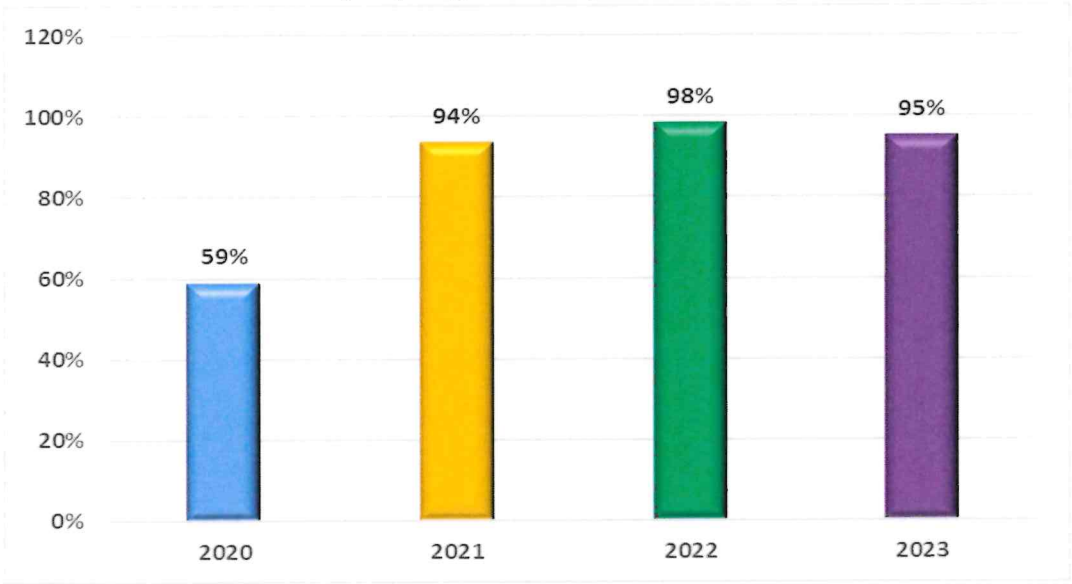
6.4.1 Key Performance Indicators (KPI) Deputy Director General of Health

Percentage of Assistant Medical Officers with Basic Post Qualification or Advanced Training assigned to relevant specialization unit/department. (Target > 80%).

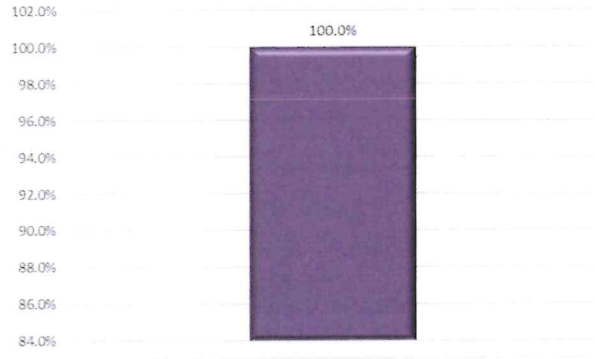


6.4.2 Medical Practice Director Key Performance Indicators (KPIs).

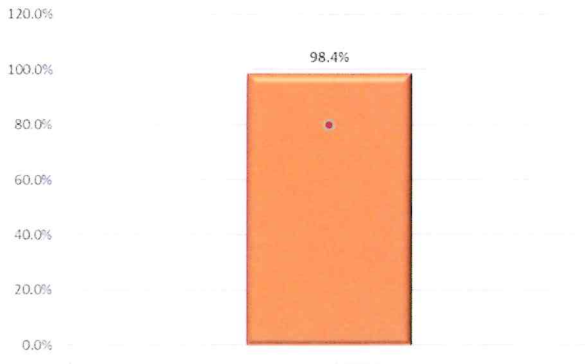
6.4.2.1 Renewal of Annual Renew Certificate (ARC) which is completed within 60 days. (Target >85%)



6.4.2.2 The announcement of the examination results by the Medical Assistant Agency is issued within a period of thirty working days following the examination. (Target > 90%)



6.4.2.3 The credentialing percentage for new applications is submitted to the Chief Medical Assistant of the State/Institution within thirty days of work after being reviewed by the National Credentialing Committee (NCC). (Target > 80%)



6.4.3 Head of Assistant Medical Officer Malaysia Key Performance Indicators (KPIs).

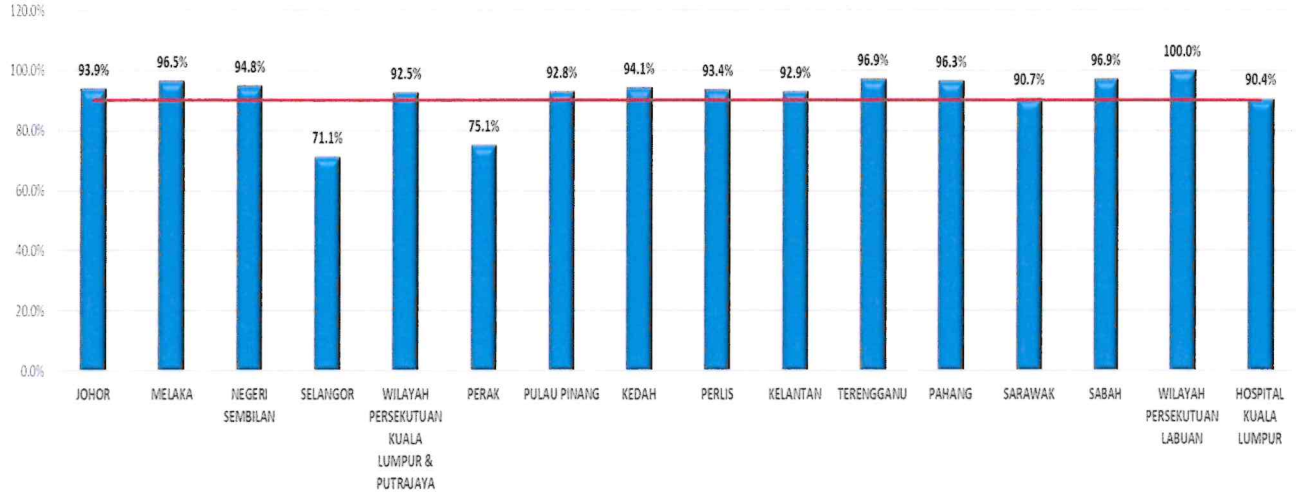
a) Inappropriate Triaging (Under-Triaging):

- **Measurement**: Percentage of Category GREEN patients who should have been triaged as Category RED.
- **Standard**: ≤0.5%
- **Objective**: To assess the accuracy of triaging, ensuring that patients are appropriately categorized based on their severity.



b) Dispatch and Ambulance Preparedness:

- **Measurement**: Primary response time of less than 5 minutes.
- **Standard**: >90%
- **Objective**: To ensure quick response times for dispatch and ambulance services, particularly in emergency situations.



c) PEFR Implementation for Asthma Patients:

- **Measurement**: Implementation of Peak Expiratory Flow Rate (PEFR) for Asthma Patients in the Asthma Bay by Assistant Medical Officers.
- **Standard**: >80%
- **Objective**: To assess the proper implementation of PEFR for managing asthma patients, ensuring adherence to standards.



6.5 CLINICAL AUDIT REPORT

INTRODUCTION

The Assistant Medical Officer Clinical Audit was conducted in 2023, encompassing 112 hospitals under the Ministry of Health.

Audit Scope and Hospitals:

Total Hospitals Involved: 112 hospitals

Audit Period:

The audit was conducted within a specific timeframe, from July 10, 2023, to August 11, 2023.

Disciplines Audited:

The audit's multidisciplinary scope allowed for a thorough assessment of the Assistant Medical Officer services provided. The audited disciplines are categorized as follows:

a) Emergency (Triage Care):
Focus: Evaluating patients to identify and prioritize them based on the severity of their conditions.

b) Emergency (Asthma Care):
Focus: Care and management for patients with asthma in emergencies.

c) Nephrology (Hemodialysis Treatment via Permanent Vascular Access):
Focus: Care and management of Hemodialysis treatment through permanent vascular access.

d) Orthopedics (Plaster of Paris Care):
Focus: Care and management involving Plaster of Paris in orthopedic cases.

e) Infection Control in the Emergency Unit and Hemodialysis Unit (Hand Hygiene & Environmental):
Focus: Infection control measures, including hand hygiene and environmental practices, in the Emergency and Hemodialysis Unit.

Reference:

The audit was conducted with adherence to the existing Standard Operating Procedure (SOP) book as a reference, ensuring consistency and compliance with established guidelines

This summary provides an overview of the context, scope, and specific disciplines covered in the Assistant Medical Officer Clinical Audit conducted in 2023, with considerations for the challenges posed by the COVID-19 pandemic and cost-saving measures.

6.5.1 The number of audit samples is according to the expertise services that have been established in a hospital as in the table below:

DISCIPLINE	STATE HOSPITAL	MAJOR SPECIALIST HOSPITAL	MINOR SPECIALIST HOSPITAL/ NON SPECIALIST HOSPITAL
Emergency (Triage Care)	50 sample	30 sample	20 sample
Emergency (Asthma Care)	20 sample	10 sample	10 sample
Nephrology (Hemodialysis Treatment via Permanent Vascular Access)	30 sample	20 sample	10 sample
Orthopedics (Plaster of Paris)	30 sample	20 sample	10 sample
Infection Control in the Emergency Unit and Hemodialysis Unit (Hand Hygiene & Environmental)	30 sample	20 sample	10 sample

6.5.2 Audit Schedule 2023 (Three-way Cross Audit among hospitals)

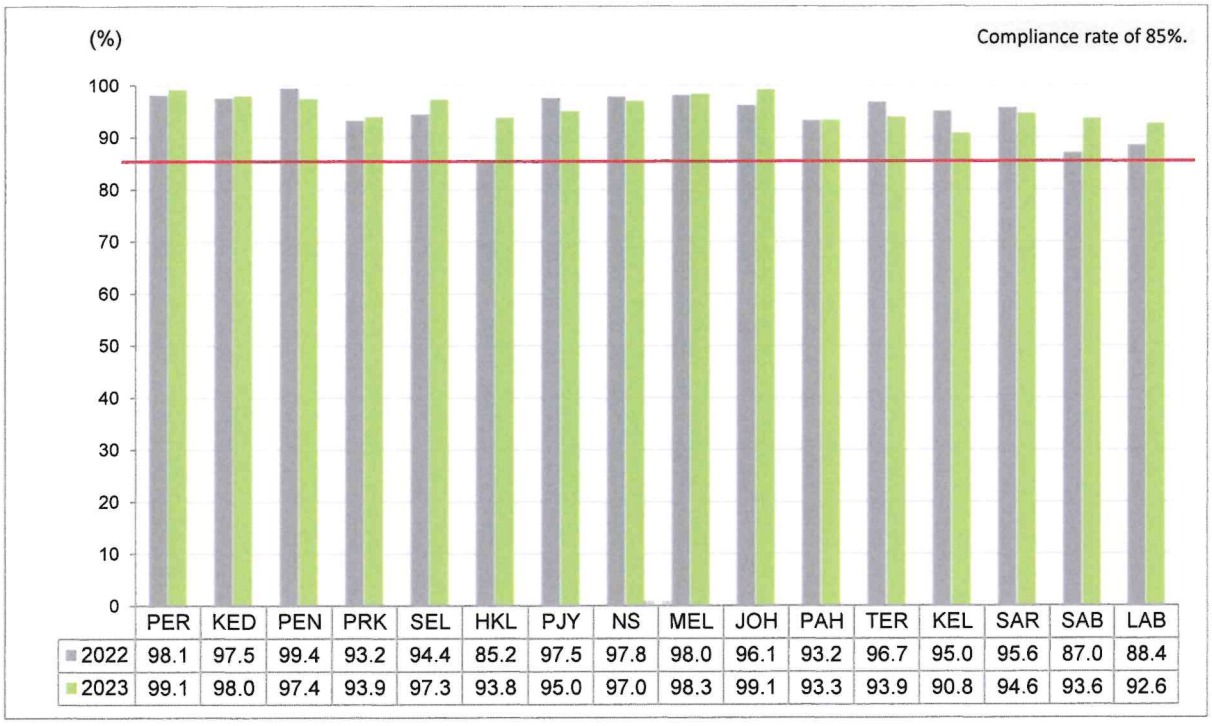
No.	Auditee Hospital/ PTJ	Auditors
1.	Tuanku Fauziah Hospital, Kangar, Perlis	Jitra Hospital, Kedah
2.	Hospitals in the state of Kedah	Cross Audit among hospitals in the state of Kedah except for Sultanah Bahiyah Hospital, which will be audited by the Auditor team from Tuanku Fauziah Hospital, Kangar, Perlis.
3.	Kuala Lumpur Hospital	Putrajaya Hospital
4.	Putrajaya Hospital	Tuanku Ja'afar Hospital, Seremban
5.	Hospitals in the state of Negeri Sembilan.	Cross Audit among hospitals in Negeri Sembilan except for Tuanku Ja'afar Hospital, Seremban, which will be audited by the Auditor team from Kuala Lumpur Hospital.
6.	Labuan Hospital	Beaufort Hospital, Sabah
7.	Hospitals in the state of Sabah	Cross Audit among hospitals in Sabah except for Sipitang Hospital, which will be audited by the Auditor team from Labuan Hospital.
8.	Other hospitals in all states	Cross Audit among hospitals within their respective states

6.5.3 National Assistant Medical Officer Clinical Audit Work Process

NO.	OFFICER I/C	WORK PROCESS	DURATION
i.	State Health Director	Issuing an appointment letter as State Chief Auditor to Assistant Medical Officers	1 day
ii.	State Coordinator & Chief Auditor	Conducting a meeting of the State Chief Auditor with the State Coordinators	1 day
iii.	State Chief Auditor & Auditors	Implementation of a state-wide cross-audit involving three different hospitals on an ad-hoc basis.	1-2 days
iv.	State Chief Auditor	Collecting audit findings and submitting them to the State Coordinator.	1-3 days
v.	State Coordinator for Clinical Audit Assistant Medical Officers	Preparation of state audit report	1-7 days
vi.	State Advisor for Clinical Audit Assistant Medical Officers	Review and verify the clinical audit report and send it to the Assistant Medical Officer Section, MOH.	1-2 days
vii.	National Chief Auditor	Receive and compile state audit reports and prepare for national reports	1-14 days
viii.	National Coordinator for Clinical Audit Assistant Medical Officers	Analyze and review the clinical audit report.	1-7 days
ix.	National Coordinator for Clinical Audit Assistant Medical Officers	Review the complete clinical audit report before bringing it to the annual achievement meeting.	1-2 days
x.	National Advisor for Clinical Audit Assistant Medical Officers	Approval of the National Annual Audit Report	1-2 days
xi.	National Chief Auditor	Publish in Annual Report of the Assistant Medical Officer Section, MOH	1-2 days

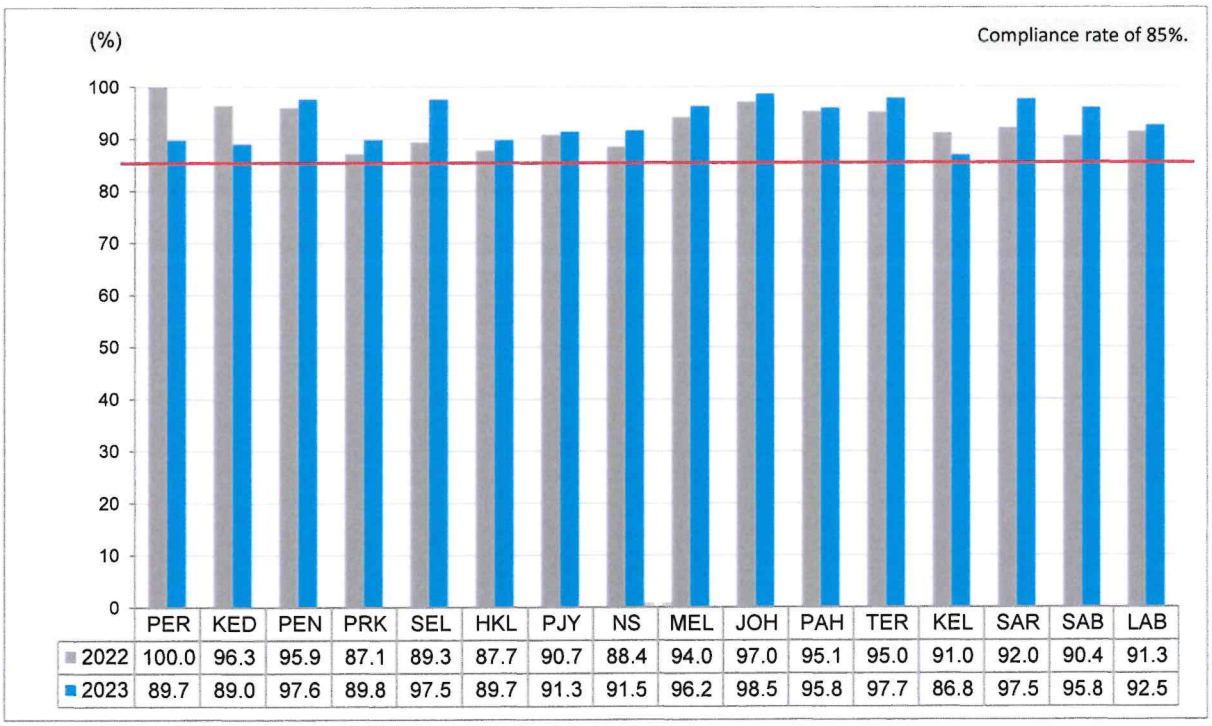
6.6 BAR CHART OF ASSISTANT MEDICAL OFFICERS CLINICAL AUDIT BY STATE (2022 & 2023)

6.6.1 Emergency (Triage Care)



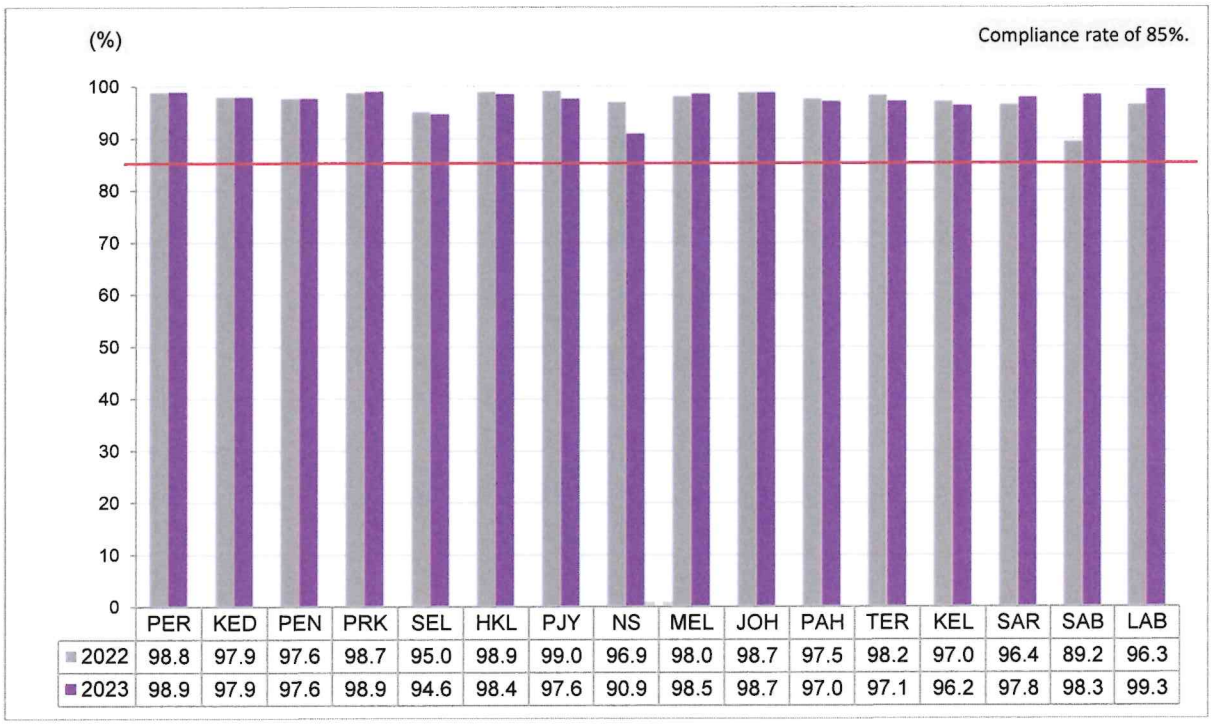
	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	98.1	97.5	99.4	93.2	94.4	85.2	97.5	97.8	98.0	96.1	93.2	96.7	95.0	95.6	87.0	88.4
2023	99.1	98.0	97.4	93.9	97.3	93.8	95.0	97.0	98.3	99.1	93.3	93.9	90.8	94.6	93.6	92.6

6.6.2 Emergency (Asthma Care)



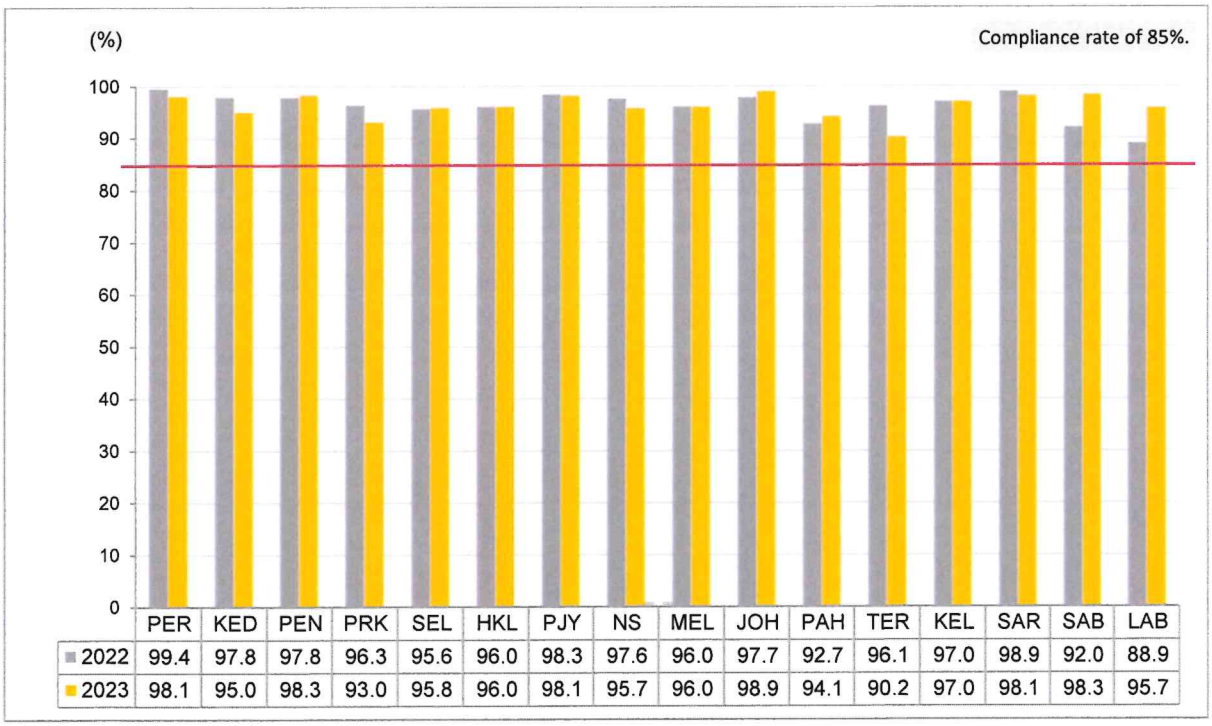
	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	100.0	96.3	95.9	87.1	89.3	87.7	90.7	88.4	94.0	97.0	95.1	95.0	91.0	92.0	90.4	91.3
2023	89.7	89.0	97.6	89.8	97.5	89.7	91.3	91.5	96.2	98.5	95.8	97.7	86.8	97.5	95.8	92.5

6.6.3 Nephrology (Hemodialysis Treatment via Permanent Vascular Access)



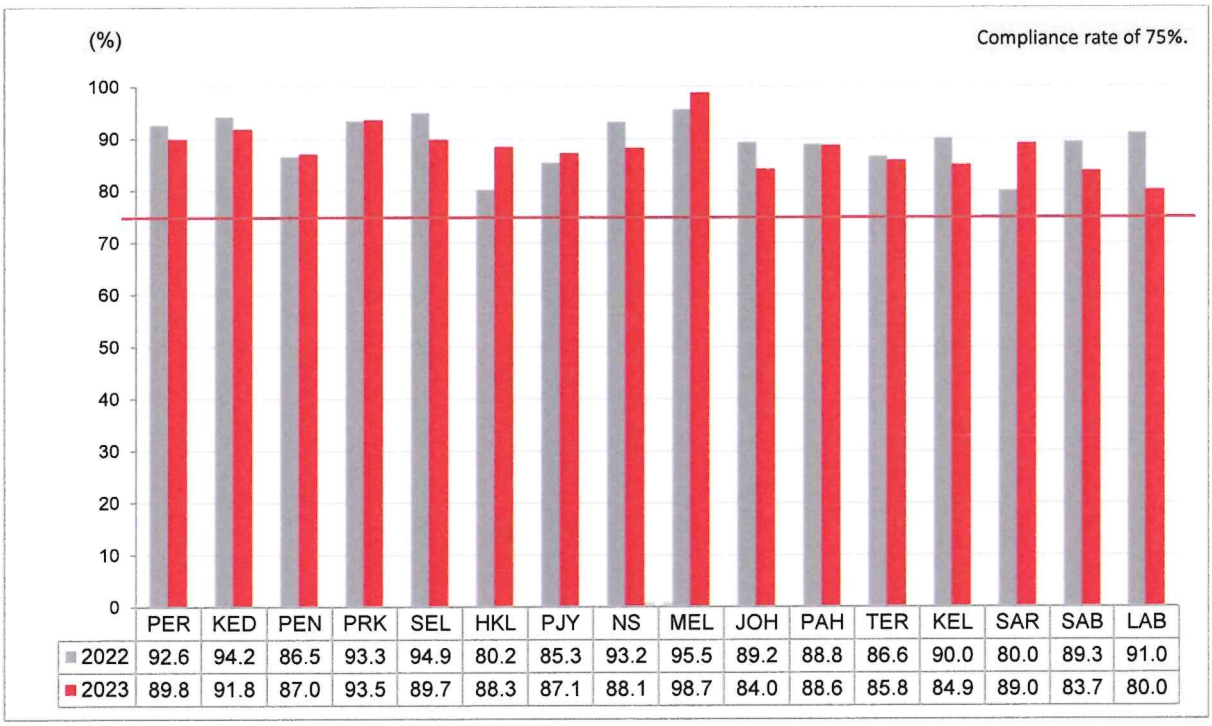
	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	98.8	97.9	97.6	98.7	95.0	98.9	99.0	96.9	98.0	98.7	97.5	98.2	97.0	96.4	89.2	96.3
2023	98.9	97.9	97.6	98.9	94.6	98.4	97.6	90.9	98.5	98.7	97.0	97.1	96.2	97.8	98.3	99.3

6.6.4 Orthopedic (Plaster of Paris Care)



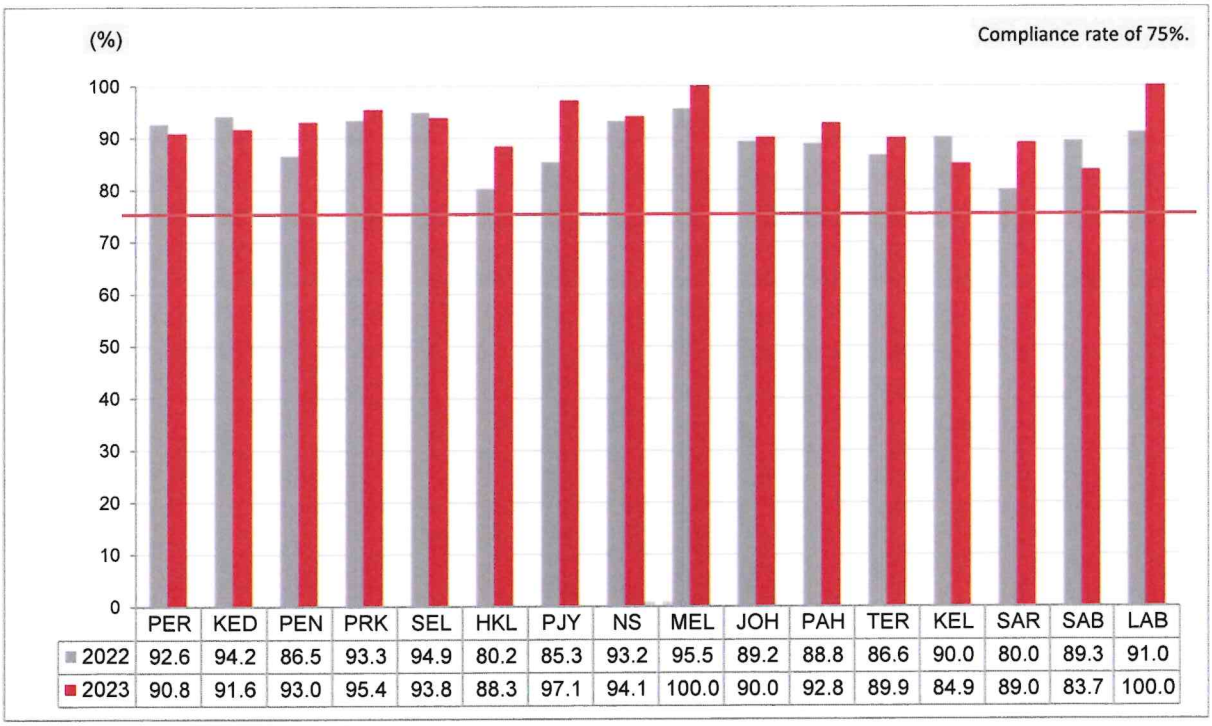
	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	99.4	97.8	97.8	96.3	95.6	96.0	98.3	97.6	96.0	97.7	92.7	96.1	97.0	98.9	92.0	88.9
2023	98.1	95.0	98.3	93.0	95.8	96.0	98.1	95.7	96.0	98.9	94.1	90.2	97.0	98.1	98.3	95.7

6.6.5 Infection Control (Hand Hygiene and Environmental) in ETD.



	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	92.6	94.2	86.5	93.3	94.9	80.2	85.3	93.2	95.5	89.2	88.8	86.6	90.0	80.0	89.3	91.0
2023	89.8	91.8	87.0	93.5	89.7	88.3	87.1	88.1	98.7	84.0	88.6	85.8	84.9	89.0	83.7	80.0

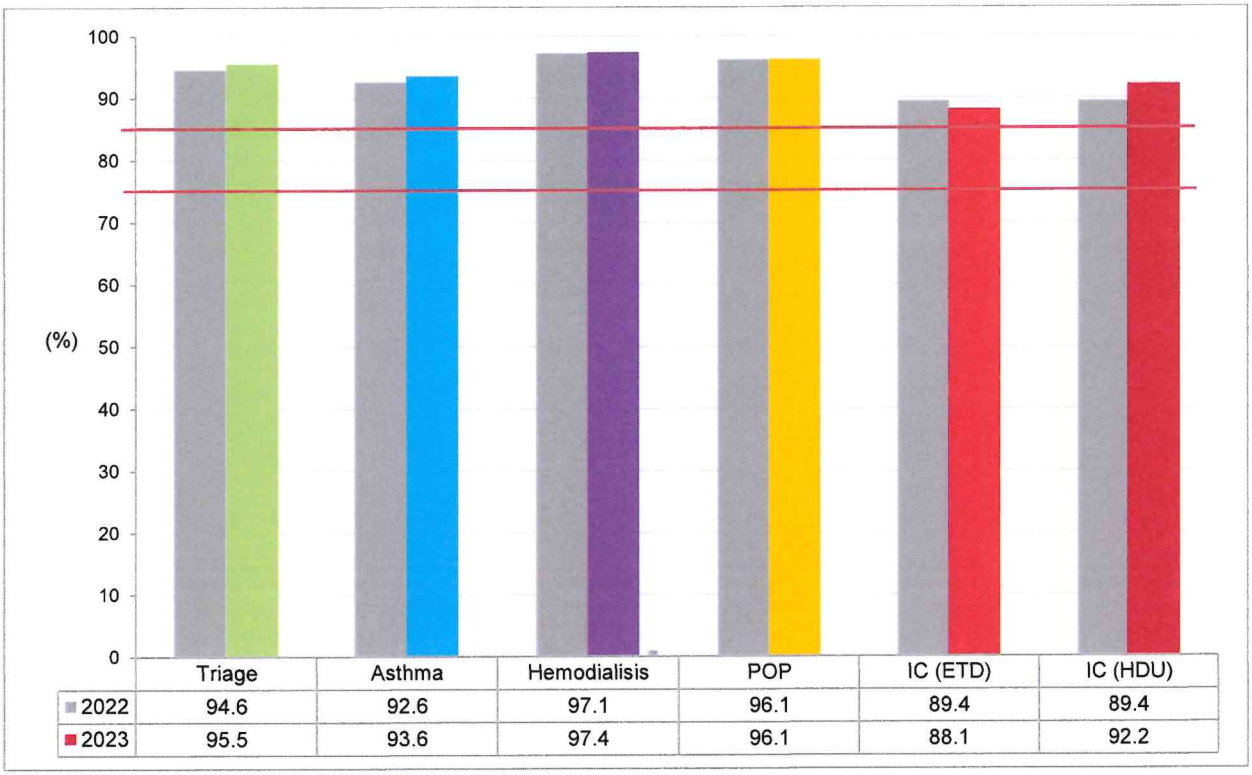
6.6.6 Infection Control (Hand Hygiene and Environmental) in HDU.



	PER	KED	PEN	PRK	SEL	HKL	PJY	NS	MEL	JOH	PAH	TER	KEL	SAR	SAB	LAB
2022	92.6	94.2	86.5	93.3	94.9	80.2	85.3	93.2	95.5	89.2	88.8	86.6	90.0	80.0	89.3	91.0
2023	90.8	91.6	93.0	95.4	93.8	88.3	97.1	94.1	100.0	90.0	92.8	89.9	84.9	89.0	83.7	100.0

6.6.7 Overall Achievements for 2022 and 2023.

The compliance rate for all disciplines is 85%, except for Infection Control, which is 75%.



	Triage	Asthma	Hemodialisis	POP	IC (ETD)	IC (HDU)
2022	94.6	92.6	97.1	96.1	89.4	89.4
2023	95.5	93.6	97.4	96.1	88.1	92.2

7. SUMMARY

The overall compliance rates for the Assistant Medical Officers Clinical Audit in 2023 across all State Health Departments in Malaysia are reported as follows:

- Have achieved more than 85% compliance rate for the 4 disciplines below:
  - Triage Care – 95.5%
  - Asthma Care – 93.6%
  - Hemodialysis Care – 97.4%
  - POP Care – 96.1%

- Have exceeded the 75% target with an 88.1% compliance rate for the Hand Hygiene and Environmental audit (Emergency Trauma Department) and a 92.2% compliance rate for the Hand Hygiene and Environmental audit (Hemodialysis Unit)

Although the overall compliance percentage is commendable, there is recognition that state-level improvements may be achieved. The suggestions made seek to direct and assist these advancements, stressing the significance of teamwork from all stakeholders. It is emphasized that Assistant Medical Officers must remain dedicated and diligent to reach and sustain the desired degree of success.

8. CREDENTIALING

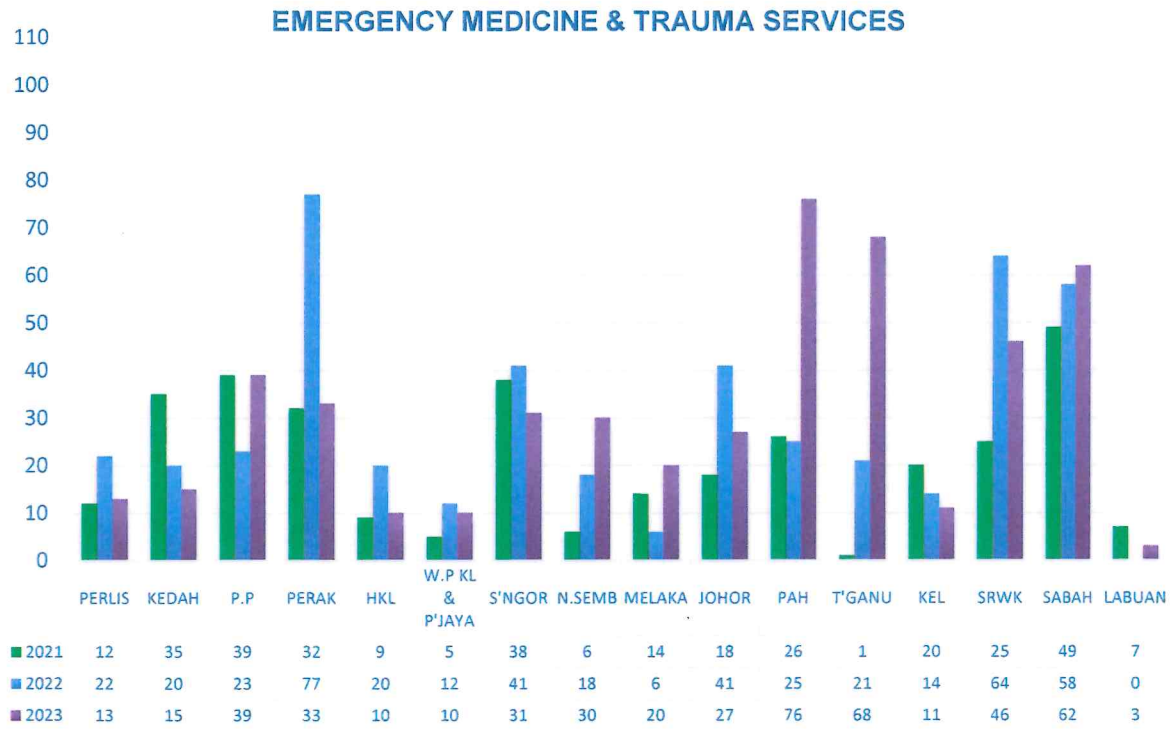
8.1 Total of Approved Credentialing Applications for Assistant Medical Officers (Medical) By States and Fields In 2021 – 2023

NUM.	STATE/INSTITUTION	EMERGENCY MEDICINE & TRAUMA SERVICES			PERIOPERATIVE			OPHTHALMOLOGY			HAEMODIALYSIS			PRE HOSPITAL CARE SERVICES			ANAESTHESIA			PERI-ANAESTHESIA			INTENSIVE CARE			ORTHOPAEDICS SERVICES			CARDIOVASCULAR PERFUSION			ENDOSCOPY SERVICES			PERI-ANAESTHESIA CARE (P.A.C)			CIRCUMCISION (DORSAL SLIT TECHNIQUE)			TOTAL		
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
1	PERLIS	12	22	13	0	0	0	2	0	2	0	8	0	5	1	0	0	0	0	0	0	0	0	0	0	6	2	0	0	0	0	0	2	0	0	0	0	0	0	0	25	35	15
2	KEDAH	35	20	15	0	0	0	2	0	0	5	23	3	2	1	2	0	0	0	0	1	0	3	2	0	7	4	0	0	0	0	3	1	5	0	0	0	0	0	0	57	52	25
3	PULAU PINANG	39	23	39	0	1	1	0	0	0	0	15	10	9	1	5	0	0	0	1	0	0	1	0	0	11	1	2	4	4	3	3	0	1	0	0	0	0	7	1	68	52	60
4	PERAK	32	77	33	1	2	0	2	0	2	7	20	22	0	5	2	0	0	0	3	2	12	3	0	0	22	4	1	0	0	0	4	1	1	0	0	0	29	13	11	103	124	84
5	H. KUALA LUMPUR	9	20	10	0	0	0	8	0	0	4	8	0	3	9	0	0	0	0	9	4	0	5	1	0	7	9	3	0	0	0	0	0	0	0	0	0	0	0	1	45	51	14
6	JK WP KL & PUTRAJAYA	5	12	10	1	0	0	0	0	1	0	0	1	4	2	1	0	0	0	3	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19	14	13
7	SELANGOR	38	41	31	0	1	0	11	1	1	13	19	2	12	13	11	0	0	0	14	5	0	1	0	0	16	10	0	3	0	0	5	3	0	0	0	0	4	1	15	117	94	60
8	N. SEMBILAN	6	18	30	0	0	0	0	0	1	6	6	2	0	0	3	0	0	0	2	2	4	3	0	1	7	2	0	0	0	0	0	0	5	0	0	0	0	0	0	24	28	46
9	MELAKA	14	6	20	0	0	0	5	1	0	0	0	5	3	0	0	0	0	0	6	0	2	6	0	1	11	1	0	0	0	0	0	3	4	0	0	0	0	1	0	45	12	31
10	JOHOR	18	41	27	6	0	0	0	0	2	9	29	1	1	0	2	0	0	0	3	1	3	1	2	0	2	9	1	1	2	0	1	0	2	1	0	0	0	1	1	43	85	38
11	PAHANG	26	25	76	2	1	0	1	3	2	6	16	18	0	2	4	0	0	0	0	3	1	0	0	0	4	14	0	1	1	0	3	0	0	1	0	0	1	4	1	45	69	102
12	TERENGGANU	1	21	68	0	0	0	3	1	0	3	13	12	1	1	4	0	0	0	9	3	0	0	0	0	6	5	0	0	0	0	0	0	5	0	0	0	30	2	0	53	46	89
13	KELANTAN	20	14	11	0	3	0	0	0	0	0	27	3	0	1	0	0	0	0	6	2	0	3	2	1	9	3	0	0	3	0	0	3	1	0	0	0	20	0	22	58	58	38
14	SARAWAK	25	64	46	0	0	0	6	1	0	2	61	8	6	4	11	48	0	0	0	0	0	1	0	0	14	0	2	1	2	3	0	0	0	0	0	0	0	7	1	103	139	71
15	SABAH	49	58	62	3	0	4	0	7	0	12	43	11	1	4	0	37	17	2	0	1	0	1	0	0	10	7	4	0	1	2	3	7	1	0	0	0	8	0	0	124	145	90
16	JK WP LABUAN	7	0	3	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	0	8	5	5
TOTAL		**336**	**461**	**494**	**13**	**8**	**5**	**40**	**14**	**11**	**67**	**288**	**100**	**47**	**44**	**45**	**85**	**17**	**2**	**56**	**24**	**22**	**31**	**7**	**3**	**135**	**72**	**13**	**10**	**13**	**8**	**22**	**20**	**25**	**2**	**0**	**0**	**93**	**41**	**53**	**937**	**1009**	**781**

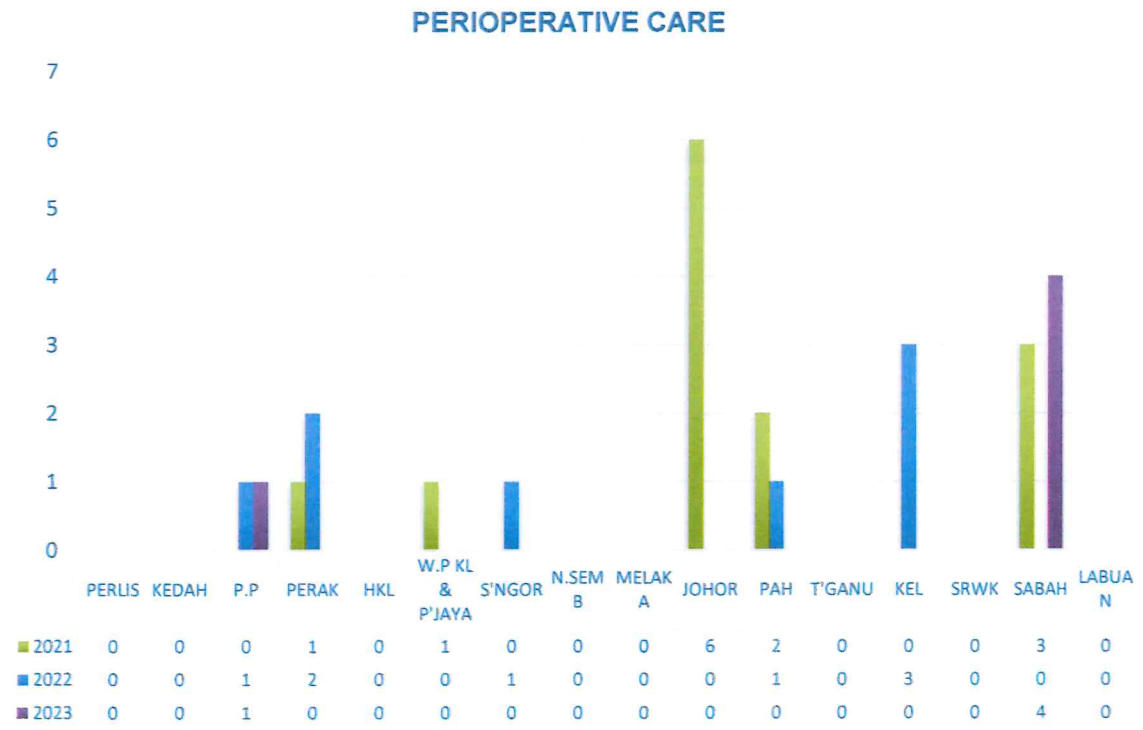
update: 14.2.2023

i) Bar Chart representing Credentialing & Privileging activities of Assistant Medical Officers in Hospitals (Year 2021, 2022 & 2023)

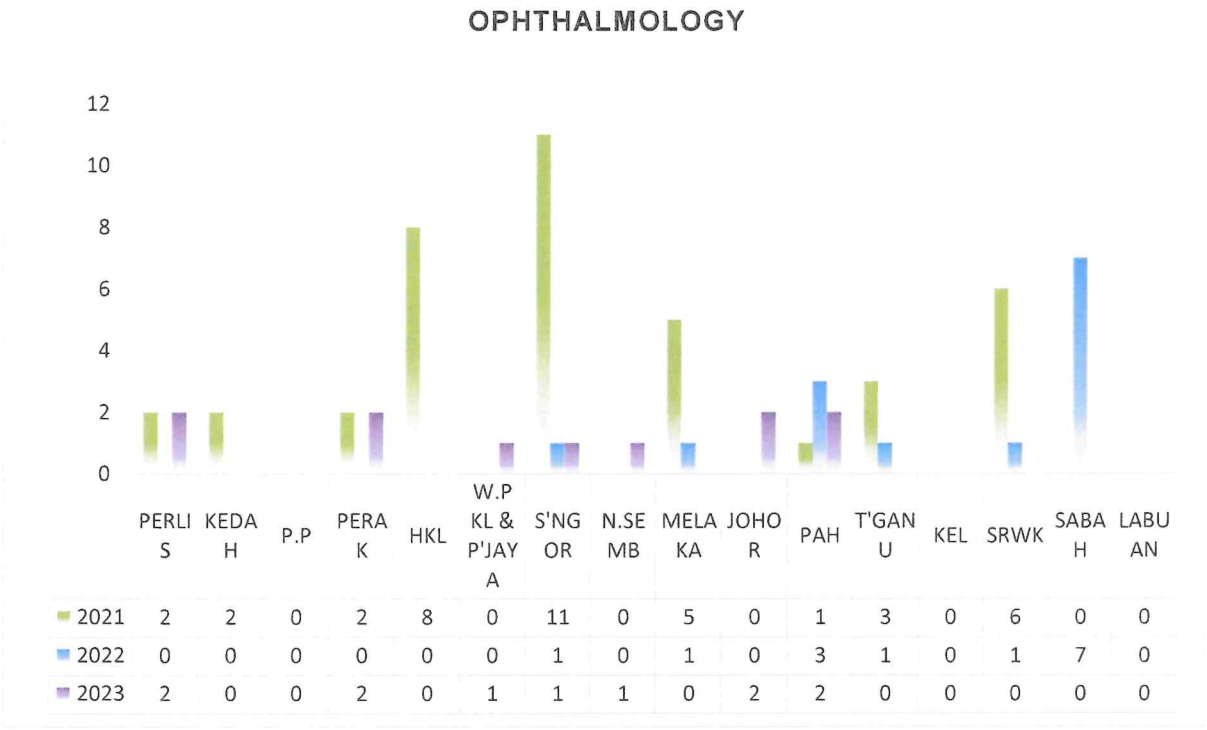
EMTS



PERIOPERATIVE

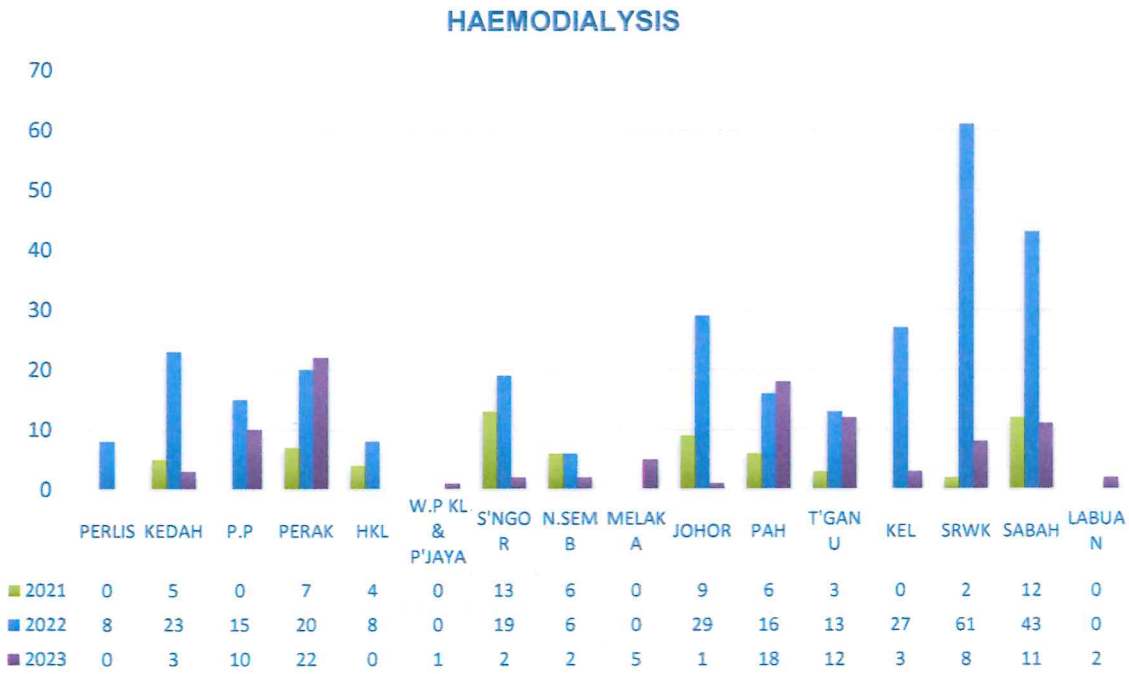


OPHTHALMOLOGY



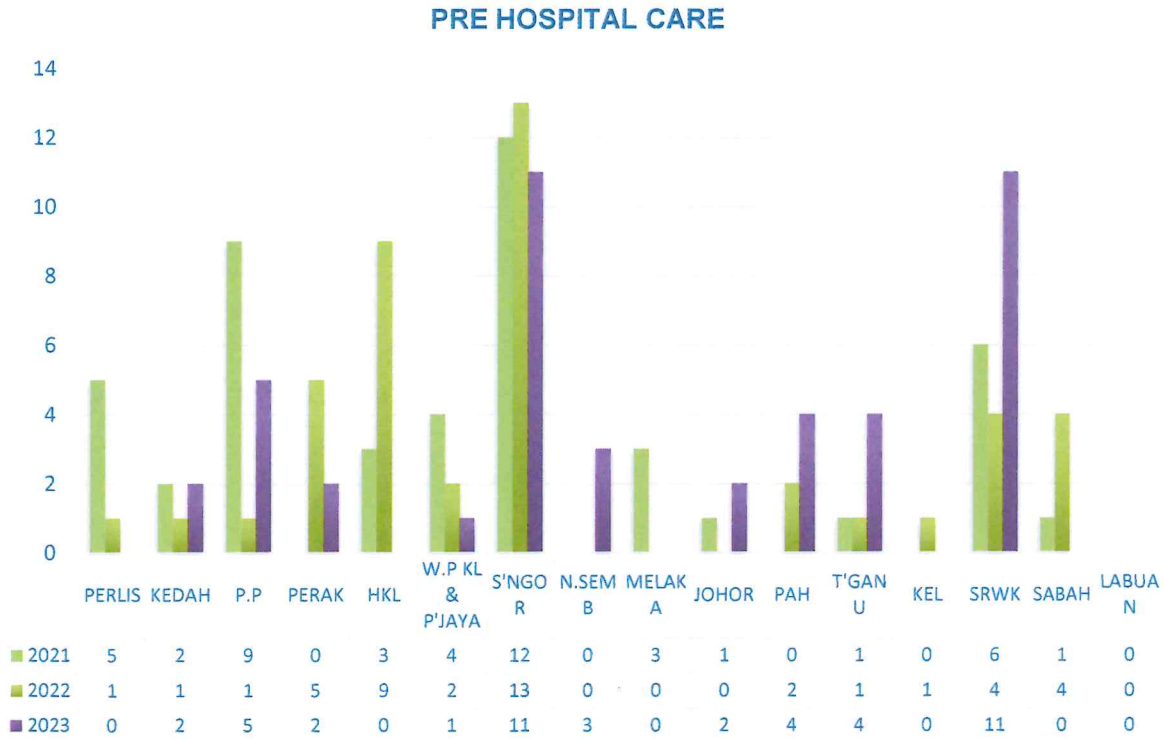
	PERLIS	KEDAH	P.P	PERAK	HKL	W.P KL & P'JAYA	S'NGOR	N.SEMB	MELAKA	JOHOR	PAH	T'GANU	KEL	SRWK	SABAH	LABUAN
2021	2	2	0	2	8	0	11	0	5	0	1	3	0	6	0	0
2022	0	0	0	0	0	0	1	0	1	0	3	1	0	1	7	0
2023	2	0	0	2	0	1	1	1	0	2	2	0	0	0	0	0

HAEMODIALYSIS

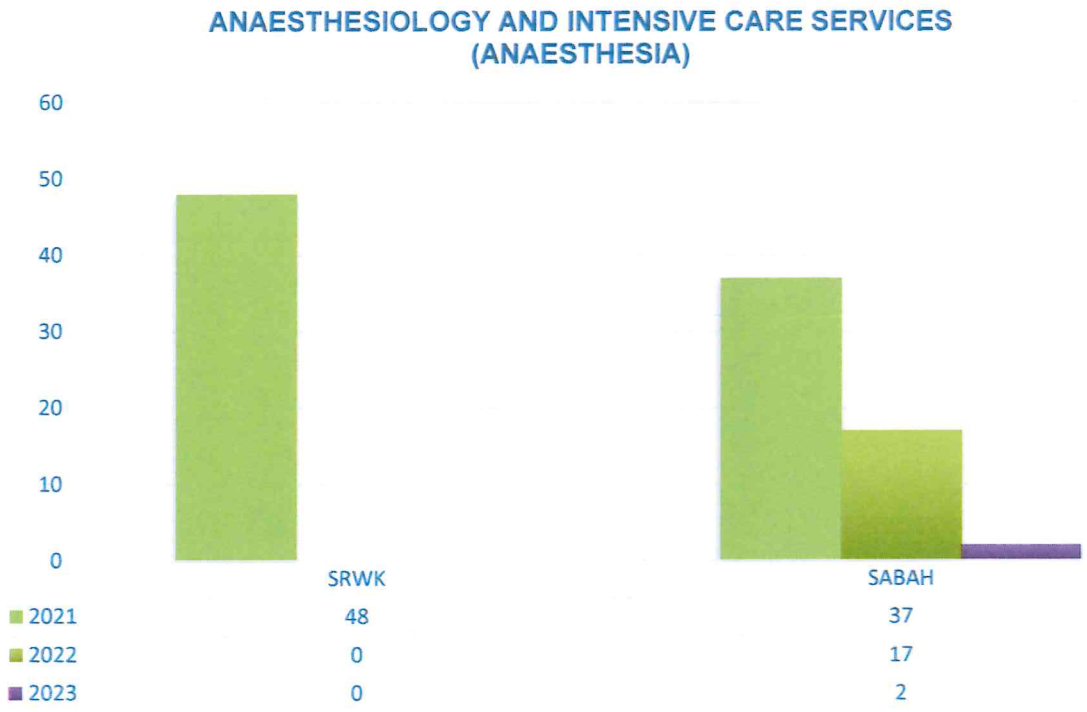


	PERLIS	KEDAH	P.P	PERAK	HKL	W.P KL & P'JAYA	S'NGOR	N.SEMB	MELAKA	JOHOR	PAH	T'GANU	KEL	SRWK	SABAH	LABUAN
2021	0	5	0	7	4	0	13	6	0	9	6	3	0	2	12	0
2022	8	23	15	20	8	0	19	6	0	29	16	13	27	61	43	0
2023	0	3	10	22	0	1	2	2	5	1	18	12	3	8	11	2

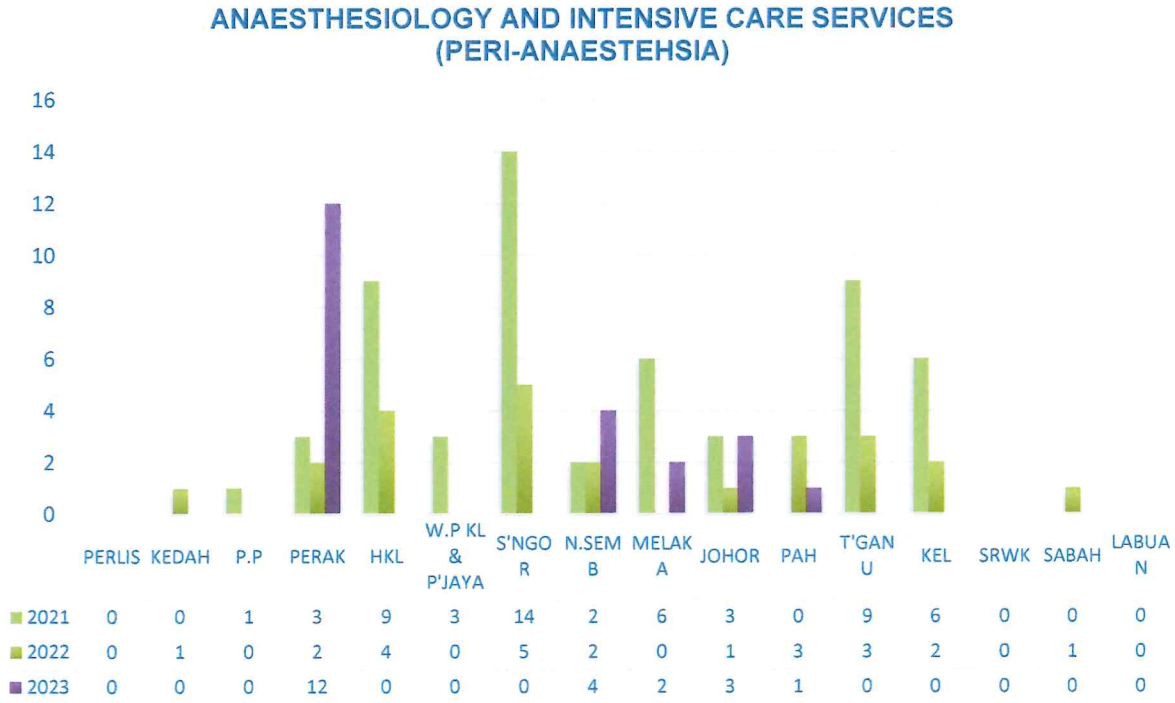
PHC



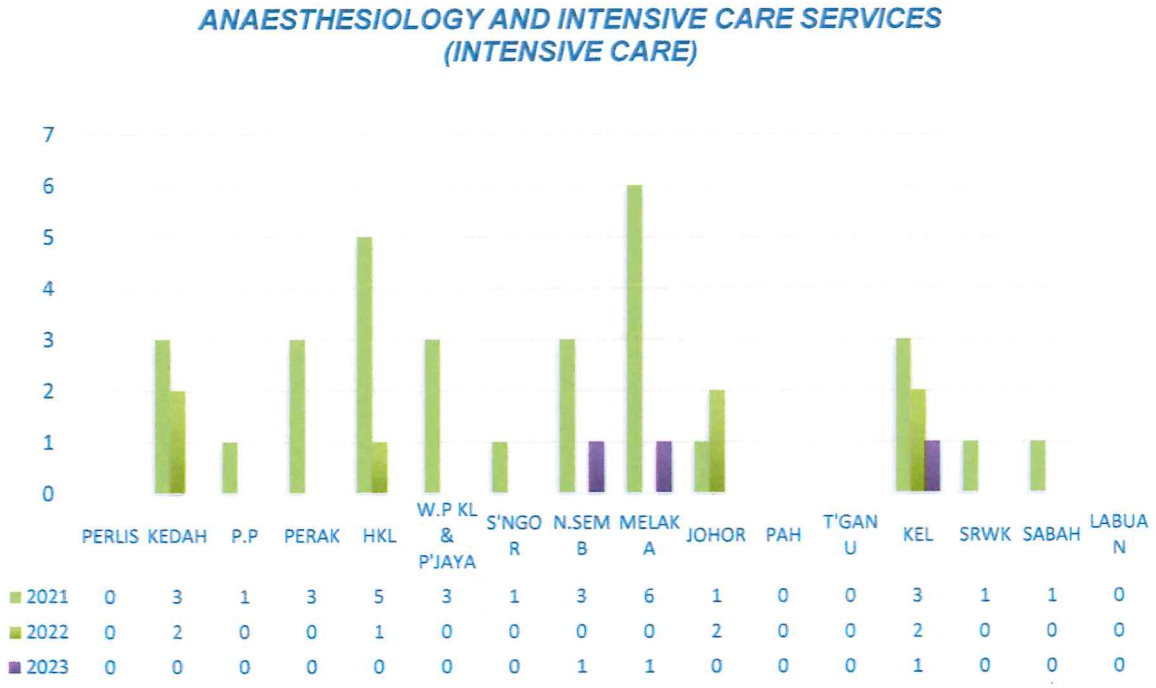
ANAESTHESIA



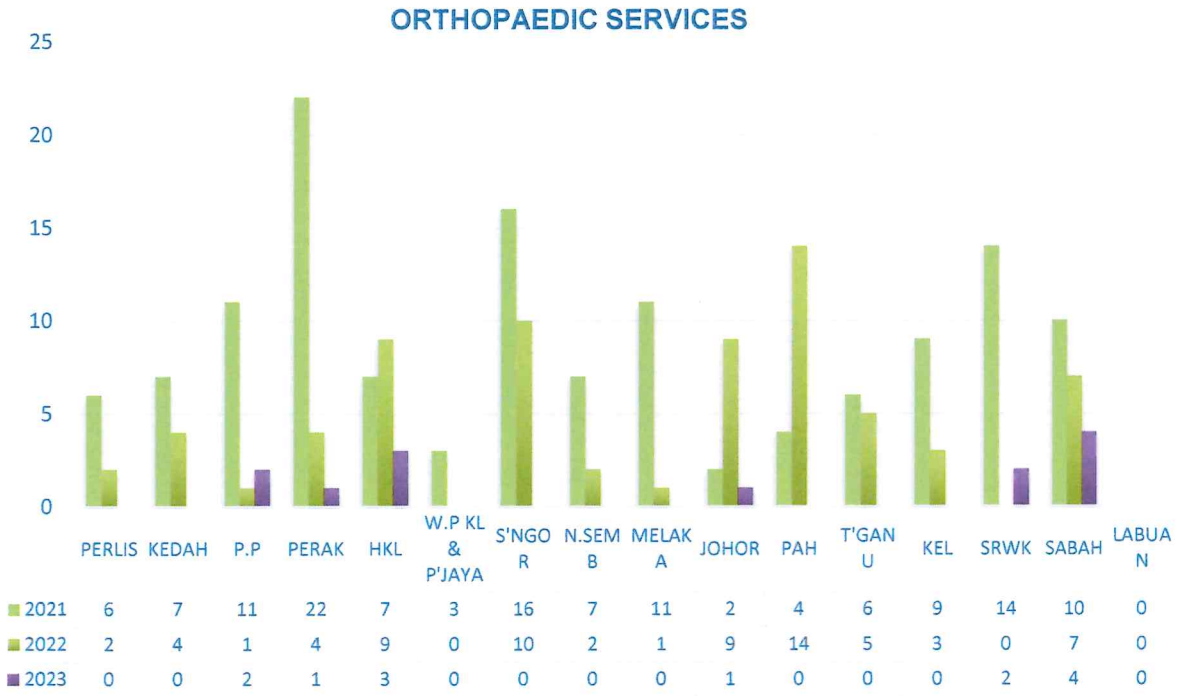
PERI-ANAESTHESIA



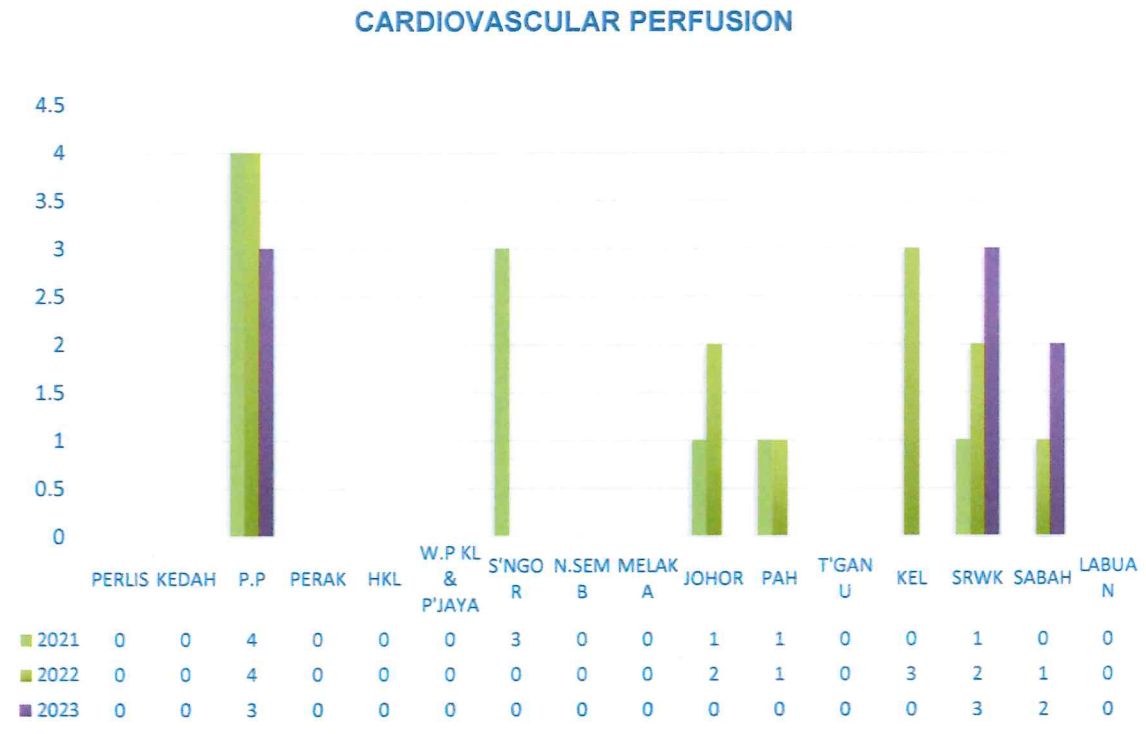
INTENSIVE CARE



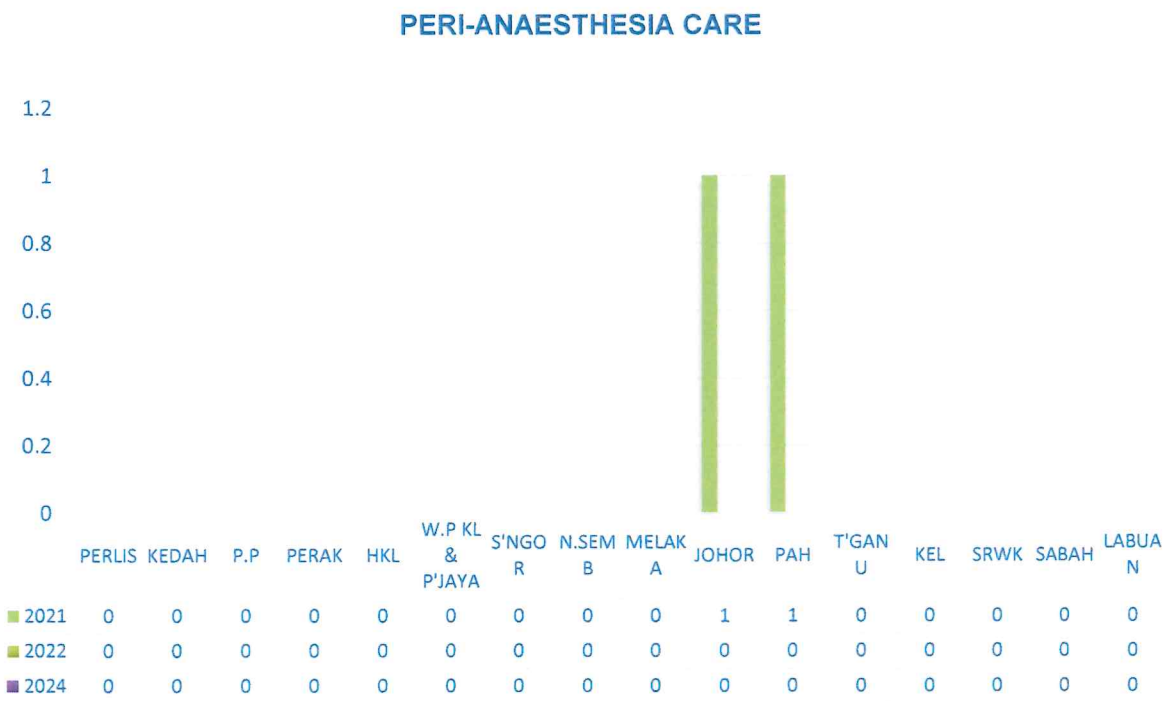
ORTHOPAEDIC



CARDIOVASCULAR PERFUSION

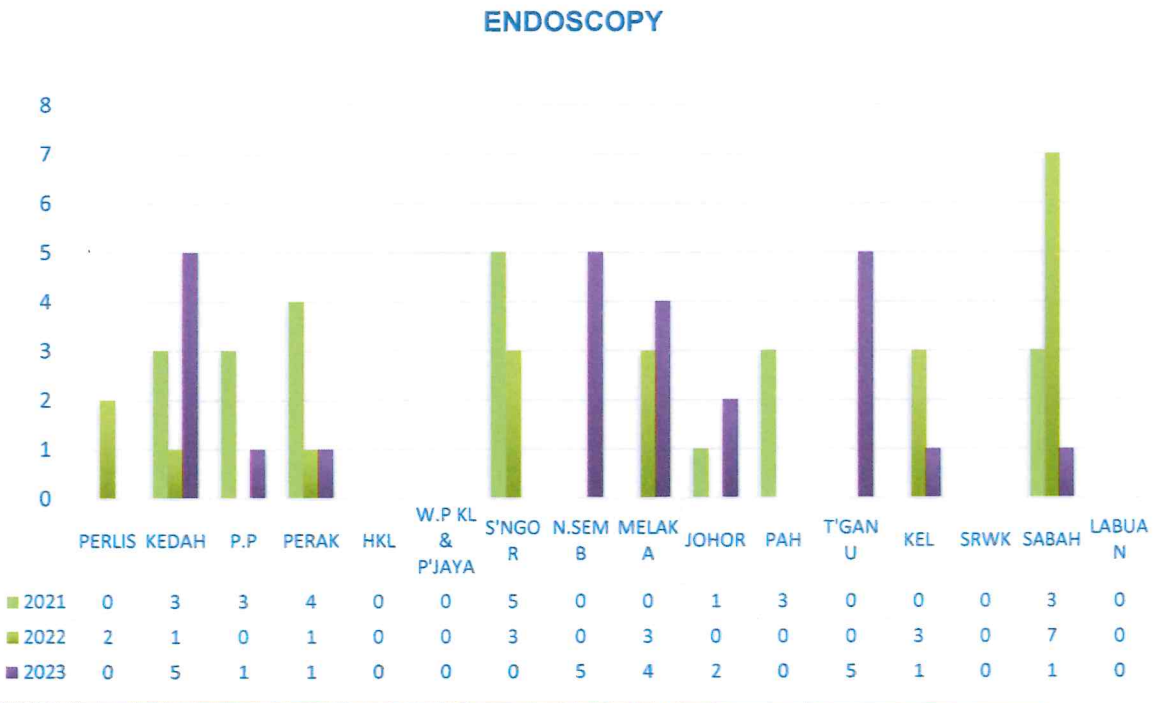


PERI-ANAESTHESIA CARE



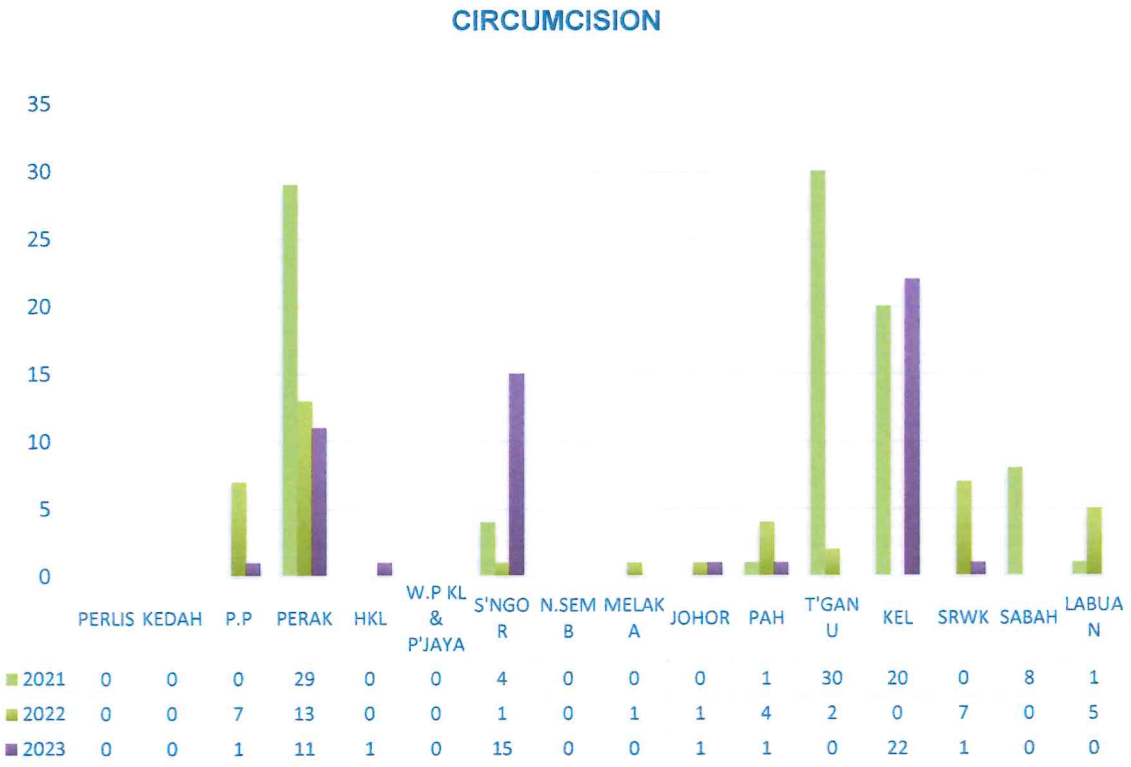
	PERLIS	KEDAH	P.P	PERAK	HKL	W.P KL & P'JAYA	S'NGOR	N.SEMB	MELAKA	JOHOR	PAH	T'GANU	KEL	SRWK	SABAH	LABUAN
2021	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2024	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ENDOSCOPY



	PERLIS	KEDAH	P.P	PERAK	HKL	W.P KL & P'JAYA	S'NGOR	N.SEMB	MELAKA	JOHOR	PAH	T'GANU	KEL	SRWK	SABAH	LABUAN
2021	0	3	3	4	0	0	5	0	0	1	3	0	0	0	3	0
2022	2	1	0	1	0	0	3	0	3	0	0	0	3	0	7	0
2023	0	5	1	1	0	0	0	5	4	2	0	5	1	0	1	0

CIRCUMCISION

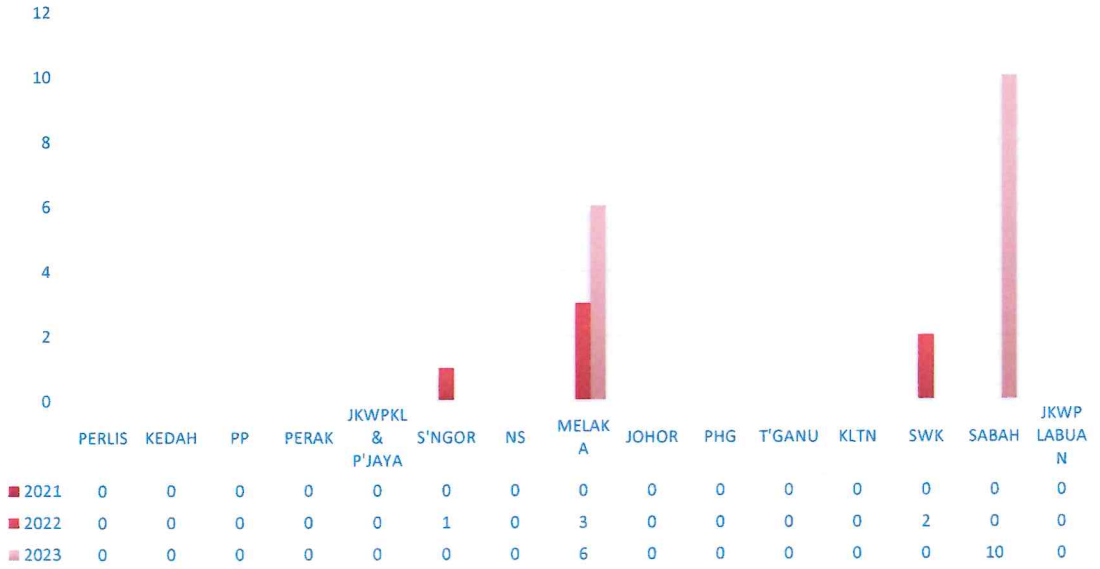


8.2 Table of Credentialing & Privileging activities of Assistant Medical Officers in Public Health by States in 2021 & 2023

NUM.	LIST OF PROCEDURES	STATES																																									TOTAL		
		PERLIS			KEDAH			P. PINANG			PERAK			JKWPKL & PUTRAJAYA			SELANGOR			N. SEMBILAN			MELAKA			JOHOR			PAHANG			TERENGGANU			KELANTAN			SARAWAK			SABAH			JKWP LABUAN					
		2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
1	*Airway Management Intubations(and defibrillation)*																	1						3	6													2			10				0	6	16
2	*Ritual Circumcision*			10			2			1			43								4				20			6			4	1					42			48			40				1	4	220
3	*Spirometery Test & Interpretation*										1														7							1					11					2	8				2	2	26
4	*Audiometry Test & interpretation*												2															7													2						2	0	9
5	*Integrated Management of Childhood Illness (IMCI)*																																					9									0	0	9
6	Memulakan Rawatan Tibi Baru Kahak Positif (Sabah & Sarawak)																																					1			7						0	0	8
7	*Slit Skin Smear* untuk Pesakit Kusta (Sabah & Sarawak)																																					1			2						0	0	3
8	Pengendalian Fundus Camera Dan Interprestasi Foto Fundus			18			32			15	5	8	46		5	19		17	71	3	15	26			9	11	34	95			5	7	1				11		1	54	2	2	4				28	83	405
9	*Nasopharyngeal & Oralpharyngeal Swab* (Dis. 2020)				187	27	22	128			73	9	17	4	1			11	18	116	17		42			166	2	8	143							92	30			9		9	9	7	30			990	115	72
TOTAL				28	187	27	56	128	0	16	79	17	108	4	6	19	0	29	89	119	36	26	42	3	42	177	36	116	143	0	9	9	1	0	92	30	64	0	10	113	13	12	78	30	0	0	1023	210	768

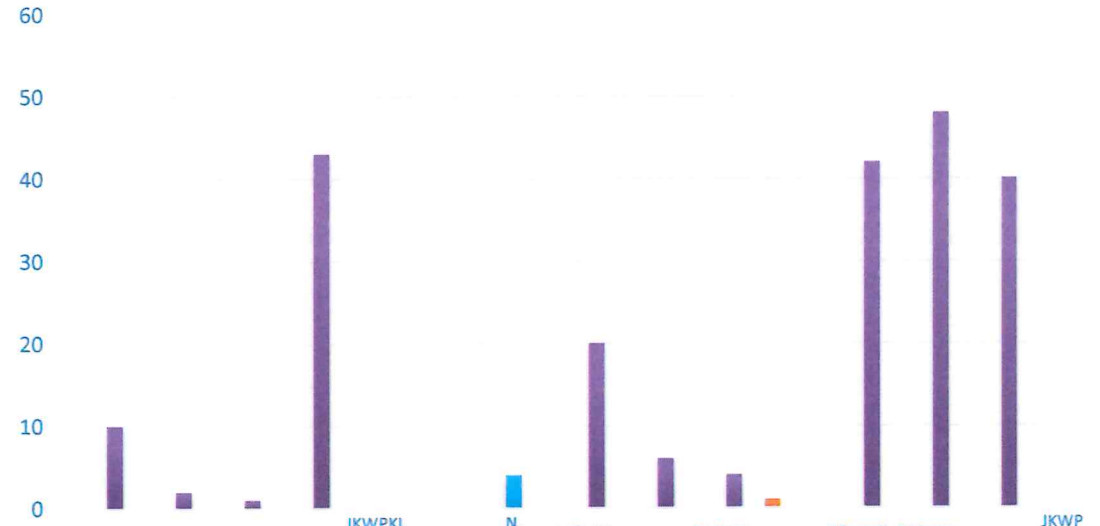
i) Bar Chart representing Credentialing & Privileging activities (Assistant Medical Officers in Public Health) for the Year 2021, 2022 & 2023

11.4.1 AIRWAY MANAGEMENT INTUBATIONS (AND DEFIBRILLATION)



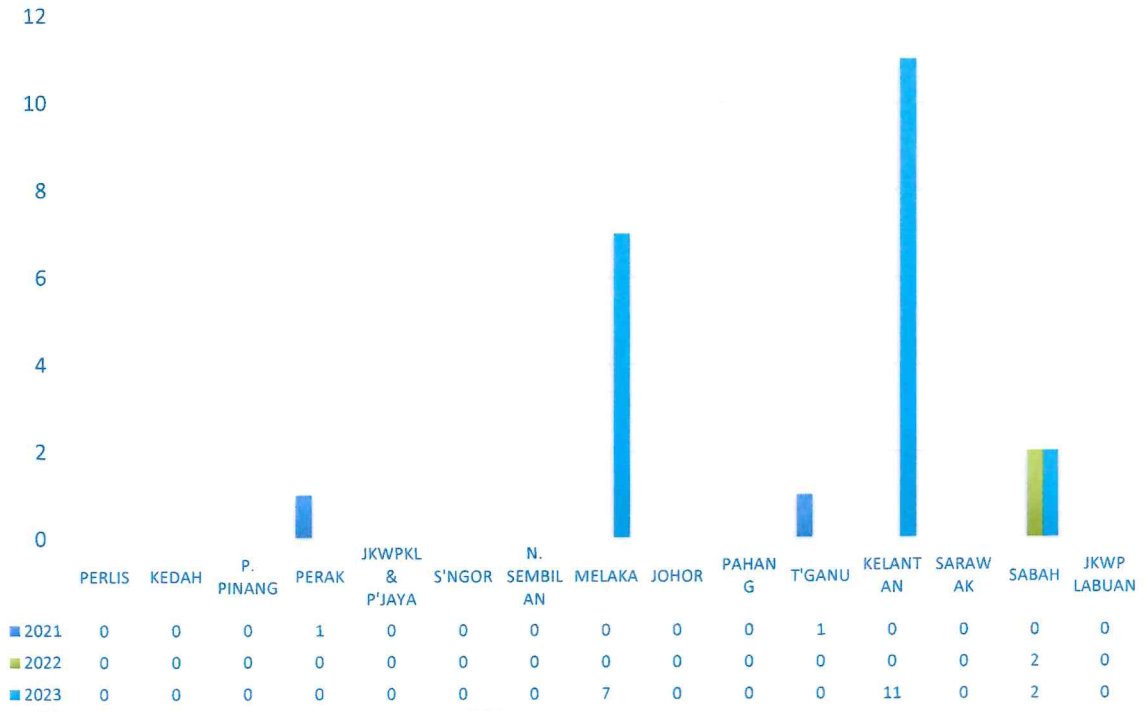
	PERLIS	KEDAH	PP	PERAK	JKWPKL & P'JAYA	S'NGOR	NS	MELAKA	JOHOR	PHG	T'GANU	KLTN	SWK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	1	0	3	0	0	0	0	2	0	0
2023	0	0	0	0	0	0	0	6	0	0	0	0	0	10	0

11.4.2 *RITUAL CIRCUMCISION*



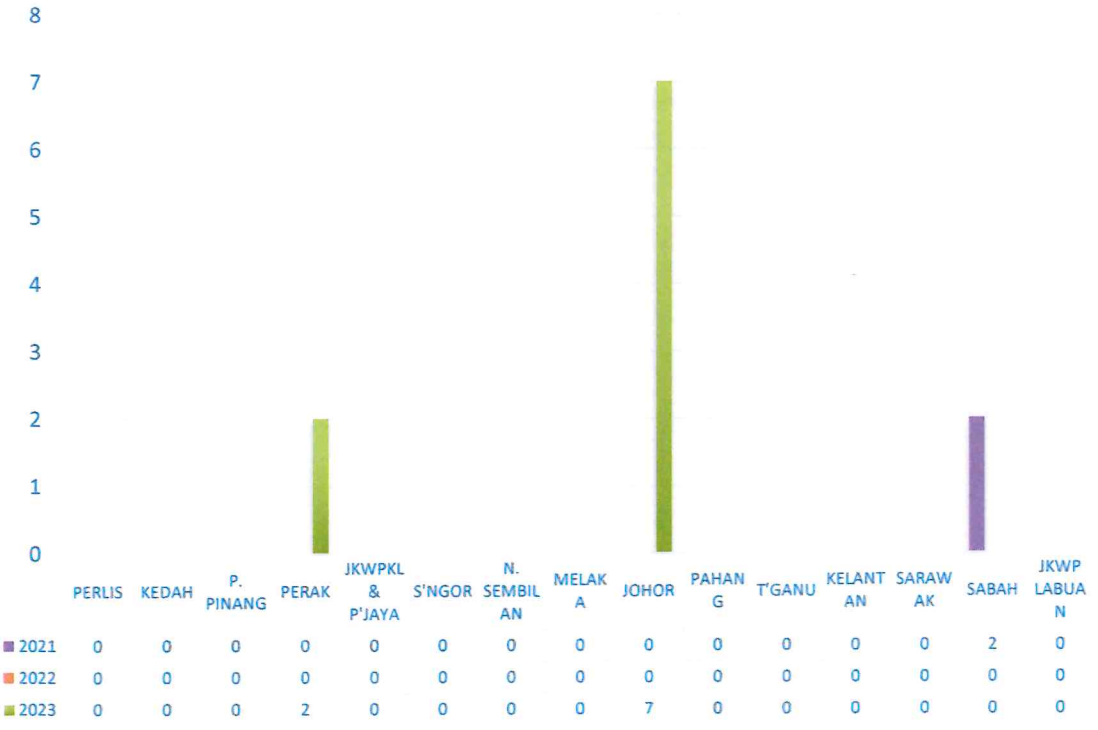
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
2022	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0
2023	10	2	1	43	0	0	0	20	6	4	0	42	48	40	0

11.4.3 *SPIROMETERY TEST & INTERPRETATION*



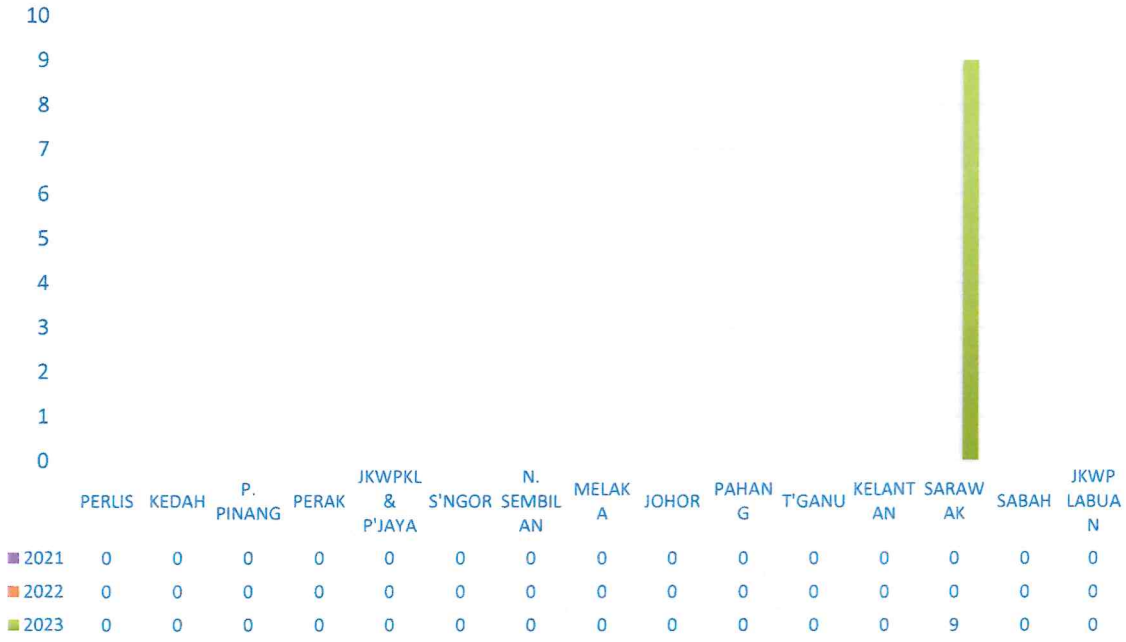
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
2023	0	0	0	0	0	0	0	7	0	0	0	11	0	2	0

11.4.4 *AUDIOMETERY TEST & INTERPRETATION*



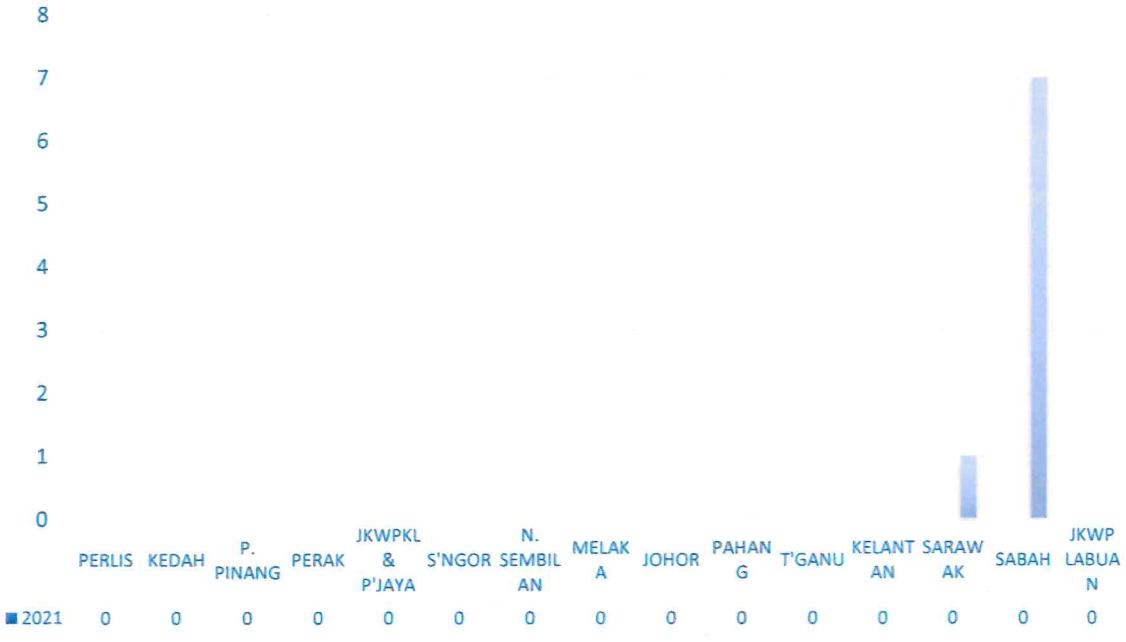
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2023	0	0	0	2	0	0	0	0	7	0	0	0	0	0	0

11.4.5 *INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESS (IMCI)*



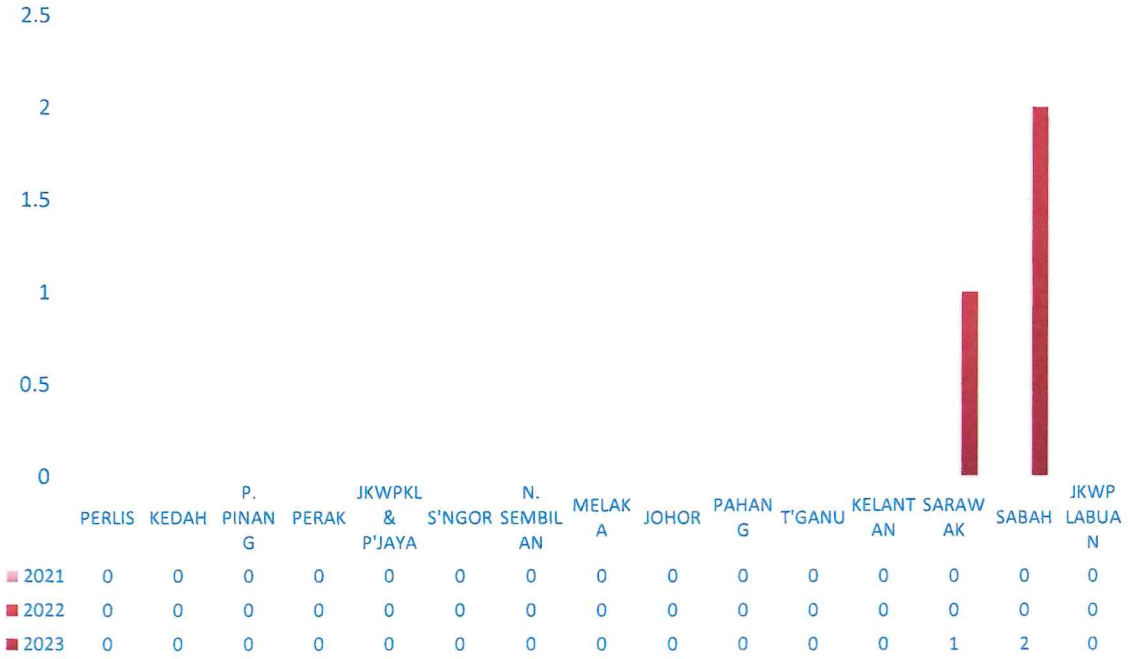
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0

11.4.6 STARTING TREATMENT OF NEW TUBERCULOSIS POSITIVE SPUTUM (SABAH & SARAWAK)



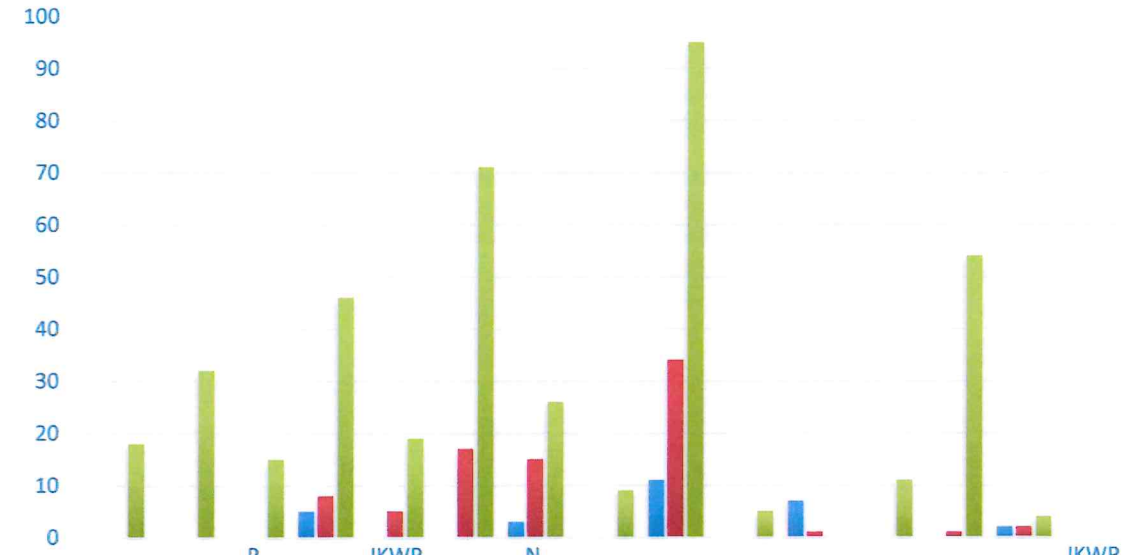
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0	0	0	0	0	1	7	0

11.4.7 *SLIT SKIN SMEAR FOR LEPROSY PATIENTS (SABAH & SARAWAK)*



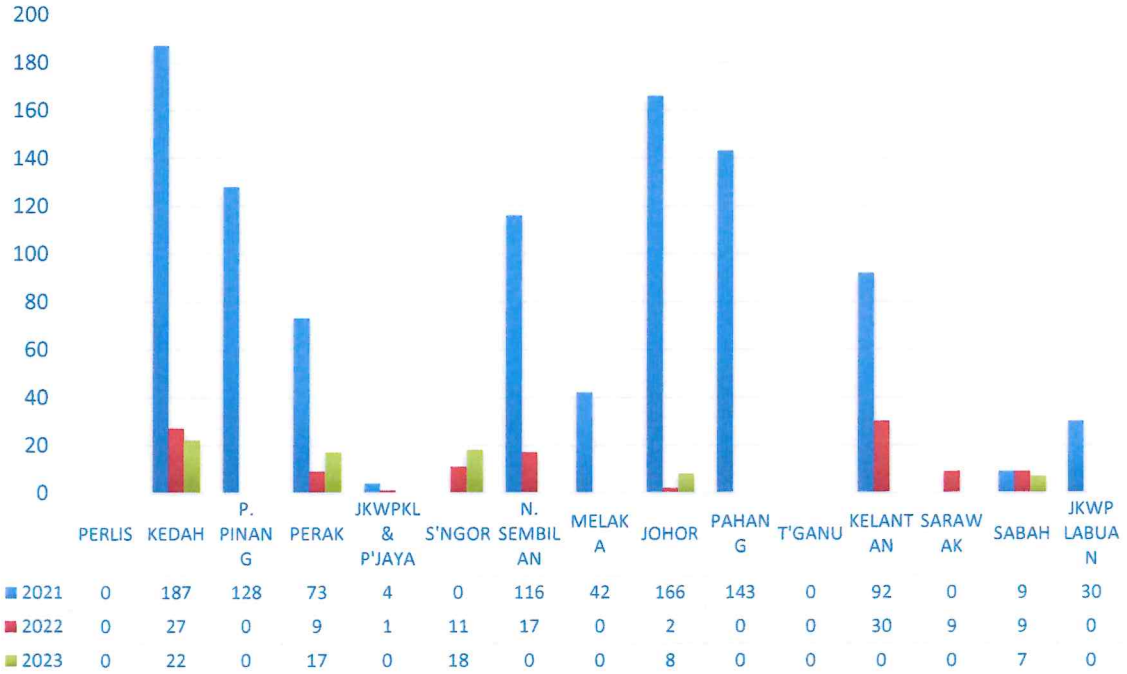
	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0

11.4.8 FUNDUS CAMERA OPERATION & FUNDUS PHOTO INTERPRETATION



	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	0	0	5	0	0	3	0	11	0	7	0	0	2	0
2022	0	0	0	8	5	17	15	0	34	0	1	0	1	2	0
2023	18	32	15	46	19	71	26	9	95	5	0	11	54	4	0

11.4.9 NASOPHARYNGEAL & ORALPHARYNGEAL SWAB



	PERLIS	KEDAH	P. PINANG	PERAK	JKWPKL & P'JAYA	S'NGOR	N. SEMBILAN	MELAKA	JOHOR	PAHANG	T'GANU	KELANTAN	SARAWAK	SABAH	JKWP LABUAN
2021	0	187	128	73	4	0	116	42	166	143	0	92	0	9	30
2022	0	27	0	9	1	11	17	0	2	0	0	30	9	9	0
2023	0	22	0	17	0	18	0	0	8	0	0	0	0	7	0

9. FINANCIAL REPORT

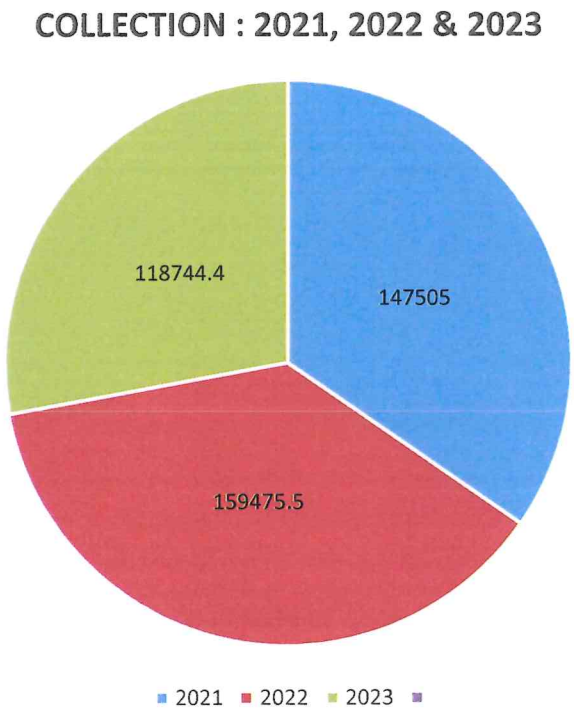
9.1 Receipts Report According to Receipts Classification Code Year 2023

NO	RECEIPT TYPE	CODE TYPES	TOTAL
1.	REGISTRATION AS A MEDICAL ASSISTANT	71399A-LPP	42,800.00
2.	DUPLICATE COPY OF REGISTRARION CERTIFICATE	71399B-LPP	1,590.00
3.	NAME RE-ENTRY FEE	71399C-LPP	0.00
4.	MEDICAL ASSISTANT BADGE REPLACEMENT	71399D-LPP	135.00
5.	REGISTRATION OF PROBATIONARY ESTATE HOSPITAL ASSISTANT	71399E-LPP	1,850.00
6.	REGISTRARION OF ESTATE ASSISTANT GRADE I, II & III	71399F-LPP	5,750.00
7.	RENEWING ANNUAL REGISTRATION CERTIFICATE (PRIVATE)	71399G-LPP	46,309.40
8.	SECOND COPY PPT/ARC	71399H-LPP	30.00
9.	ESTATE HOSPITAL ASSISTANT EXAMINATION GRADE I	72199A-LPP	3,600.00
10.	ESTATE HOSPITAL ASSISTANT EXAMINATION GRADE II	72199B-LPP	700.00
11.	ESTATE HOSPITAL ASSISTANT EXAMINATION GRADE III	72199C-LPP	900.00
12.	LATE FEE – RENEWING CERTIFICATE OF REGISTRATION	LPP-76111	32,180.00
13	MEDICAL ASSISTANT EXAMINATION BOARD	LPP-72199	21,420.00
	TOTAL:		**118,744.40**

9.2 Revenue Collection Year 2021, 2022 and 2023

YEAR	COLLECTION (RM)
2023	118,744.40
2022	159,475.50
2021	147,505.00

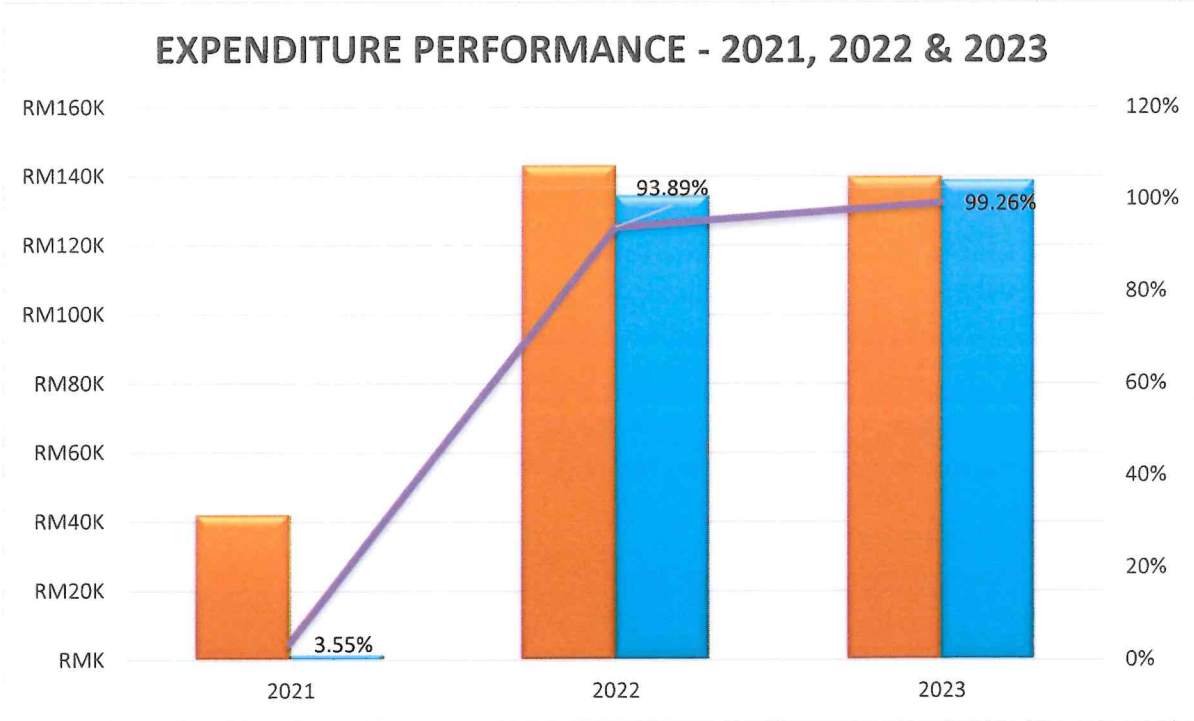
9.3 Revenue Collection Year 2021, 2022 And 2023 (Pie Chart)



9.4 Expenditure Performance Year 2021, 2022 And 2023 (Table)

NO	CONTENT	2021 (RM)	2022 (RM)	2023 (RM)
1	Total Allocation	42,000.00	143,165.00	139,906.50
2	Total Expenditure	1,490.00	134,419.75	138,865.26
3	**Expenditure Performance**	**3.55%**	**93.89%**	**99.26%**

9.5 Expenditure Performance Year – 2021, 2022 And 2023 (Combination Chart)



9.6 Fees for Clinical Training of Higher Education Providers (HEPs) Students at Malaysian Ministry of Health Facilities

NO	HIGHER EDUCATION INSTITUTIONS	YEAR 2022	YEAR 2023
1	MANAGEMENT & SCIENCE UNIVERSITY (MSU)	RM15,400.00	RM13,200.00
2	MURNI INTERNATIONAL COLLEGE	RM15,600.00	RM15,400.00
3	WIDAD UNIVERSITY COLLEGE	RM3,200.00	RM 2,400.00
4	UOW MALAYSIA COLLEGE	RM 0.00	RM 5,800.00
5	LINCOLN UNIVERSITY COLLEGE	RM800.00	RM 0.00
6	MAIWP INTERNATIONAL UNIVERSITY COLLEGE	RM52,200.00	RM39,800.00
7	UNIVERSITY OF CYBERJAYA	RM20,000.00	RM26,400.00
8	UniKL MESTECH	RM19,600.00	RM27,600.00
9	GEOMATIKA MALAYSIA UNIVERSITY	RM9,000.00	RM9,400.00
10	DSH INSTITUTE OF TECHNOLOGY	RM10,600.00	RM19,200.00
11	I-SYSTEMS COLLEGE	RM2,600.00	RM400.00
12	OPEN UNIVERSITY MALAYSIA (OUM)	RM22,800.00	RM56,200.00
13	UNIVERSITY KEBANGSAAN MALAYSIA (UKM)	RM 0.00	RM1,800.00
14	UNIVERSITY SULTAN ZAINAL ABIDIN (UniSZA)	RM 0.00	RM9,400.00
15	RAMSAY SIMEDARBY HEALTHCARE COLLEGE	RM3,200.00	RM0.00
	TOTAL	**RM175,000.00**	**RM227,000.00**

ACHIEVEMENT PROFESSIONAL DEVELOPMENT PLAN ASSISTANT MEDICAL OFFICER

6P

ACHIEVEMENT REPORT OF THE STRATEGIC PLAN OF ASSISTANT MEDICAL OFFICER SERVICES (TARGET FOR THE YEAR 2022)

SECTOR OF POLICY & STRATEGIC PLANNING

NO	INITIATIVE	ACHIEVEMENT
1.	Pillar 1, Strategy 1 and Initiative 1: Developing the proposal for the establishment of The Service Department at the Ministry of Health Malaysia	• Paper has been submitted to JPA by Human Resources Division MOH
2.	Pillar 3, Strategy 1 and Initiative 1: Establishing Flexible positions for AMO with specialized Expertise	• An allocation of 2297 AMO position (Implementers) has been proposed to be Flexibly transferred to Human Resources Division MOH
3.	Pillar 3, Strategy 4 and Initiative 1: Establishing a registration system for AMO research with a target of 28 research projects per year	• The number of registered studies until 2022 is 57
4.	Pillar 3, Strategy 3 and Initiative 2: To establish the standard of AMO services under The Malaysia Society for Quality in Healthcare (MSQH)	• Standard has been develop known as Service Standard 25: Medical Assistant Services under The Malaysia Society for Quality in Healthcare (MSQH)

5.	Pillar 5, Strategy 1 and Initiative 1: Striving to achieve an ideal workforce that is highly skilled, Competent and meets the current service requirements (by 2020 target is 1:1150)	• Based on discussion with Health Planning Division MOH, the target ratio for the need of AMO in Malaysia by 2025 is 1:804 compared to Malaysian population
6.	Pillar 6, Strategy 1 and Initiative 1: Enhancing the international employability of the AMO profession	• Accepting the responsibility as the join secretariat with the Malaysia Medical Assistants Association for organizing the Global Association of Clinical Officers and Physician Associates (GACOPA)

SECRETARIAT OF MEDICAL ASSISTANT BOARD

NO	INITIATIVE	ACHIEVEMENT
1.	Strategy 1 and Initiative 3: Increasing the number of Post Basic and Advanced Diploma 2019 – (35%) 2020 – (40%) 2021 - (45%) 2022 – (50%)	• No Recruitment for Post Basic/Advanced Diploma Trainees in September 2022 due to Covid-19 pandemic. SOURCE: Training Management Division, MOH

2.	Strategy 3 and Initiative 2: Developing clinical auditing activities of AMO services in Public Health	• Public Health Assistant Medical Officers supervisory team has held preliminary discussions with representative Family Medicine Experts to identify the scope and methods of implementing the Clinical Audit. In principle the Family Health Specialist welcomes and agrees with this effort and hopes it can be implemented soon. • Prior to that a Joint Meeting with Family Health Experts was planned but due to current covid pandemic crisis the meeting has been postponed to an appropriate date.
3.	Strategy 4 and Initiative 3: To create a specific registration mechanism for area of specialty.	• The Assistant Medical Officer Service Division has established a registration process for AMOs who are highly skilled in particular areas and are referred to as Assistant Medical Officer Technical Experts (AMOTeX). The purpose of registration is to ensure that those knowledgeable AMOs in their respective disciplines continue to assist and remain so they can provide clients with the finest health care possible. • In accordance with Director - General of Health's letter dated 22 August 2022, reference number: KKM 600-13/8/6(40) regarding Notification of Implementation on (Assistant Medical Officer Technical Expert) AMOTeX Registration Phase 1 for assistant medical officers under Ministry of Health Malaysia • 8 clinical areas have been identified for Phase 1 are as below: **PHASE 1** **Medical Program** 1 Emergency Medicine and Trauma Services 2 Orthopedics 3 Nephrology 4 Neurophysiology

		5 Cardiology, Cardiovascular Perfusion and Cardiothoracic Surgery **Public Health Program** 1 HIV/AID Counseling 2 Wound Care Management 3 Diabetes Management
4.	Strategy 5 and Initiative 1: Re-amendment of Act 180	• On 12th April 2022 a discussion was held with representatives from the *'Dewan Bahasa dan Pustaka Kuala Lumpur'* concerning the grammatical refinement of 'paramedical practitioners ' terms. • The outcome of the meeting describes paramedical practitioners are as follows: **A group of registered Assistant Medical Officers who provide treatment, carry out diagnostic tests, rehabilitation and health advisory services that are limited compared to the scope and complexity of the duties of a Medical Officer. In accordance with the prescribed scope or with the limited supervision of the medical officer, this group may also carry out its tasks autonomously.**

SECTOR OF PROFESSIONAL DEVELOPMENT

NO	INITIATIVE	ACHIEVEMENT
1.	Pillar 1, Strategy 1, and Initiative 1: Revision of diploma curriculum with a focus on pre-hospital care, emergency and primary health care.	• Implementation of a new diploma curriculum (Diploma in Medical and Health Sciences) based on Outcome Based Education (OBE) guidelines • Bachelor in Medical and Health Sciences (undergraduate programs) have been open at public and private universities (Open University Malaysia, University Sultan Zainal Abidin Terengganu and University Malaysia Sabah)
2.	Pillar 1, Strategy 1 and Initiative 2: Develop program guidelines for bachelor's and master's degree levels in public and private institutions.	• The Standards and Guidelines for Medical Assistant Education Program 3rd Edition 2018 are under review and are expected to be fully completed and will be release in early 2024.
3.	Pillar 1, Strategy 1 and Initiative 3: Increasing the number of Degree, Master and PhD holder 2019 – (10%/2%/0.5%) 2020 – (15%/3%/1%)	• The number of degree, master and PhD holders for 2022 (4.3% / 0.6% / 0.08%)
4.	Pillar 5, Strategy 7 and Initiative 1: Application for new specialisation courses (Advanced Diploma program)	• Two post-basic courses have been upgraded which are Advanced Diploma in Neuroscience Care and Advanced Diploma in Respiratory Care involving training for 1 year.