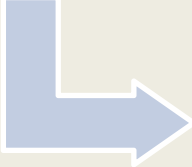


SERVICE STANDARD 25: MEDICAL ASSISTANT SERVICES

4th of March 2019

MSQH TRAINING PROGRAMME

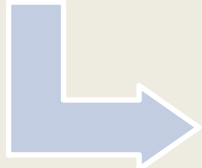
PREAMBLE



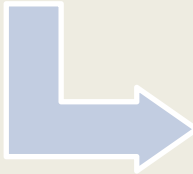
TOPIC



STANDARDS



CRITERIA FOR
COMPLIANCE



EVIDENCE OF
COMPLIANCE

OVERVIEW - TOPICS

- ORGANISATION AND MANAGEMENT
- HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT
- POLICIES AND PROCEDURES
- FACILITIES AND EQUIPMENT
- SAFETY AND PERFORMANCE IMPROVEMENT ACTIVITIES
- SPECIAL REQUIREMENTS

25.4 FACILITIES AND EQUIPMENT

STANDARD 25.4.1

There are **adequate and appropriate facilities and equipment** for providing **safe and efficient** medical assistants' **services** according to standards set by the relevant authorities and regulatory requirements.

25.5 SAFETY AND PERFORMANCE IMPROVEMENT ACTIVITIES

STANDARD 25.5.1

*The Chief Medical Assistant shall ensure the **provision of quality performance and safety of patients** with the staff involvement in **continuous safety and performance improvement activities** of the Medical Assistant Services*

25.6 SPECIAL REQUIREMENTS

STANDARD

25.6.1

Role in Environmental and Safety Services

The Chief Medical Assistant shall **assign designated Medical Assistant** to oversee the activities related to Environmental and Safety Services, working in **collaboration** with the Head of Environmental and Safety Services and coordinated by appropriate Committees as to provide optimum support to the objectives of the Facility in terms of the safety needs of the Facility, patients, staff and visitors.

STANDARD

25.6.2

Role as Fire Safety Officer

The Person In Charge (PIC) of the Facility shall **ensure the appointment of the Chief Medical Assistant to the Facility's Fire Safety Committee and as the designated Fire Safety Officer** for the Facility as per Circular from Director General of Health Services Malaysia [KKM.600.27/14/39 JLD 2(55)]

STANDARD
25.6.3

Role in External / Internal Disaster Management

*The Chief Medical Assistant plays a critical role in emergency preparedness and shall be assigned to **oversee the activities** related to **External and Internal Disaster Management**, working in collaboration with the Head of Services within the Facility and other relevant agencies. He shall **coordinate appropriate Committees** as to provide optimum support to the objectives of the Facility in terms of Reduce Damages and Deaths, Reduce Personal Suffering, Speed Recovery and Protect Victims in the event of a disaster*

STANDARD
25.6.4

Role in Clinical Supervision

*The Chief Medical Assistant shall **ensure clinical supervision is carried out** as part of best practice to facilitate and develop the knowledge and competence of individual practitioners in order to provide high quality care and safety among patients, public, staff and service users. Supervision's objectives are "normative" (e.g. quality control), "restorative" (e.g. encourage emotional processing) and "formative" (e.g. maintaining and facilitating supervisees' competence, capability and general effectiveness).*

STANDARD
25.6.5

Roles in Specific Clinical Services

*The Medical Assistant Services shall also **coordinate** with **other services** such as clinical services, nursing services or independently in the Facility to provide a high standard of inpatient care (where relevant) and ambulatory/outpatient services covering appropriateness of clinical care in the following specific disciplines:*

STANDARD 25.4

FACILITIES AND EQUIPMENT

- *There are **adequate and appropriate facilities and equipment** for providing **safe and efficient** medical assistants' services according to standards set by the relevant authorities and regulatory requirements.*

CRITERIA FOR COMPLIANCE

- There are **adequate and appropriate** facilities and equipment with **proper utilization of space** to allow the Medical Assistants to carry out their services safely and efficiently.
- Medical Assistants are provided with **sufficient supplies and equipment** at all times, including appropriate **personal protective equipment**.
- Facilities which provide training shall have specific **areas for training and rooms for tutorial**.

There are adequate and appropriate facilities and equipment with proper utilization of space to allow the Medical Assistants to carry out their services safely and efficiently.

EVIDENCE OF COMPLIANCE

- Adequate and proper utilisation of space.
- Appropriate type of equipment to match the complexity of the Medical Assistant Services.
- Adequate facilities and equipment for Medical Assistants at each assigned patient care area for safe care. (e.g. defibrillators, emergency cart, hand washing facilities etc.)
- Easy access and clear exit routes
- Absence of overcrowding

Medical Assistants are provided with sufficient supplies and equipment at all times, including appropriate personal protective equipment.

EVIDENCE OF COMPLIANCE

- Adequate equipment and supplies.
- Equipment are replaced in a planned and systematic manner.
- Stock inventory including personal protective equipment are according to par level.
- Accessibility of critical equipment and consumables at all times.
- Equipment has valid Planned Preventive Maintenance (PPM)

Facilities which provide training shall have specific areas for training and rooms for tutorial.

EVIDENCE OF COMPLIANCE

- Availability of training/tutorial areas/rooms

STANDARD 25.5.1

SAFETY AND PERFORMANCE IMPROVEMENT ACTIVITIES

- The Chief Medical Assistant shall **ensure the provision of quality performance and safety** of patients with the staff involvement in **continuous safety and performance improvement activities** of the Medical Assistant Services.

- *(6 criteria for compliances)*

1. CRITERIA FOR COMPLIANCE

- There are **planned and systematic safety and performance improvement activities** to monitor and evaluate the performance. The process includes:
 - a) Planned activities
 - b) Data collection
 - c) Monitoring and evaluation of the performance
 - d) Action plan for improvement
 - e) Implementation of action plan
 - f) Re-evaluation for improvement

Innovation is advocated.

2. CRITERIA FOR COMPLIANCE

- The Chief Medical Assistant has **assigned the responsibilities** for planning, monitoring and managing safety and performance improvement activities to appropriate individual/personnel within the respective services.

3. CRITERIA FOR COMPLIANCE

- The Chief Medical Assistant shall **ensure** that the **staff are trained and complete incident reports** (where applicable) which are **promptly reported, investigated, discussed** by the staff with learning objectives and forwarded to the Person In Charge (P I C) o f t h e F a c i l i t y . Incidents reported have had **Root Cause Analysis** done and **action taken** within the agreed time frame to prevent recurrence.

4. CRITERIA FOR COMPLIANCE

The Medical Assistant Services shall conduct tracking and trending of the following specific performance indicators:

- i. Number of fire drill that has been carried out by the hospital in the corresponding year:
- ii. Dispatch and Ambulance Preparedness of Primary Responses (Target: $\geq 90\%$)
- iii. Percentage of Medical Assistants in Emergency Services trained in Advanced Life Support (ALS)
(Target: Non-specialist hospital: $\geq 30\%$ / Specialist hospital: $\geq 50\%$)
- iv. Percentage of Medical Assistants with post basic qualification and advance training in relevant disciplines.
Target: $\geq 50\%$ (for staff with at least 3 years working experience)
- v. Peak Flow Rate (PEFR) Implementation for Asthma Patients in Asthma Bay by Medical Assistant
(Target: $> 80\%$ number of all asthma patients with Pre and Post PEFR treated in Asthma Bay)

5. CRITERIA FOR COMPLIANCE

- Feedback on results of safety and performance improvement activities are regularly communicated to the staff.

6. CRITERIA FOR COMPLIANCE

- Appropriate documentation of safety and performance improvement activities is kept and confidentiality of medical practitioners, staff and patients is preserved.

Criteria 1



EVIDENCE OF COMPLIANCE

1. Planned performance improvement activities include (a) to (f)
2. Records on performance improvement activities.
3. Minutes of performance improvement meetings.
4. Performance improvement studies.
5. Records of innovation if available.

Criteria 2



EVIDENCE OF COMPLIANCE

1. Minutes of meetings
2. Letter of assignment of responsibilities
3. Job description .

Criteria 3

EVIDENCE OF COMPLIANCE

1. System for incident reporting is in place, which include:
 - a) Training of staff
 - b) Policy on incident reporting
 - c) Methodology of incident reporting
 - d) Register/records of incidents
2. Completed incident reports
3. Root Cause Analysis

- 4. Corrective and preventive action plans
- 5. Remedial measure
- 6. Minutes of meetings
- 7. Acknowledgment by Chief Assistant Medical Officer and PIC/Hospital Director
- 8. Feedback given to staff regarding incident reporting.

Criteria 4



EVIDENCE OF COMPLIANCE

1. Specific performance indicators monitored.
2. Reports on Fire Drill and Table Top Exercise
3. Remedial measures taken where appropriate

Criteria 5



EVIDENCE OF COMPLIANCE

1. Documentations on performance improvement activities and performance indicators.
2. Policy statement on anonymity on patients and providers involved in performance improvement activities

Criteria 6



EVIDENCE OF COMPLIANCE

1. Results on safety and performance improvement activities are accessible to staff.
2. Evidence of feedback via communication on results of performance improvement activities through continuing medical education activities /meetings.
3. Minutes of service/unit/committee meetings

Criteria 5



EVIDENCE OF COMPLIANCE

1. Results on safety and performance improvement activities are accessible to staff.
2. Evidence of feedback via communication on results of performance improvement activities through continuing medical education activities /meetings.
3. Minutes of service/unit/committee meetings

25.6

SPECIAL REQUIREMENTS

- *Medical Assistants play roles of **specially trained healthcare staff** providing a high standard of care for inpatients (where relevant) and ambulatory care to the community in specific clinical disciplines. Medical Assistants also **coordinate with other services** to provide support for the Environmental and Safety Services of the Facility. The most common areas that Medical Assistants are involved include the following:*
 - *(5 standards)*

STANDARD 25.6.1

Role in Environmental and Safety Services

*The Chief Medical Assistant shall **assign designated Medical Assistant** to oversee the activities related to Environmental and Safety Services, working in collaboration with the Head of Environmental and Safety Services and coordinated by appropriate Committees as to provide optimum support to the objectives of the Facility in terms of the safety needs of the Facility, patients, staff and visitors.*

(3 criteria for compliance)

CRITERIA FOR COMPLIANCE - 1

The role of assigned Medical Assistant shall address but not limited to the following:

- a) Occupational Safety and Health
- b) Fire Safety
- c) Disaster Management
 - i) External Disaster
 - ii) Internal Disaster
- a) Hazardous Material and Recyclable Waste Management
- b) Security Services
- c) Vector and Pest Control

**(a), (e) & (f) where applicable*



EVIDENCE OF COMPLIANCE

1. Operational policies of the Environmental and Safety Services address activities (a) to (f).
2. Terms of reference on the role and responsibilities of assigned Medical Assistant to address activities (a) to (f).

CRITERIA FOR COMPLIANCE - 2

There is clear **evidence of coordination and cooperation** amongst the various Medical Assistants pertaining to Environmental and Safety Services. Records on the coordination meetings and discussions shall be kept and made accessible to relevant staff when required.

A red, horizontally-oriented oval with a slight gradient and a drop shadow, centered on the page.

EVIDENCE OF COMPLIANCE

Minutes of meetings of the coordination meetings.

CRITERIA FOR COMPLIANCE - 3

The assigned Medical Assistant to the Environmental and Safety Services are appropriately qualified, trained, experienced and/or certified where required.

EVIDENCE OF COMPLIANCE

1. Attendance to relevant training.
2. Staff training records

STANDARD 25.6.2

Role as Fire Safety Officer

*The Person In Charge (PIC) of the Facility shall **ensure the appointment of the Chief Medical Assistant to the Facility's Fire Safety Committee and as the designated Fire Safety Officer** for the Facility as per Circular from Director General of Health Services Malaysia [KKM.600.27/14/39 JLD 2(55)]*

(6 criteria for compliances)

CRITERIA FOR COMPLIANCE - 1

The Chief Medical Assistant shall be assigned as a permanent member to the Facility's Fire Safety Committee and as the Fire Safety Officer for the Facility.

EVIDENCE OF COMPLIANCE

1. Letter of assignment of Chief Medical Assistant as member of Fire Safety Committee and Fire Safety Officer with Terms of Reference.
2. Appropriate training and experience as Fire Safety Officer.

CRITERIA FOR COMPLIANCE - 2

The Chief Medical Assistant who is the Fire Safety Officer **shall prepare, implement and review** the Fire Prevention and Surveillance Plan.

EVIDENCE OF COMPLIANCE

1. Fire Prevention and Surveillance Plans that have been endorsed and dated by the Person In Charge (PIC).

CRITERIA FOR COMPLIANCE - 3

The Chief Medical Assistant who is the Fire Safety Officer shall **organise and implement training for fire safety** coordinators, firefighting and rescue team members and other personnel involved.

EVIDENCE OF COMPLIANCE

1. Fire Safety training schedules
2. Certification/list of attendance

CRITERIA FOR COMPLIANCE - 4

Fire drills are conducted at least once a year
based on the fire prevention and control plan.

EVIDENCE OF COMPLIANCE

1. Reports on fire drills
1. Identifying shortfalls
2. Minutes of meetings of pre and post drills
3. Remedial actions planned and implemented

CRITERIA FOR COMPLIANCE - 5

The Fire Safety Officer shall **coordinate manpower** to help in rescuing and evacuation of victims and equipment to a safer area.

EVIDENCE OF COMPLIANCE

1. List of identified personnel for the purpose.
2. Evidence of appropriate training to the selected personnel

CRITERIA FOR COMPLIANCE - 6

The Fire Safety Officer shall conduct Fire Audit in the wards/units regularly.

EVIDENCE OF COMPLIANCE

1. Audit Schedules
2. List of Auditors
3. Reports of audits

STANDARD 25.6.3

Role in External / Internal Disaster Management

The Chief Medical Assistant plays a critical role in emergency preparedness and shall be assigned to oversee the activities related to External and Internal Disaster Management, working in collaboration with the Head of Services within the Facility and other relevant agencies. He shall coordinate appropriate Committees as to provide optimum support to the objectives of the Facility in terms of Reduce Damages and Deaths, Reduce Personal Suffering, Speed Recovery and Protect Victims in the event of a disaster.

(5 criterias for compliance)

CRITERIA FOR COMPLIANCE - 1

The Person In Charge (PIC) of the Facility shall ensure the **assignment of the Chief Medical Assistant as the secretary** of the External/Internal Disaster Management Committee (where applicable).

EVIDENCE OF COMPLIANCE

1. Valid appointment letters and Terms of Reference as member of committees stipulated by the Governing Body.
2. Minutes of relevant committee meetings

CRITERIA FOR COMPLIANCE - 2

The Chief Medical Assistant shall **coordinate** in the **preparation, implementation and review** of the External/Internal Disaster Management Policy.

EVIDENCE OF COMPLIANCE

The Internal/External Disaster Management Plans that has been endorsed and dated by the Person In Charge (PIC).

CRITERIA FOR COMPLIANCE -3

The Chief Medical Assistant shall **organise and implement training** for internal/external disaster management teams.

EVIDENCE OF COMPLIANCE

1. Internal/External Disaster Management Training schedules
2. Certification/list of attendance

CRITERIA FOR COMPLIANCE - 4

Internal / External Disaster **drills** are conducted at least **once a year**.

EVIDENCE OF COMPLIANCE

1. Reports on disaster drills
2. Identifying shortfalls
3. Minutes of meetings of pre and post drills
4. Remedial actions planned and implemented

CRITERIA FOR COMPLIANCE - 5

The Chief Medical Assistant shall coordinate manpower to help in rescuing and evacuation of victims and equipment to a safer area.

EVIDENCE OF COMPLIANCE

1. List of identified personnel for the purpose.
2. Evidence of appropriate training to the selected personnel.

STANDARD

25.6.4

Role in Clinical Supervision

The Chief Medical Assistant shall ensure **clinical supervision is carried out** as part of best practice to facilitate and develop the knowledge and competence of individual practitioners in order to provide high quality care and safety among patients, public, staff and service users. Supervision's objectives are "normative" (e.g. quality control), "restorative" (e.g. encourage emotional processing) and "formative" (e.g. maintaining and facilitating supervisees' competence, capability and general effectiveness).

(2 criterias for compliance)

CRITERIA FOR COMPLIANCE - 1

The Chief Medical Assistant shall carry out clinical supervision rounds periodically in an appropriate time frame to facilitate and develop the knowledge and competence of individual practitioners in order to provide high quality care and safety among patients, public, staff and service users.

EVIDENCE OF COMPLIANCE

1. An approved supervisory schedule/roster for a year
2. Records/reports on supervision in clinical areas
3. Evidence of review on records/reports on supervision in clinical areas by management.

CRITERIA FOR COMPLIANCE - 2

The Chief Medical Assistant shall ensure that the clinical practice of the Medical Assistants is according to the standard operating procedures.

EVIDENCE OF COMPLIANCE

1. Standard operating procedures and guidelines relevant to the clinical practice
2. Evidence of adherence to the standard operating procedures.
3. Records of non-adherence and the remedial actions.

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STANDARD
25.6.5

Roles in Specific Clinical Services

The Medical Assistant Services shall also coordinate with other services such as clinical services, nursing services or independently in the Facility to provide a high standard of inpatient care (where relevant) and ambulatory/outpatient services covering appropriateness of clinical care in specific disciplines:

(3 criterias for compliance)

CRITERIA FOR COMPLIANCE - 1

The Chief Medical Assistant shall ensure that appropriately qualified and competent Medical Assistants are deployed as per requirements of the specialised services.

EVIDENCE OF COMPLIANCE

1. Written policies on the specific requirements for specialised training for Medical Assistants.
2. Records of training/tagging log books of Medical Assistants.
3. Post Basic Certificates
4. Reports of Chief Medical Assistant's supervision of Medical Assistants deployed to specific clinical disciplines.
5. Documentation on remedial actions found during the supervision and audit on clinical practice.

CRITERIA FOR COMPLIANCE - 2

Forensic Services/Mortuary Services

The Chief Medical Assistant shall ensure that Medical Assistants working in the Forensic Services have adequate experience in the services before being allowed to work independently and they are made aware of medico legal implications that may arise in the course of their work.

All Medical Assistants assigned to work in the Forensic Services of non-specialist facility should undergo at least two (2) weeks of attachment in a specialist facility.

EVIDENCE OF COMPLIANCE

1. Records on attachment training in facility with specialist services
2. Approval by the relevant authority to confirm that the Medical Assistants allowed to work independently in the Forensic Services of non-specialist facility.

CRITERIA FOR COMPLIANCE - 3

All Medical Assistants in the Forensic Services shall work under supervision for at least three (3) months before being allowed to work independently.

EVIDENCE OF COMPLIANCE

1. Records of probationary period of all Medical Assistants
2. Approval by the relevant authority in allowing the Medical Assistants to work independently.



**Your Excellence
Drives Our Success!**

Thank you!