

MINUTES OF 27th ANNUAL GENERAL MEETING 2025

Date: 20th June 2025 (Friday)

Time: 09:30am – 10:30am

Venue: Dewan Tun Hamdan Sheikh Tahir, Level 2, Wisma Sejarah, Kuala Lumpur

ATTENDANCE (Full Physical) - SUMMARY

Type of Membership	27 th AGM 2025
a. Ordinary	123
b. Corporate	37
c. Associate	2
d. Honorary Life	-
e. Life	13
TOTAL	175

Ordinary Members

No.	Name	Proxy to	Proxy Name
1	Abdul Rauf Abu Bakar, Ir Ts Dr		
2	Abdul Razak Abdul Khalid, Mr		
3	Ahmad Tarmimi Bin Halideh, Mr	Proxy to	MSQH Secretary
4	Ang Siew Siew, Ms		
5	Anita Victor Bayala, Mdm		
6	Anwar Anis Bin Anis Ahmad, Mr		
7	Aurlmary Francis, Mdm		
8	Azan Mukminah Saffin, Mrs	Proxy to	Siti Hawa Abu Hassan, Mrs
9	Azizi Hazwan Azizulkarim, Mr		
10	Azreena binti Ahamad Azaman, Ms	Proxy to	MSQH Secretary
11	Azrim Mariam Amir, Ms		
12	Bahagia Zakaria, Mdm		
13	Catherine anak Sadok, Ms	Proxy to	MSQH Secretary
14	Catherine Lim Tsuey Tyng, Mdm		
15	Cha Chon Heng, Ms	Proxy to	Tabitha A/P Sivakurunathan, Ms
16	Chan Pick Yoke, Ms	Proxy to	MSQH Secretary
17	Christien Rajathi Micheal, Ms	Proxy to	Ang Siew Siew, Ms
18	Choong Siew Pei, Ms		
19	Damian Sundaraj, Mr		
20	Eleanor Richard Libun Adou, Ms	Proxy to	Noor Azreen Nadzim, Ms
21	Emily Kwan Pui Yee, Ms	Proxy to	Nordiana Subari, Mrs
22	Fadhilah Binti Abdullah	Proxy to	MSQH Secretary
23	Faezah Abdul Mubin, Mrs	Proxy to	MSQH Secretary
24	Fatin Najwa Binti Zulfakhar, Ms		
25	Fazreen Haslinda Binti Razali, Ms	Proxy to	MSQH Secretary
26	Geeverughese C George, Dr	Proxy to	Jeyamalar Muthusamy, Ms
27	Guat Hoon (Michelle) Lee, Mdm		
28	Gunavathy Manickam, Mdm	Proxy to	Zaina Ibrahim, Mrs

29	Haliza Khalid, Mrs		
30	Hasliza Abdul Aziz, Mrs	<i>Proxy to</i>	Rozaliza Abu Bakar, Mrs
31	Janis Lim Jun June, Ms		
32	Jayanthi A/P Marimuthu, Mdm		
33	Jeewadas Baladas, Dr		
34	Jeyamalar Muthusamy, Ms		
35	Jumiah Katiman, Ms		
36	Kasturi Taigarsilam, Mdm	<i>Proxy to</i>	Subashini Thiagarajan, Ms
37	Khairul Anuar Jaafar, Mr	<i>Proxy to</i>	Ravidas A/L Supramaniam, Mr
38	Lee Siew Mei, Ms		
39	Lim Lay Keng, Ms	<i>Proxy to</i>	Fatin Najwa Binti Zulfakhar, Ms
40	Low Siew Nian	<i>Proxy to</i>	MSQH Secretary
41	Lua See Yin, Ms		
42	Mahani Zainal, Ms		
43	Maisarah Omar, Mrs		
44	Malar Koudi Suppiah, Ms		
45	Mei Wan Yong, Ms		
46	Mohamad Amirul Azry Mohammad Fahmi, Mr		
47	Mohamad Hafizi Firdaus Gan, Mr		
48	Mohd Rizal Bin Mohd Muspah, Mr	<i>Proxy to</i>	MSQH Secretary
49	Mohd Rizal Bin Mohd Subari, Mr	<i>Proxy to</i>	Mohd Zulkifli Ismail, Mr
50	Mohd Zulkifli Ismail, Mr		
51	Mony Mokhtar, Ms	<i>Proxy to</i>	Janis Lim Jun June, Ms
52	Kulwant Kaur Ajit Singh, Ms		
53	Muhamad Rohaizad Bin Rosslan, Mr	<i>Proxy to</i>	MSQH Secretary
54	Munirah Aisha Md Haniffa, Ms		
55	Ng Chon Jen, Mr		
56	Nik Sheriena Nik Abdullah, Ms		
57	Nik Zailani Bin Mohd Khushairi @Zulkifli, Mr		
58	Nithyavani A/P Kesavamoorthy, Mrs	<i>Proxy to</i>	Damian Sundaraj, Mr
59	Noor Azreen Nadzim, Ms		
60	Noor Hashimi Atan, Ms	<i>Proxy to</i>	Jumiah Katiman, Ms
61	Noor Hisham Mansor, Dr		
62	Noorzihan Ismail, Mrs		
63	Noraida Binti Mohamed, Ms	<i>Proxy to</i>	MSQH Secretary
64	Nordiana Subari, Mrs		
65	Norfadilah Binti Mohammed Nor, Ms	<i>Proxy to</i>	Thewagi Thilliampalam, Ms
66	Norhafidah Binti Baharim, Ms	<i>Proxy to</i>	MSQH Secretary
67	Normala Yang Ghazali, Mrs	<i>Proxy to</i>	Wan Khadijah Wan Yusoff, Mrs
68	Norziati Mansor, Ms		
69	Nur Sakinah Binti Shobri, Ms	<i>Proxy to</i>	MSQH Secretary
70	Nur Wajihah Othman, Mdm		
71	Nurhazma Binti Abdul Rahman, Ms	<i>Proxy to</i>	MSQH Secretary
72	Nurul Hani Binti Shaari, Ms		
73	Ong Haw Hyi, Dr		
74	Ooi Sue Imm, Ms		

75	P.Shanti P. Kalimuthu, Ms	<i>Proxy to</i>	MSQH Secretary
76	Pameila Reena Arumugam, Dr		
77	Parwathi Alagirisamy, Dr		
78	Pok Chiew Fong @ Lydia Pok, Dr		
79	Prashanti Gangadharan, Ms		
80	Primuharsa Putra Sabir Husin Athar, Prof Dr	<i>Proxy to</i>	MSQH Secretary
81	Quah Siew Imm, Ms	<i>Proxy to</i>	Salasiah Md Isa, Ms
82	Ravidas A/L Supramaniam, Mr		
83	Richard Hua Teng Chuan, Mr		
84	Rimi Rup Gurbani, Dr	<i>Proxy to</i>	Anita Victor Bayala, Mdm
85	Rizana Hamid, Mrs	<i>Proxy to</i>	Aurlmary Francis, Mdm
86	Rozaliza Abu Bakar, Mrs		
87	Rozila Abdul Razak, Ms		
88	Salasiah Md Isa, Ms		
89	Sammezah Sam, Mrs		
90	Santhi A/P S. Doraisamy	<i>Proxy to</i>	MSQH Secretary
91	Shanmugam Subramanian, Dr	<i>Proxy to</i>	Lua See Yin, Ms
92	Sharifah @ Mastura Syed Abu Bakar, Dr		
93	Sheela Devi Muniandy, Ms		
94	Shirley Moy Shih Chin, Mrs	<i>Proxy to</i>	Noorzihan Ismail, Mrs
95	Shuba Srinivasan, Dr	<i>Proxy to</i>	Norziati Mansor, Ms
96	Simran Kaur Dhanda A/P Surinder Singh, Mrs	<i>Proxy to</i>	Mei Wan Yong, Ms
97	Siti Aisah Binti Asari, Ms		
98	Siti Aishah Binti Jaafar, Mrs	<i>Proxy to</i>	MSQH Secretary
99	Siti Hawa Abu Hassan, Mrs		
100	Siti Khadijah Hawari, Dr		
101	Siti Norhani Masri, Ms		
102	Sri Devi Ayavoo, Dr		
103	Subashini Thiagarajan, Ms		
104	Suguna A/P Kathirasan, Dr	<i>Proxy to</i>	Nik Zailani Bin Mohd Khushairi @Zulkifli, Mr
105	Sujeetha Gokhale, Ms	<i>Proxy to</i>	Yu Hui Tan, Ms
106	Susan Cheow Poh Kheng, Ms		
107	Suzana Kasirun, Mrs	<i>Proxy to</i>	MSQH Secretary
108	Tabitha A/P Sivakurunathan, Ms		
109	Tayalan Patmanathan, Mr		
110	Tee Siew Ching, Ms	<i>Proxy to</i>	Tayalan Patmanathan, Mr
111	Thavva Prisinna Kandaiah, Dr		
112	Thayaharan Subramaniam, Dr	<i>Proxy to</i>	Siti Khadijah Hawari, Dr
113	Thewagi Thilliampalam, Ms		
114	Thiripura Sunthari A/P Batma Nathan, Ms		
115	Vincent Ng Chun Wei, Mr	<i>Proxy to</i>	Prashanti Gangadharan, Ms
116	Wan Khadijah Wan Yusoff, Mrs		
117	Wan Nurul Hidayah Binti Wan Mohd Samsudin, Ms	<i>Proxy to</i>	MSQH Secretary
118	Widya Samatha, Ms	<i>Proxy to</i>	Nurul Hani Binti Shaari, Ms
119	Wilson Loh Kok Wai, Mr	<i>Proxy to</i>	Rozila Abdul Razak, Ms
120	Yong Lai Sin, Mr	<i>Proxy to</i>	Siti Aisah Binti Asari, Ms

121	Yu Hui Tan, Ms		
122	Zaina Ibrahim, Mrs		
123	Zainudin Bin Jabir, Mr		

Corporate Members

No	Organisation	Corporate Representative	Proxy	Name
1	Asian Society for Quality in Health Care (ASQua)	Karen Luxford, Dr	<i>Proxy to</i>	Saifulhazmi Salihin, Mr
2	Association of Private Hospitals of Malaysia (APHM)	Anwar Anis Bin Anis Ahmad, Mr		
3	Aurelius Hospital Pahang	Khairul Salleh Abdul Rani, Mr		
4	Avisena Specialist Hospital	Razman Abd Karim, Dr	<i>Proxy to</i>	Kamalambiga a/p Rajendran, Ms
5	Avisena Women's & Children's Specialist Hospital	Fauziana Ahmad Jawawi, Mrs	<i>Proxy to</i>	Norashikin Abd Hamid, Ms
6	Bagan Specialist Centre	Cheow Jen Hurn, Mr		
7	Careclinics Klinik Seri Indah Samudra	Margret Mary Savarimuthu, Ms		
8	Careclinics Klinik Seri Indah Selayang Jaya	Azura Ahmad, Dr		
9	Careclinics Klinik Sri Singam	Rokeshwar Hari Dass, Dr		
10	Columbia Asia Hospital Bukit Jalil	Sharonpal Singh Gurnam Singh, Dr		
11	Columbia Asia Hospital Cheras	Engku Marina Binti Engku Hatim, Mrs	<i>Proxy to</i>	Yoong Yik Xiang, Mr
12	Columbia Asia Hospital Iskandar Puteri	Ding Eng Li, Dr	<i>Proxy to</i>	Sharonpal Singh Gurnam Singh, Dr
13	Columbia Asia Hospital Klang	Shantani Krishnan, Mdm	<i>Proxy to</i>	Norzurani Binti Mohd Saman
14	Columbia Asia Hospital Puchong	Ong Gait Cheng, Ms	<i>Proxy to</i>	Guat Hoon (Michelle) Lee, Mdm
15	Columbia Asia Hospital Tebrau	James Chong, Mr	<i>Proxy to</i>	Sharonpal Singh Gurnam Singh, Dr
16	ECRI Berhad	Kit Seong Woo, Mr	<i>Proxy to</i>	Matthew Chan Chin Meng, Mr
17	Hospital Kuala Kubu Bharu	Mohd Basil Sulaiman, Dr		
18	Hospital Picaso	Ahmad Lutfi Bin Abdul Rahman, Mr	<i>Proxy to</i>	Emma Juliana Adnan, Mrs
19	Hospital Sultan Haji Ahmad Shah, Temerloh Pahang	Nor Azlina Binti Abdul Aziz, Dr	<i>Proxy to</i>	Mazlina Binti Mohtar, Dr
20	iHeal Medical Services Sdn Bhd	David Khoo Sin Keat, Dr	<i>Proxy to</i>	Loo Kah Lin, Mrs
21	Island Hospital	Lim Kooi Ling, Ms	<i>Proxy to</i>	Jeewadas Baladas, Dr
22	Johor Specialist Hospital	Haliza Khalid, Mrs		
23	Kementerian Kesihatan Malaysia	Fuad Ridha Bin Mahabot, Dr / Ahmad Hariz Bin Mohamad, Dr		
24	KPJ Pasir Gudang Specialist Hospital	Khairul Hasanain Abdul Hamid, Mr	<i>Proxy to</i>	Zainudin Bin Jabir, Mr

25	KPJ Kajang Specialist Hospital	Faizuddin Yusof, Mr	<i>Proxy to</i>	Mohamad Amirul Azry Mohammad Fahmi, Mr
26	KPJ Selangor Specialist Hospital	Azan Mukminah Saffin, Mrs	<i>Proxy to</i>	Siti Hawa Abu Hassan, Mrs
27	Malaysian Medical Association (MMA)	Kalwinder Singh Khaira, Dato' Dr		
28	Pantai Hospital Ampang	Chong Soon Mei, Ms	<i>Proxy to</i>	Ong Haw Hyi, Dr
29	Pantai Hospital Klang	Shankar Krishnan, Mr	<i>Proxy to</i>	Sri Devi Ayavoo, Dr
30	Pantai Hospital Kuala Lumpur	Erica Lam Sok Mui, Ms		
31	ParkCity Medical Centre	Yew Tien Ni, Mrs		
32	Prince Court Medical Centre	Shuba Srinivasan, Dr	<i>Proxy to</i>	Wan Azfa Farahiah Wan Zaki, Datin Dr
33	Sri Kota Specialist Medical Centre	Tan Suet Guan, Mdm		
34	Sunway Medical Centre	Seow Vei-Ken, Dr	<i>Proxy to</i>	Rugayah Md Yasin, Ms
35	Sunway Medical Centre Velocity	Susan Cheow Poh Kheng, Ms		
36	Tung Shin Hospital	Yu Yuet Teng, Ms		
37	UCSI hospital	Yu Weng Keong, Anderson, Mr		

Associate Corporate Member

No	Organisation	Corporate Representative	Proxy	Name
1	Symphony Guardforce Sdn Bhd	Mohd Azhar Bin Alkab, Mr	<i>Proxy to</i>	MSQH Secretary

Associate Ordinary Member

No	Name	Proxy	Name
1	Norwina Mohd Nawawi, Dr Ar	<i>Proxy to</i>	MA Kadar Marikar, Dr

Life Members

No	Name	Proxy	Name
1	Ahmad Tajuddin Mohamad Nor, Dr		
2	Alice Woon Ah Moi, Ms	<i>Proxy to</i>	MSQH Secretary
3	Erica Lam Sok Mui, Ms		
4	Heric Corray V Soloman Corray, Datuk Dr		
5	Kogulan Padama Padamakavander, Dr		
6	MA Kadar Marikar, Dr		
7	Manvir Victor Jesudasan, Mr		
8	Parasuramulu Kanniah, Mr	<i>Proxy to</i>	Heric Corray, Datuk Dr
9	Rebecca John, Ms	<i>Proxy to</i>	MSQH Secretary
10	Selvi Thavamoorthy, Dr		
11	Sharonpal Singh Gurnam Singh, Dr		
12	Siti Sa'adiah Sheikh Bakir, YBhg Tan Sri		
13	Yew Oi Khuan, Mdm	<i>Proxy to</i>	MSQH President

1.0 PRESIDENT'S REMARKS

The MSQH President, Ms. Erica Lam welcomed and thanked all Committee Members and all members who attended the 27th Annual General Meeting (AGM) 2025. Ms. Erica extended her warm welcome and appreciation to MSQH Advisor, YBhg Tan Sri Siti Sa'adiah Sheikh Bakir, all current and former committee members, councillors, surveyors, the ministry of health (MOH), APHM, MMA, Standards Malaysia, Academy of Medicine Malaysia, MHTC, Malaysian Nurses Association, Patient for Patient Safety Malaysia (PFPSM), partner organisations and all members, for their ongoing support and contributions.

The President introduced all Committee members present and informed that apologies were received from Professor Datuk Dr Hj Abdul Rahim Abdullah, MSQH Deputy President, Professor Dr Rosmawati Mohamed (Academy of Medicine of Malaysia), and Dr Aisyahon Suhaimi (Malaysian Nurses Association) and Encik Hussalmizar Hussain (Standards Malaysia).

The Secretary confirmed the quorum of **175 registered members** (97 attending in person and 78 proxies) comprising of 123 ordinary members, 37 corporate members, 2 associate members, and 13 life members. The President called the meeting to order at 930am.

The President informed that the notice of the 27th AGM, as well as the text of the resolutions, had been distributed in accordance with the Society's Constitution and were accessible on the MSQH website.

Voted in favour – All members present | Voted against – Nil

The members unanimously approved and adopted the text of the resolutions that it had been distributed in accordance with the Society's Constitution.

The President presented the agenda for the AGM and highlighted the following accomplishments for 2024 supported with an infographic presentation in the Committee's report:-

- Held four (4) **meetings** in 2024, with an average **attendance** of 80% of Committee members.;
- **Surplus of RM608,942** in 2024 compared to a surplus of RM1,869,545 in 2023. **Reserves** increased by 12% from 5.23m in 2023 to 5.84m in 2024
- 90% of **public hospitals beds** and 81% of **private hospital** (that is a member of APHM) **beds** were surveyed by MSQH
- **Number of memberships** increased by 11% from 1,491 members in 2023 to 1,656 members in 2024
- 46 hospitals were **accredited** under the hospital accreditation 6th Edition in 2024, with 34 public and 12 private hospitals, and 29 hospitals underwent **desktop surveillance surveys**.
- Implementation of the MSQH **Medical Clinics** standards 2nd edition
- **Facilities** rated a satisfaction of 99% for onsite **surveys** while participants rated 91% for onsite hospital **trainings**, 96% for **chronic dialysis survey** in 2024
- Participant's satisfaction rated 100% for **Certified Healthcare Facilities Management course**, 91% for **MSQH-ECRI risk workshops**, and 91% for **World Patient Safety Day** webinar
- MSQH has a total of 146 surveyors and 14 councilors for hospitals and clinics, 23 full-time staffs, 2 part-time project managers and one consultant
- A 59% **staff satisfaction rate** and 27% **staff turnover rate** for the year 2024
- **Survey report turnaround time** averaging to 139 days in 2024. A pilot programme introduced in 2025 resulting to an improvement of 40 days turnaround time
- Launch of MSQH **25th Anniversary book** titled, "MSQH 25th Silver Anniversary Jubilee: A journey of Continuous Quality Improvement"

The President also emphasised the challenges that MSQH will address in the coming year.

- **Survey report turnaround time.** As at May 2025, the average survey report turnaround time had improved to 94 days from 139 days in the year 2024. A pilot survey of a new process at a private hospital resulted in a significant improvement in report turnaround time to 40 days.
- **Increase in surveys and surveyors** for medical clinics, chronic dialysis and dental service accreditation programme.

- **Digitalisation** of MSQH operations associated with the growing number of surveys, training programmes, memberships, and operational functions. To develop MSQH Accreditation Information Management System (AIMS) to ensure system and operational efficiency.
- **Standards development in pre-hospital care** to meet the demand from the healthcare providers

The President extended the Committee's appreciation to MSQH advisors, all Committee members, councilors, surveyors, Ministry of Health Malaysia, Association of Private of Hospitals Malaysia, Malaysian Medical Association, Standards Malaysia, Academy of Medicine Malaysia, Malaysian Nurses Association, Malaysia Healthcare Travel Council, partner organisations and all members for their continued support and contribution. The President expressed her gratitude to all MSQH employees for their dedication to MSQH's vision, mission and goals.

RESOLUTION 1

2.0 CONFIRMATION OF PREVIOUS MINUTES OF THE 26TH ANNUAL GENERAL MEETING 2024

The President tabled the minutes of the 26th Annual General Meeting (AGM) which was held on 7th June 2024 at Dewan Tun Hussein Onn, World Trade Centre, Kuala Lumpur.

Votes in favour – All members present | Votes against – Nil

The members unanimously approved and adopted the minutes of the 26th AGM 2024 as tabled.

RESOLUTION 2

3.0 MATTERS ARISING FROM PREVIOUS MINUTES OF THE 26TH ANNUAL GENERAL MEETING 2024

There were no matters arising from the previous minutes.

Votes in favour – All members present | Votes against – Nil

The members unanimously approved and adopted the resolution 2 as carried

RESOLUTION 3

4.0 CONFIRMATION OF MINUTES OF THE MSQH EXTRAORDINARY GENERAL MEETING 2025

The President tabled the minutes of the MSQH Extraordinary General Meeting (EGM) which was held on 17th April 2025 via virtual zoom.

Votes in favour – All members present | Votes against – Nil

The members unanimously approved and adopted the minutes of the EGM 2025 as tabled

RESOLUTION 4

5.0 MATTERS ARISING FROM MINUTES OF THE EXTRAORDINARY GENERAL MEETING 2025

There were no matters arising from the previous minutes.

Votes in favour – All members present | Votes against – Nil

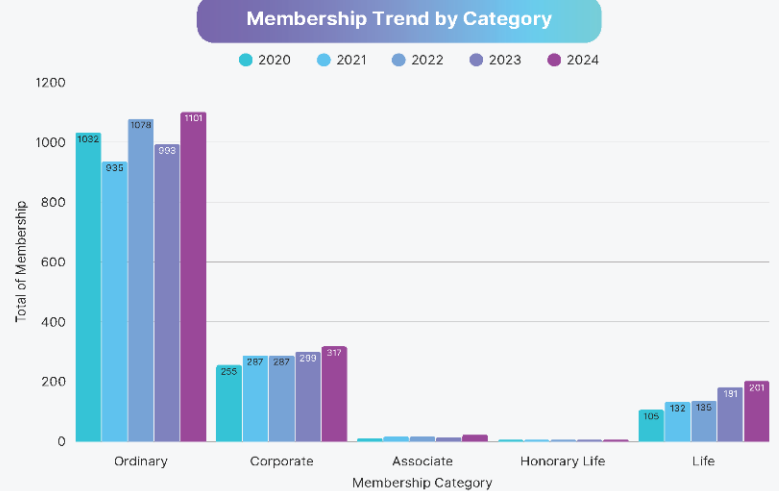
The members unanimously approved and adopted the resolution 4 as carried

RESOLUTION 5

6.0 COMMITTEE'S REPORT

Dr Jeewadas a/l Velummylum Baladas, MSQH Secretary presented the membership report as of 31st December 2024 as in table below. A total number of 1,656 members were recorded for the year 2024 (1,491 members in 2023). Number of memberships improved by 11% compared to previous year. The increase was due to increase in educational activities and the outreach conducted by MSQH during the year.

TYPES OF MEMBERSHIP	23RD AGM (31.12.2020)	24TH AGM (31.12.2021)	25TH AGM (31.12.2022)	26TH AGM (31.12.2023)	27TH AGM (31.12.2024)
Ordinary	1,032	935	1,078	993	1,101
Corporate	255	287	287	299	327
Associate	11	16	16	13	22
Honorary Life	5	5	5	5	5
Life	105	132	135	181	201
TOTAL	1,408	1,375	1,521	1,491	1,656



MEMBERSHIP HIGHLIGHTS

Ordinary Members Rebound

After a dip in 2021, numbers climbed steadily, peaking at 1,101 in 2024.

Corporate Membership Surge

Corporate category rose significantly in 2024, from 299 to 327 — indicating increased organizational interest and accreditation participation.

Life Members Awarded

Growth is consistent, with a substantial rise from 181 (2023) to 201 (2024).

Strongest Growth in 2024

Total membership increased by 165 members from 2023 to 2024 — the highest jump in the 5-year period.

01.

02.

03.

04.

05.

Associate Members

Slight fluctuation but generally low; from 11 in 2020 to 22 in 2024.

As of 31 December 2024, a total of 1,656 members were recorded across all membership categories, reflecting an 11% increase from the previous year's total of 1,491 members in 2023.

This growth is primarily driven by the increased interest and participation in accreditation, enhanced outreach efforts, and the expansion of activities under the healthcare accreditation programme. Furthermore, continuous education initiatives, particularly through training programmes, have contributed significantly by engaging professionals and reinforcing institutional involvement.

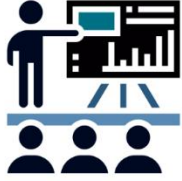
KEY PERFORMANCE 2024

Total Memberships

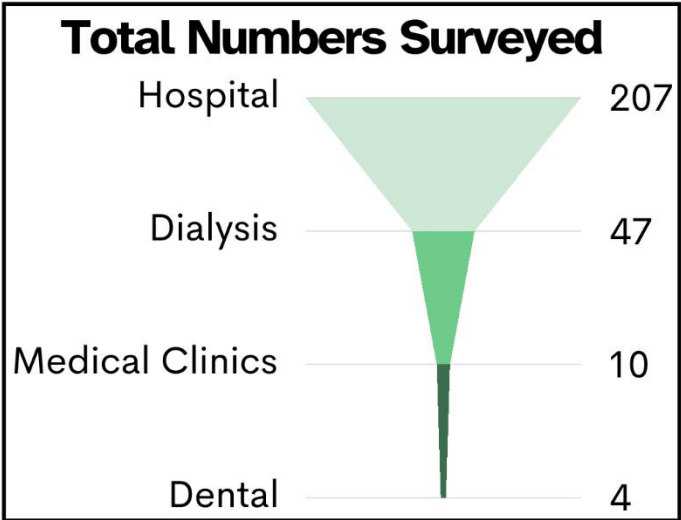
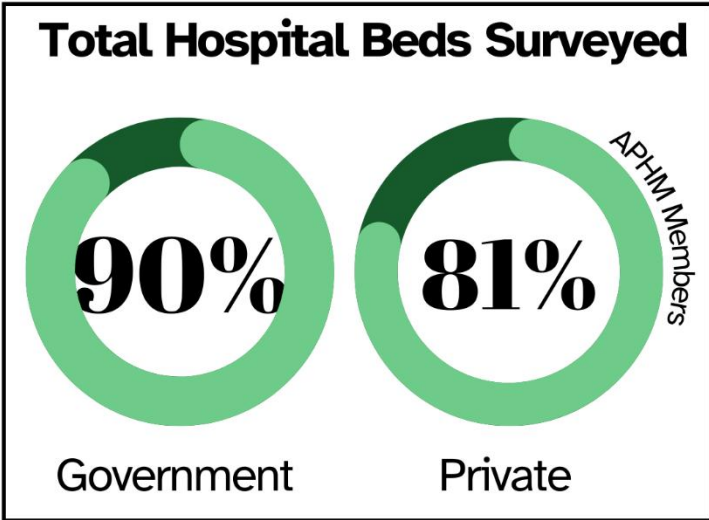
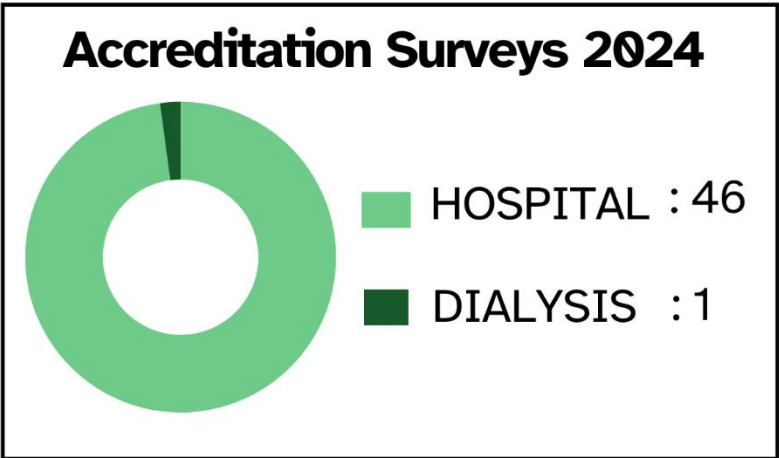


1,656

Total Training (Hospitals)



2,505



ISQuaEEA | International Society for Quality in Health Care External Evaluation Association

Malaysian Society for Quality In Health (MSQH)

Awarded by ISQua EEA following an independent assessment against the Guidelines and Standards for External Evaluation Organisations 5th Edition

The period of Accreditation of this Organisation is from **November 2024** until **November 2028**

ISQuaEEA | International Society for Quality in Health Care External Evaluation Association

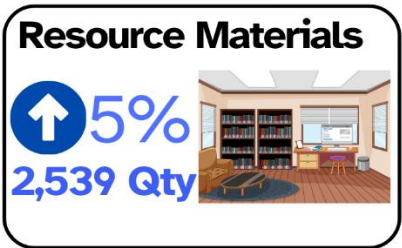
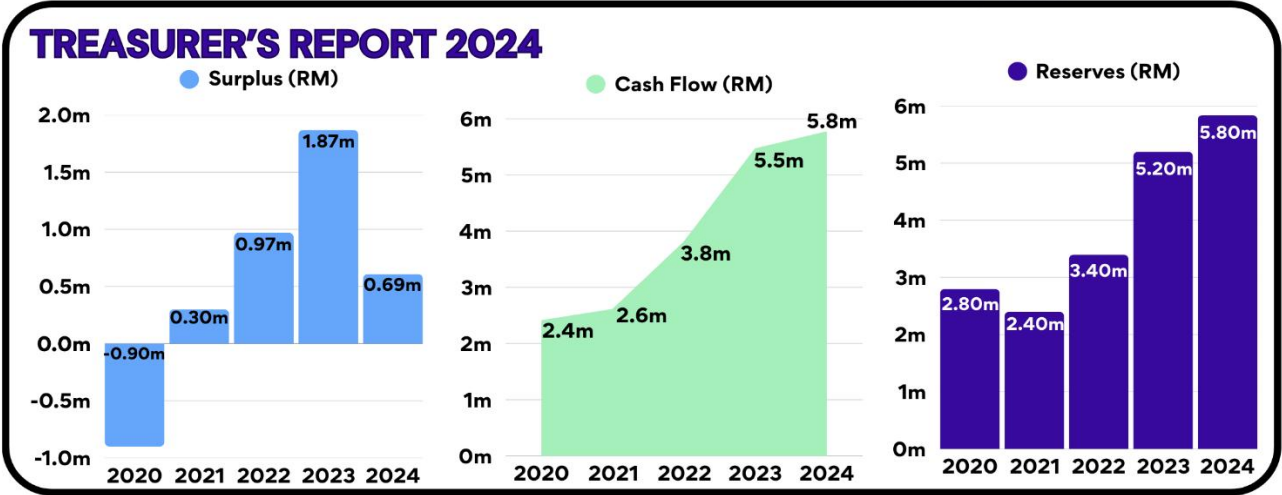
Malaysian Society for Quality In Health (MSQH)

Surveyor Training Programme

Awarded by ISQua EEA following an independent assessment against the Guidelines and Standards for Surveyor Training Programmes 4th Edition

The period of Accreditation of this Programme is from **November 2024** until **November 2028**

KEY PERFORMANCE 2024



Committee Members Meeting Attendance

#	Committee Members 2023/2024 (Total of 16 Members)		Committee Meetings in 2024 (4 meetings)			
			#	105 th 12/01	106 th 25/04	26 th AGM 7/06
	<i>Venue / Platform</i>		<i>Hybrid MSQH Office</i>	<i>Hybrid MSQH Office</i>	<i>World Trade Centre KL</i>	<i>Hybrid MSQH Office</i>
	<i>Quorum Met (Committee More than 8pax)</i>		13	14	12	12
1	President & Chair Puan Norhaizam Mohammad	4	√	√	√	√
2	Deputy President (Vacant)	-	-	-	-	-
3	Chief Executive Officer (Ex-Officio) YBhg Datuk Dr Heric Corray	4	√	√	√	√
4	Secretary Dr Jeewadas a/l Velumyylum Baladas	4	√	√	√	√
5	Treasurer YBhg Dato' Mohamad Farid Salim	2	-	√	-	√
6	Ministry of Health Malaysia (a) YBhg Dato' Indera Dr Nor Azimi Yunos (Main) (b) YBhg Dato' Dr Azman Yacob (alternate) (c) Dr Azlihanis Abdul Hadi (alternate) (d) Dr Fuad Ridha Mahabot (alternate)	4	- - - √v	- - - √v	- - √ √	- - - √v
7	Association of Private Hospitals of Malaysia (APHM) (a) Ms. Erica Lam Sok Mui (Main) (b) Mr. Tom Lim (alternate)	3	√v -	√ -	√ -	- -
8	Malaysian Medical Association (MMA) YBhg Dato Dr Kalwinder Singh Khaira (wef 12/09/2024) Dr Azizan Abdul Aziz (retired 11/09/2024)	4	- √	- √	- √	- √v
9	Malaysian Nurses Association (MNA) Dr Aisyahon Suhaimi	4	√	√v	√	√v
10	Academy of Medicine of Malaysia (AMM) Professor Dr Rosmawati Mohamed	3	√v	√	-	√v
11	Ordinary Member Dr Hue Teck Lee	4	√v	√v	√	√v
12	Ordinary Member Dr Norazlina Bachik	3	√v	-	√	√v
13	Ordinary Member Dr Kamal Zukhairi Amzan	3	-	√	√	√v
14	Ordinary Member Ms. Joy Chua Guek Ling	4	√v	√v	√	√v
15	STANDARDS MALAYSIA (a) Encik Hussalmizzar Hussain (wef 12/6/2024) (b) Encik Shaharul Sadri Alwi (retired 11/6/2024) (c) Encik Wan Rukiman Wan Mamat (alternate)	2	- - √v	- √ -	- - -	- - -
16	Patient Advocate Mr Manvir a/l Victor Jesudasan	3	√v	√	√	-

v-virtual

The MSQH Accreditation Programmes status are as follows:

6.1 HOSPITAL ACCREDITATION PROGRAMME 5th EDITION STANDARDS

(A) Total Accreditation Trainings (5th Edition) - Summary: -

Year	Public	Private	Total Pub/Priv	No. of Participants			
				Workshops	Onsite	Virtual	Total
Hospital Accreditation Standards 6th Edition							
2024	43	28	71	62	2,356	-	2,418
2023	35	54	89	-	2,365	140	2,505
2022	35	47	82	-	1,010	201	1,211
2021	35	68	103	-	-	450	450

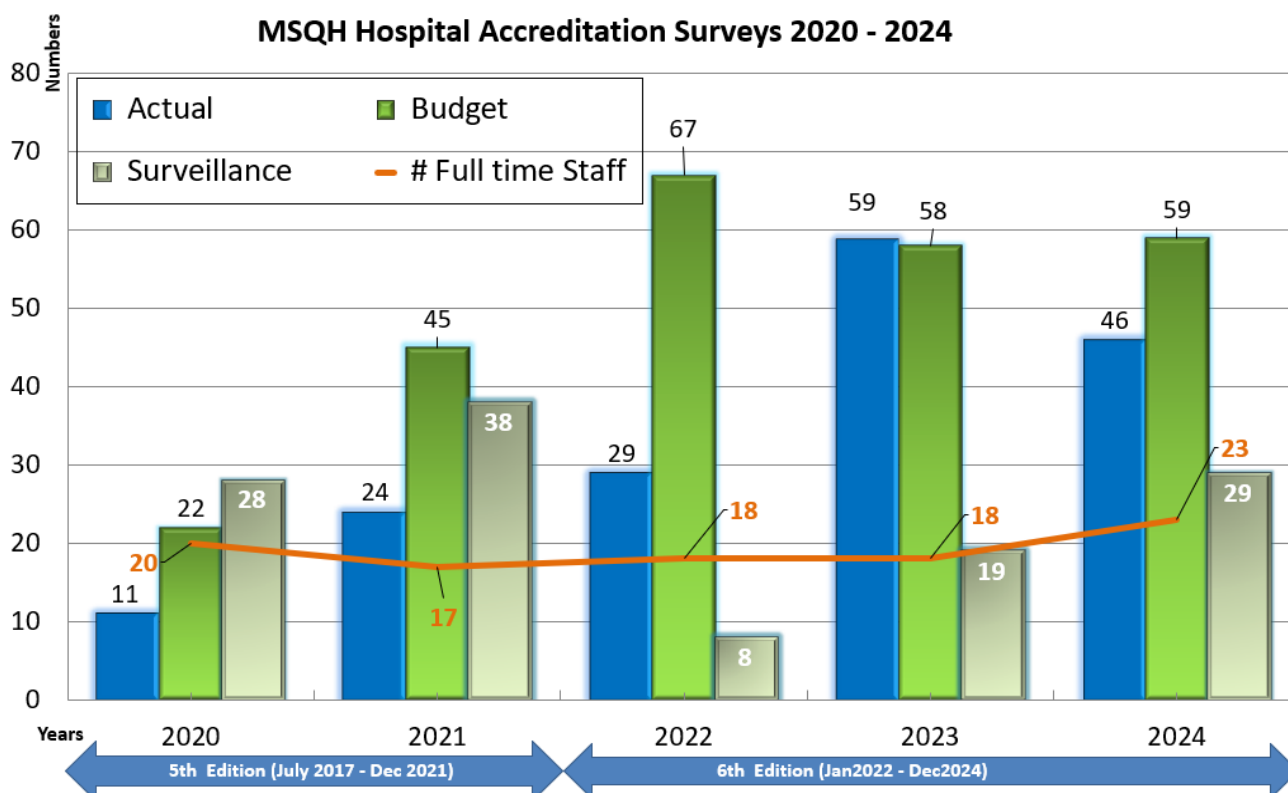
(B) Accreditation Survey (Full, focus & surveillance survey)

Year	Public	Private	Total	Type
2024	31	11	42	Full
	3	1	4	Focus
	-	29	29	Desktop SSS
2023	31	23	54	Full
	1	4	5	Focus
	8	11	19	Desktop SSS
2022	-	29	29	Full
	2	6	8	Desktop SSS
2021	9	12	21	Full
	3	-	3	Focus
	20	18	38	Desktop SSS

(C) Number of Hospitals with Current Accreditation Status

No.	Description	Total	Govt	Private	Edition
1	Number of hospitals having current status (4 years)	22	9	13	5
2	No of hospitals having current status (1 year)	-	-	-	
3	Number of hospitals having current status (4 years)	96	39	57	6
4	Number of hospitals having current status (1 year)	5	4	1	

(D) Hospital Accreditation Survey Trend Analysis (Full, Focus & Surveillance)



(E) Hospital Accreditation Survey – All Edition’s Status

Description		All Editions as at 31 st December							
		Private (APHM Members)				Public			
		No (%)		Beds (%)		No (%)		Beds (%)	
		Dec'24	Dec'23	Dec'24	Dec'23	Dec'24	Dec'23	Dec'24	Dec'23
A	Total Healthcare Facilities & Services (HFS) (All Beds)	148 ^A	148 ¹	20,379 ^A	20,333 ¹	150 ^B	146 ²	41,953 ^B	41,423 ²
B	Grand Total Surveved (B ÷ A %)	81 (55%)	79 (53%)	16,45 1	16,16 3	123 (82%)	122 (84%)	37,928 (90%)	37,676 (91%)
C	Target HFS to be Surveved [A – B] ÷ A %	67 (45%)	69 (47%)	3,928 (19%)	4,170 (21%)	27 (18%)	24 (16%)	4,025 (10%)	3,747 (9%)

Legend / Sources

- A APMH member hospitals & Individual private hospitals as at 31st December 2024 (Source: APMH and Individual member hospital's websites accessed 02/01/2025)
- B "Senarai Hospital-hospital Kerajaan", (Source: Medical Devt.Div, MOH List received 6/2/2025)
- ¹ APMH member hospitals & Individual private hospitals as at 31st December 2023 (Source: APMH and Individual member hospital's websites accessed 05/01/2024)
- ² "Senarai Hospital-hospital Kerajaan", (Source: Medical Development Division, No changes as at 30th June 2022 from MOH List received on 21st April 2021)

6.2 MEDICAL CLINIC ACCREDITATION PROGRAMME

(A) Accreditation Training : -

There was no training conducted for medical clinics for years 2021-2023

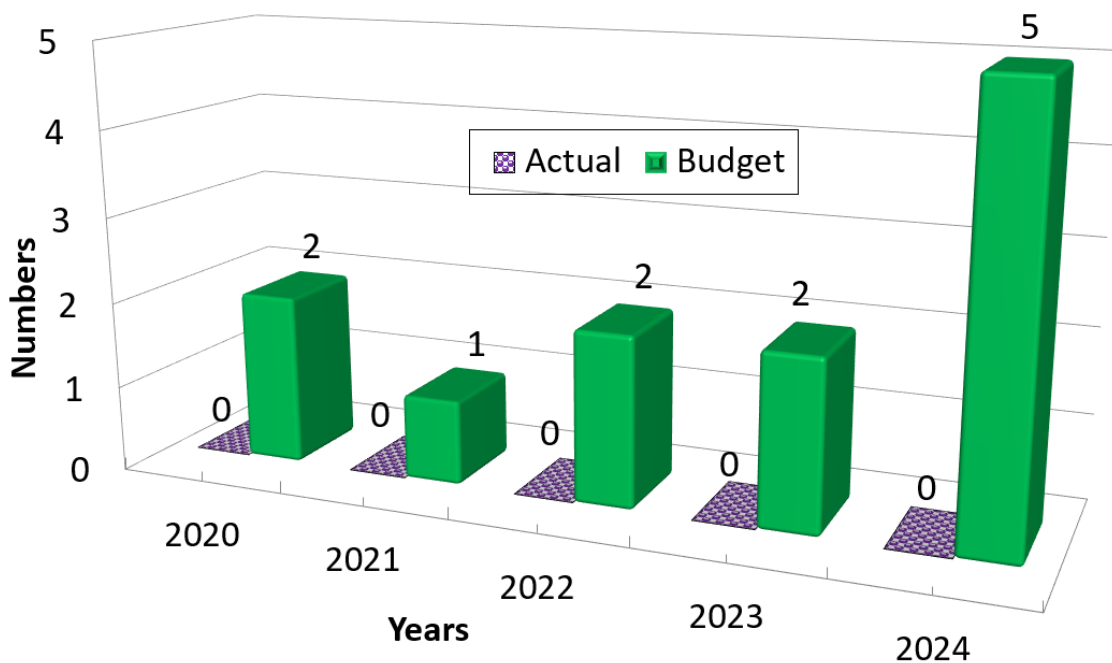
Year	Public	Private	Total	
			Organisation	No.of Participants
2017 to 2018	-	-	-	-
2019	2	5	7	10
2020	1	-	-	15
2021-2024	-	-	-	-
Total	3	5	7	25

(B) Accreditation Survey - by Year

Year	Public	Private	Total
2018	-	3	3
2019	1	1	2
2020-2024	-	-	-
Total	1	4	5

(C) Medical Clinics Accreditation Survey Trend Analysis

MSQH Accreditation Surveys 2020 to 2024 (Medical Clinics)



6.3 CHRONIC DIALYSIS TREATMENT SERVICE ACCREDITATION PROGRAMME

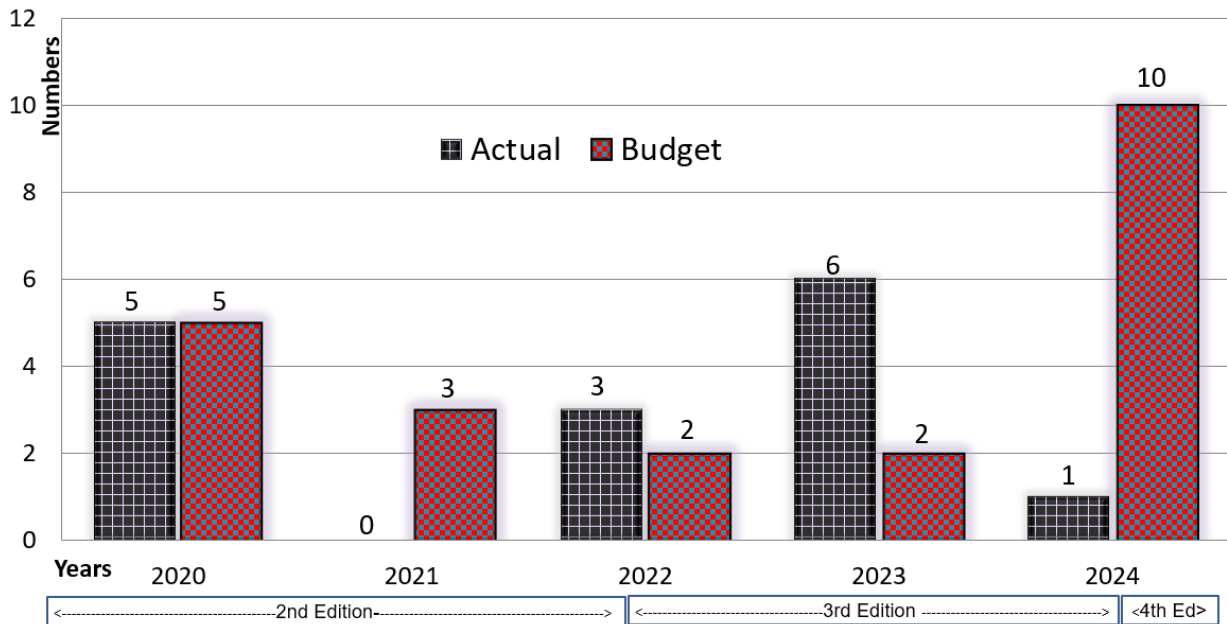
(A) Accreditation Training: -

Year	Public	Private	Total	
			Organisations	No.of Participants
2018	-	-	-	-
2019	1	21	22	28
2020	1	-	1	not available
2021-2024	-	-	-	-
Total	2	21	23	28

(B) Accreditation Survey (Private) - by Year

Year	2018	2019	2020	2021	2022	2023	2024	Total
Number	12	13	5	-	3	6	1	40
<i>Edition</i>	<i>2nd</i>			<i>3rd</i>			<i>4th</i>	

(C) Chronic Dialysis Accreditation Survey Trend Analysis



6.4 DENTAL CLINIC ACCREDITATION PROGRAMME

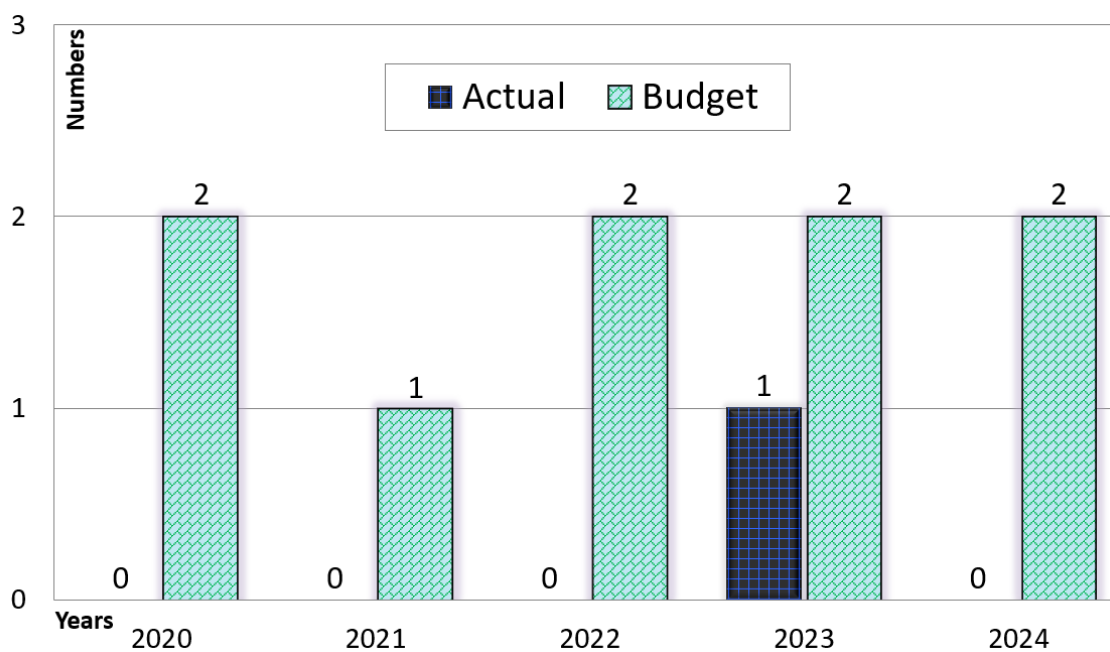
(A) Accreditation Training: -

Year	Public	Private	Total	
			Organisations	No.of Participants
2018	1	3	4	6
2019	-	3	3	4
2020-2024	-	-		-
Total	1	6	7	10

(B) Accreditation Survey (Private) - by Year

Year	Public	Private	Total
2019	-	2	2
2020-2022	-	-	-
2023	-	1	1
2024	-	-	-
Total	-	5	5

(C) Dental Clinics Accreditation Survey Trend Analysis



6.5 RESOURCE CENTRE

RESOURCE CENTRE

(As at 31st December 2024)

The MSQH Resource Centre has recorded a notable increase in its inventory of in-house resource materials for the year 2024. As of 31st December 2024, a total of 2,539 items were recorded, marking an increase of 120 items or approximately 5% compared to the previous year's total of 2,419 items. This growth reflects MSQH's ongoing commitment to knowledge sharing and continuous learning among its members. Members are encouraged to continue contributing relevant materials to enhance the diversity and value of the MSQH Resource Centre collections.

TABLE 1- Summary of Resource Centre Materials Inventory

CODE	CATEGORIES	QUANTITY		
		31/12/2024	31/12/2023	31/12/2022
B	BOOKS	121	116	111
BL	BULLETIN / MAGAZINES / PERIODICALS	690	677	677
D/C	CATALOGUES AND DIRECTORIES	487	485	462
C/S	CONFERENCE / SEMINAR / EXHIBITION MATERIALS	245	237	226
QM/G	QUALITY MANUALS / GUIDELINES	233	232	232
J	JOURNALS	329	329	324
R	REPORTS	168	165	163
S	STANDARDS	14	14	14
L/P	MEDIA	252	164	163
	TOTAL	2,539	2,419	2,392

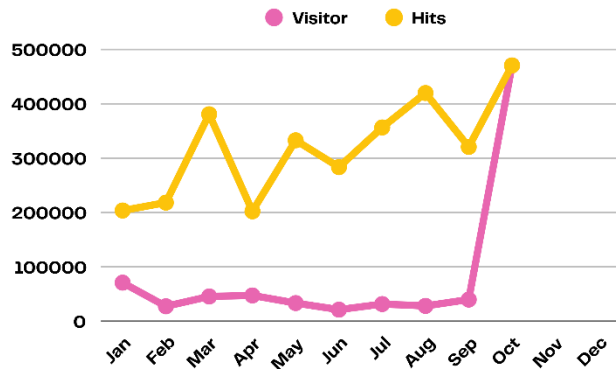
TABLE 1

6.6 WEBSITE VISITORS

Website Statistic

Total MSQH Website Visitor and Hits for Jan 2024 - Dec 2024

Month	Visitor	Total Hits
Jan	70979	203,638
Feb	27537	218,239
Mar	45568	380,838
Apr	47540	202,270
May	33437	332,844
Jun	21321	283,550
Jul	31669	356,519
Aug	28217	419,789
Sept	39949	320,774
Oct	48434	470,579
Nov	38900	411,950
Dec	42800	451,120



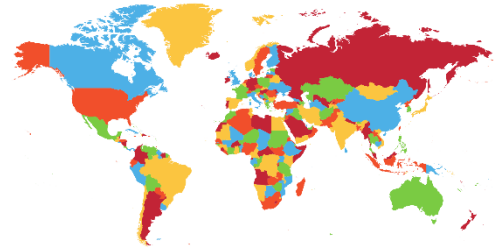
Definitions:

- Total Visitors: Number of sessions where users accessed the site (some visitors may return multiple times).
- Hits (Pageviews): Total number of pages viewed during all sessions.

Website Statistic

Total MSQH Website Visitor and Hits for Country from Jan 2024 - Dec 2024

Country	Total Visitor
Malaysia	203,100
Singapore	5,820
Indonesia	4,650
Australia	3,870
India	2,950
Philippines	2,210
United Kingdom	1,760
United States	1,500

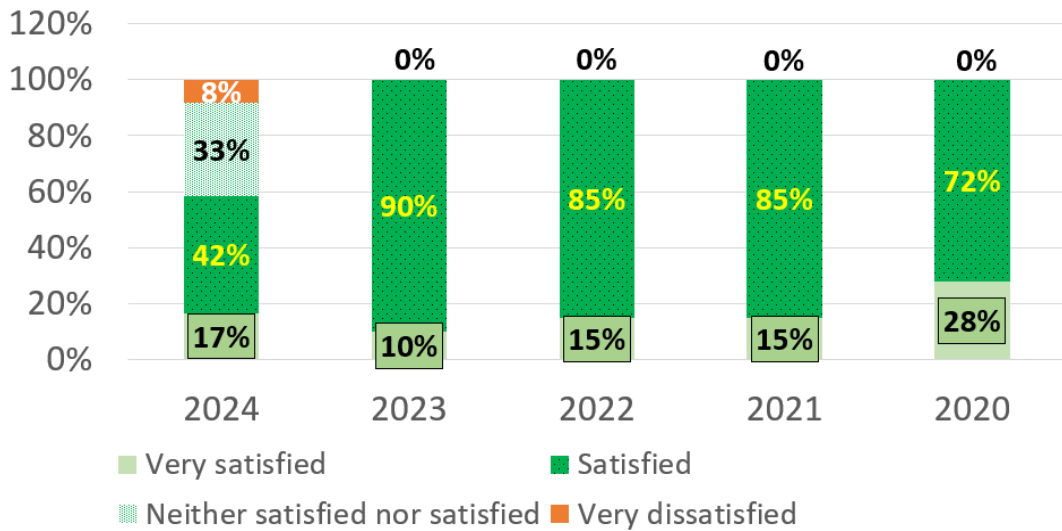


- Malaysia accounts for over 91% of MSQH website traffic.
- Regional neighbors like Singapore, Indonesia, and Australia show consistent visitor counts – likely due to professional collaborations or healthcare interest.
- Small but notable traffic from UK and US – possibly from international healthcare institutions or accreditation observers

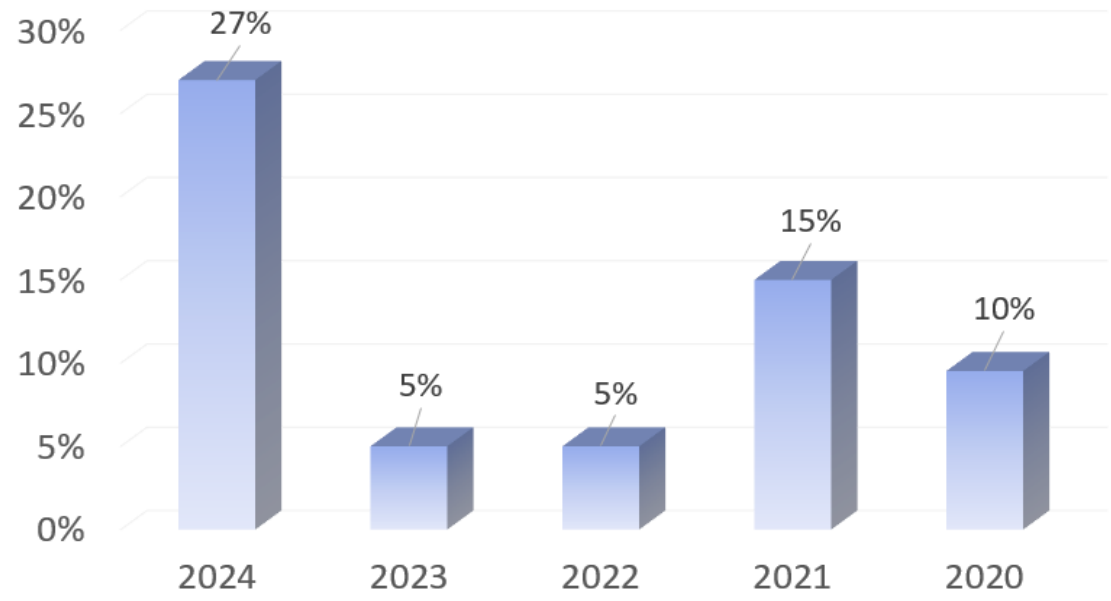
6.7 HUMAN RESOURCE

As of 31st December 2024, the Society employs twenty-three (23) full-time staff, two (2) part-time Project Managers, and a consultant. Culturally, workplace health and safety for all employees and surveyors is the Society's top priority at all times. The society has adopted the culture of working hybrid in all of its activities to increase the participation of its members and communities.

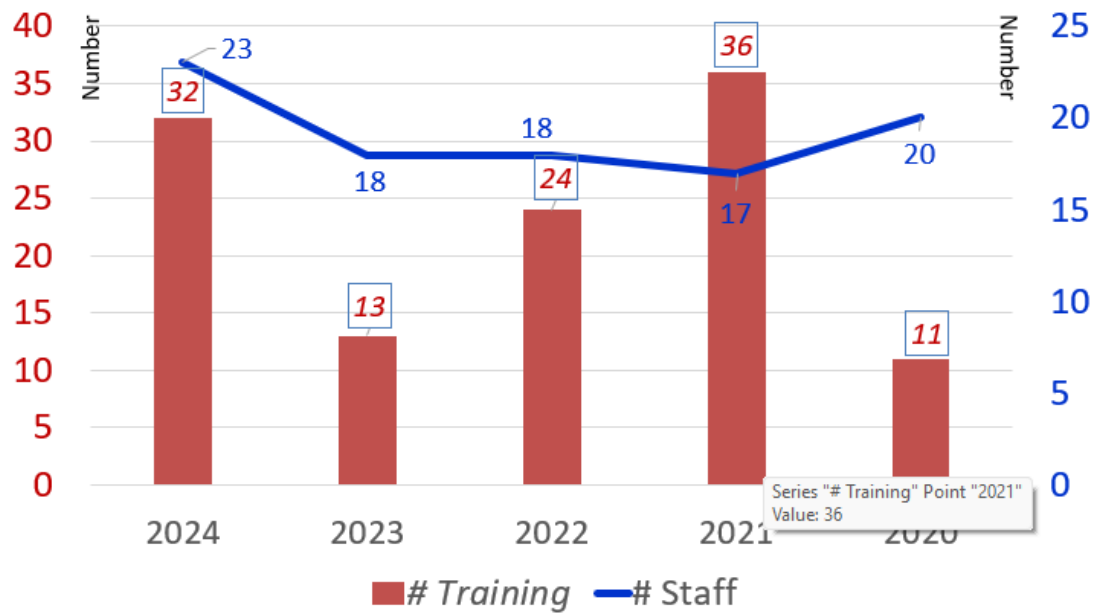
Staff Satisfaction Survey 2024



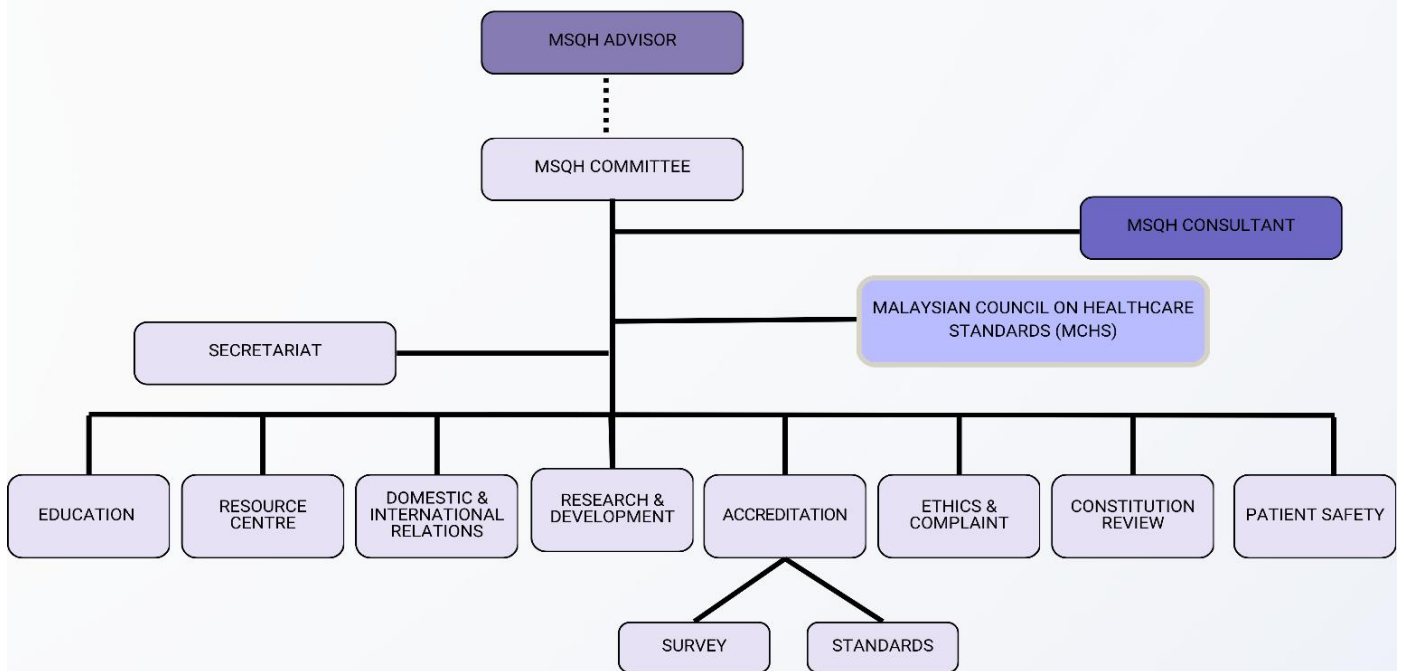
Staff Turnover Rate 2024



Staff Number of Trainings and Development



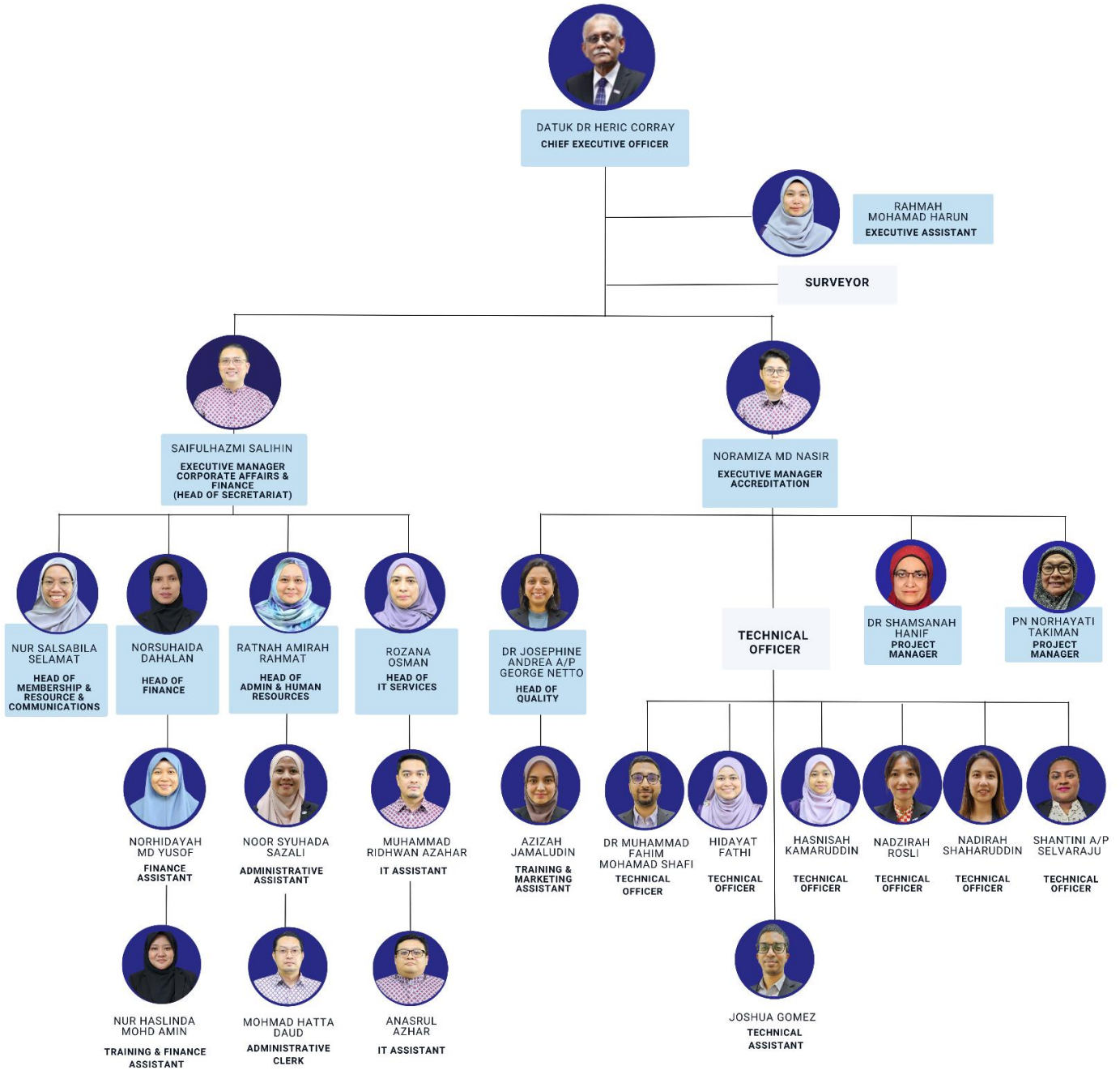
MAIN ORGANISATION STRUCTURE



**BETTER CARE
SAFER CARE**



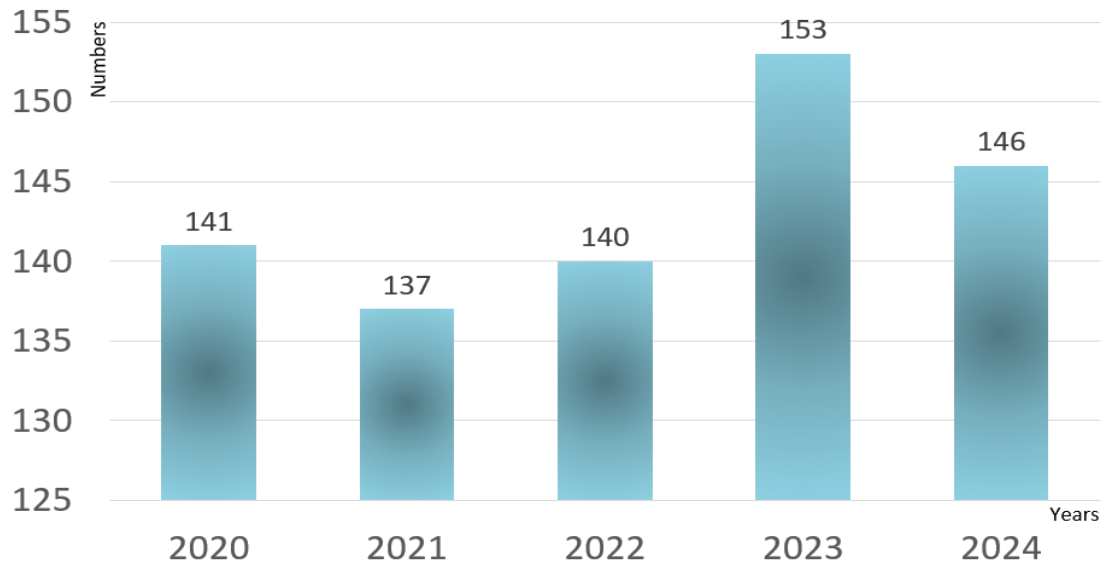
SECRETARIAT ORGANISATIONAL CHART



MSQH Surveyors

Majority of our surveyors continue to work part-time in health and medical field as professional specialists, doctors, engineers, nurses, medical administrators and allied health professionals while contributing to the MSQH mission on a voluntary basis. There is a total of 146 active surveyors (2023: 153 surveyors) working part-time with MSQH for the hospitals, medical clinics, dental clinics and chronic dialysis accreditation programme.

MSQH Number of Surveyors as at 31st December 2024



6.8 Datuk Dr Heric Corray, MSQH Chief Executive Officer, presented the Committee’s Report 2024. The Committee’s Report summarised the activities and events that had taken place since the last Annual General Meeting, which was held from 1st January 2024 to 31st December 2024. Kindly refer the Key Performance for year 2024 on pages above. The following were achieved during the year.

- **Elected Committee members** took office effective January 2025 for term 2025-2026. Elected Treasurer in AGM 2024 resigned and new Treasurer was elected at the EGM 2025.
- Awarded the **ISQua IEEA accreditation** certification for organisation and surveyor training programme for a full 4-years period from November 2024 to November 2028 with a rating score of 97.5%
- **Audited accounts** with a surplus of RM608,942 and an increase in reserves to RM5,839,879
- **Standards development** hospital accreditation standards 7th edition due completion in middle year 2026
- **Patient Safety sub-committee members** comprising of members from FOMCA, lawyer, representatives from MOH, APHM, Malaysian Pharmacy Society.
- Development of **Centre of Excellence standards**
- Two **surveyors training programme** conducted in 2024
- Continued educational training programmes with **partners** namely EPI Academy, ECRI and B Braun Academy
- Transformation to **digitalisation** in its operational activities encompassing survey management, data management, research, accounting, human resources, membership, electoral process and communication.

The Committees' Report from 1st January 2024 to 31st December 2024 was received and adopted as tabled.

Votes in favour – All members present | Vote against – Nil

The members unanimously approved and adopted the Committees' Report as tabled.

7.0 TREASURER'S REPORT

Puan Haliza Khalid, MSQH Treasurer presented the MSQH Treasurer's Report. The Treasurer's report comprised of the Audited Accounts for the year ended 31st December 2024, proposed revised budget for Year 2025 and budget for year 2026 and to approve expenditures exceeding RM100,000 for the development of MSQH Accreditation Information Management System as follows:

RESOLUTION 6

7.1 Audited Accounts for the Year Ended 31st December 2024

The accounts have been audited by the Internal Auditor Puan Zalina Osman and Madam Tan Suet Guan and certified by the External Auditor, Christopher Heng & Co

STATEMENT OF INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

	<u>2024</u> RM	<u>2023</u> RM
Revenue	5,120,503	6,080,433
Cost of sales	<u>(2,068,941)</u>	<u>(2,092,254)</u>
Gross profit	3,051,562	3,988,179
Other incomes	58,623	235,834
Human resources expense	(1,559,984)	(1,634,911)
Marketing, promotional and publication expenses	(18,669)	(1,307)
Other expenses	(949,923)	(735,914)
Depreciation of property, plant and equipment	<u>(83,084)</u>	<u>(52,892)</u>
Operating profit	498,525	1,798,989
Finance income	132,894	78,801
Finance cost	<u>(2,736)</u>	<u>(903)</u>
Surplus of income over expenditure before tax	628,683	1,876,887
Tax expense for the financial year	(16,419)	(5,372)
Zakat	<u>(3,322)</u>	<u>(1,970)</u>
Surplus of income for the financial year	<u><u>608,942</u></u>	<u><u>1,869,545</u></u>

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2024

	<u>2024</u>	<u>2023</u>
	RM	RM
Non-current asset		
Property, plant and equipment	196,240	197,437
Current assets		
Trade receivables	478,651	329,398
Other receivables, deposits and prepayments	258,802	176,427
Current tax assets	-	5,158
Fixed deposits with a licensed bank	5,444,608	5,314,742
Cash and bank balances	316,202	140,610
	<u>6,498,263</u>	<u>5,966,335</u>
Current liabilities		
Other payables and accruals	652,581	607,687
Current tax liabilities	4,764	-
	<u>657,345</u>	<u>607,687</u>
Net current assets	<u>5,840,918</u>	<u>5,358,648</u>
	<u>6,037,158</u>	<u>5,556,085</u>
Financed by:		
Equity		
Reserves	5,839,879	5,230,937
Non-current liability		
Deferred income	197,279	325,148
	<u>6,037,158</u>	<u>5,556,085</u>

Votes in favour – All members present | Vote against – Nil

The members unanimously approved and adopted the audited accounts for year 2024 as tabled.

RESOLUTION 7
7.2 MSQH's Proposed Revised Budget 2025

Puan Haliza tabled the revised budget for 2025 and informed that the budget has taken into consideration current activities and future programmes undertaken by the Society. The revised budgets have also taken into consideration the external economic factors into account.

	Dec-24 AUDITED	Dec-24 APPROVED BUDGET	Dec-25 APPROVED BUDGET	Dec-25 REVISED BUDGET	Dec-26 BUDGETED
REVENUE	5,120,503	7,048,400	7,288,000	6,418,943	6,439,260
DIRECT COSTS	(2,068,941)	(2,106,230)	(2,132,530)	(1,960,490)	(1,627,780)
GROSS PROFIT	3,051,562	4,942,170	5,155,470	4,458,453	4,811,480
OTHER REVENUE	58,623	443,000	323,000	88,740	398,680
Human Resource Expenses	(1,559,984)	(2,137,999)	(2,186,500)	(1,998,420)	(2,613,590)
Marketing, Promotional And Publication	(18,669)	(35,000)	(35,000)	(17,480)	(17,480)
Depreciation of property, plant and equipment	(83,084)	(326,320)	(356,470)	(431,633)	(441,840)
Other expenses	(949,922)	(2,166,350)	(2,151,000)	(1,663,160)	(1,400,750)
OPERATING PROFIT	498,525	719,500	749,500	436,500	736,500
FINANCE INCOME	132,894	90,000	90,000	90,000	90,000
FINANCE COSTS	(2,736)	(2,000)	(2,000)	(3,000)	(3,000)
PROFIT/(LOSS) BEFORE TAX	628,682	807,500	837,500	523,500	823,500
ZAKAT	(3,322)	-	-	-	-
INCOME TAX EXPENSE	(16,419)	(7,500)	(7,500)	(7,500)	(7,500)
SURPLUS/(DEFICIT) FOR THE YEAR	608,942	800,000	830,000	516,000	816,000

YBhg Tan Sri Siti enquired about the audited figures' performance in 2024 in comparison to the approved budgeted amount for 2024. Puan Haliza responded that there was a 15% decrease in the number of hospital surveys compared to budgeted because hospitals postponed or cancelled surveys due to renovations and organisational restructuring during the year. This was the primary cause of the year's decline in surplus. Tan Sri Siti requested that the Committee elaborate on the lower amount paid for insurance in 2024 when compared to the approved budgeted figures. Puan Haliza informed that the insurance was for staff hospitalisation and general insurance, but it excluded all risk (asset) insurance.

Tan Sri Siti informed that the budgeted surpluses for 2025 and 2026 do not reflect growth when compared to previous years. Ms. Erica replied that, in addition to finding solutions to increase revenue and surplus, it is critical to improve survey report turnaround time, as demonstrated by the pilot project, which reduced the turnaround time to 40 days. Tan Sri Siti advised the Committee to focus on cost containment to sustain growth in areas where revenue increases are limited. On another matter, Tan Sri Siti inquired about the status of the move to new office at the Medical Academies Building in Putrajaya. Ms. Erica informed that the move is being reevaluated as there has been changes in the terms (unfavourable to MSQH) by the landlords Academy of Medicine of Malaysia and Academy of Family Physicians of Malaysia since 2021.

Votes in favour – All members present | Vote against – Nil

The members unanimously approved and adopted the revised budget 2025 as tabled

RESOLUTION 8**7.3 MSQH's Proposed Budget 2026**

Puan Haliza informed that the budget has taken into consideration current and future activities and accreditation programmes undertaken by the Society. Details and notes supporting the Budget 2026 were tabled at the meeting.

Votes in favour – All members present | Vote against – Nil

The members unanimously approved and adopted the budget 2025 as tabled

RESOLUTION 9**7.4 Expenditures Exceeding RM100,000 for the Development of MSQH Accreditation Information Management System (AIMS) and to Authorise the Committee Members to approve the Selection of Vendors and the Costs to Develop AIMS**

The members unanimously approved the expenditures exceeding RM100,000 for the Development of MSQH Accreditation Information Management System (AIMS) and to Authorise the Committee Members to approve the Selection of Vendors and the Costs to Develop AIMS

Votes in favour – All members present | Vote against – Nil

8.0 OTHER MATTERS

Dr Heric informed that a member, Datin Seri Dr Norwina Binti Mohd Nawawi had raised two questions,

Question 1: How can architects be involved in searching for creative solutions while complying to the accredited norms in the design of any healthcare facility.

Question 2: How can architects be part of the team in making guidelines for future healthcare facility.

Dr Heric stated that one of the most important aspects of building a healthcare facility is to adhere to the Medical Act 586, Private Healthcare Facilities and Services Act of 1998. The Act governs the operation and maintenance of private healthcare facilities and services, as well as efficient clinical workloads, patient safety, infection control, accessibility, the environment, and clear signage and security. Other factors to consider include technology, the use of natural lighting, energy-efficient and environmentally friendly materials to reduce long-term operational costs, and emergency preparedness and disaster response in the design. As a result, architects play an important role in creating design solutions that meet accreditation criteria, contributing to the development of guidelines as stated in the Act and Regulations, ensuring key elements are addressed in improving quality of care and patient safety, and working as part of a team to develop guidelines for healthcare facilities and services.

9.0 ADJOURNMENT

Ms. Erica extended her thanks to MSQH committee members for their continued guidance and support. Heartfelt appreciation also goes to our councillors and surveyors where their commitment and contributions are the backbone of MSQH's progress. A special thanks to MSQH Advisor, YBhg Tan Sri Siti Sa'diah, management team and staff, led by Datuk Heric for their dedication and hard work.

The meeting adjourned at 10.30 am.



.....
Dr Jeewadas a/l Velummylum Baladas
Secretary

.....
Erica Lam Sok Mui
President