



# HOSPITAL ACCREDITATION TRAINING

To support healthcare facilities in their journey towards MSQH accreditation, MSQH offers two essential training packages designed to guide hospitals through the process and ensure they are well-prepared for their survey.

PACKAGE 1	PACKAGE 2
<p><b>Introduction to MSQH Accreditation</b></p> <p>Designed for first-time hospitals, this training provides a comprehensive introduction to:</p> <ul style="list-style-type: none"><li>• The MSQH accreditation framework</li><li>• Key standards and criteria</li><li>• Survey process and preparation steps</li></ul> <p>This session lays the foundation for a clear understanding of the accreditation journey.</p>	<p><b>Gap Analysis and Survey Preparation</b></p> <p>This session focuses on identifying and analyzing gaps in compliance with MSQH standards. It helps hospitals:</p> <ul style="list-style-type: none"><li>• Understand their current level of readiness</li><li>• Plan effective corrective actions</li><li>• Strengthen their systems before the actual survey</li></ul> <p>For first-time hospitals, Package 2 must be scheduled at least three (3) months after Package 1 to allow adequate time for implementation and understanding.</p> <p>Hospitals undergoing re-accreditation may proceed directly with Package 2</p>

## Training Details

**Please ensure the following when submitting your request:**

- Select the appropriate training package(s)
- Indicate your preferred date(s) for training
- Upload an official letter from your hospital requesting the training (required for processing)

Our Training Unit will review your submission and respond with further steps and confirmation.

**For any enquiries, feel free to reach out to us at**

 [tnm@msqh.com.my](mailto:tnm@msqh.com.my)  03-2681 2232 / 017-334 5508

**For more information:**



**REGISTER HERE**



**WEBSITE**

**RECOGNISED BY:**



**STANDARDS  
MALAYSIA**

**INTERNATIONALLY ACCREDITED BY:**



STEP	PROCESS FLOW
<b>Hospital submits request</b>	Fill in the Application Form and upload your official request letter, indicate the training package (Package 1 or 2), and propose preferred dates
<b>MSQH Training Team Response</b>	Our team will contact the Person in Charge (PIC) to finalize the training date.
<b>Preparation Period</b>	Once confirmed, MSQH will prepare necessary documentation within 1–3 weeks.
<b>Training Confirmation Email</b>	MSQH will send a confirmation email including: <ul style="list-style-type: none"> <li>• Date, time &amp; location</li> <li>• Trainer(s) name</li> <li>• Program details</li> <li>• Quotation</li> <li>• Gap analysis template (for Package 2 only)</li> </ul>
<b>Quotation Confirmation</b>	Hospital to reply with the signed quotation (signed by Hospital Pengarah / CEO) in the “Acceptance By” section.
<b>Invoice Issuance</b>	MSQH will issue an invoice within 1–2 days after receiving the signed quotation.
<b>Logistics Coordination</b>	MSQH covers trainer accommodation & transportation. Our team may contact PIC for preferred hotel suggestions for trainer convenience.
<b>On Training Day</b>	PIC will receive a feedback form link. Each participant must complete the feedback form to receive their e-certification.
<b>E-Certificate Generation</b>	Certificates are auto-generated upon submission of the feedback form. Please check your inbox or junk/spam folder.
<b>Post-Training Submission</b>	Within 1–2 days, the hospital PIC must submit the participant attendance list to MSQH. Format as per in the confirmation letter.
<b>Completion</b>	If any participant did not receive their e-cert, kindly email the participant list to <a href="mailto:tnm@msqh.com.my">tnm@msqh.com.my</a>