

# healthcare

## Training Modules for the Healthcare Industry (Hospitals and Other Healthcare Service Providers)

### + UNDERSTANDING MALAYSIAN HOSPITAL ACCREDITATION

As competition, recognition and quest for quality increases among hospitals in Malaysia, eyeing a bigger portion of the Healthcare Industry and Health Tourism Industry, hospitals are striving to enhance the Management Systems and delivery of services to provide the best care and experience for their patients and other interested parties.

Various national and international accreditations schemes exist that enable these hospitals to deliver beyond the next mile. This program explains the Malaysian MSQH / International JCI Standards in a brief, easy to understand and implement format.

**Duration: 1 day**

### + HOSPITAL EHS LEGAL REQUIREMENTS EXPLAINED

Hospitals are subjected to an array of legal requirements, including those on environmental, safety & health. These regulations are strictly enforced in Malaysia and it is important that these requirements are implemented and in consistent compliance.

This course covers the EQA, FMA, OSHA, Fire Services Act, UBBL and its applicable regulations, orders, code of practices and guidelines as applicable to a Hospital in Malaysia.

**Duration 3 days  
(with on site visit and competency assessment)**

### + RISK MANAGEMENT FOR HOSPITALS

Risk Management has been the fundamental in organisational management for decades. With the requirements in JCI, MSQH and more recently in ISO 9001, Risk Management has become more profound.

This module uses the ISO 31000 Principles in establishing the methodology for Risk Management while providing a comprehensive list of actual risk in the healthcare industry based on true events in Malaysia and across the globe.

Participants will eventually produce a Risk Register complete with Risk Treatment Plan as part of this training session.

**Duration: 2 days**

### + CLINICAL & CHEMICAL WASTES MANAGEMENT IN MALAYSIAN HOSPITALS

Environmental compliance to the EQ (Scheduled Wastes) Regulations 2005 includes compliance to Clinical Wastes (SW404) and other Scheduled Wastes (Chemical Wastes) from Hospitals.

This course explains in detail the regulatory requirements, the practical implementation, handling, packaging, labelling, storage and administrative requirements including eSWIS.

Also included are helpful common mistakes or pitfalls to avoid in managing Clinical and Chemical Wastes.

Course includes a written assessment and a site visit.

**Duration: 2 days**

### + INTERNAL AUDITORS TRAINING FOR HOSPITALS

Good auditors contribute to value added findings in audits, which in return enhances the management systems. Today's healthcare facilities are certified to a variety of Management Systems ranging from Quality, Environment, Health & Safety to Food Safety and Information Security. This 3-days program provides specific audit criteria, questions and a list of "what to look for" at the various services in a hospital. A quick, 1-stop training module for aspiring QHSE Internal Auditors for Hospitals.

**Duration: 3 days  
(with Live Practical Audit and Closing Meeting Presentation)**

#### Can I claim from HRDF?

- All course fees are claimable from the Human Resource Development Fund (HRDF).

#### What if I'm interested?

- Drop an email to reese@topesh.com.my for a comprehensive HRDF Claimable proposal to obtain the specific Course Content, Trainer's Profile, Course Fee and other pertinent information.

#### Where is the Course Held?

- Courses are conducted in house (at your Hospital Facility) to maximise the customisation and practical application during on site visits and practicals.