

CNS6296

R GE 12-06 00181 ED862

end

Mahathir - service

ALL HOSPITALS SHOULD HAVE A SET STANDARD

93
KUALA LUMPUR, June 12 (Bernama) -- Datuk Seri Dr Mahathir Mohamad today suggested that all hospital managements should set one standard which can act as the basis to measure the quality of service rendered.

The Prime Minister said such a standard should cover all aspects of hospital service and facilities including the provision of high technology equipment and skilled staff.

"Every hospital should be equipped with equipment which was satisfactory, sophisticated and that which is of high technology but this in itself would not ensure quality service if the skills of the staff using such equipment is not enhanced," he said when opening the National Heart Institute here.

In this respect, he stressed the need for in-service training locally or overseas to enhance the expertise and skills of staff.

Such a step should be taken as it was the only way in which they could render quality service to patients, he said. -- more

JO AAM

12/06/13-35MST

CNS6314

R GE 12-06 00129 ED863

end

Mahathir - service 2 Kuala Lumpur

Elaborating on quality service, Dr Mahathir said it should be up to the expectations of the patient seeking treatment and he should be satisfied with the attention he received.

"The facility or service provided should be safe and functional for instance the prescription should state the correct dosage," he said.

The Prime Minister also stressed the importance of information about the patient being written clearly and accurately so that mistakes would not be made if the patient was referred to other sections or staff.

He also wanted hospital staff to act speedily and give priority to peoples' requests and complaints and introduce innovations and new facilities. -- more

JO AAM

♥12/06/13-56MST

CNS6321

R GE 12-06 00168 ED864

end

Mahathir - service 3 Kuala Lumpur

However the programme to achieve excellence in service would not be successful if it was not supported by all levels of staff including those who were reluctant to change their attitude.

Apart from that, Dr Mahathir also reminded hospital employees to pay attention to the maintenance of medical equipment so that they would function at all times and last longer.

On the National Heart Institute, he was confident that it would emerge as one of the foremost cardiothoracic treatment and referral centres in the region.

He said even though the RM151.5 million institute had been privatised, it would retain its social responsibility to those with low income.

Towards this end the government had stipulated that 55 per cent of its patients should be those from the poor, 15 per cent from the well to do and the rest from the middle class, he said. -- more

JO AAM

♥12/06/14-11MST

CNS6324

R GE 12-06 00144 ED865

eng

Manathir - service 4 (last) Kuala Lumpur

The Prime Minister expressed the hope that the facility provided for the poor would not be abused by those who could pay.

The institute's Chairman Tan Sri Dr Abdul Khalid Sahan said the institute would open more opportunities for regional co-operation in the fields of training and research among heart institutes in the region and those in other countries.

He said the institute was training young doctors as cardiothoracic and cardiac specialists.

Since its privatisation on Sept 1 last year, the heart institute, which has four operating theatres and could accommodate 275 patients at any one time, had treated 27,193 patients including 24,129 out-patients.

Since then it had also performed 674 open-heart, 329 close-heart and 218 coronary by-pass surgeries. -- Bernama

JO AAM

♥12/06/14-21MST