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Quality recognition

THE dedication and hard work of the Pantai Medical Centre's management and staff for the past one-and-a-half years has earned the centre the coveted ISO 9002 Quality System Certification Award.

The award was presented by Sirim QAS Sdn Bhd executive director Dr Mohd Yusoff Zakaria to Pantai Medical Centre Bangsar chief executive officer Mohd Ali Mohd Taib at the medical centre recently.

Also present were Pantai Holdings Berhad chief executive officer Mokhzani Mahathir and its Hospital Operations Division chief executive officer Datuk Ridzwan Abu Bakar who is also the chairman of Pantai Medical Centre Sdn Bhd.

The ISO 9002 Quality Assurance Program commenced at the centre in February last year with sessions on awareness and understanding of ISO 9002.

It was a lengthy process as time had to be spent on writing policies and procedures. This involved documentation, attendance at meetings and Quality Assurance training.

The department heads and staff were educated and exposed to the quality program. Long hours were spent at work and at home to complete the documentation, culminating in a complete set of quality system procedures on departmental activities.

The procedures were disseminated to all related personnel to enable all concerned to fully understand and be able to implement the procedures effectively.

Eventually, hard work and dedication paid off when Sirim completed its audit in and recommended the hospital for registration after which the Pantai Medical Centre was officially awarded the ISO 9002 Certificate on July 21.

In his speech, Mokhzani said the healthcare industry was undergoing tremendous changes and facing numerous challenges such as health and medical costs, delivery of care, management of health facilities, patient management, managed care, telemedicine and information technology.

"With this in mind, the Pantai Medical Centre as the flagship hospital took a giant step forward and embarked on working towards achieving the ISO 9002 status," Mokhzani said.

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