

Telehealth in Malaysia

The Last 10 years

HTAi 2009 Singapore

21-24 June 2009

Dr. Amiruddin Hisan

Ministry of Health Malaysia

Agenda

- Background
- Telehealth Projects
- Impact on policy and practice

Definition

“Telemedicine (Telehealth) should be considered to have the broadest possible scope. It encompasses any health, health-support or governance service that can be provided via a multimedia network and a range of network-based or network-linked information and multimedia tools and technologies used by people and health professionals to access, manage and deliver healthcare.”

Malaysia's Telemedicine Blueprint © 1997 Govt of Malaysia

Background

- Telemedicine Blueprint 1997
- Telemedicine (Telehealth) MSC Flagship Application 1997
- National Telehealth Policies 2000
- ICT Strategic Plan, Ministry of Health 2005
- More than 200 applications
- 14 hospitals (134) , 90 health clinics (3000), 3 dental clinics (2000)

Telehealth Projects

- Hospital/Clinic Information Systems
 - Sistem Pungutan Hasil (SPH) (1989) HKL
 - Sistem Pengurusan Pesakit Dalam (SPPD)/Sistem Pengurusan Pesakit Luar (SPPL) (1994) – 15 hospitals
 - now Sistem Pengurusan Pesakit (SPP) (2009) – 2 hospitals

Telehealth Projects

- Hospital/Clinic Information Systems (cont)

HIS

- Selayang
- Pandan,
- Serdang,
- Ampang,
- Sungai Buloh,
- Sg. Petani,
- Keningau,
- Lahad Datu
- Kepala Batas
- Kuala Trengganu
- Temerloh
- Bintulu

Tele Primary Care

- Johor
- Sarawak
- Perlis
- Kuala Lumpur
- Selangor

Telehealth Projects

- Teleconsultation (2000)
 - 41 hospitals, 4 disciplines
- Health Information and Education Portal (2006)
 - 600+ topics (Malay and English)
 - Ask the Expert
 - Discussion forums
 - Health Risk Assessment (Q3 2009)

Impact on Policy and Practice

HIS/CIS

Policy

- Regulatory requirements
 - Financial – Receipts
- Operations and Maintenance
- ICT Support staff

Impact on Policy and Practice

HIS/CIS (cont)

Practice:

- Security
 - Privacy and confidentiality
 - Access Control - Audit trails and logs
- Discharge summary
 - Structure, timeliness, accuracy
- Waiting time
- Billing (inpatients)
 - Accuracy, timeliness, exemptions, arrears

Impact on Policy and Practice

Teleconsultation

Policy - regulations

Practice:

- Referral pattern
- Access to specialist care
- Standard Operating Procedures
- Waiting time

Impact on Policy and Practice

Health Information and Education Portal

Policy:

- Accreditation of content developer
- Editorial Board

Practice:

- CPG, evidence based, Systematic reviews
- Timeliness
- One source

Impact on Policy and Practice

Overall

- Consolidation of IS
 - Vertical integration,
 - Horizontal integration
 - Integrating Healthcare Enterprise (IHE)
- Adoption of Health Informatics Standards
 - National Health Data Dictionary
- Standard Operating Procedures

Impact on Policy and Practice

Overall (cont)

- Service development
 - Planning
 - New technology
 - CME/CPD