



HEALTHCARE Malaysia at a CROSSROADS

Noor Hazilah Abd Manaf



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Contents

<i>Tables</i>	ix
<i>Preface</i>	xiii
<i>Acknowledgements</i>	xv
 CHAPTER 1 : INTRODUCTION	1
Malaysian Healthcare System	2
Definition, Vision and Delivery of Healthcare	6
Issues and Challenges in Healthcare	12
Organisation of Chapters	17
 CHAPTER 2 : MEDICAL EDUCATION, PREPAREDNESS FOR HOSPITAL PRACTISE AND HOUSEMANSHIP	21
Changing Healthcare Landscape	21
Medical Education in Malaysia	23
Housemanship Training	26
Preparedness of Medical Graduates for Hospital Practise	29
The Shifting Trend in Housemanship Training	34
Contemporary Curricular Development	35
Patient Safety, Medical Error and Waste	36
Communication Skills in Medicine	38
Aspirations for A Medical Career	40
Conclusion	41
 CHAPTER 3 : PREPAREDNESS FOR HOSPITAL PRACTISE: HOUSEMANSHIP II	42
Development of Instrument	42
The Housemen Profile	45
Dimensions of Preparedness for Hospital Practise	48
Access to Information and IT Skills	52
Interpersonal Skills	53
Basic Skills	54
Holistic Skills	55

Coping Skills	56
Ethics and Legal Skills	56
Patient Management Skills	57
Scientific Knowledge	58
Clinical Skills	59
Preparedness for Hospital Practise Based on Curricula	60
Sub-Optimal Care and Medical Error	63
Communication Skills	65
Aspirations for Medical Career	67
Conclusion	69
CHAPTER 4 : MEDICAL SPECIALTY TRAINING	72
Evolution of Medical Specialty	73
To Specialise or Not to Specialise	75
Medical Specialty Training in Malaysia	79
Views of Stakeholder on Medical Specialty Training	80
Conclusion	87
CHAPTER 5 : MEDICAL TOURISM: BACKGROUND AND INTERDISCIPLINARY PERSPECTIVES	89
Ascend of An Industry	90
Backdrop to Medical Tourism in Malaysia	92
Interdisciplinary Perspectives on Medical Tourism	96
Medical Tourism and Human Resource	96
Medical Tourism and Trade Liberalisation	98
Medical Tourism and Information Technology	101
Medical Tourism and Legal Challenges	106
Conclusion	111
CHAPTER 6 : SERVICE QUALITY MEDICAL TOURISM	112
Profile of Medical Tourists	113
Perception of Malaysia and Medical Tourism in Malaysia	114
Perceived Quality of Medical Treatment in Malaysia	119
Perceived Value on Treatment Received	121
Future Intention of Medical Tourists	122

Predictors of Future Intention for Dimensions of Medical Tourism	124
Predictors of Future Intention for Quality of Medical Treatment	125
Conclusion	126

CHAPTER 7 : MEDICAL TOURISM: HOW DO WE FARE?	128
Growth and Revenue from Medical Tourism in Malaysia	130
Impact of Medical Tourism	135
Discussion and Conclusion	140

CHAPTER 8 : CONCLUSION AND WAY FORWARD	142
The Way Forward	148

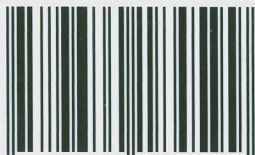
<i>References</i>	151
<i>Index</i>	167

HEALTHCARE Malaysia at a CROSSROADS

Healthcare Malaysia at a Crossroads discusses aspects of the country's healthcare delivery system that are impacted by changes that have altered our healthcare landscape, from medical education to medical tourism. Globalisation, changing demography, privatisation, and liberalisation of medical education are just some of the change variables affecting our healthcare system today. The book begins with an exploration of medical education and housemanship training; and dimensions of preparedness for hospital practise among the junior doctors during the housemanship period. This was followed through by an assessment of the evolutionary path towards medical specialisation, and consequently issues concerning medical specialty training in the country. A significant development which has taken the healthcare industry by surprise, in the form of medical tourism, is given further treatment in subsequent chapters. The background to medical tourism in Malaysia, an interdisciplinary perspective of the industry, as well as evaluation of service quality and future intention of medical tourists to seek treatment in the country is also examined. A report card on our performance vis-a-vis our neighbouring countries provides a critical analysis. The main aim of the book is to explore issues in Malaysian healthcare system that requires our attention. Medical education and training; and opening our hospital doors to foreign patients do impact the services that we receive from our healthcare system. We have developed a healthcare system that is both equitable and accessible; and the purpose of the book is to contribute to the discourse on how to make it better.

NOOR HAZILAH ABD MANAF writes on issues in healthcare covering diverse topics in the discipline from patient satisfaction to service quality; and from medical education to medical specialty training. Her writing also addresses policy issues such as medical tourism and its impact on the country's healthcare system. Her work has been published in various indexed journals such as the *International Journal of Healthcare Quality Assurance*, *Leadership in Health Services*, *Total Quality Management and Business Excellence*, and *International Journal of Quality and Service Science*. Apart from healthcare, Dr Hazilah's research interests include quality management, particularly on lean and six sigma. She is currently Head of the Business Department, Kulliyyah of Economics and Management Sciences, IIUM; and sits on various management committees of the University.

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