



# OUT PATIENT DEPARTMENT

## LAPORAN TAHUNAN

### 2023

DISEDIAKAN OLEH :

SABINA AK JAMES  
KETUA JURURAWAT U32  
LJM NO : 55823  
HOSPITAL KANOWIT

04/04/2024  
SABINA ANAK JAMES

KETUA JURURAWAT U32

KETUA UNIT JABATAN PESAKIT LUAR

HOSPITAL KANOWIT

DISAHKAN OLEH :

DR. BERNADETTE SYONNIA BT. JARU SAWAT  
PENGARAH HOSPITAL,  
HOSPITAL KANOWIT,  
MMC NO. 61690

DR BERNADETTE SYONNIA BINTI JARU SAWAT

PENGARAH HOSPITAL

HOSPITAL KANOWIT

## **1) INTRODUCTION**

Out-patient department of Kanowit Hospital is located at the main entrance of the hospital and sharing the same building with the Emergency and Traumatology unit as well as Maternal and Child Health clinic.

The Out-patient Department will operate from 0730 hours until 1700 hours daily from Monday until Friday except for Saturdays, Sundays and Public Holidays offering a multitude of general out-patient treatment to those with minor ailments and follow-up cases, medical check-up for candidates whom take up jobs appointment, firearms, driving licenses and food handlers.

The out-patient department also receives cases referred from nearby health clinics within Kanowit district such as KK Nanga Ngungun, KK Nanga Machan, KK Nanga Menalun and KK Nanga Jagau.

Management and care plans will be holistic in approach, focusing on the client's need and upholding their rights to quality medical care.

## **2. OBJECTIVES**

The objective of out-patient department is to provide general out-patient and follow-up treatment despite giving medical check up for candidates who take up job appointment, firearms, driving licenses and food handlers while maintaining a close and effective rapport with the public.

- i. Early detection, effective and efficient treatment to the general patient.
- ii. Refer patient to the proper and appropriate discipline for further treatment.
- iii. To establish a conducive and safe working environment for the staff, patients and public.

## **3. VISION OF THE OUT PATIENT DEPARTMENT**

### **i) Vision**

The out-patient department shall give a comprehensive and high quality services in order to raise the health status of the population and the local community.

## **4. OUT PATIENT DEPARTMENT OPERATING HOURS**

The department is open from 0730 - 1700 hours daily. A staff nurse is allocated at the registration counter 0730 – 1630 hours daily during office hours.

## 5. SCHEDULED FOR VISITING SPECIALIST TO KANOWIT HOSPITAL 2023

### 5.1 Visiting Physician 2023

( Every 2 monthly )

No.	TENTATIVE DATE	MONTH	REMARK
1.	07/02/2023	FEBRUARY	Dr. Wong Voon Fei
2.	21/03/2023	MARCH	Dr. Wong Voon Fei
3.	16/05/2023	MAY	Dr. Wong Voon Fei
4.	04/07/2023	JULY	Dr. Wong Voon Fei
5.	29/08/2023	AUGUST	Dr. Wong Voon Fei
6.	24/10/2023	OCTOBER	Dr. Wong Voon Fei
7.	05/12/2023	DECEMBER	Dr. Wong Voon Fei

### 5.2 Visiting Paediatrician 2023

( Every 2 monthly at MCH Clinic )

No.	TENTATIVE DATE	DAY	PAEDIATRICIAN
1.	12 January 2023	Every Thursday Time : 08:00 – 16:00 hrs	Dr. Kong / Dr. Ng
2.	23 March 2023		Dr. Kong / Dr. Ng
3.	18 May 2023		Dr. Kong / Dr. Ng
4.	20 July 2023		Dr. Kong / Dr. Ng
5.	21 September 2023		Dr. Kong / Dr. Ng
6.	23 November 2023		Dr. Kong / Dr. Ng

### 5.3 Visiting Psychiatric Specialist 2023

( Every 2 monthly )

No.	TENTATIVE DATE	MONTH	REMARK
1.	14/02/2023	FEBRUARY	Dr. Hii Kai Leh
2.	11/04/2023	APRIL	Dr. Hii Kai Leh
3.	13/06/2023	JUNE	Dr. Hii Kai Leh
4.	08/08/2023	AUGUST	Dr. Hii Kai Leh
5.	10/10/2023	OCTOBER	Dr. Hii Kai Leh
6.	12/12/2023	DECEMBER	Dr. Hii Kai Leh

### 5.4 Visiting Nephrology 2023

( Quaterly visit )

No.	TENTATIVE DATE	MONTH	REMARK
1.	19/01/2023	JANUARY	Dr. Song Chan Hoong
2.	06/04/2023	APRIL	Dr. Song Chan Hoong
3.	20/07/2023	JULY	Dr. Song Chan Hoong

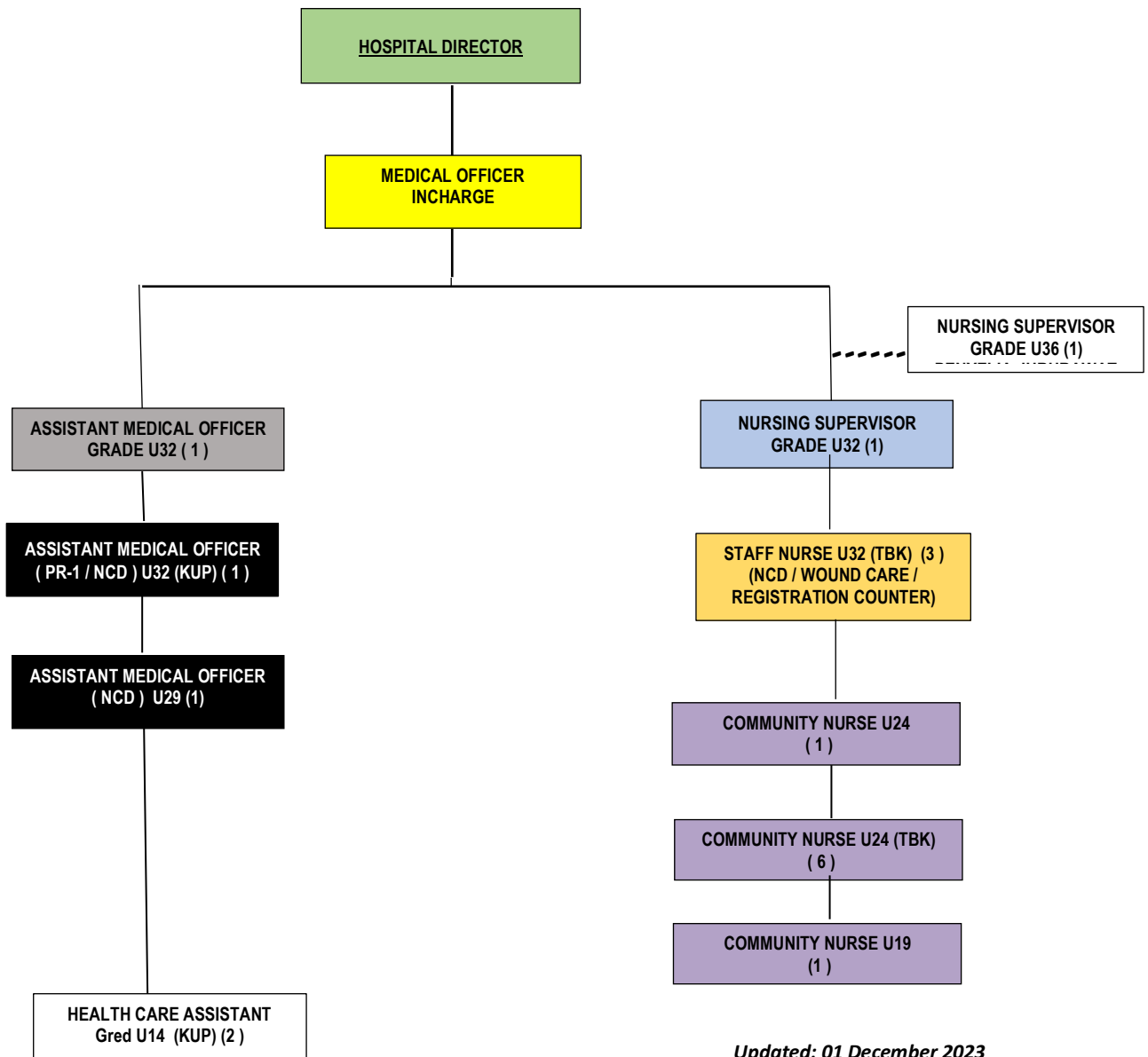
### 5.5 Visiting Optalmology 2023

( Quaterly visit )

No.	TENTATIVE DATE	MONTH	REMARK
1.	03/02/2023	FEBRUARY	Dr. Teo Bin Hoo
2.	16/06/2023	JUNE	Dr. Teo Bin Hoo
3.	13/10/2023	OCTOBER	Dr. Teo Bin Hoo

## 6. ORGANIZATION CHART: Updated on 01.12.2023

### ORGANIZATION CHART OUT PATIENT DEPARTMENT HOSPITAL KANOWIT



**7. HUMAN RESOURCE IN OUT PATIENT DEPARTMENT: Updated on 01.12.2023**

No	Unit	PPK	JM	JT	JKUP/TBK	PPP	KJ HAKIKI	MATRON HOSPITAL U36	MO U41/44/48
1.	OPD	2	8	0	3	2	1	1	4
					1-NCD 1-Wound Care 1-Registration counter	1-NCD 1-PR 1			

## 8.LAPORAN PENCAPAIAN

### "TRAINING HOURS FOR COURSES YEAR 2023" OPD Nursing Staff (Data provided by NS Sabina Ak James)

Kepada : Urusetia CPD Peringkat JKN  
 Pencapaian CPD Untuk : Januari 2023 - Disember 2023  
 Nama dan alamat PTJ / Bahagian / Institusi : Hospital Kanowit / OPD

Kategori : Ketua Jururawat U32

Bil	Nama	0 DAYS	1 DAYS	2 DAYS	3 DAYS	4 DAYS	5 DAYS	6 DAYS	7 DAYS	Kumulative	Actual
1	Sabina ak James		√	√	√	√	√	√	√	138	73

Kategori : JTBK U32

Bil	Nama	0 DAYS	1 DAYS	2 DAYS	3 DAYS	4 DAYS	5 DAYS	6 DAYS	7 DAYS	Kumulative	Actual
1	Maria anak Chabo		√	√	√	√	√	√	√	142	89
2	Roni anak Mani		√	√	√	√	√	√	√	48	46
3	Lily anak Alaric Ikau		√	√	√	√	√	√	√	55	50

Kategori : Jururawat Masyarakat U24/U19

Bil	Nama	0 DAYS	1 DAYS	2 DAYS	3 DAYS	4 DAYS	5 DAYS	6 DAYS	7 DAYS	Kumulative	Actual
1	Kiew Siong Ching		√	√	√	√	√	√	√	59	59
2	Menar anak Branda		√	√	√	√	√	√	√	82	62
3	Nans anak Empaga		√	√	√	√	√	√	√	65	62
4	Samban anak Jampi		√	√	√	√	√	√	√	62	61
5	Salamiah Binti Palis		√	√	√	√	√	√	√	79	73
6	Marylyn anak Mawat		√	√	√	√	√	√	√	79	72
7	Erma Sharima binti Shaini		√	√	√	√	√	√	√	47	47
8	Misstica anak Augustine Bunyan		√	√	√	√	√	√	√	42	42

Kategori

: Pembantu Perawatan Kesehatan U14 (KUP)

Bil	Nama	0 DAYS	1 DAYS	2 DAYS	3 DAYS	4 DAYS	5 DAYS	6 DAYS	7 DAYS	Kumulative	Actual
1	Juliana anak Bugat		√	√	√	√	√	√	√		
2	Jenny anak Nyangoh		√	√	√	√	√	√	√		

\*Alls PPP & doctor achieved my CPD of 20 points

## 9. PRIVILEGING

### 9.1 Nursing Privileging 2023

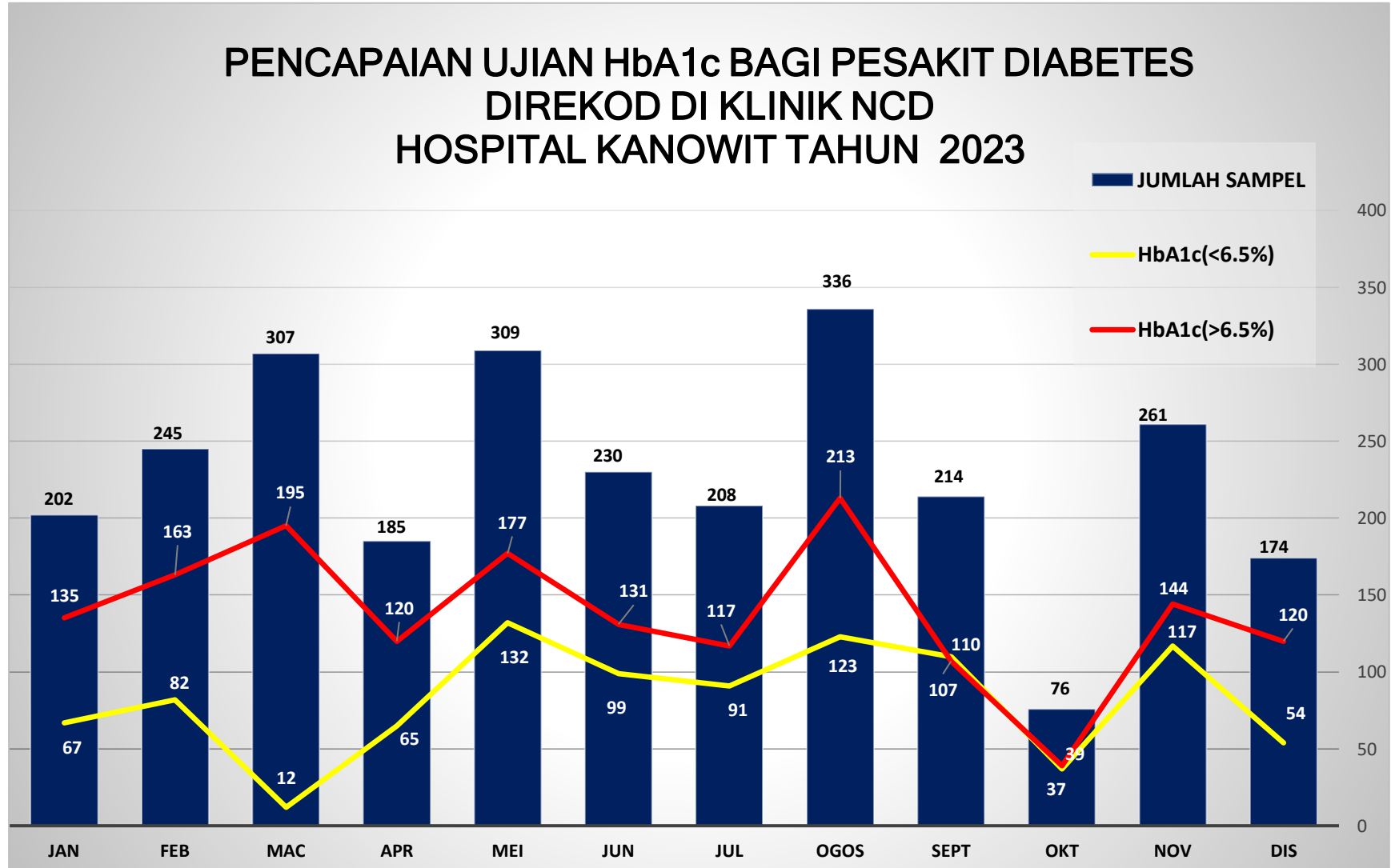
No	Procedures	Category	% of achievement	Remarks
1.	IV Cannulation	Staff Nurses (OPD)	3/3 = 100%	In progress
2	Blood Taking	Staff Nurses (OPD)	3/3 = 100%	In progress

### 9.2 PPP Privileging 2023

PPP 0/2 = 0 %

# PENCAPAIAN UJIAN HbA1c BAGI PESAKIT DIABETES DIREKOD DI KLINIK NCD HOSPITAL KANOWIT TAHUN 2023

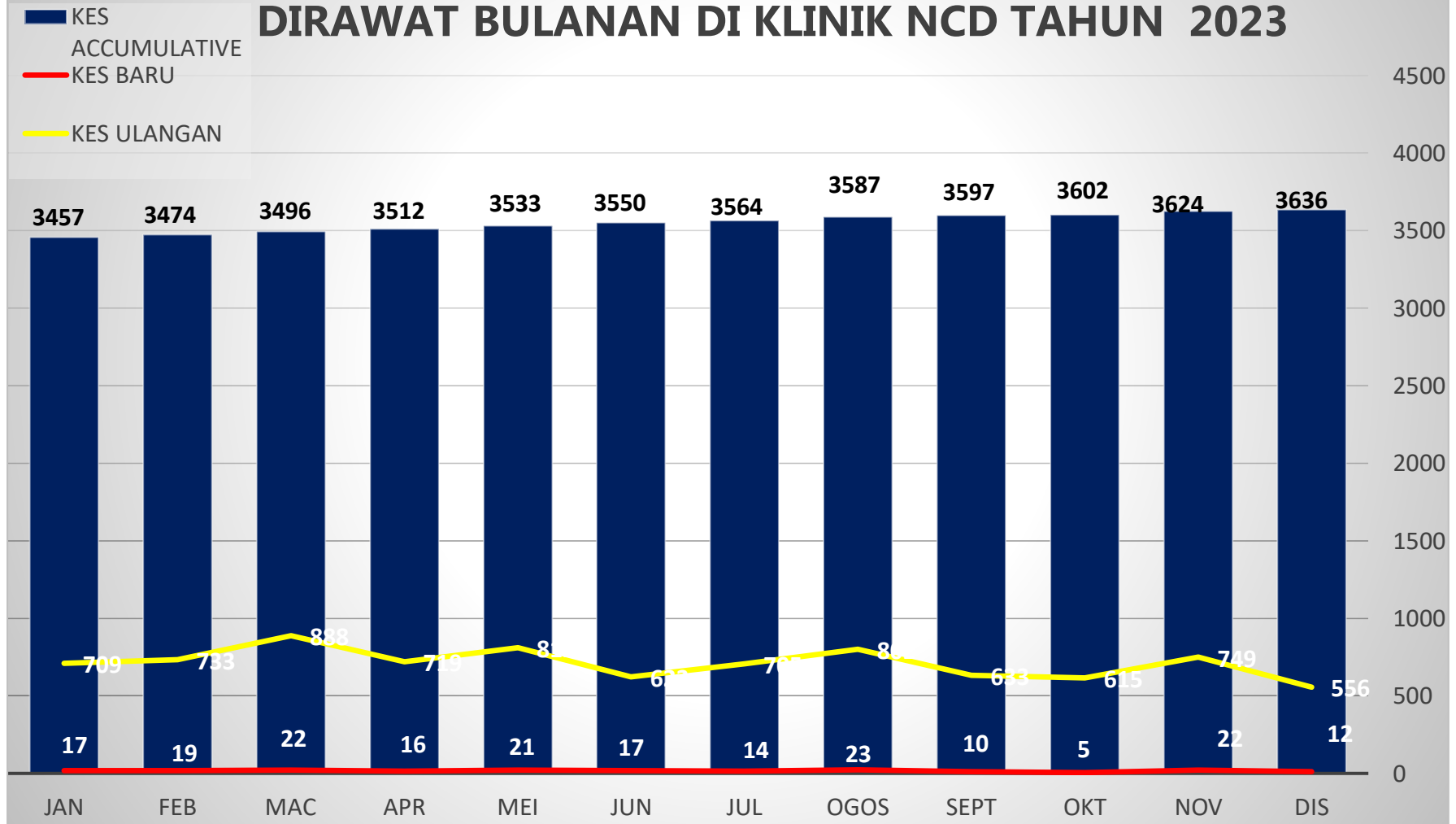
JUMLAH UJIAN & PENCAPAIAN



BULAN

JUMLAH KES DIABETES DIRAWAT BULANAN

# KES BARU DAN ULANGAN DIABETES MELLITUS DIRAWAT BULANAN DI KLINIK NCD TAHUN 2023



BULAN

# KES BARU DAN ULANGAN PESAKIT DIABETES DIRAWAT DI KLINIK NCD TAHUN 2023

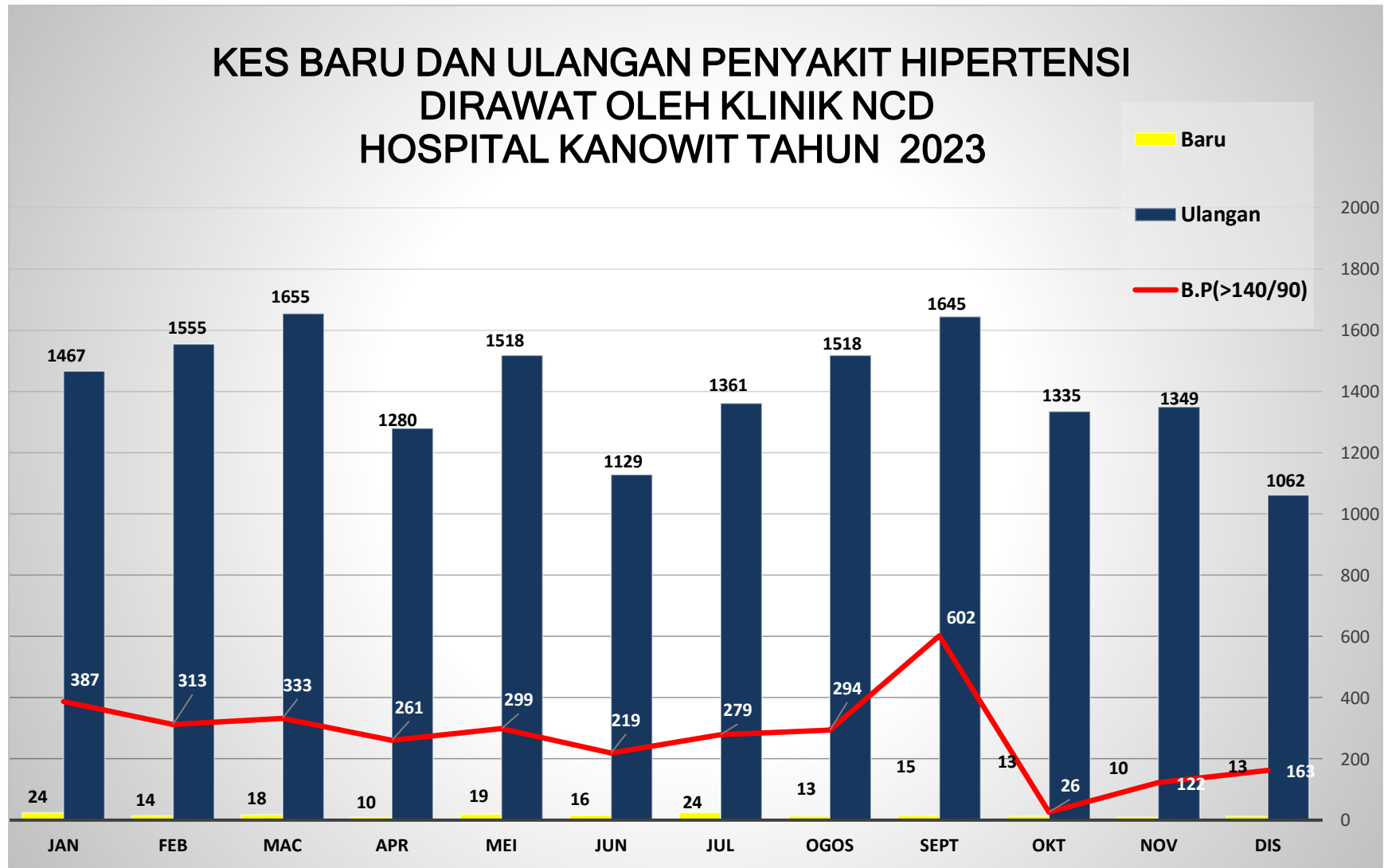
BILANGAN PESAKIT DIRAWAT



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## KES BARU DAN ULANGAN PENYAKIT HIPERTENSI DIRAWAT OLEH KLINIK NCD HOSPITAL KANOWIT TAHUN 2023

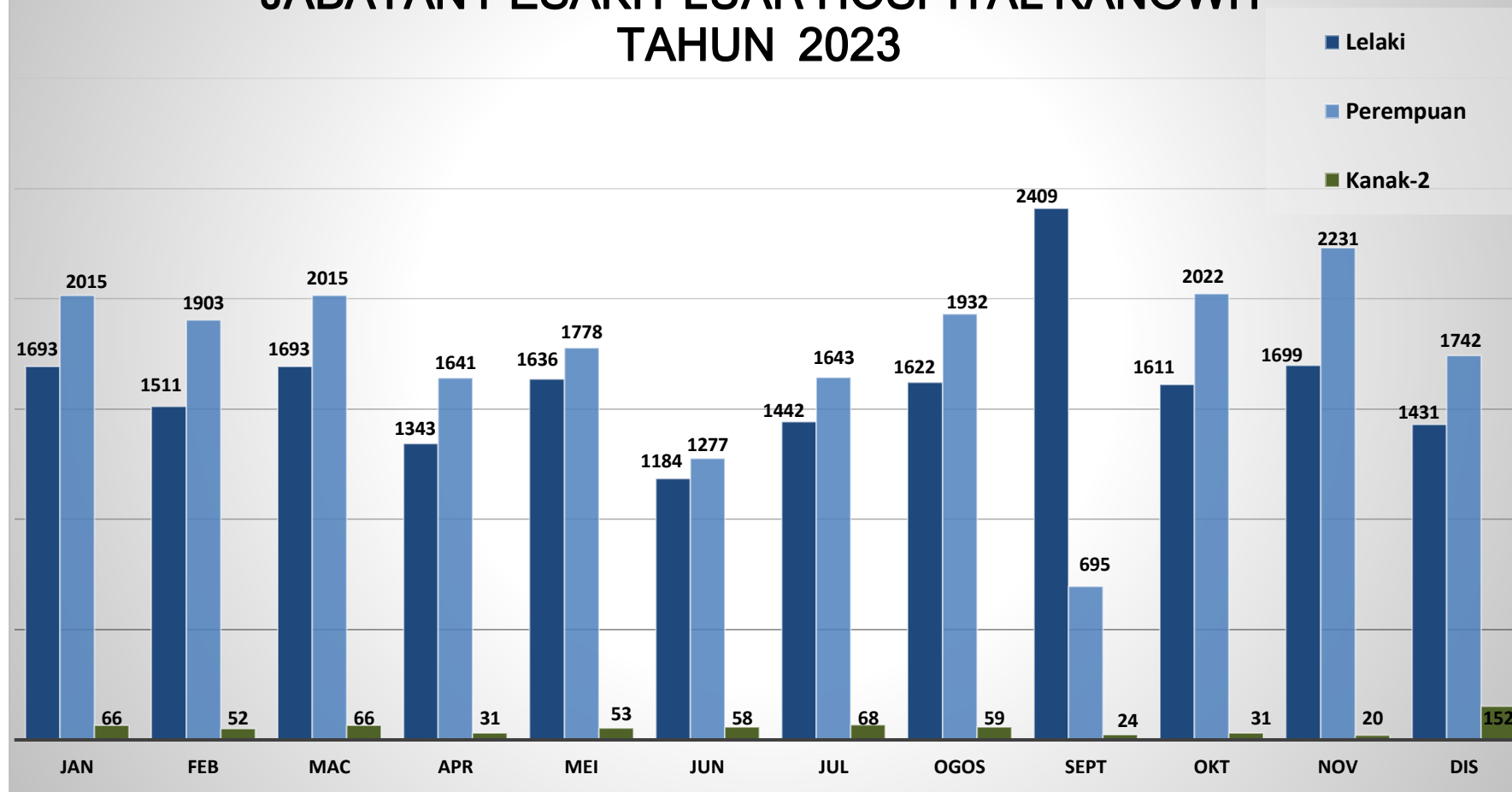
BILANGAN KES DIRAWAT



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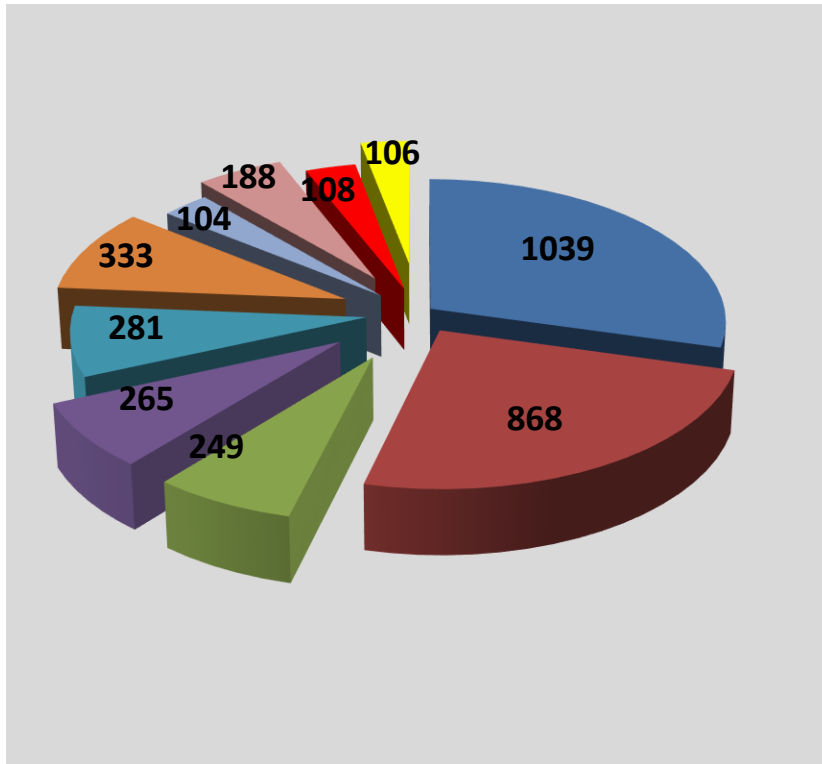
## KEDATANGAN PESAKIT BULANAN JABATAN PESAKIT LUAR HOSPITAL KANOWIT TAHUN 2023

BILANGAN PESAKIT DIRAWAT



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## TEN COMMONEST DISEASES TREATED IN OUT-PATIENT DEPARTMENT(OPD) IN YEAR 2023



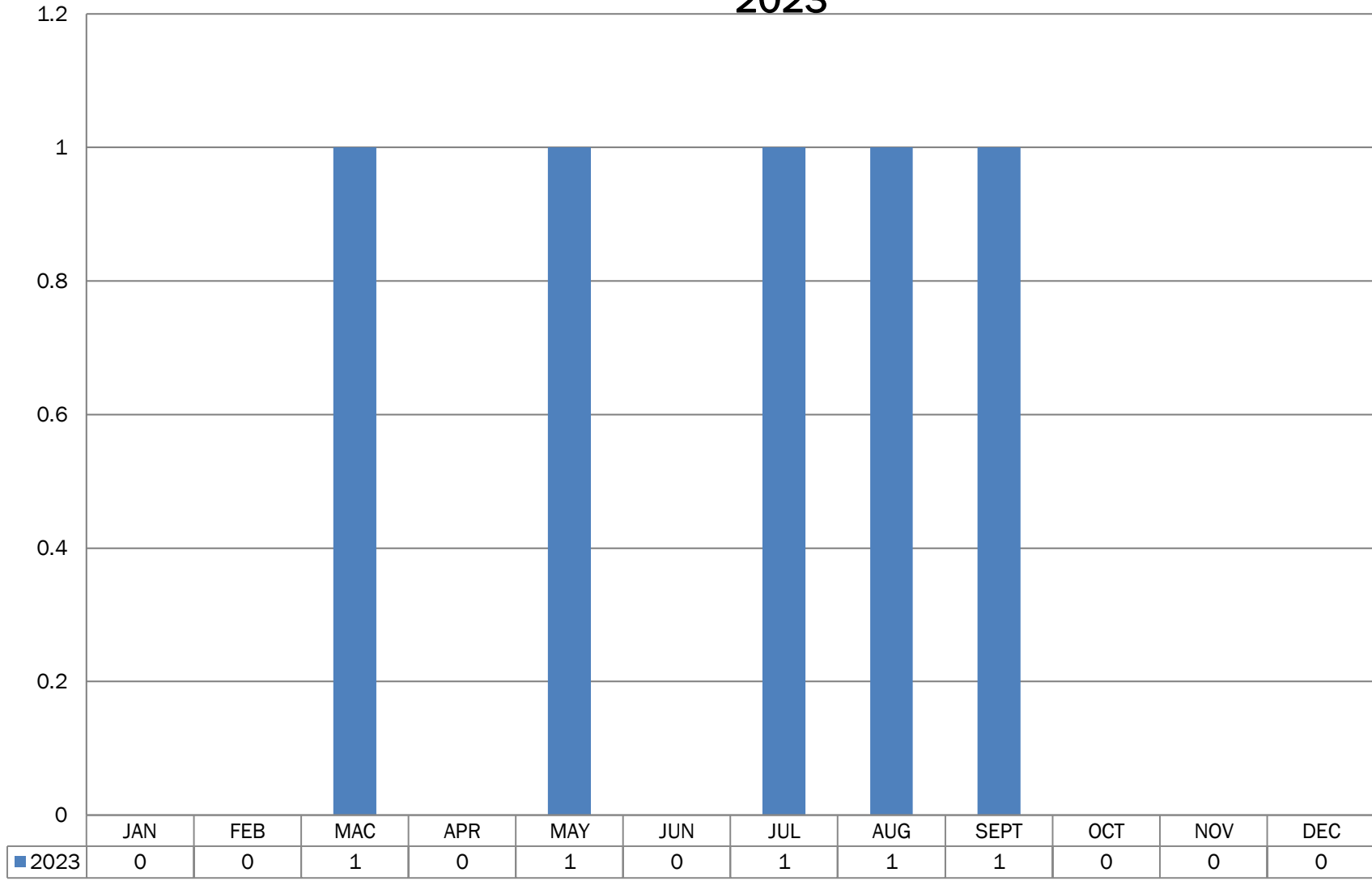
- Factors Influencing Health Status & Contact with Health Services
- Symptoms, signs and abnormal clinical and laboratory findings, not elsewhere classified.
- Disease of Digestive System
- Diseases of the musculoskeletal System and Connective Tissue
- Injury, Poisoning & Certain Other Consequences of External Causes
- Certain infectious and parasitic diseases
- Disease of the Genitourinary System
- Diseases of of skin and subcutaneous tissue
- Disease of the Circulatory System
- Diseases of eye and adnexa

## 10. Incident Reports and RCA for 2023

### Type of Incident Out Patient Department 2023

Type of incident	Jan	Feb	Mac	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total
Prescribing Error	0	0	1	0	0	0	1	0	0	0	0	0	2
Wrong TCA date	0	0	0	0	1	0	0	0	0	0	0	0	1
Omission Error	0	0	0	0	0	0	0	1	1	0	0	0	2
Total	0	0	1	0	1	0	1	1	1	0	0	0	5

# TOTAL NUMBER OF INCIDENT REPORT OUT PATIENT DEPARTMENT 2023



## 11. Activities Out Patient Department for 2023

No.	Activities	Date	Venue
1	Majlis Ramah Tamah Aidilfitri	18.5.2023	Kanowit Hospital
2	Sambutan Hari Jururawat anjuran Unit Kejururawatan Hospital Kanowit	25.5.2023	Kanowit Hospital
3	Ngiling Bidai Hospital Kanowit	28.6.2023	Kanowit Hospital
4	Penilaian Penyusuan Susu Ibu (BFHI)	21-23.8.2023	Kanowit Hospital
5	Jururawat Idamanku	19.9.2023	Kanowit Hospital
6	Paneran Malaysian Patient Safety Week (MPSG)	17.9-21.9.2023	Kanowit Hospital
7	Gotong Royong JPL	28.10.2023	Kanowit Hospital
8	Mesyuarat Unit Kejururawatan Bil 1/2023	21.11.2023	Kanowit Hospital
9	CNE	Setiap Hari Khamis	Kanowit Hospital
10	CME	Setiap Hari Jumaat	Kanowit Hospital
11	Perhimpunan Bulanan	Setiap bulan	Kanowit Hospital

## 12. Out Patient Department POA 2024

Create Health awareness and promote healthy lifestyle					
STRATEGIES	ACTIVITIES	INDICATORS	STANDARD	PERSON RESPONSIBLES TIME FRAME	ACHIEVEMENT
1. Health Screening for all staff	2. TB screening	All MO , PPP & Nurses	100%	MO/PPP/NURSE	
	3. Immunization programme eg, Hep. B	All MO , PPP & Nurses	100%	MO/PPP/NURSE	
Strengthen community responsibilities toward own health					
1. Out reach programme	2. Health Promotion during Hospital Open Day or participate at any Health		1x	Doctors/PPP and Nurses of Out Patient Department	

Objective 1 : Providing and improving out patient service to patients					
STRATEGIES	ACTIVITIES	INDICATORS	STANDARD	PERSON RESPONSIBLES TIME FRAME	ACHIEVEMENT
1. Awareness to all staff with the goals of department and organization	1 Departmental meeting	Name list of Out Patient Department staff attending the meeting & minutes meeting	Every 3 monthly	Person In charge (Nursing Sister)	
Objective 2 : Improving human resource development and management					
1. To strengthen the human resource development by teaching & training	1.To achieve CPD at least 20 points per year	100 % of MO /PPP & Nurses	Yearly	Doctors/PPP and Nurses of Out Patient Department	
	2.Credentialing & Privileging	Achieved log book target	Alls PPP & Staf Nurse	Doctors/PPP and Nurses of Out Patient Department	

Objective 3 : To Improve quality of care and safe delivery of service					
STRATEGIES	ACTIVITIES	INDICATORS	STANDARD	PERSON RESPONSIBLES TIME FRAME	ACHIEVEMENT
1. To achieve good infection control	1.To educate patient and staf regarding personal and hand hygiene	Hospital acquired infection rate and compliance to infection control measures	Incidences of Hospital Acquired Infection Rate is 0%	Doctors/PPP and Nurses of Out Patient Department	
2.To monitor all incident reports	1.To report all incidents. 2.To do root cause analysis if necessary and to take remedial actions are required 3.To follow up the outcome of remedial actions.	Numbers of incidents report per year	Root Cause Analysis completed on time and preventive measures taken	Doctors/PPP and Nurses of Out Patient Department	
3.To achieve KPI Waiting time specialist visiting for quality improvement	1.Data collection, compilation and analysis 3 monthly	% of patients with waiting time of ,<90 minutes to see the doctor at OPD for visiting specialist	To achieve KPI set by ministry of health	Doctors/PPP and Nurses of Out Patient Department	