



# HEALTH SERVICES TRANSFORMATION PLAN, MINISTRY OF HEALTH, MALAYSIA

## HEALTH VISION

A nation working together for better health.

## MOH MISSION

The mission of the Ministry of Health is to lead and work in partnership:

- i. to facilitate and support the people to:
  - to attain their potential in health
  - appreciate health as a valuable asset
  - take individual responsibility and positive action for their health
- ii. to ensure a high quality health system that is:
  - customer centred
  - equitable
  - affordable
  - efficient
  - technology appropriate
  - environmentally adaptable
  - innovative
- iii. with emphasis on:
  - professionalism, caring and teamwork
  - respect for human dignity
  - community participation

### Thrust 1

Developing Talented Health Workforce  
(PSTP: Revitalising Public Servants)

SD1 : Strengthening the planning and management of human resources

1. Develop Human Resource for Health (HRH) Master Plan 2016-2030
2. Increase the capacity of specialist training
3. Strengthening systems for human resource for health management

### Thrust 2

Strengthening Policies & Organizational Capacity  
(PSTP : Re-engineering of Public organisations)

SD2. Formulating and implementation of effective legislation and policy

4. Formulate Safe Drinking Water Act

SD3 Improving the protection and safety to patients and healthcare staff.

5. Establish Department of Clinical Quality and Occupational Health & Safety at the Ministry of Health Hospital.

SD4 Strengthening the organisation and re-engineering of work processes

6. Rationalize the organizational structure of the KKM.
7. Expanding implementation of ICT system (TPC - OCHIS)
8. Introducing & expanding Lean Healthcare
9. Developing Planned Preventive Maintenance (PPM) program for ambulances & health facilities
10. Conducting study on Fee Structure based on actual cost
11. Conducting study to improve level of access, equity and population coverage

### Thrust 3

Enhancing Health Services Delivery  
(PSTP : Enhancing Public Service Delivery)

SD5 Improving access to healthcare services

12. Develop Health Facility Development Master Plan 2016-2030
13. Establish Family Doctor Concept at health clinic level
14. Enhancing Primary Healthcare Team
15. Expanding Home Care Nursing/ Domiciliary Care services
16. Expanding Hospital Clusters concept

SD6 Empowering community to improve health

17. Enhancing Community Health Promotion & Exhibition Centre (CHPC) & Strengthening Health Resource Centre at District Level through collaboration across Agencies
18. Revitalising NGO and community Leaders with leadership skill
19. Expanding KOSPEN Programmes

### Thrust 4

Enhancing Health Collaboration  
(PSTP : Intensifying Engagement)

SD7 Enhancing intersectoral and interagency cooperation.

20. Implementing the National Environmental Health Action Plan ( NEHAP ) through blue ocean strategy .
21. Improving drug safety and detection
22. Involving identified private laboratory in sample testing for pre - registration of products
23. Involving private sector in pre-clinical testing for medical devices .
24. Improving parking facilities in health facilities in collaboration with private sector and other government ministries / agencies

### Thrust 5

Inculcate Corporate Culture Values  
(PSTP : Enculturing Shared Values)

SD 8 Strengthen the inculcation of values and integrity among health workers .

25. Strengthening program to enhance softskill / values / integrity for MOH staff .
26. Strengthening the Leadership Development Program .
27. Strengthening spiritual and mind development programs
28. Strengthening Intervention and Development Program for staff

### Outcome 1

Adequate highly skilled and competent health workforce

### Outcome 2

Effective policies; robust and efficient organization .

### Outcome 3

Improved public access and acceptance to health services

### Outcome 4

Increased cooperation and optimal use of resources.

### Outcome 5

MOH staff with integrity, caring and work as a team .