



# PRODUCTIVITY IN THE ERA OF INNOVATION

## BEST PRACTICES IN HEALTHCARE SECTOR



by

**AMIRUDDIN ABDUL SATAR A.M.N**  
Executive Director/Chief Operating Officer,  
KPJ Healthcare Berhad

20 October 2011

Sunway Pyramid Convention Center



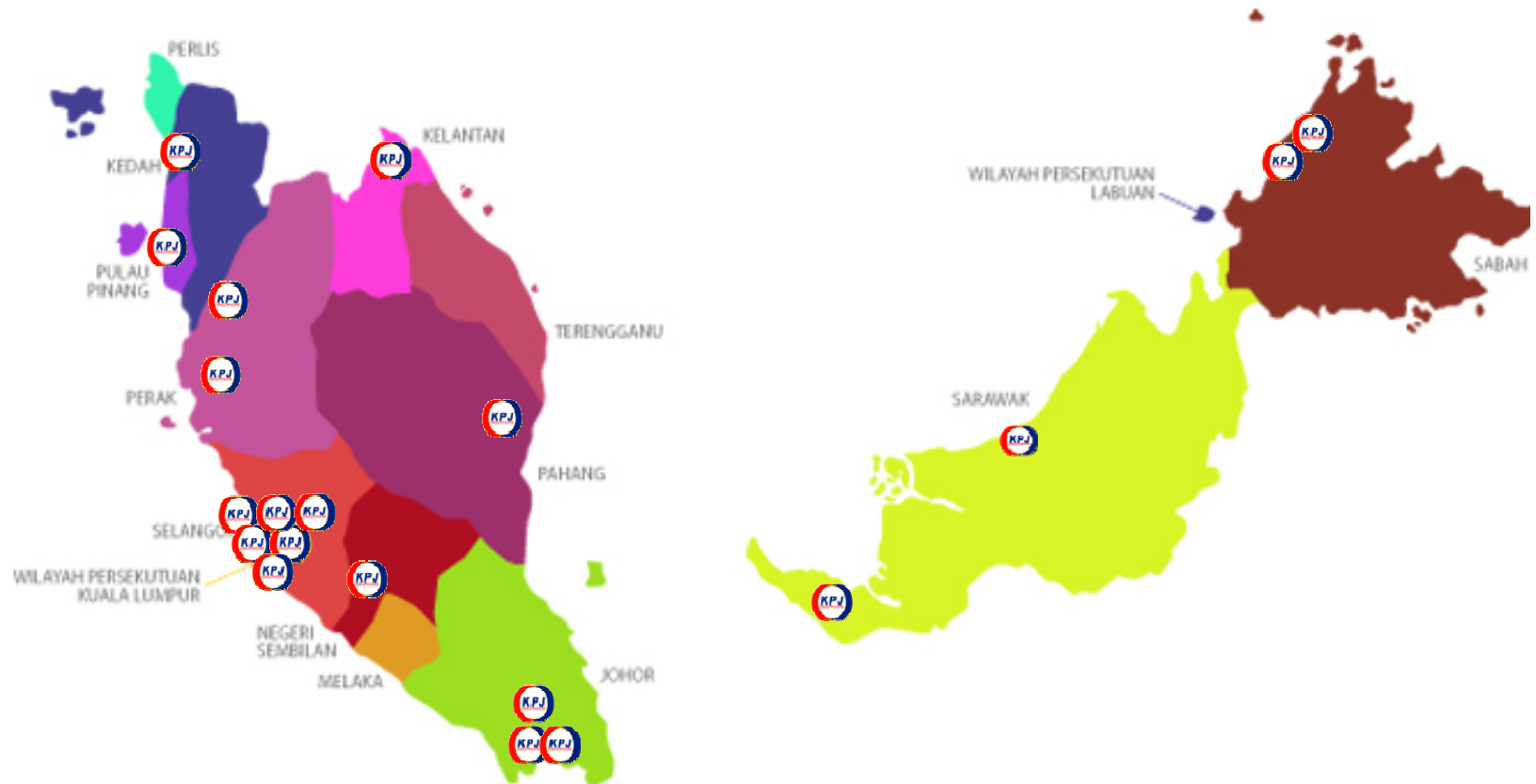
# About KPJ Healthcare Berhad

- Healthcare division of Johor Corp
- Established its first hospital in 1981
- First homegrown healthcare group in Malaysia
- Listed on Bursa Malaysia Main Board on 29 November 1994. Only listed hospital group in Bursa
- More than RM2.6 bn in capitalisation
- Over RM780 million in shareholders funds





# KPJ's Network of Hospitals



- 20 in Malaysia
- 2 in Indonesia



# KPJ's Network of Hospitals

## Johor

- KPJ Johor Specialist Hospital
- Puteri Specialist Hospital
- Kluang Utama Specialist Hospital

## Kuala Lumpur/Selangor

- KPJ Ampang Puteri Specialist Hospital
- KPJ Damansara Specialist Hospital
- KPJ Selangor Specialist Hospital
- KPJ Kajang Specialist Hospital
- KPJ Tawakkal Specialist Hospital
- Sentosa Medical Centre

## Kelantan

- KPJ Perdana Specialist Hospital

## Kedah

- Kedah Medical Centre, Alor Star

## Negeri Sembilan

- KPJ Seremban Specialist Hospital

## Perak

- KPJ Ipoh Specialist Hospital
- Taiping Medical Centre

## Penang

- KPJ Penang Specialist Hospital

## Pahang

- Kuantan Specialist Hospital

## Sarawak

- Kuching Specialist Hospital
- Sibu Specialist Medical Centre

## Sabah

- Damai Specialist Hospital
- Sabah Medical Centre

## Indonesia

- RS Medika Permata Hijau, Jakarta
- RS Bumi Serpong Damai, Jakarta





# Focus on Development of People

- Provide a career path that allow all employees to grow in the organisation
- Provide Training and Education opportunity (sponsorship)
  - In-House Corporate Master Programme 40
  - Bachelor Programme 202
  - Diploma Programme 2447
  - Target training exposure of 30 hours per annum per employee
  - Training cost per annum RM7.3 m
- Availability of Research Funds
- Regular Communication – Annual Assemblies
- Inspire people to excell in their fields



**“Love What You Do,  
Keep Looking For Things  
That You Love To Do,  
Don't Settle”**

*Steven Jobs*

# Corporate/Clinical Governance

- Governance Infrastructure
  - Audit Committee
  - Building Committee
  - Clinical Committee
  - Risk Committee
- Involvement and participation of all level of people from board members to clerical
- Policy development based on consultations
- Incidents reporting
- Monitoring of clinical indicators



# Quality Initiatives

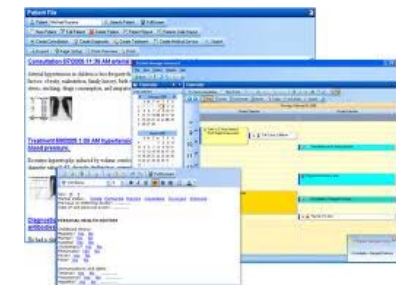
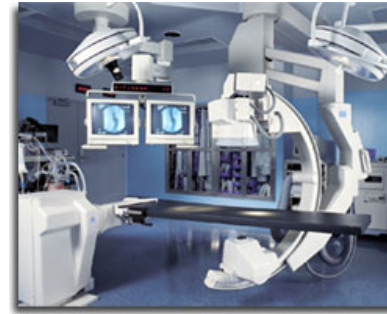
- Accreditation
- Certification and awards
- Competitions
- Application of quality tools
  - BSC
  - TQM
  - ICC
  - Lean Management





# Optimum Spending

- Design the hospital according to local needs and demand
- Right capacity
- Right technology
- Appropriate skill sets
- Establish appropriate IT systems
- Policies and processes





# Focus on Service Excellence

- From SOP to SPP (Standard People Practice)
- Learn from other industries
- Continuous training on customer services
- Solicit customers feedback
- Continuous campaigns and programmes

# Thank you



**KPJ HEALTHCARE BERHAD**

(247079-M)

(A Member of Johor Corporation Group)

**[www.kpjhealth.com.my](http://www.kpjhealth.com.my)**

*Care For Life*