Welcome To The Future

Inside This Issue

History of - Institute for Public Health

History of - Institute for Health Management

History of - Institute for Health Systems Research

History of - Institute for Health Behavioural Research

Vol. 14 No.1 June 2018

National Institutes Of Health, Ministry Of Health Malaysia
The National Institutes of Health (NIH) which consisted of Institute for Medical Research (IMR), Institute for Public Health (IPH), Clinical Research Centre (CRC), Institute for Health System Research (IHSR), Institute for Health Management (IHM) and Institute for Health Behavioural Research (IHBR) was established in 1995 as a part of the implementation of the 7th Malaysian Plan in which the government emphasised on medical research and development. This approach is part of the government’s continuous effort in improving the quality of healthcare services, prevention and effectiveness of eradicating diseases, thereby enhancing the well-being of Malaysians. Upon completion of the new NIH Complex in Setia Alam, all six institutes under NIH will relocate and operate in a centralised facility. Therefore, it is befitting that this bulletin issue pays tribute to these institutes.

This issue features the NIH institutes situated in Bangsar Hill. Readers will be able to learn about the history and contributions of each institute towards the development of healthcare and medical sciences in Malaysia. The Institute for Public Health is recognised for its National Health and Morbidity Survey (NHMS) among many other public health types of research. Findings from NHMS has been used in supporting the Ministry of Health to review priorities and activities of health programme, planning for future allocation of resources and evaluating the impact of strategies.

Institute for Health Systems Research focuses on health policy and system research. Institute for Health Management conducts research and training in healthcare management. Institute for Behavioural Health Research focuses on health behaviour, health promotion, health communication and risk communication.

This issue also covers the history of the development of the NIH Complex and its future direction in becoming the premiere research arm of the Ministry of Health and globally recognised research institution. The establishment of Malaysia’s reputation as a credible research hub on the international stage was further propagated through the recently concluded MOH-AMM Scientific Meeting and International Clinical Conference in Emergency Medicine. NIH also co-organised the 9th Quality Assurance Convention in October 2017.

I would like to express my sincere gratitude to all the editors for their contribution to the development of this bulletin. I sincerely hope that this issue of NIH Bulletin will adequately commemorate the rich history of the NIH as well as acknowledging the contributions of the NIH institutes and instil a sense of pride and accomplishment in the NIH workforce. Enjoy reading.

From The Desk of

Tee Guat Hiong
Head
Office of Communication and Public Liaison,
National Institutes of Health, Ministry of Health, Malaysia
In the early 1900s, Malaya was still under the British administration. The London-based Kuala Lumpur Rubber Co. Ltd. (KLR) set out to plant rubber trees around Kuala Lumpur to capitalise on the booming rubber price. The Bunge-Grisar rubber estate or Bungsar Estate was named after KLR’s first board members; Mr Edouard Bunge and Mr Alfred Grisar. The Bungsar Estate was later renamed as Bangsar. One of the earliest government buildings in Bangsar was the European Hospital which was built in the early 1900s. This hospital was also known as Bangsar Hospital by the locals. During the 1950s, several companies including The Malayan Railway (KTM) and National Electricity Board (TNB) housed their staff and families in Bangsar due to its convenient location.

The European Hospital was a sprawling complex, comprising of administrative blocks, wards and quarters for the staff. In 1920, after the First World War, the facilities were upgraded to include 25 cellblocks which were the First Class Ward for Europeans only. By 1931, its policies went through a change, and it reopened as Bangsar Hospital, treating first-class medical cases across all races.

In the 1960s, the maternity wards and quarters were demolished to make way for the Public Health College. In 1966, the Health Inspectors Training School and the Nurses Training School were transferred to this College. The College was officially inaugurated and in the following year developed into the Public Health Institute in the 1970s. Meanwhile, the administrative blocks and operation theatres were replaced with the building of the Institute for Health Management in 1997.
The Institut Kesihatan Umum (Institute for Public Health) is an organisation within the Ministry of Health (MOH) and referred to as IKU. It is the first and leading institute in the nation focusing on public health research, training and consultancy for internal and external agencies.

In the second Five Year Rural Development Plan (1961-1965), the government saw the need for an institution that would be able to review and coordinate existing health training programmes at state and federal levels to cope with expanding health services, as well as to conduct studies aimed at improving existing health services. The decision was also made based on a review and consultation from a WHO consultant for MOH to establish such an institution.

The foundation stone was laid on 4 September 1964 by the Minister of Health Malaya, and by the end of 1965, an 8-storey tower block was completed. In 1966, Public Health Nursing (PHN) and Public Health Inspector (PHI) training courses moved to the new building to form the Maktab Kesihatan Umum (College of Public Health) which was officially declared open by the Minister of Health in July 1967. The PHN courses were initially housed in Bangsar Hospital while the Health Inspectors Training School was established at Jalan Young (now Jalan Cenderasari). During the early 1970s, the Maktab (College) changed its name to Institut (Institute), reflecting its growing maturity.

From 1967 to mid-1980s, the primary focus was training. The college also provides technical support to the programmes of the MOH. Initially, the thrust was to support the development of the rural services and community development programmes. Some national health programmes including Malaria Eradication, the National Environmental Sanitation Programme and Applied Food and Nutrition Programme were initiated. Subsequently, the focus shifted to improving the quality of training and upgrading the technical skills of health personnel in accordance with their roles in the health services. Over the years, IKU became the leading public health centre in the country. From the year 2000, three institutes evolved from IKU namely, Institute for Health Management, Institute for Health Systems Research and Institute for Health Behavioural Research (Figure 1).

From the 1980s to 1990s, the focus shifted to improving the quality, effectiveness and management of health services. The economic downturn at that time demanded more and better quality health services with limited resources. In 2003, IKU became a part of the NIH, and it focused more on research activities. Since 2011, the National Health and Morbidity Survey became an annual agenda for IKU. As a centre for epidemiological survey research, many other nationwide epidemiological surveys are also being carried out.
1966 onward

- Long training courses: 44 weeks: Public health nurses
- 1 year: Health inspectors

1970 onward

- Continuing professional education short courses (1-3 weeks): Orientation and refresher courses for health staff on new programmes and updates on technical issues

1973

- 5 Regional training centres (RTC) for family planning / family health

1975 & 1976

- Long training courses: 3 years: Health Inspectors
- 21 Months: Post-graduate course in health education

1977 onwards

- Field Training Centres (FTC) for health inspectors: for the 48 weeks placement during the 3 year course. Initially 5 FTC’s later gradually increased to 9

1982

- RTC: Training in family health for staff health nurses

1985 onwards

- Health Systems Research: Research projects and training courses

1985 onwards

- Management Training: Modular Courses for health and hospital staff

1991 onwards

- 1 year courses: Certificate of Education for Teachers of Health Personnel

1995-2002: PHN training experimented with distance learning approach - not successful

1978: 1 year Health Inspector training fully replaced by the 3 year course

1997: Health Inspector training converted to Diploma in Environmental Health and accredited to UiTM

1996: Health Education Course accredited at Masters level by Universiti Kebangsaan Malaysia

2004: Health Inspector training moved to Allied Health Sciences College, Sungai Buloh

2005: Health Education course moved to become the nucleus of new Institute for Health Behavioural Research

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

1990s: Corporate Culture & Hospital Management courses

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

2002: HSR moved to become the nucleus of the new Institute for Health Systems Research

2004: Health Inspector training moved to Allied Health Sciences College, Sungai Buloh

2005: Health Education course moved to become the nucleus of new Institute for Health Behavioral Research

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

1995-2002: PHN training experimented with distance learning approach - not successful

1978: 1 year Health Inspector training fully replaced by the 3 year course

1997: Health Inspector training converted to Diploma in Environmental Health and accredited to UiTM

1996: Health Education Course accredited at Masters level by Universiti Kebangsaan Malaysia

2004: Health Inspector training moved to Allied Health Sciences College, Sungai Buloh

2005: Health Education course moved to become the nucleus of new Institute for Health Behavioural Research

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

1990s: Corporate Culture & Hospital Management courses

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

2002: HSR moved to become the nucleus of the new Institute for Health Systems Research

2004: Health Inspector training moved to Allied Health Sciences College, Sungai Buloh

2005: Health Education course moved to become the nucleus of new Institute for Health Behavioural Research

2006: PHN training moved to Allied Health Sciences College, Sungai Buloh

The stone to commemorate the inauguration of IKU

The mural describes the rural population who were the primary beneficiaries of the work of IKU graduates
The Institute for Health Management (IHM) traces its humble beginnings to a small division within the Institute for Public Health, known as the Management Training Division. Over the years, it was decided that the Management Training Division was to stand alone as a separate institute. As such, IHM was proposed during the 6th Malaysia Plan (1991-1995) as one of the six institutes under the umbrella of National Institutes of Health (NIH).

In December 2000, construction of the building that would be known as the Institute for Health Management was completed. The building was complete with auditoriums, discussion rooms, classrooms, hotel rooms, a gymnasium, cafeteria and recreation rooms. The Management Training Division segregated itself from the Institute for Public Health and took its place as IHM majestically on the top of the Bangsar Hill. Institute for Health Management was auspiciously launched on 11 August 2003 by the then Minister of Health, Datuk Chua Jui Meng.

The institute was established with the purpose to conduct high-quality research and training targeting specifically professionals and middle-level managers within the Ministry of Health. Research projects and training carried out by the institute focuses on health service priorities based on the national health agenda as outlined in the 9th Malaysia Plan (9MP). The goals of the 9MP relate directly to the core functions of IHM, which are to enhance healthcare delivery system and optimise resources through research and training.

One of IHM’s oldest initiative is SERVQUAL (Service Quality) which has been used to measure patient satisfaction in hospitals in Peninsular Malaysia since 1999. Over the years, SERVQUAL has evolved and was finally condensed into the 13 questions which were used in the 2008 studies. This version is called SERVQUAL KKM.

In 2017, more than 90 MOH hospitals throughout Malaysia are using SERVQUAL KKM.

In the early years, IHM played an essential role in Corporate Culture (Budaya Korporat) training for MOH staff and research about the practice of Corporate Culture within MOH from 1995 to 2010.

In 2007, IHM expanded its training internationally and hosted the first Malaysian Technical Cooperation Programme – Epidemiological Intelligence and Management Programme (MTCP-EIMP) in partnership with Public Health Division, National Public Health Laboratory (MKAK) and Institute for Medical Research (IMR), under the auspices of the Ministry of Foreign Affairs. Since then, IHM has conducted a total of 9 MTCP-EIMPs and one MTCP-HRP (Harm Reduction Programme). Up to date, the Institute for Health Management has trained 172 participants from 48 MTCP member countries all around the globe.
One of IHM’s pride is the Talent Grooming Programme (TGP) for Technical Healthcare Professionals. TGP was mooted by the Director General of Health Malaysia to groom leaders of tomorrow for succession planning within the Ministry of Health ultimately improving the performance of the health system and health status through effective health leadership and organisational governance. As to date, there are 7 TGP cohorts, and the first cohort had recently received their certificates of completion in the middle of last year.

Another well-established initiative is the cluster hospital initiative where IHM conducts action research workshops in collaboration with Medical Development Division. Action research was first introduced to improve the MOH healthcare service delivery in 2003. Cluster hospital initiatives spearheaded a reduction in overcrowding of government specialist hospitals, improved underutilization of non-specialist hospitals by increasing their bed occupancy rates to 61.7% and reduced cost of healthcare while increasing efficacy and efficiency of healthcare services. Currently, there are 13 clusters involving 18 specialist hospitals and 28 district hospitals.

Both TGP and Hospital Cluster were components of the many innovative initiatives by the Ministry of Health in accordance to the slogan of “Innovating Healthcare for Healthier Malaysians” that made it to the 5 top finalists for the Anugerah Inovasi Perdana Menteri 2017.
The 12th Ministry of Health-Academy of Medicine (MOH-AMM) Scientific Meeting incorporating the 20th NIH Scientific Meeting and 5th International Clinical Conference in Emergency Medicine (ICCEM) was held from 30 October to 1 November 2017 at Putra World Trade Centre, Kuala Lumpur. This international event with the theme “Battling NCD - New Strategies” was attended by over 800 local and international participants.

The biennial scientific meeting was organised by the Malaysian Society of Traumatology and Emergency Medicine (MASTEM), National Institutes of Health Malaysia and Academy of Medicine Malaysia. The event was officiated by the Deputy Minister of Health Malaysia YB Dato’ Seri Dr Hilmi Bin Haji Yahaya, who witnessed the procession of specialists for the Fellowship Conferment and Induction Ceremony, followed by the 2017 Tunku Abdul Rahman Putra Lecture Award presentation to Datuk Dr Yeoh Poh Hong.

The three-day occasion boasted exciting plenary sessions and concurrent symposiums, delivered by more than 70 speakers from Malaysia and across the globe. Day one of MOH-AMM focused on Battling NCD through public health initiatives from national and international perspectives; this was followed by the 51st Annual General Meeting of the AMM. The second day focused on 20th NIH Scientific Seminar with discussions on NCD research with topics on obesity, cancer, public health, biomedical and clinical research. The final day was solely on ICCEM, which addressed violence, mental wellness and ST Elevation Myocardial Infarction (STEMI) network. The event featured more than 25 exhibitors from institutes and local companies and showcased more than 112 posters by researchers in various categories.

The MOH-AMM Scientific Meeting concluded with a closing ceremony in which winners of each category were awarded prizes and certificates.
incorporating the 20th NIH Scientific Seminar & 5th International Clinical Conference in Emergency Medicine (ICCEM)
The Institute for Health Systems Research (IHSR) is one of the research institutes under National Institutes of Health (NIH). It plays a significant role in providing evidence for decision and policy-making as well as being the centre for quality assurance monitoring for the Ministry of Health (MOH).

IHSR was initially established in 1988 as a Unit within the Institute for Public Health. Subsequently, it expanded into a Division and became an entirely independent institute in November 2002.

IHSR was initially located within the Institute for Public Health until April 2005 when it acquired its premise at Bangsar Hill. The Institute was a modest two-storey building with yellow and purple coloured exterior walls. In 2012, the Institute was relocated to a new facility in Setia Alam while awaiting migration to the NIH Complex.

IHSR has been designated as a WHO Collaborating Centre (WHOCC) for Health Systems Research since 1988, and it has been re-designated every four years; the current term is for 2017-2021. This recognition was expanded to the WHOCC Health Systems Research and Quality Improvement in 2001. This recognition led to the placement of the National Quality Assurance (QA) Secretariat within this Institute. The QA Secretariat acts as the coordinating centre for the development of Quality Assurance Programmes (QAPs) in the MOH.

Through the years, IHSR has developed its research activities from purely Health Systems Research to the addition of Health Care Quality Research and currently, Health Policy and Systems Research (HPSR). HPSR encompasses the research areas of Health Care Services, Health Outcomes, Health Care Quality, Health Economics and Health Policy Studies and Analysis.
IHSR’s core business is conducting research, training and consultations in these research areas. Currently, the Institute consists of seven divisions, namely the Health Policy Studies and Analysis; Health Care Quality Research; Health Outcomes Research; Health Economics Research; Medical Statistics, Data Management & ICT and Administration.

IHSR aspires to strengthen its role in facilitating decision and policy-making within and outside the Health Ministry through building its capacity in knowledge translation to promote the use of evidence in health policy and practice.

PRESENTATION OF RESEARCH FINDINGS
In 2017, technical staff from IHSR participated in research presentations at several events held at local and international levels. There were a total of 145 oral and five poster presentations at local events; and 26 oral and eight poster presentations at international functions.

TRAINING
In 2017, IHSR had organised a total of 35 training programmes with a number of them involving collaboration with other agencies. These courses were open to institute personnel and others within the MOH. In addition, IHSR staff had attended various courses held within and outside the MOH for both professional and personal development.

CONSULTATION
Throughout the year, IHSR provided consultation services and technical assistance to external agencies on matters related to health policy and systems research, quality assurance and improvement, research methodology and others.

WAY FORWARD
In 2018, the Institute will relocate to its new premise at the NIH Complex in Setia Alam along with the other Institutes of the NIH, and face new challenges in its role of improving healthcare delivery, policy and practice according to the changing needs of the nation.
Institute for Health Behavioural Research (IHBR) is an institution dedicated to conducting health behavioural research, foster advances in measurement of health behaviours, advance the use of health behaviour theories, and promote collaboration among institutions, Ministry of Health (MOH), agencies and universities. IHBR was formed by the merging of Institute of Health Promotion (IHP) which was under the supervision of the Behavioural and Social Research Division, Institute for Medical Research (IMR) and the Health Education Unit, Institute for Public Health (IKU).

The idea of establishing IHP in 1987 was based on activities carried out by the Division of Social and Behavioural Research, IMR. Health Behavioural Research was seen as very important in the healthcare system as it provided behavioural determinants of health which contributed to the planning, implementation and evaluation of health promotion programmes. The research work carried out by this division focused more on the health behaviour of individuals and the community that was closely linked to communicable diseases like malaria, tuberculosis, dengue and leprosy. In 1996, MOH proposed to expand the role of the Division of Social and Behavioural Research to be on par with that of an institute. The IHP was thus established as an institute in July 1999.

Establishment of Health Education Division in IKU began with the need to create Health Education Officers (HEO) in the country. These officers with a tertiary level of education were needed to qualify as programme managers to implement well-planned health education activities with the right strategies and evaluation components. MOH established the Health Education Division at IKU to carry out the Post Graduate Course in Health Education. The first batch of HEOs with a first-degree qualification was recruited in 1975 and placed in IKU to complete the Post Graduate Course in Health Education. In 1992, the National University of Malaysia supported the accreditation proposal and laid the groundwork towards formally accrediting the course and agreed in principle to award the Masters in Health Sciences (Health Education). The first batch of HEOs graduated with Master of Health Sciences (Health Education) in 1998.
In December 2005, in line with the need and extended scope to focus on health behavioural research, the IHP merged with the Health Education Division. In 2007, IHP changed its name to IHBR. Since then, IHBR has been working toward becoming an institute that advocates health messages through research, consultancy, training and advisory services to ultimately create positive behaviour changes for a healthier lifestyle in the communities in achieving a healthy nation status. The research scopes of IHBR include health literacy, behavioural issues, health promotion and risk communication as well as evaluation of health promotion programmes.
The National Quality Assurance (QA) Convention is a biennial event that has started since 2001 and has entered its 9th edition in 2017. The event serves as a platform for participants to share knowledge and experience on quality assurance and quality improvement methods from various perspectives and backgrounds.

The 9th National QA Convention 2017 was jointly organised by MOH, IHSR, Perak State Health Department and the Lean Centre of Excellence, Universiti Kuala Lumpur (UniKL). It was successfully held at the Sungai Siput Convention Centre, Perak from 24 to 26 October 2017.
The theme for this convention was “Enhancing Quality: Do More With Less”, and it was officiated by YBhg Datuk Dr Shahnaz binti Murad, Deputy Director General (Research and Technical Support) Ministry of Health.

The convention was attended by 800 participants from organisations, institutes and hospitals within MOH and PPUM. Events during the conference included a QA Project Competition comprising of 16 oral and 32 poster presentations, a marketplace poster presentation of 42 posters and four lectures by invited speakers. In addition, UniKL conducted a pre-convention seminar on ‘Lean Healthcare’.

Award ceremonies recognised achievements in the implementation of quality improvement activities. The ‘Anugerah Tokoh QA Cemerlang’ was presented to 15 recipients, and Lean Champions were awarded to 20 MOH hospitals. Awards were also given to winners of the oral and poster presentations.
When you walk through the central courtyard garden where tropical flowers bloom, you are greeted with two galleries showcasing Malaysian researchers’ world-class achievements of healthcare research in biomedical, public health, health management, health systems, health behavioural and clinical research. As you walk further, you will discover a big LCD screen showing a live telecast of a prestigious international conference with top-notch researchers lecturing, and it is from the main Auditorium, located just a few steps from you. A stream of researchers greets you as they pass by, and another group with sports attire fresh from the gymnasium.

As you reach the elevator, the door opens to a rush of enthusiastic university students with their ‘research projects’ in their arms, engrossed in an in-depth discussion. You step into the elevator, a sophisticated scanner scans your ID, and you proceed to your destination. While you walk past the well-lit corridors and go through the “Authorised Personnel Only” glass door, a low-humming sound of state-of-the-art electron microscope welcomes you. You wave at your fellow hardworking peers who are diligently typing their current research findings and analyses at their workstations. Warning signs of “Danger”, “Radioactive”, and “Caution” are prominently displayed on the walls, and within the walls, fellow researchers undergo ground-breaking research of their expertise.

Dear fellow researchers, a new exciting landmark awaits us!
Located in the midst of a bustling township of Setia Alam, the National Institutes of Health (NIH) complex is Malaysia’s first integrated research complex equipped with state-of-the-art facilities. This iconic landmark was built in accordance with the Green Concept whereby the complex is environmentally friendly, energy efficient, self-sustainable and spacious.

This new complex consists of six research institutes which are the Institute for Medical Research (IMR), Institute for Public Health (IPH), Institute for Health Management (IHM), Institute for Health Systems Research (IHSR), Clinical Research Centre (CRC) and Institute for Health Behavioural Research (IHBR). This integration of institutes allows for better coordination to optimise resources and facilities, strengthen innovation and competitiveness in research and elevate the standard of research, training and consultation.

In order to preserve the identity of each institute and to reflect the distinct nature of their research and the workforce, each institute is provided with a defined building with specific colour schemes. The shared facilities of auditoria, meeting rooms, multipurpose halls, lecture halls and cafetaria are located strategically and centrally between the institutes. These are important spaces that complement the six research institutes without wasting resources and inefficient replication.
The NIH directors expressed their aspirations

**Director of CRC**
Dr. Goh Pik Pin
Director of CRC

The restructuring of NIH and the coming together of staff from different institutes into the new NIH complex at Setia Alam provides an opportunity for us to re-establish our purpose at work in order to fulfill our life for a greater meaning. Let's put into best possible use of our talent and passion in research to provide facts and evidence that will improve healthcare services to the people.

**Director of IMR**
Dato’ Dr. Fadzilah Bt. Kamaludin
Director of IMR

IMR shall continue to cultivate a culture of excellence and develop the highest standards for biomedical research in the country that is recognised both regionally and internationally. This can only be achieved through sustained dedication discipline, innovativeness, commitment and funding. Investment into research leads to better health outcomes for the community.

**Director of IKU**
Dr. Hj. Tahib Bin Aris
Director of IKU

IKU aspires to become our country’s center of excellence in epidemiological survey research, training, and consultancy. We hope to achieve greater heights in reducing disease burden for the betterment of our country by providing up to date evidence for policy decisions. IKU also aims to create smart partnerships and collaboration with national and international partners.

**Director of HSR**
Datin Dr. Siti Haniza Bt. Mahmud
Director of HSR

As I look back on past achievements of HSR, I remain confident that the Institute will continue to produce quality Health Policy and Systems Research, with an emphasis on translating research evidence into health policy and practice. I trust that the genuine intent within HSR will continue to facilitate policy making and this will contribute significantly to health sector reform and efficiency of healthcare system. My best wishes for continued success and excellence.

**Director of IHR**
Dr. Nor Izzah Bt. Hj. Ahmad Shauki
Director of IHR

True greatness will be achieved through the abundant mind that works selflessly with mutual respect for mutual benefit. IHR will continue as the premier research and training centre for MOH driven by forward-facing, innovative ideas and strong partnerships across all borders to produce high impact research outcomes and cultivate aspiring future healthcare leaders for the betterment of our nation.

**Director of IPTK**
Dr. Manimaran A/L Krishnan Kaundan
Director of IPTK

Institute for Health Behavioral Research will perform as the centre of excellence in the field of health behavioral research and doing this field of research to the fore. The Institute will deliver the service in a timely manner and professionally to a competent level in translating the research into evidence for the benefit of the nation.