

SisPAA: What Is Clients' Complaint in Lembah Pantai Health Facilities?

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ABSTRACT

INTRODUCTION: Sistem Pengurusan Aduan Awam (SisPAA), Ministry of Health (MOH) provides an online platform for public to make complaints about MOH's services. The objective of this study was to identify the total number and characteristic of the complaints raised related to health services delivered by facilities under Lembah Pantai Health Office (LPHO). **METHODS:** This study analysed secondary data retrieved from SisPAA, MOH. All complaints captured in SisPAA from January 2016 to December 2018 were analysed and descriptive data was presented by frequency and percentage. **RESULT:** A total of 272 complaints were recorded for the past 3 years and 44 (16.2%) were complaints related to health facilities. With total of 947,216 attendances in 12 health facilities, the complaint rates were 4.6 per 100,000 attendances. Regarding the characteristic of the complaint, higher percentage was noted among female complainers (52.3%), age group between 21-40 years old (80.0%), 72% by those who received the service itself and Malay ethnicity (65.9%). Half of the complaints were lodged related to Klinik Kesihatan's services, 60% of complainers submit their complaint within one week from the date they came to clinics, and 38% were related to attitude of the staffs. Majority of the complaints were investigated and solved within 15 days, with median of 11.0 days (IQR 6 days). Investigation reports revealed 61% of the complaints were classified as valid. **CONCLUSION:** The rate of public complaints related to health facilities under LPHO was considered low, however more than half of the complaints were concluded as valid complaints.

KEYWORDS: SisPAA, public complaints, health facilities, health service

Situational Analysis of Measles Cases Among Population in WPKL & P for 2018.

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ABSTRACT

INTRODUCTION: Measles is generally characterised by appearance of fever, diffuse maculopapular rashes and triad of cough, coryza and conjunctivitis with a high infectivity rate of up to 18. The incidence of Measles in Malaysia has risen from 197 cases in 2015 to 873/1 mil population in 2016. Despite the implementation of the national Measles Elimination Program (MEP) Measles still remain endemic with a triennial peak. Since 2015 the trend of Measles cases is on a rise in WPKL and Putrajaya. **Methodology:** Measles data from the Ministry of Health (MOH) e-measles and e-notification system was analysed from five districts under WPKL and P. **RESULTS:** A total of 169 confirmed Measles cases were identified from 931 notified cases with 11 Measles outbreaks recorded throughout 2018. Male and females were equally affected with Malays being predominant (87%). Majority of the cases were from the Titiwangsa district (38%). The most affected age group were children below the age of 6 (70%), 42% aged below one. From the affected population 39% were either un-immunised or had unknown vaccination status. **DISCUSSION:** Measles remains as a constant threat to the population. Vaccination coverage and pockets of unimmunised sub-population remains a major reason for this. Continuous efforts such as a three yearly supplementary immunization mopping up activity, strict laboratory surveillance system and raising awareness on the importance of vaccination would be the key step in reaching Measles elimination by 2025.

KEYWORDS: Measles, Vaccine preventable diseases