

# 15 Minutes or Less: Does the Ambulance Response Time (ART) Has Impact on Patient's Outcome?

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## ABSTRACT

**Introduction:** Ambulance response time (ART) is one of the key performance indexes set by the Ministry of Health Malaysia, in which the response time must be less than 15 minutes in priority one cases. The correlation of ART and the outcomes of patients has not been assessed in Malaysia. The objective of this study is to evaluate the impact of ART and outcomes of patients in Kelantan, Malaysia. **Methods:** This was a single centre study with an Emergency Medical System serving 347,673 population of various races, age, and gender. Patients included were coordinated by Medical Emergency Call Centre that received call from Malaysian Emergency Response Services (MERS) 999 or direct line. Patients must meet Delta and Echo classification using Medical Priority Dispatch System for priority one cases with age more or equal to 18 years. Data collection was done from November 2019 to March 2020. Patient outcomes were analysed using IBM SPSS version 25 in terms of mortality, morbidity, and the length of stay (LOS). **Results:** A total of 175 ambulance calls were recorded during the study period in which the ambulances could reach 141 (80.6%) of patients within 15 minutes or less. The remaining 34 (19.4%) calls were responded in more than 15 minutes. Association between ART and mortality and morbidity was not significant with p-value=0.746 and p-value=0.749. Medians for the LOS among admitted patients were the same (four days). **Conclusion:** This study showed that there are no significant correlations between ART, less or equal to 15 minutes, and the eventual outcomes of patients.

# Is the Compulsory Research Project the Main Issue in Completing Talent Grooming Programme? A Qualitative Study

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## ABSTRACT

**Introduction:** One of the initiatives of the MOH in developing future healthcare leaders is through the Talent Grooming Programme for Technical Healthcare Professionals (TGP). A research project is made mandatory before the participants can complete the programme. However, only 46.2% of them completed TGP within the stipulated time of 3 years. Therefore, a study was performed to evaluate the issues and challenges in completing the programme. A qualitative study was conducted to explore the personal experiences of talents by looking at the issues and challenges in completing TGP. This paper highlights the issues revolving around TGP Project. **Methods:** Maximum variation sampling was used to recruit 57 participants who were probe using semi-structured interviews between Sept 2019 - Mac 2020. Interviews were audio-recorded and transcribed. Thematic analysis was performed using open coding followed by second-order coding. **Results:** TGP project was the main obstacle for many talents towards completing TGP. The challenges could be divided into three categories, namely individual reasons, workplace challenges, project planning and execution. The main issue under individual reasons was lack of knowledge and experience in research. Time constraint emerged as the foremost issue related to workplace challenges. The narrow scope of TGP research project was a major setback in the project planning and subsequently the main hindrance towards project execution and TGP completion. **Conclusion:** Scope expansion to provide similar consideration to projects that best reflect the leadership skills at the workplace of the talents should be taken into consideration besides providing more research support to talents.