THE 13TH MEETING OF THE COMCEC POVERTY ALLEVIATION WORKSHOP GROUP
(4th April 2019, Crown Plaza Hotel, Ankara)

MALAYSIAN HEALTH CARE SYSTEM
towards enhancing Universal Health Coverage

BY:
MINISTRY OF HEALTH, MALAYSIA
1. Country Profile
2. Overview of Malaysian Health Care System
3. Achievements
4. Enhancing UHC: Malaysian Experience
5. Issues & Challenges in achieving UHC
6. Way forward
Malaysia - Southeast Asia (two land masses separated by the South China Sea)

- Malaysia occupies a central position within Southeast Asia
- Consist of two land masses separated by South China Sea
- Land area: 330,289 sq km
- Population (2018) – 32,385,000 million
  - Age 0-14 years: 24.1%
  - Age 15-64 years: 69.7%
  - Age ≥ 65 years: 6.2%
- Life expectancy (2016)
  - Male: 72.5 years
  - Female: 77.2 years
- Aging population by 2020 (DOS Malaysia definition)
  - Age ≥ 65 years: 7%
- Multiethnic population:
  - Malay – 69.1%,
  - Chinese – 23.0%,
  - Indian – 6.9%,
  - Others - 1.0%

• Urban: 76%
• Real GDP Growth: 5.9% (2017)
• GINI coefficient – 0.399
• Per capita gross national income (2017):
  • MYR 42,930 (USD 10,573)

Source: Department of Statistic Malaysia, Department of Statistics and U.S. Department of State
### Malaysian Health System: Dual System

#### Public

**FEDERAL AGENCIES**
- Min. of Health - *main provider & funder*
- Min. of Higher Education - *University Hospitals*
- Min. of Defence - *Army Hospitals*
- Dept. of Social Welfare (Min. of Women, Family & Community Dev.) – *Services for disabled person, children, women, etc*
- SOCSO (Min. of Human Resource) – *protection for employees against contingencies, occupational disease & accidents*
- EPF (Min. of Finance) – *savings that can cover medical expenses*
- Others

**STATE GOVERNMENT**
- Local Authorities – *public health services*
- Municipal council - *public health services*

#### Private & NGOs

- Private hospitals
- Private clinics
- Private laboratories
- Private pharmacies
- Private nursing homes
- Private health insurance companies
- Managed Care Organisation
- NGOs
  - MAKNA
  - National Kidney Foundation
  - Malaysian AIDS Council
  - MERCY Malaysia
  - Others
3.8.1 HEALTH SERVICES COVERAGE

3.8.2 FINANCING

Source: SDG index and Dashboards Report 2018 by Bertelsmann Stiftung, July 2018
ACHIEVEMENTS

IMPROVING LIFE EXPECTANCY AT BIRTH

REDUCTION IN MALARIA CASES

eMTCT HIV (WPRO)

IMR — Infant Mortality Rate
NMR — Neonatal Mortality Rate
CDR — Crude Death Rate
TMR — Toddler Mortality rate
AWARDS RECEIVED BY MALAYSIAN HEALTHCARE

• World-class healthcare facilities; Internationally recognised

• Well-governed by strict regulations
• Stringent quality and safety standards set by Ministry of Health (MoH)
• National and International accreditations, eg. MSQH, JCI, ACHS

• Expertly trained healthcare professionals from reputable institutions in Malaysia, UK, Australia and USA

• Health Tourism (Private)

  • International Medical Travel Journal (IMTJ) Medical Travel Awards 2015 and 2016
  • Frost & Sullivan Asia Pacific Healthcare and Tourism Awards 2016
  • World’s Best Hospitals for Medical Tourists by Medical Travel Quality Alliance (MTQUA)
  • 8th Annual World Medical Tourism & Global Healthcare Congress
  • 2015 MasterCard-Crescent Rating Global Muslim Travel Index - Top Country for Muslim Travel
  • Nomad Capitalist’s “Five Best Countries for Medical Tourism” 2014
  • Reader’s Digest Asia Gold Trusted Brand Award 2015 in the “Private Healthcare” category
  • International Living’s Annual Global Retirement Index 2014 – 2019
ENHANCING
UNIVERSAL HEALTH
COVERAGE

MALAYSIA’S EXPERIENCE
144 Hospitals and Special Medical Institutions with 41,995 beds

1060 health clinics
1803 community clinics

187 private hospitals with 13,957 beds
7335 registered medical clinics
1992 registered dental clinics

12 flying doctor teams

PHYSICAL ACCESS

Ambulatory/Day Care Centre
EXTENSIVE SECONDARY & TERTIARY CARE SERVICE

- Respiratory Medical Institute
- Rehabilitation Hospital
- State Hospital
- National Cancer Institute
- National Heart Institute
- District Hospital
DISTRIBUTION OF HEALTH FACILITIES

Legend:
- Government Health Clinics
- Private Health Clinics
- Highway

Distribution of Government (MOH) Hospital in Malaysia

Distribution of Private Hospital in Malaysia
Improving Access to Quality Healthcare Services at Hospitals:

- Clustering - Sharing resources
- Lean Healthcare – optimizing resources

2018
13 Cluster Hospitals
47 Hospitals
20 Hosp with specialists
27 Hosp without specialist
Improving Access to Quality Primary Healthcare Services: Expanded scope, services & operating hours

1960
Mother & Child
Family Planning
Outpatient Services
Environmental Health
School Health
Dental Care
Pharmacy Services
Laboratory Services

1980
Mother & child
Family planning
Outpatient Services
Environmental Health
School Health
Dental Care
Pharmacy Services
Laboratory Services
Child with Special Need
Adult Health
Elderly Health
Cardiovascular Disease
Mental Health
Adolescent Programme
Sexually Transmitted Infection
Tuberculosis/ Leprosy
Occupational Health
Emergency Services
Health Informatics

2000
Mother & Child
Family Planning
Outpatient Services
Environmental Health
School Health
Dental Care
Pharmacy Services
Laboratory Services
Child with Special Need
Reproductive Clinic
Elderly Clinic
Diabetic Clinic
Adolescent
Occupational Health
Emergency
Health Informatics
Hypertension
Rehabilitation Services
HPV
Needle Stick Exchange Program
Methadone
STI/vice
PLKN
Prison
Community Clinic
DTS

2010 onwards
Mother & child
Family planning
Outpatient
Environmental School
Dental
Pharmacy Lab
Child with Special Need
Reproductive Clinic
Elderly Clinic
Diabetic Clinic
Adolescent
Occupational Health
Emergency
Health Informatics

Improving Access to Quality Primary Healthcare Services: Expanded scope, services & operating hours.
Step Down Care
• 1Malaysia Cataract Clinic – mobile
• Ambulatory Care /Daycare services
• Community Mental Health Clinic
• Domiciliary Care
• Low Risk Birth Centre

Value Added Services & Innovation
• My SMS, Telephone & Take; Drive through Pharmacy
• Postal service for drugs
• Malaysian Health Data Warehouse (MyHDW)
• Public Sector
  • Public Health Services – general taxation – highly subsidized
  • Pension scheme
  • Social protection
    • Security Fund
  • PeKa B40 – NEW ***
    • 50 and above (800,000 recipients)
    • four benefits
      • health screening,
      • medical aid equipment,
      • complement cancer treatment incentives &
      • transportation fare incentives
• Private sector
  • Employee Benefits
  • SOCSO, EPF
  • Private Health Insurance
• Outsourcing of non technical services
  • support services eg catering, laundry, maintenance etc
• Outsourcing of healthcare services
  • MOU – long term – Sabah Medical Centre
  • Short terms – lab, cardiac operations, x-rays
• Transportation
  • MOH collaboration with Parking Vendors (private) – Subsidised rate
  • MOH collaboration with Grab –subsidized rate for patient to go to Hospital
• Pharmacy - (collaboration with Post Malaysia)
• Training Capacity
  • Private Med Students trained in Public Hospitals by Public Specialist
  • Attachment of Public Med Students at Private Hospitals / Clinics
• MAIWP-MOH
  • Selayang Hospital Cataract Center
  • Putrajaya Hospital Low risk Birth Center
ISSUES & CHALLENGES IN ACHIEVING UNIVERSAL HEALTH COVERAGE

MALAYSIA’S EXPERIENCE
ISSUES & CHALLENGES: EXAMPLES

SOCIODEMOGRAPHIC CHANGES: AGEING & URBANISATION

Ageing Population Needs
- Geriatric care
- Domiciliary care
- Nursing
- Rehabilitation
- Nutrition
- Medicine

Percentage of old age increase significantly
- Inadequate services, facilities & human resources to meet the needs
- Financial sustainability; Chronic diseases inc. higher cost

80% of the world’s & Malaysia’s population will be living in urban areas in 2030
Cities will be densely populated & rise of more 10 million population cities

Mental Health

MENTAL HEALTH STATISTICS

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<td>Prevalence of psychiatric morbidity (5 to 15 years old)</td>
<td>13%</td>
<td>20.3%</td>
<td>12.1%</td>
</tr>
<tr>
<td>16 and above</td>
<td>10.6%</td>
<td>11.2%</td>
<td>29.2%</td>
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Increasing disease burden - communicable disease (CD) co-exists with non-communicable disease (NCD).

Selected communicable diseases (CD)
- Dengue
- Tuberculosis
- HIV / AIDS
- Food poisoning
- Water borne diseases

Non-communicable disease (NCD)
- Diabetes Mellitus
- Hypertension
- Hypercholesterolemia
- Malnutrition: overweight & obesity, stunting in children
- Mental health
- Road traffic accident & injuries

Overall Prevalence Of Nutritional Status Under 5 Years Old: NHMS 2015 & 2016

Overweight Population in Southeast Asia (WHO NCD Country Profile 2011)
ISSUES & CHALLENGES: EXAMPLES

SCARCE FINANCIAL RESOURCES

- Increase health care cost
- Total Expenditure Of Health & Gross Domestic Product (GDP)

- Transition to NCDs
- Ageing population
- Rising patient expectation in quality of health care as incomes rise
- Rapid development of expensive medical technology & drugs
- Current financial mechanism is not sustainable
- Require new financing option

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<tr>
<th>YEAR</th>
<th>PUBLIC SECTOR</th>
<th>PRIVATE SECTOR</th>
</tr>
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<tr>
<td></td>
<td>Inpatient Admission</td>
<td>Outpatient Attendance</td>
</tr>
<tr>
<td>2015</td>
<td>2,677,037</td>
<td>22,734,738</td>
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<tr>
<td>2016</td>
<td>2,731,579</td>
<td>23,326,541</td>
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<td>△/△</td>
<td>+54,542</td>
<td>+533,803</td>
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1. HIGHER admission in public facilities rather than private facilities
2. REDUCE attendance rate in private facilities (2015-2016)

Source: Health Indicator 2015 & Health Indicator 2017 (Draft)
Health Information Centre, Planning Division, MOH

ENVIRONMENTAL & DISASTER MANAGEMENT

Haze in 2016
Sampah, sisa binaan punca pencemaran Sungai Klang
Banjar: RM380 Juta Tukirin Kerana Airan Pencemaran
Aset KKM

Mercury Spillage at school – Feb 2017
Second case of mercury spill in school lab

Flash floods in Penang – Nov 2017

QUALITY & SAFETY

ICT ISSUES & CHALLENGES

- Inadequate & inconsistent funding
- Fragmented ICT implementation in MOH
- Incomplete readiness of ICT infrastructure at health facilities
- Inadequate data for strategic planning & management
- Inadequate ICT skills & competency
• International Commitments
  • SDG/UHC
  • Declaration of Astana
  • Others

• National Policies, Plans and Directions
  • Vision for Health
  • Policies in health
  • MTR of 11 MP
  • Others