

MSQH Strategic Plan 2021-2025



Our Vision

The international accredited organisation that is recognised by the healthcare industry, consumers and the general public for the promotion and improvement of quality and safety in healthcare.



Our Mission

Assure quality and safety in healthcare to the consumers and general public through continuous quality improvement and patient safety, advocacy, promotion and education as well as training and accreditation of all healthcare facilities and services.

Produce highly competent people who are qualified by education, training and experience through human resource and human capital development.

GOAL 1

Advocates and Facilitate Continuous Improvement of Quality and Safety in the Provision of Health Services, including Standards Development, Education, Performance Assessment and Accreditation.

GOAL 2

Foster and Strengthen Partnerships, Collaboration and Engagement with Public and Private Stakeholders

GOAL 3

Generation, Advancement of Knowledge, Education and Sharing of Information on Quality and Safety in Healthcare

GOAL 4

Efficacy and Safe Work Practices and Sustainability through Innovation and Continuous Quality Improvement

MSQH PARTNERS



MSQH Strategic Plan 2026-2030

Vision

The foremost accreditation body in Malaysia, dedicated to quality healthcare and patient safety

Mission

Assure quality and safety in healthcare to the consumers nationwide through accreditation, standards development, continuous quality improvement, patient safety initiatives, advocacy, promotion and education for all healthcare facilities and services

GOAL 1

Assure Quality and Safety in Healthcare to the consumers

GOAL 2

Enhancing Workforce Capacity Through Training and Skills Development.

GOAL 3

Leveraging Digital Transformation and Innovation Through Accreditation Information Management System (AIMS).

GOAL 4

Promote Organizational Sustainability by Implementing Effective and Efficient Financial Management Practices

EXECUTIVE SUMMARY

The Malaysian Society for Quality in Health (MSQH) continues to be a leader and a credible organisation for quality improvement, minimising risks and providing consistency to all healthcare facilities and services under the healthcare accreditation programmes. MSQH is recognised by Ministry of Health Malaysia and Standards Malaysia as the healthcare accrediting and standards writing organisation in Malaysia. This annual report details the MSQH's activities from January 2025 to December 2025 in accordance with the constitution. Among the notable accomplishments were:

- 1) Since the inception of the **hospital accreditation programme**, 213 hospitals have been surveyed (131 public and 82 private). This includes 86 percent of public hospital beds and 84 percent of private hospital beds (APHM members). In 2025, a total number of 54 hospitals were surveyed, with 38 public and 16 private hospitals. A total of 4 medical clinics and 2 haemodialysis centres were surveyed.

As at 31st December 2025, **accredited healthcare facilities and services** which were active comprised of 157 hospitals (80 public and 77 private hospitals), 4 medical clinics (1 public and 3 private), 11 private dialysis centres and 1 private dental clinics.

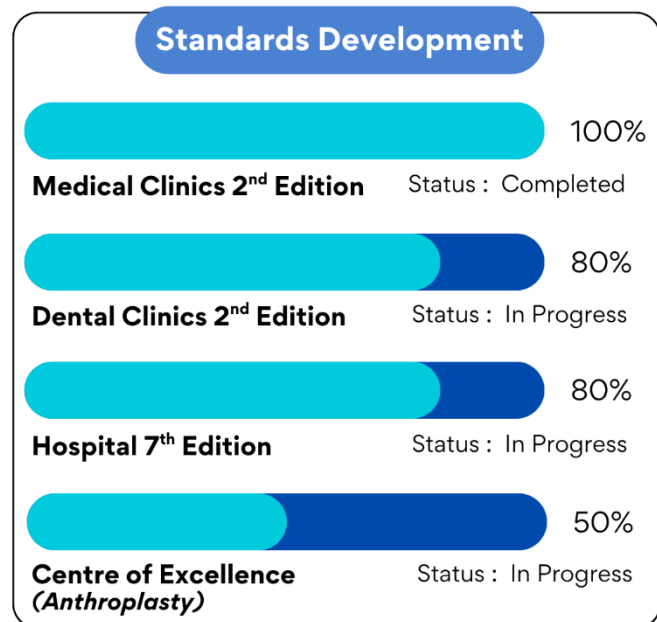
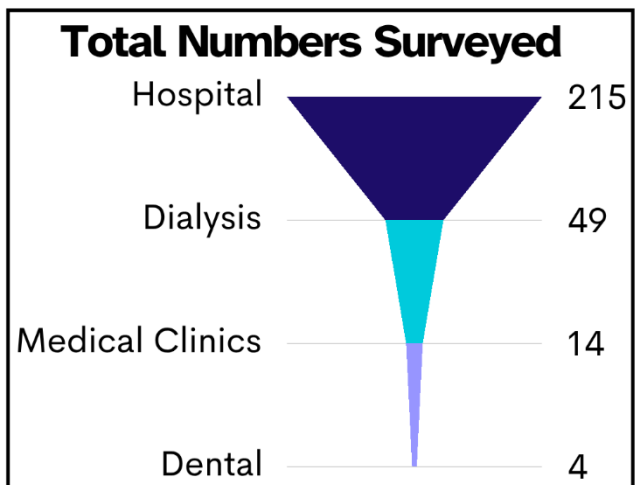
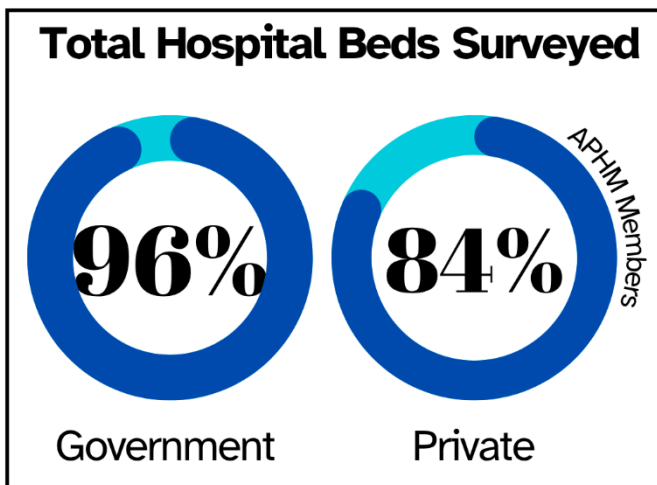
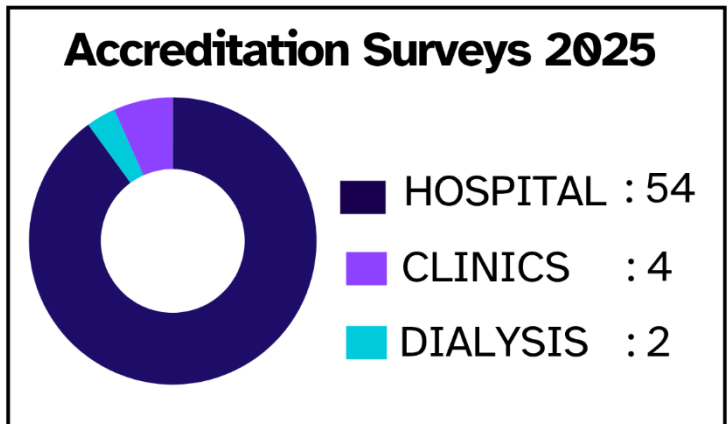
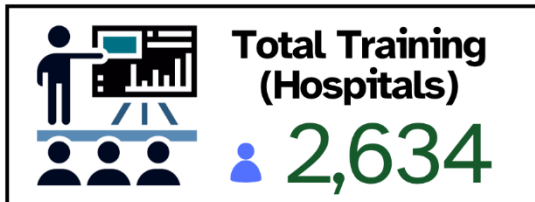
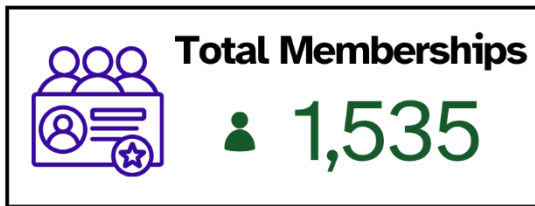
- 2) MSQH is **recognised internationally and is accredited** by the International Society for Quality in Health Care (ISQua) for its organisational framework, hospital accreditation standards and surveyor's training programme since 2008. MSQH achieved **100% compliance** with the first 12th-month progress report for its IEAA organisational accreditation
- 3) The Society recorded a **growth in surplus** by 138% to a total of RM1,449,863 and significant **growth in reserves** by 25% to a total of RM7,289,742 compared to 2024. The accounts were audited in accordance with the MSQH constitution and the Registrar of Societies 1966 Act (amendments 1st January 2006).
- 4) **Development of standards** for hospital accreditation standards 7th edition will be fully implemented in the third quarter of 2026 where it covers a comprehensive organisational-wide assessment of both clinical and non-clinical systems and processes as well as a new of patient matrix feature. The Medical clinics standards 2nd Edition was completed in 2025 while the dental clinic standards 2nd Edition is due completion in July 2026. The Chronic Dialysis 4th edition is due for implementation in 2027. The Centre of Excellence for Arthroplasty is expected to be completed by end of 2026. The development of Ambulatory Care Centre standards is targeted to be completed in 2027

- 5) The hospital and chronic dialysis surveyor's training programme was held in April and August 2025 respectively. MSQH currently has a total of **170 active surveyors** and **19 councillors** for its hospital, medical clinic, chronic dialysis, and dental accreditation.
- 6) MSQH continues to establish a strong healthcare industry-related **partnership**. It has successfully completed the third academic year for the Certified Healthcare Facility Management Programme (CHFM), in partnership with E.P.I. Academy. Conducted 4 training workshops with B Braun Academy since 2024 and successfully organised the Hospital Risk Management and Safety training in partnership with ECRI since 2022. MSQH serves on the Board of the Asian Society for Quality in Health Care (ASQua) and member of the ISQua Accreditation Council.
- 7) There were a total of **1,535 members** comprising of 941 ordinary, 350 corporate, 35 associate, 5 honorary life and 204 life memberships in the year 2025. Corporate membership increased by 7% and Associate membership grew by 60% compared to 2024.
- 8) There were twenty-four (24) full-time **employees** and two (2) part-time employees during the year with a 30% turnover rate and staff satisfaction of 100% in 2025. 9% of employees have worked more than 20 years, 25% worked more than 10 years, 4% worked between 5-10 years, 8% between 3-4 years, while 54% of employees have worked less than 2 years.
- 9) **MSQH Accreditation Information System (AIMS)** is now at 58% completion stage. The AIMS consists of electronic assessment tool for hospital and clinics, resource, membership and training on a web and mobile platform. It is targeted to be completed by the end of 2026
- 10) The MSQH committee approved a new **MSQH Strategic Plan 2026-2030** in the year. The strategic plan provides the direction for MSQH to meet the challenges presented by the environment while achieving its vision and mission.
- 11) 93% from the 14 **complaints/grievances** cases received from patients concerning the accredited and non-accredited hospitals were resolved during the year

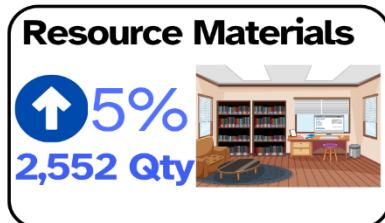
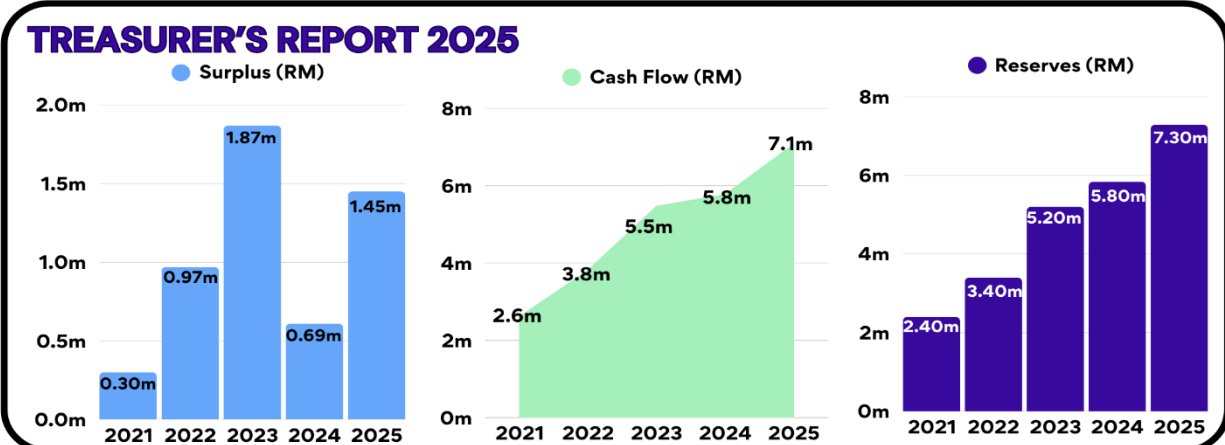
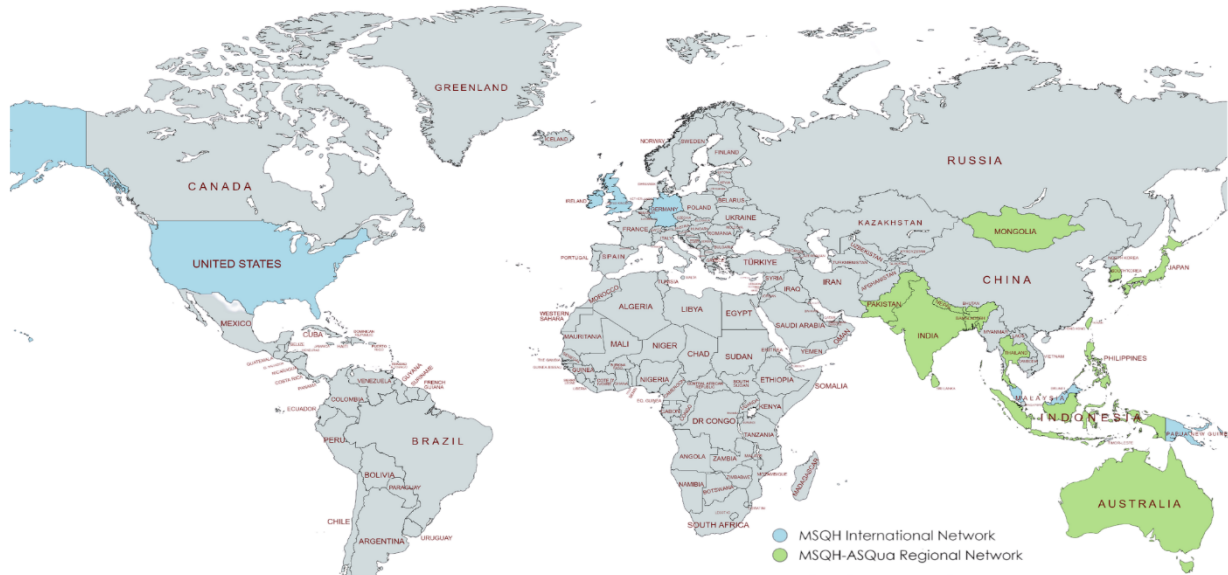
We would like to express our heartfelt gratitude to the committee members, councillors, surveyors, and all members who have continued to promote quality in healthcare and patient safety through peer-review. We are grateful to the MSQH Secretariat for their dedication in working tirelessly to ensure the Society's success in Malaysia and internationally.

Erica Lam Sok Mui
President

KEY PERFORMANCE 2025



KEY PERFORMANCE 2025



www.msqh.com.my



About MSQH

The Ministry of Health Malaysia has been working on the concept of hospital accreditation since May 1993. Following that, in November 1995, the Ministry of Health (MOH), the Association of Private Hospitals of Malaysia (APHM), and the Malaysian Medical Association (MMA) convened for an accreditation workshop. The following was the agreement consensus:

- An independent organisation to administer the accreditation programme in the country register under the Registrar of Societies Malaysia.
- The Accreditation Programme shall be voluntary and independent of government agencies, organised and administered by health care professionals under the auspices of a society.

These led to the formation of the Malaysian Society for Quality in Health (MSQH) which was registered with the Registrar of Societies on 17 October 1997. The role of MSQH is to:

- **Develop and refine standards** for healthcare facilities and services
- **Provide certification** for healthcare facilities that complies to MSQH standards
- **Conduct educational training** workshops and conference programme for healthcare providers in the following areas:
 - Support accreditation programme
 - Quality and patient safety
 - Person and Family-Centred Care

MSQH is governed by a Committee of sixteen (16) members, including a Chairperson, who provide strategic leadership to the organisation and are accountable to its members and the public for carrying out its functions and duties in accordance with the constitution. The Committee is supported by a number of sub-committees, which report to the Committee on a regular basis.

The Ministry of Health Malaysia (MOH), duly recognised MSQH as the National Accreditation Body for healthcare facilities and services in Malaysia on 27th November 2006

Consequently, on 19th November 2009, MSQH signed a Memorandum of Understanding with the STANDARDS MALAYSIA recognising MSQH as an accreditation body and standards writing organisation for healthcare facilities and services in Malaysia. MSQH is a member of the Malaysia Healthcare Travel Council Advisory Committee.

MSQH has been awarded for the fifth time, the ISQua Accreditation certification on Organisation and Surveyor's Training Programme for a full 4-years period, from November 2024 to November 2028 while the MSQH Hospital Accreditation standards 6th Edition is from June 2022 to June 2026.

MSQH is privileged to have a surveyor's workforce comprised of a diverse mix of highly trained professionals and experts from the public and private sectors, which enables us to support and deliver a robust accreditation programme for hospitals, medical clinics, the chronic dialysis service, and dental clinics. There are currently 170 surveyors who continue to work full-time in the public and private sectors as health professionals.

There are nineteen (19) council members appointed from reputable health-care organisations, from the public and private healthcare professionals and healthcare institutions.

MSQH continues to play a prominent role in the Malaysian accreditation system, where it participates in a variety of mutually supportive and collaborative partnerships. The Society aims to add value to all areas of accreditation programmes and standards development. The society celebrated its 25th Silver Anniversary in 2024, marking its position as Malaysia's leading accrediting body and standards development in healthcare. These achievements and milestone are shared with everyone in the MSQH book titled, "25th Anniversary : A Journey of Continuous Quality Improvement" which is available for download at www.msqh.com.my



COMMITTEE MEMBERS

Term 2025-2026

ADVISOR



Y.BHG. TAN SRI DATO' DR
ABU BAKAR SULEIMAN

ADVISOR



Y.BHG. TAN SRI
SITI SADIHAH SHEIKH BAKIR

SECRETARY



DR JEEWADAS
A/L VELUMMYLUM BALADAS
EMERGENCY MEDICINE SPECIALIST
IHH HEALTHCARE MALAYSIA
(MEDICAL AND QUALITY)

DEPUTY
PRESIDENT



DATO' DR ABDUL RAHIM
ABDULLAH
FORMER STATE HEALTH
DIRECTOR
NEGERI SEMBILAN

PRESIDENT



MS ERICA LAM SOK MUI
REGIONAL CHIEF EXECUTIVE
OFFICER (CENTRAL)
IHH HEALTHCARE MALAYSIA
CHIEF EXECUTIVE OFFICER
PANTAI HOSPITAL KUALA LUMPUR

TREASURER



PN HALIZA KHALID
CHIEF EXECUTIVE OFFICER
KPJ JOHOR SPECIALIST HOSPITAL

CHIEF EXECUTIVE
OFFICER



DATUK DR HERIC CORRAY
CHIEF EXECUTIVE OFFICER
MSQH

VICE PRESIDENT
REPRESENTING MINISTRY OF
HEALTH MALAYSIA
(MOH)



DATO' INDERA DR NOR AZIMI
BINTI YUNUS
DEPUTY DIRECTOR
GENERAL OF HEALTH (MEDICAL)
MINISTRY OF HEALTH MALAYSIA

VICE PRESIDENT
REPRESENTING
ASSOCIATION OF PRIVATE
HOSPITALS OF MALAYSIA
(APHM)



MR ANWAR ANIS
HONORARY SECRETARY
ASSOCIATION OF PRIVATE
HOSPITALS OF MALAYSIA (APHM)

VICE PRESIDENT
REPRESENTING
MALAYSIAN MEDICAL
ASSOCIATION (MMA)



DATUK DR THIRUNAVUKARASU
RAJOO
PRESIDENT
MALAYSIAN MEDICAL
ASSOCIATION

COMMITTEE MEMBER
REPRESENTING MALAYSIAN
NURSES ASSOCIATION
(MNA)



DR AISYAHTON SUHAIMI
PRESIDENT
MALAYSIAN NURSES
ASSOCIATION (MNA)

COMMITTEE MEMBER
REPRESENTING ACADEMY
OF MEDICINE OF MALAYSIA
(AMM)



PROFESSOR DATO' DR
HANAFIAH
HARUNARASHID
MASTER
ACADEMY OF MEDICINE
OF MALAYSIA

COMMITTEE MEMBER



MS MAISARAH OMAR
REGIONAL CEO SOUTHERN
AND EAST MALAYSIA REGION
KPJ HEALTHCARE BERHAD

COMMITTEE MEMBER



DR SHARONPAL SINGH
CHIEF EXECUTIVE OFFICER
COLUMBIA ASIA HOSPITAL
BUKIT JALIL

COMMITTEE MEMBER



ASSOC. PROF. DR.
NOOR HISHAM MANSOR
PERSON IN CHARGE
KPJ TAWAKKAL KL
SPECIALIST HOSPITAL

COMMITTEE MEMBER



MS MUNIRAH AISHA
MD. HANIFFA
HEAD, MEDICAL AFFAIRS,
RISKS, REGULATORY & QUALITY
SENA HEALTHCARE SERVICES
SDN BHD

EX-OFFICIO



MR HUSSAL MIZZAR
HUSSAIN
SENIOR DIRECTOR OF
STANDARDISATION
STANDARDS MALAYSIA

EX-OFFICIO



MR MANVIR VICTOR
JESUDASAN
CHAIRMAN
PATIENTS FOR PATIENT
SAFETY MALAYSIA

BETTER CARE
SAFER CARE



ADVISOR



Y.BHG. TAN SRI DATO' DR ABU BAKAR SULEIMAN
SENIOR ADVISOR
INTERNATIONAL MEDICAL UNIVERSITY

ADVISOR



Y.BHG. TAN SRI SITI SA'DIAH SHEIKH BAKIR
CHAIRMAN
(NON INDEPENDENT
NON EXECUTIVE DIRECTOR)
DUOPHARMA BIOTECH BERHAD

MSQH COMMITTEE MEMBER 2023 - 2024

SECRETARY



DR JEEWADAS A/L VELUMMYLUM BALADAS
CONSULTANT EMERGENCY
PHYSICIAN
IHH HEALTHCARE MALAYSIA

DEPUTY
PRESIDENT



DATUK DR HERIC CORRAY
FORMER HOSPITAL DIRECTOR
HOSPITAL KUALA LUMPUR

PRESIDENT



PUAN NORHAIZAM MOHAMMAD
CHIEF FINANCIAL OFFICER
KPJ HEALTHCARE BERHAD

TREASURER



DATO' MOHAMAD FARID B. SALIM
CHIEF OPERATING OFFICER
KPJ HEALTHCARE BERHAD

CHIEF EXECUTIVE
OFFICER



PROF. DATO' DR HJ ABDUL RAHIM ABDULLAH
CHIEF EXECUTIVE OFFICER
MSQH

VICE PRESIDENT
REPRESENTING MOH



DATO' DR. ASMAYANI KHALIB
DEPUTY DIRECTOR
GENERAL OF HEALTH (MEDICAL)
MINISTRY OF HEALTH MALAYSIA

VICE PRESIDENT
REPRESENTING APHM



MS. ERICA LUM SOK MUI
CHIEF EXECUTIVE OFFICER
PANTAI HOSPITAL KUALA
LUMPUR

VICE PRESIDENT
REPRESENTING MMA



DR. AZIZAN BNITI ABDUL AZIZ
PRESIDENT
MALAYSIAN MEDICAL
ASSOCIATION

COMMITTEE MEMBER
REPRESENTING MNA



DR AISYAHTON SUHAIMI
PRESIDENT
MALAYSIAN NURSES
ASSOCIATION (MNA)

COMMITTEE MEMBER
REPRESENTING ACADEMY OF MEDICINE



PROF. DR ROSMAWATI MOHAMED
MASTER
ACADEMY OF MEDICINE
OF MALAYSIA

COMMITTEE MEMBER



DR HUE TECK LEE
CONSULTANT SURGEON AND
MEDICAL DIRECTOR
KPJ KLANG SPECIALIST HOSPITAL

COMMITTEE MEMBER



DRKAMAL ZUKHAIRI BIN AMZAN
CHIEF EXECUTIVE OFFICER
GLENEAGLES HOSPITAL JOHOR

COMMITTEE MEMBER



MS JOY CHUA GUEK LING
DIRECTOR OF NURSING
IHH HEALTHCARE MALAYSIA

COMMITTEE MEMBER



DR NORAZLINA BACHIK
CONSULTANT
OPHTHALMOLOGIST AND
CLINICAL DIRECTOR KPJ PUSAT
PAKAR MATA CENTRE FOR SIGHT

EX-OFFICIO



EN. SHAHARUL SADRI BIN ALWI
DIRECTOR GENERAL
STANDARDS MALAYSIA

EX-OFFICIO



MR. MANVIR VICTOR JESUDASAN
CHAIRMAN
PATIENTS FOR PATIENT
SAFETY MALAYSIA

Goal 1 – Advocate and facilitate continuous improvement in quality and safety for the provision of health services, including standards development, education, performance assessment and accreditation

During the year, the Society achieved new milestones in branding by obtaining four new logo trademarks, increasing brand awareness in its corporate membership confidence for its accreditation programs, namely hospital, dialysis, and medical clinics, and discovering an encouraging uptake in awareness through social media. Awareness through social media has also seen an encouraging increase. As membership grows, so does the number of surveys from hospitals, medical clinics, and dialysis centres. Improvements were made to refining the hospital accreditation standards 7th Edition, Chronic Dialysis Standards (4th Edition), and Dental Standards (2nd Edition). New standards were also developed, including the Centre of Excellence in Arthroplasty and the Pre-Hospital Care Standards. Improvements in organising educational trainings have resulted in a corresponding increase in Continued Professional Development points. There have also been new recruitments of trainers in the Human Resource Development Corp (HRDC) during the year.

Strategic Plans	Key Performance 2025
1. Enhance MSQH brand	<ol style="list-style-type: none"> 1. Successful in obtaining logo trademark for its organisation, accreditation for hospital, medical clinics, dialysis and dental 2. Increased in the number of corporate memberships by 7% from 327 to 350 members 3. Increased in the number of website visits by 6% from 476,351 to 505,336 visitors
2. Expand the accreditation programmes	<ol style="list-style-type: none"> 1. Number of hospital surveys increased by 17% compared to 2024 2. Number of medical clinic surveys increased by 100% compared to 2024 3. Number of dialysis centre surveys increased by 100% compared to 2024 4. Number of hospital trainings increased by 66.7% compared to 2024 as majority of hospitals have undergone the 6th edition trainings
3. Review of service standards and guidelines	<ol style="list-style-type: none"> 1. Development of dental accreditation standards 2nd edition 2. Review of hospital accreditation standards 7th edition 3. Review the chronic dialysis standards 4th edition 4. Incorporated the patient survey matrix in the hospital accreditation standards 7th edition
4. Development of service standards	<ol style="list-style-type: none"> 1. Development of the new Centre of Excellence standards on Arthroplasty is still in progress and has extended into 2026. Completion is expected within this year. 2. Development of Pre-hospital Care standards has been completed and incorporated into the Emergency Services Standards of the MSQH 7th Edition Standards. However, the programme is not offered to standalone service providers, as the service is currently not regulated by the MOH.
5. Maintain international recognition of its organisation and standards	<ol style="list-style-type: none"> 1. Complete submission of the IEEA 12th month progress report on organisation and surveyor's training programme with 100% compliance

6. Introducing consumer participation in the accreditation programme	1. Established a sub-committee on patient safety comprising of experts and members from the Patient for Patient Safety Malaysia (PFPSM)
7. Strengthen education programmes	<ol style="list-style-type: none"> 1. Total of 108 CPD points achieved in 2025, an improvement of 33% compared to 81 points in 2024 2. 67% increase in new HRD Corp trainers to 5 in 2025 (2024: 3), in supporting the increased in number of new educational programmes 3. A 120% improvement in conducting 7 quality improvement workshops (2024: 5) 4. Conducted 4 cohorts in CHFMs courses with EPI Academy in 2025 (2024: 4) 5. Conducted 2 new training programmes with partner B Braun in 2025 (2023: 2) 6. Conducted 2 Risk Management and Safety trainings with ECRI Berhad in 2025 (2024: 1) 7. Total educational trainings increased to 20 sessions in 2025 compared to 14 in 2024, an improvement of 43% (2024:14)

KEY ACHIEVEMENTS

MSQH Accreditation Programmes

The MSQH Accreditation Committee, a sub-committee of the main committee, is responsible for the approval of refining and developing new healthcare accreditation standards.

The Society has begun implementing the 7th Edition hospital accreditation standards, since early June 2026. The 7th edition standards now have 51 standards compared with 53 standards in the 6th edition standards. The Society continues developing and revising standards of standalone service, namely medical clinic, chronic dialysis treatment service and dental clinic. MSQH will continue to complete the Nuclear Medicine, Centre of Excellence (COE), and Fertility Centre standards this year under the Strategic Plan 2026–2030.

Since 2017, the Society has collaborated with Standards Malaysia to incorporate the MS ISO 15189:2014 for medical laboratories into the MSQH Hospital Accreditation Program. Table B lists the hospitals that have been surveyed for 2025.

The hospital accreditation programme has begun to be promoted to academia and smaller refinement of Medical Clinic Accreditation

Standard 2nd Edition and Chronic Dialysis Treatment (CDT) Service Standard 3rd Edition.

A total of 215 hospitals (131 public and 84 private) has been surveyed since 1997. A total of 14 medical clinics (since 2011), 49 dialysis centres (since 2014) and 4 dental clinics (since 2018) have been surveyed.

The hospital survey report turnaround time has significantly improved from an average of 139 days in 2024 to 72 days in 2025, an improvement of 47%. The hospital satisfaction survey is 99% during the year. The chronic dialysis, medical clinics and dental accreditation surveys are reported in this section.

MSQH is committed to embrace patient matrix model by involving patients and families in its care design, educational programmes and standards development across all healthcare standards. The majority of MSQH surveyors work as full-time health professionals. The Society welcomes competent health professionals from all states to apply for the MSQH surveyor post in their field of expertise. The MSQH currently have 170 number of surveyors for the hospital, medical clinic, chronic dialysis and dental clinics accreditation programmes.

Hospital Accreditation Programme

(A) Total Accreditation Trainings (6th Edition) - Summary: -

A total number of 2,634 participants registered for the 6th Edition hospital accreditation training during the year. 90% of respondents from the hospitals were very satisfied in the trainings in 2025, an improvement of 1% satisfaction rate compared to year 2024.

Year	Public	Private	Total Pub/Priv	No. of Participants				
				Workshops	Onsite	Virtual	Total	Satisfaction
Hospital Accreditation Standards 6th Edition								
2025	20	15	35	-	2,593	41	2,634	90%
2024	43	28	71	62	2,356	-	2,418	89%
2023	35	54	89	-	2,365	140	2,505	91%
2022	35	47	82	-	1,010	201	1,211	89%
2021	35	68	103	-	-	450	450	91%

(B) Accreditation Surveys (6th Edition) – 31st December 2025

There was a total of 54 hospitals surveyed during the year comprising of 38 public and 16 private hospitals, an improvement of 17% compared to the year 2024.

Year	Public	Private	Total	Type
2025	36	15	52	Full
	2	1	2	Focus
	38	16	54	Total
2024	31	11	42	Full
	3	1	4	Focus
	34	12	46	Total
2023	31	23	54	Full
	1	4	5	Focus
	32	27	59	Total
2022	-	29	29	Full
	-	29	29	Total
2021	9	12	21	Full
	3	-	3	Focus
	12	12	24	Total

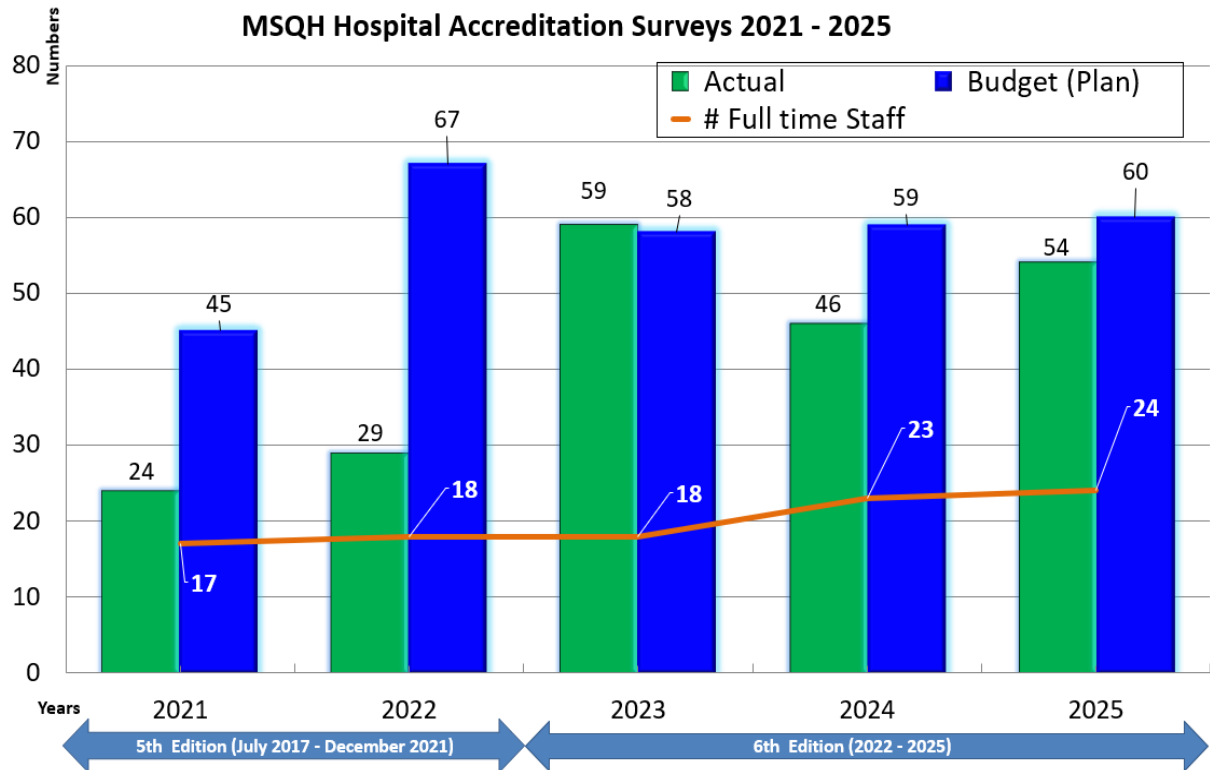
(C) Number of Hospitals with Current Accreditation Status

A total of 156 hospitals comprised of 80 public and 77 private hospitals maintained their accreditation status during the year.

No.	Description	Total	Govt	Private	Edition
1	Number of hospitals having current status (4 years)	1	-	1	5
2	No of hospitals having current status (1 year)	-	-	-	
3	Number of hospitals having current status (4 years)	148	73	75	6
4	Number of hospitals having current status (1 year)	8	7	1	

(D) Hospital Accreditation Survey Trend Analysis (Full and focus)

The number of hospital surveys has increased by 17% from 46 in 2024 to 54 in 2025, primarily due to survey spillover from rescheduling 2024. The actual number of surveys fell 11% short of the budgeted target, as hospitals that planned to conduct surveys in 2025 rescheduled their readiness for 2026.



(E) Hospital Accreditation Survey – All Edition’s Status

The overall number of surveys based on hospital beds has improved by 4% for MOH public hospitals and 3% for private hospitals who are registered under APHM.

Description		All Editions as at 31 st December 2025							
		Private (APHM Members)				Public			
		Numbers (%)		Beds (%)		Numbers (%)		Beds (%)	
		Dec'25	Dec'24	Dec'25	Dec'24	Dec'25	Dec'24	Dec'25	Dec'24
A	Total Healthcare Facilities & Services (HFS) (All Beds)	151 ^A	148 ^C	19,866 ^A	20,333 ^C	150 ^B	146 ^d	41,953 ^B	41,423 ^d
B	Grand Total Surveyed (B ÷ A %)	83 (55%)	81 (55%)	16,669 (84%)	16,451 (81%)	129 (83%)	123 (84%)	40,114 (96%)	37,928 (92%)
C	Target HFS to be Surveyed [A – B] ÷ A %	68 (45%)	67 (45%)	3,197 (16%)	3,882 (19%)	21 (17%)	23 (16%)	1,839 (4%)	3,495 (8%)

Legend / Sources

- ^A APHM member hospitals & Individual private hospitals as at 31st December 2025 (Source: APHM and Individual member hospital's websites accessed 05/01/2026)
- ^B "Senarai Hospital-hospital Kerajaan", (Source: Medical Development.Division, MOH List received 6/2/2025)
- ^C APHM member hospitals & Individual private hospitals as at 31st December 2024 (Source: APHM and Individual member hospital's websites accessed 05/01/2025)
- ^d "Senarai Hospital-hospital Kerajaan", (Source: Medical Development.Division, MOH List received via whatsapp 6/2/2025)

Medical Clinic Accreditation Programme

(A) Accreditation Trainings : -

Year	Public	Private	Total
			Organisation
2014 to 2018	-	-	-
2019	2	5	7
2020	1	-	1
2021-2023	-	-	-
2024	12	1	13
2025	7	1	8
Total	22	7	29

The public medical clinics continued to lead in taking the accreditation training in 2025 as it was in 2024, with a drop in the total number of clinics of 38%.

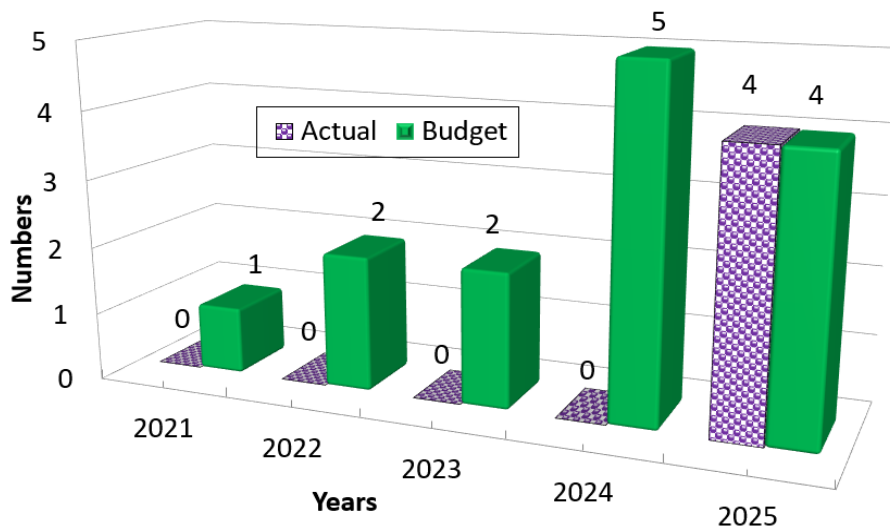
(B) Accreditation Surveys - by Year

Year	Public	Private	Total
2011-2019	3	18	21
2020 – 2024	-	-	-
2025	2	2	4
Total (Survey)	5	20	25
<i>Total (Licensed)*</i>	3,114	10,495	13,609
Target Surveys	3,109	10,475	13,584

Four (4) medical clinics were surveyed during the year and this showed a growth as compared to the past 5 years where no survey were once carried out. A five-year trend analysis for the medical clinic accreditation programme is reflected below.

*MOH Health Facts 2024

(C) Medical Clinic Accreditation Survey Trend Analysis



Chronic Dialysis Accreditation Programme

(A) Accreditation Training: -

Year	Public	Private	Total
			Organisations
2017	2	22	24
2018	-	-	-
2019	1	21	22
2020	1	-	1
2021-2023	-	-	-
2024	-	1	1
2025	-	1	1
Total	4	45	49

There was a total of one (1) dialysis center trained in 2025, the same as 2024.

(B) Accreditation Survey (Private) - by Year

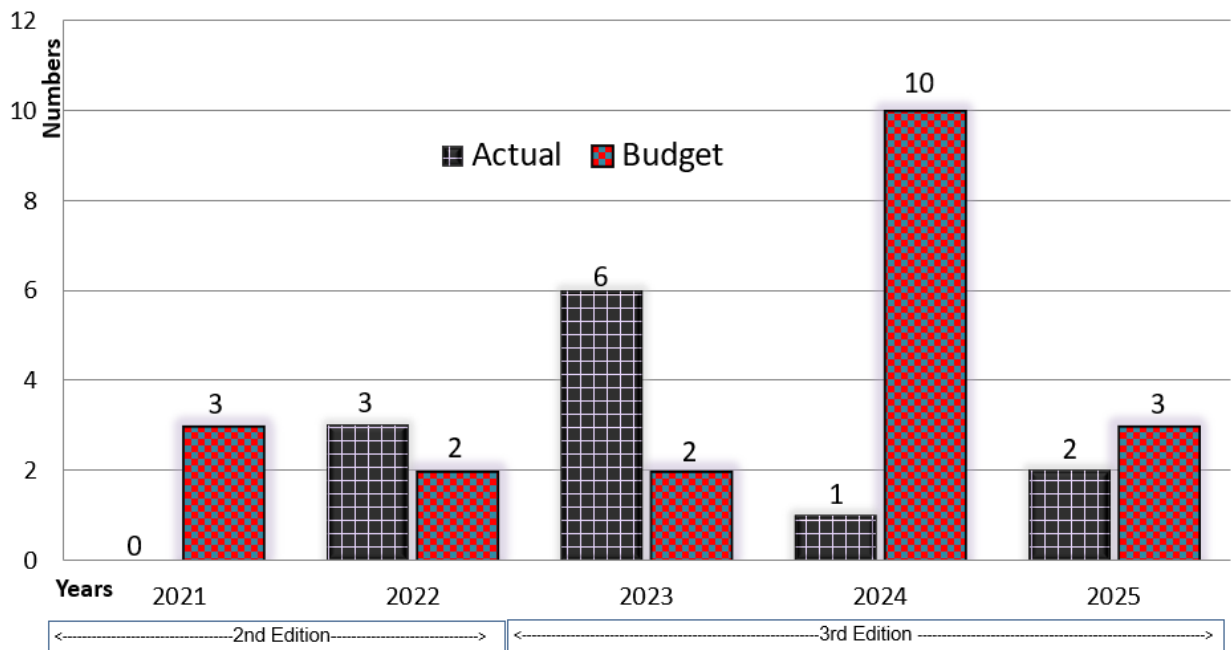
Year	Total	Edition
2016	5	1 st Edition
2017	2	
2018	12	2 nd Edition
2019	13	
2020	5	
2021	-	3 rd Edition
2022	3	
2023	6	
2024	1	
2025	2	
Total	49	Surveyed
	703	Licensed*
	654	Balance no. of Centres

There were a total of two (2) surveys conducted in the year 2025, an increase of one survey from 2024 of two. A five-year trend analysis for the medical clinic accreditation programme is reflected next page.

* source:

<https://hq.moh.gov.my/medicalprac/wp-content/uploads/2023/10/8.-senarai-pusat-hemodialisis-swasta-berlesen-di-bawah-akta-586-as-of-30-September-2023.pdf>
(Accessed on 24th March 2025)

(C) Chronic Dialysis Accreditation Survey Trend Analysis



(D) Accreditation Training for Surveyors (Chronic Dialysis)

A surveyor’s training programme for the chronic dialysis accreditation programme was conducted during the year where a total of 12 candidates were shortlisted.

Year	Training Type	No. Participants
2025	Surveyor	12

Dental Clinic Accreditation Programme

There was no training nor survey conducted during the year.

(A) Accreditation Training: -

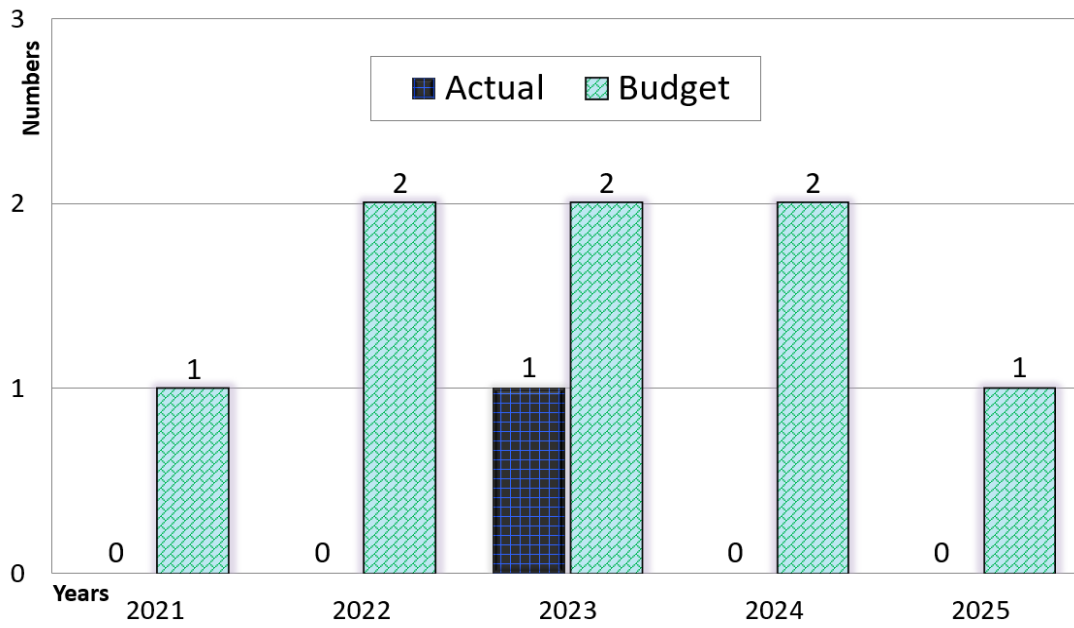


Year	Pblic	Private	Total	
			Organisations	No.of Participants
2017	3	13	16	22
2018	1	3	4	6
2019	-	3	3	4
2020 – 2025	-	-	-	-
Total	4	19	23	32

(B) Accreditation Survey (Private) - by Year



Year	Public	Private	Total
2018	-	2	2
2019	-	2	2
2020 to 2022	-	-	-
2023	-	1	1
2024-2025	-	-	-
Total	-	5	5

(C) Dental Clinics Accreditation Survey Trend Analysis



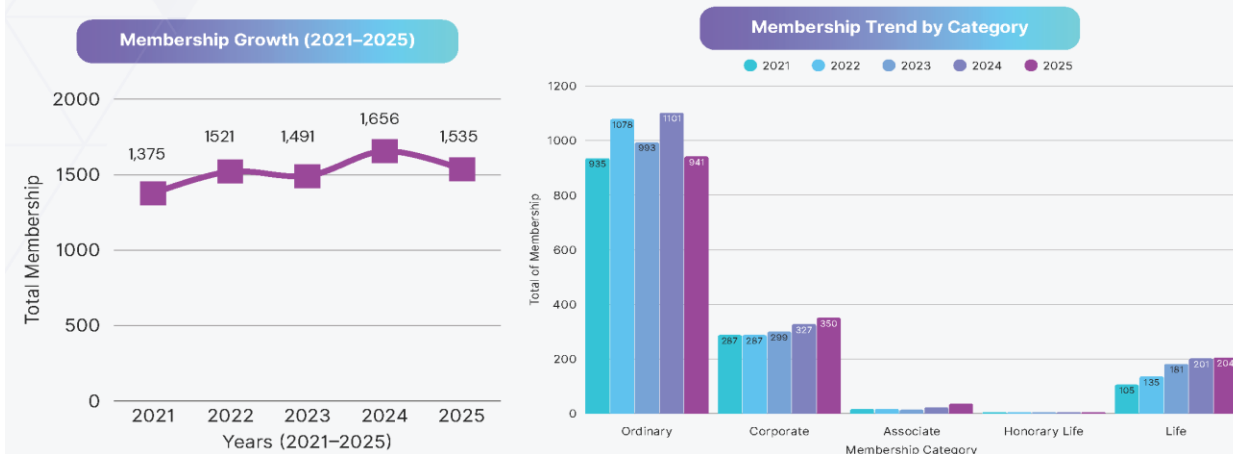
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Award Ceremonies

Hospitals / Date	Award Period	MSQH Representative	Guest of Honor and Representatives
<p>1. Sunway Medical Centre Penang 10th April 2025</p>	<p>1st Cycle 25th February 2025 to 24th February 2029 (4 years)</p>		
<p>2. Hospital Kemaman 28th April 2025</p>	<p>4th Cycle 22nd March 2025 to 21st March 2029 (4 years)</p>	<p>Datuk Dr Heric Corray (MSQH Chief Executive Officer)</p>	
<p>3. Hospital Queen Elizabeth 1 7th July 2025</p>	<p>2nd Cycle 19th February 2025 to 18th February 2029 (4 years)</p>		

MEMBERSHIP

TYPES OF MEMBERSHIP	24RD AGM (31.12.2021)	25TH AGM (31.12.2022)	26TH AGM (31.12.2023)	27TH AGM (31.12.2024)	28TH AGM (31.12.2025)
Ordinary	935	1,078	993	1,101	941
Corporate	287	287	299	327	350
Associate	16	16	13	22	35
Honorary Life	5	5	5	5	5
Life	105	135	181	201	204
TOTAL	1,375	1,521	1,491	1,656	1,535



MEMBERSHIP HIGHLIGHTS

01. Membership 2025

There has been a shift in membership growth where corporate members have seen an increase compared to ordinary members in 2025.

02. Ordinary Members

After a dip in 2021, the numbers climbed steadily, peaking at 1,101 in 2024 before declining to 941 ordinary members in 2025.

03. Corporate Membership Surge

Corporate category rose significantly in 2025, from 327 to 350 — indicating increased organizational interest and accreditation participation.

04. Life Members Awarded

Growth is consistent, with a substantial rise from 201 (2024) to 204 (2025).

05. Associate Members

There was a steady upward trend, with numbers increasing from 22 in 2024 to 35 in 2025, reflecting continued growth over the period.

As of 31 December 2025, a total of 1,535 members were recorded across all membership categories, reflecting a 7.3% decrease from the previous year's total of 1,656 members in 2024.

Total membership increased to 1,656 in 2024 before declining to 1,535 in 2025, reflecting a shift in the growth followed by a moderate adjustment. This overall trend is primarily driven by increased interest and participation in accreditation, enhanced outreach efforts, and the expansion of activities under the healthcare accreditation programme. Furthermore, continuous education initiatives, particularly through training programmes, have contributed significantly by engaging professionals and strengthening institutional involvement, despite the recent slight decline.

Goal 2 – Foster and strengthen partnership collaboration and engagement with public and private stakeholders

Throughout the year, there has been a consistent rise in the number of accreditation surveys accomplished by both public and private hospitals. The government and the APHM have never provided more support, as evidenced by an increase in hospital accreditation surveys this year. The same is true for medical clinics, where the Malaysian Medical Association has supported in the survey among its member clinics in 2025. A new Memorandum of Agreement (MOA) was signed with the Malaysian Pharmacists Society, while the existing MOA with ECRI was refined. During the year, MSQH also established a new collaboration with the patientsafety.org organisation on the patient safety program.

Strategic Plans	Key Performance 2025
1. Establish and maintain liaison with significant industry leaders , including national and health authorities, major private sector and healthcare organisations	<ol style="list-style-type: none"> 1. An improvement of 12% total number of 38 public hospital surveys in 2025 (2024:34 surveys) following the contract with the Ministry of Health (MOH) Malaysia for years 2023 to 2027 2. An improvement of 33% total number of 16 private hospital (APHM members) surveys in 2025 (2024:12 surveys) 3. Significant improvements of 100% of total number 4 medical clinics (2 Malaysian Medical Association members, 2 MOH members) surveys in 2025 (2024:0).
2. Collaborate and engage with stakeholders	<ol style="list-style-type: none"> 1. Secured a Memorandum of Agreement (MOA) with the Malaysian Pharmacists Society 2. Refined MOA with ECRI Berhad 3. Reviewed the existing MOA with B Braun 4. Established new leader and advocate in patient safety from organisation staffandpatientsafety.org for MSQH patient safety programmes
3. Collaborate and engage with global industry leaders	<ol style="list-style-type: none"> 1. Introduced 2 new topics with B Braun during the year 2. Established new collaboration with organisation staffandpatientsafety.org in the areas of training and research of patient safety

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Committee Members Meeting Attendance

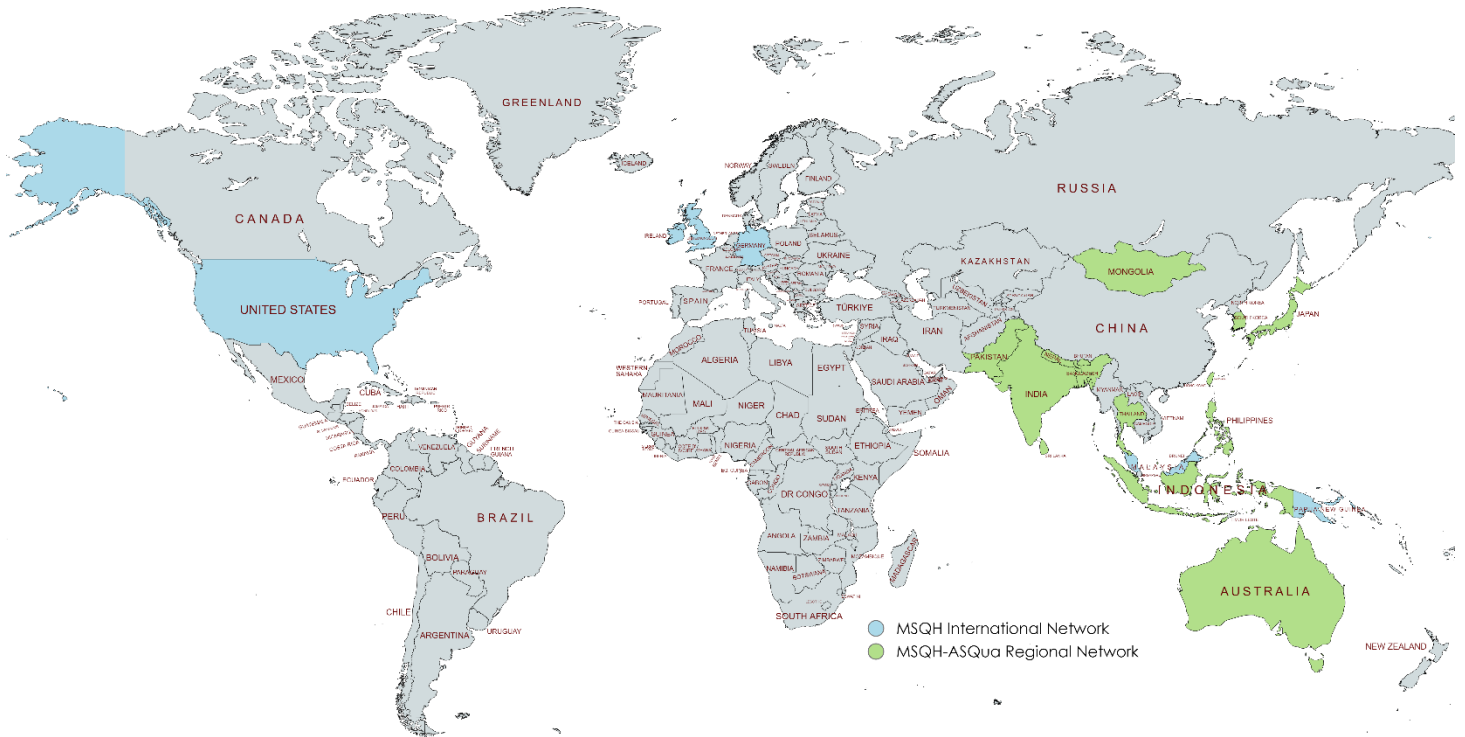
The MSQH committee held four (4) committee meetings and two (2) general meetings during the year, with an average of 81% of Committee Members attending all meetings. The meetings have met the minimum requirement of the Constitution to conduct a total of two (2) meetings in a year

#	Committee Members 2025/2026 (Total of 16 Members)	# (2025)	Committee Meetings in 2025 (6 meetings)						2026
			108 th 10/01	EGM 17/04	109 th 30/04	AGM 20/06	110 th 11/09	111 th 11/12	112 th 12/03
	Venue / Platform		Hybrid MSQH Office	Virtual	Hybrid MSQH Office	Wisma Sejarah	Hybrid MSQH Office	Hybrid MSQH Office	Hybrid MSQH Office
	Quorum Met (More than 8pax) – Total Number of Committee Members	15	11	14	12	15	11	12	
1	President & Chair Mrs Erica Lam Sok Mui	6 / 6	√	√ ^v	√	√	√	√	√
2	Deputy President Professor Dato' Dr Abdul Rahim Abdullah	5 / 6	√	√ ^v	√	apologies	√ ^v	√ ^v	√ ^v
3	Chief Executive Officer (Ex-Officio) YBhg Datuk Dr Heric Corray	6 / 6	√	√ ^v	√	√	√	√	√
4	Secretary Dr Jeewadas a/l Velumylym Baladas	6 / 6	√	√ ^v	√	√	√	√	apologies
5	Treasurer Mr Asmadi Mohd Bakri (retired 16/4/2025) Mrs Haliza Khalid (wef 17/4/2025)	6 / 6	√ -	- √ ^v	- √	- √	- √ ^v	- √ ^v	- √ ^v
6	Ministry of Health Malaysia (a) YBhg Dato' Indera Dr Nor Azimi Yunos (Main) (b) YBhg Dato' Dr Azman Yacob (alternate) (c) Dr Azlihanis Abdul Hadi (alternate) (d) Dr Fuad Ridha Mahabot (alternate)	5 / 6	- - √ ^v -	apologies	- - - √ ^v	- - - √	- - - √ ^v	- - - √ ^v	- - - √ ^v
7	Association of Private Hospitals of Malaysia (APHM) (a) Mr. Anwar Anis (Main) (b) Mr. Tom Lim (alternate)	5 / 6	√ -	apologies	√ ^v -	√ -	√ ^v -	√ ^v -	apologies
8	Malaysian Medical Association (MMA) (a) Datuk Dr Thirunavukarasu Rajoo (wef 22/09/2025) (b) YBhg Dato Dr Kalwinder Singh Khaira (retired 21/09/2025) (c) Dr Azizan Abdul Aziz (retired 11/09/2024)	3 / 6	- √ -	apologies	apologies	- √ -	- √ ^v -	apologies	√ - -
9	Malaysian Nurses Association (MNA) Dr Aisyahon Suhaimi	3 / 6	√ ^v	apologies	√ ^v	apologies	√ ^v	apologies	√ ^v
10	Academy of Medicine of Malaysia (AMM) Professor Dr Rosmawati Mohamed	4 / 6	√ ^v	√ ^v	√ ^v	apologies	apologies	√ ^v	√ ^v
11	Ordinary Member Dr Noor Hisham Mansor	5 / 5	√	√ ^v	√	√	√ ^v	√	√ ^v
12	Ordinary Member Puan Maisarah Omar	4 / 6	apologies	√ ^v	√	√	√	apologies	apologies
13	Ordinary Member Dr Sharonpal Singh	5 / 6	√	√ ^v	√ ^v	√	√	apologies	√
14	Ordinary Member Ms. Munirah Aisha Md Haniffa	6 / 6	√	√ ^v	√	√	√	√ ^v	√ ^v
15	STANDARDS MALAYSIA (a) Mr See Chee Kong (wef 03/09/2025) (b) Encik Hussalmizzar Hussain (alternate) (c) Encik Wan Rukiman Wan Mamat (alternate)	2 / 6	- √ ^v -	apologies	apologies	apologies	- - √ ^v	apologies	apologies
16	Patient Advocate Mr Manvir a/l Victor Jesudasan	6 / 6	√ ^v	√ ^v	√	√	√	√	√

^v-virtual

Strategic Alliances and Partnership

MSQH continues to be the lead organisation in the Malaysian accreditation programmes. The society engaged in a range of partnerships to support its accreditation programmes and to provide value in the various areas of service standards to anyone who is committed to quality improvement and patient safety. Number of surveys have improved for both public and private hospitals and medical clinics. A new Memorandum of Agreement (MOA) was signed with the Malaysian Pharmacist Society and the MOA with ECRI Berhad was refined during the year. Additionally, the MOA with B Braun is currently being reviewed. MSQH seeks to collaborate with an established leader and advocate in patient safety organisation - patientsafety.org based in Australia on patient safety programmes.



KEY ACHIEVEMENTS

MSQH places strong emphasis on being a pivotal part of the healthcare accreditation industry through its partners on the areas of patient safety and continuous quality improvement. MSQH continues to provide a partnership approach with recognised institutions and organisations with the goal of establishing mutual understanding in the MSQH and respective accreditation system, as well as demonstrating an attestation of conformity in the accreditation programmes.

- ❖ **Collective partners** between MSQH, APHM, MMA and MOH to promote quality in healthcare provided by healthcare facilities and services in Malaysia
- ❖ **Partner with Standards Malaysia** to adopt the MS ISO 15189:2014 Medical Laboratory as a prerequisite in the MSQH Hospital Accreditation Programme 6th Edition Standards;
- ❖ **Expert member** in the World Health Organisation Healthcare Patient for Patient Safety;
- ❖ Membership and ISQua surveyor in the **ISQua External Evaluation Accreditation Council**;
- ❖ **Board Member** and Secretariat for the Asian Society for Quality in Health Care (ASQua);
- ❖ ISQua International Conference **Organising Committee Members**;
- ❖ Partnership with **ECRI** on various healthcare education training programmes
- ❖ Partnership with **Institute of Health System Research (IHSR)** on Quality Assurance Programme
- ❖ Partnership with **E.P.I. Academy** on Certificate of Healthcare Facility Manager Programme

- ❖ Partnership with **B Braun Academy** on infusion therapy and surgical instrument care maintenance
- ❖ Technical committee on **Halal Development Corporation Berhad (HDC)**
- ❖ Technical committee on the Standards Malaysia **OIC/SMIC Halal Medical Tourism**
- new** ❖ Partnership with Malaysian Pharmacists Society (MPS)



MSQH with the Malaysian Pharmacists Society

MSQH PARTNERS



Goal 3 – Generation, advancement of knowledge, education and sharing of information on quality and safety in healthcare

The Society has published its monthly accredited status and performance for hospitals, medical clinics, dialysis and dental in the MSQH website and social media since 2009. The performance of the accreditation surveys, trainings, standards development and quality improvements activities are reported under goal 1 in the annual report. MSQH has also actively participated as speakers and moderator in the local and international conferences. producing of monthly newsletters and maintains record of resource materials in quality and safety improvements.

Strategic Plans	Key Performance 2025
1. Publish performance information including accreditation	<ol style="list-style-type: none"> 100% timeliness in publishing a list of currently accredited healthcare facilities and their awards on MSQH website and social media (2024: 100%) 100% timeliness in submitting monthly hospital survey reports, survey and training records to the Ministry of Health. (2024: 100%) 100% report submission on status of accreditation surveys and trainings at annual general meetings and Committee meetings (2024: 100%)
2. Dissemination of information, resources and publication materials from conferences/ workshops, and other sources	<ol style="list-style-type: none"> Speaker at 4 local and 1 international conference – total 5 (2024: 6) Production of twelve (12) e-newsletters in 2024 (2024: 12) Resource materials increased by 5% compared to 2024 (2024: 5%).

KEY ACHIEVEMENTS

RESOURCE CENTRE

(As at 31st December 2025)

The MSQH Resource Centre has recorded a notable increase in its inventory of in-house resource materials for the year 2025. As of 31st December 2025, a total of 2,552 items were recorded, marking an increase of 13 items or approximately 0.51% compared to the previous year's total of 2,539 items. This growth reflects MSQH's ongoing commitment to knowledge sharing and continuous learning among its members. Members are encouraged to continue contributing relevant materials to enhance the diversity and value of the MSQH Resource Centre collections.

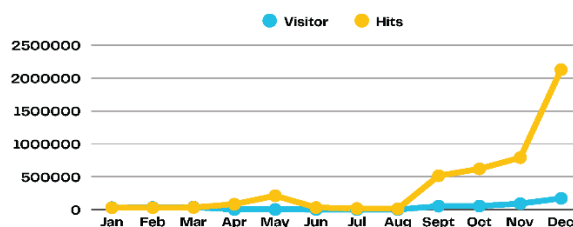
TABLE 1- Summary of Resource Centre Materials Inventory

CODE	CATEGORIES	QUANTITY		
		31/12/2025	31/12/2024	31/12/2023
B	BOOKS	126	121	116
BL	BULLETIN / MAGAZINES / PERIODICALS	690	690	677
D/C	CATALOGUES AND DIRECTORIES	488	487	485
C/S	CONFERENCE / SEMINAR / EXHIBITION MATERIALS	250	245	237
QM/G	QUALITY MANUALS / GUIDELINES	233	233	232
J	JOURNALS	329	329	329
R	REPORTS	170	168	165
S	STANDARDS	14	14	14
L/P	MEDIA	252	252	164
	TOTAL	2,552	2,539	2,419

Website Statistic

Total MSQH Website Visitor and Hits for Jan 2025 – Dec 2025

Month	Visitor	Total Hits
Jan	33150	30750
Feb	35700	31840
Mar	38580	34790
Apr	4830	85037
May	4569	212922
Jun	4199	33659
Jul	3091	19338
Aug	3501	14652
Sept	54892	516052
Oct	56999	621128
Nov	92908	790680
Dec	172917	2127446



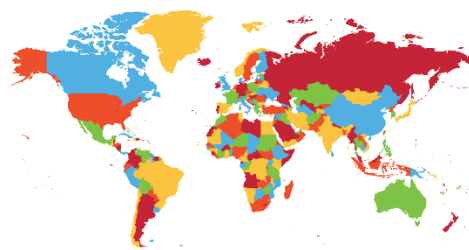
- Peak Visitors: March 2025 (38,580 visitors).
- Peak Hits: May 2025 (212,922 pageviews).
- Observation:
 - **March** spike was mainly driven by membership renewal and profile updates, as members accessed the system for annual renewals.
 - **May's** extremely high hits were linked to MSQH Annual General Meeting (AGM) activities leading up to June, where members and stakeholders accessed AGM-related information and documents.
 - **Jan–Feb** showed steady growth, likely due to early accreditation activities and training interest.
 - **June–August** saw a downward trend, with website engagement stabilizing after the peak activities.

Definitions:

- Total Visitors: Number of sessions where users accessed the site (some visitors may return multiple times).
- Hits (Pageviews): Total number of pages viewed during all sessions.

Total MSQH Website Visitor and Hits for Country from Jan 2025 – Dec 2025

Country	Total Visitor
Malaysia	284,915
Singapore	3,205
Indonesia	1,372
Australia	1,185
India	2,157
Philippines	460
United Kingdom	617
United States	419

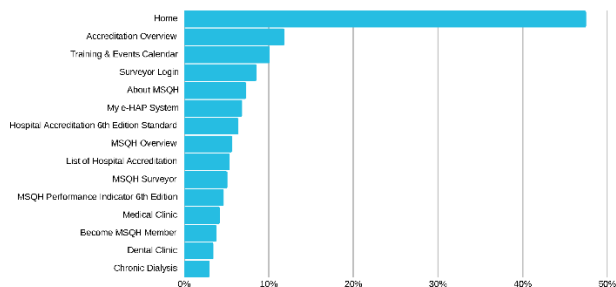


- Malaysia dominates (91%) of total visitors.
- Regional interest: Singapore and Indonesia show noticeable engagement, possibly from regional healthcare partners.
- International presence: Australia, India, UK, and US visitors may relate to training collaborations and global partnerships.

TOP 15 MOST VISITED PAGES

The top 15 most visited pages on MSQH website that receive the highest number of visit or pageviews

Pages	Pageviews	Percentage
Home	2,100,872	47.47%
Accreditation Overview	24,746	11.82%
Training & Events Calendar	12,622	10.12%
Surveyor Login	10,299	8.53%
About MSQH	25,216	7.31%
My e-HAP System	6,615	6.84%
Hospital Accreditation 6 th Edition Standard	49,617	6.37%
MSQH Overview	17,439	5.64%
List of Hospital Accreditation	8,628	5.39%
MSQH Surveyor	6,980	5.11%
MSQH Performance Indicator 6 th Edition	5,688	4.65%
Medical Clinic	4,478	4.23%
Become MSQH Member	3,721	3.81%
Dental Clinic	2,935	3.43%
Chronic Dialysis	2,381	2.99%



- Home page dominates traffic (376k views).
- Accreditation-related content (Overview, Standards, Performance Indicators, List of Hospitals) contributes significantly, showing strong professional/organizational interest.
- Training & Events is a top draw, indicating users are actively seeking upcoming programmes.
- Surveyor Login has high traffic, reflecting engagement by assessors and system users.
- Healthcare-specific standards (Medical Clinic, Dental Clinic, Dialysis) also attract targeted visitors.

Goal 4 – Efficacy and safe work practices and sustainability through innovation and continuous quality improvement

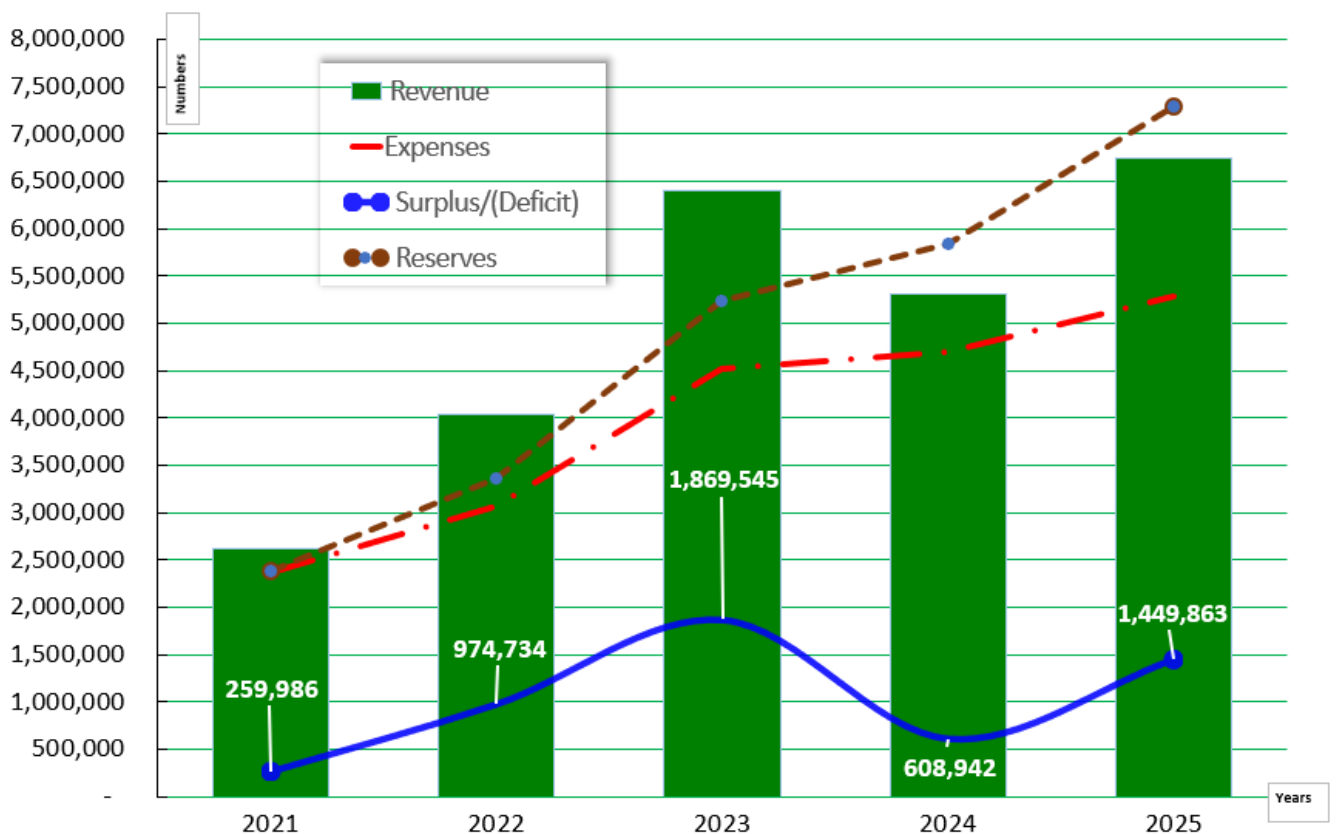
The Society's financial surplus, reserves, and liquidity have improved significantly over the course of the year. The actual surplus against budgeted figures demonstrated significant accomplishments. The number of surveyors and councillors has also increased to support the growth of accreditation surveys. The development of the accreditation information system (AIMS) for hospitals, medical clinics, dialysis centers, and dental practices commenced in 2025 and is expected to be completed in the third quarter of 2026. The AIMS will use artificial intelligence to streamline the accreditation survey process and provide a performance indicator tool for research. Client, member, and staff satisfaction rates have risen above 90%. 93% of grievance cases have been resolved this year. Further details of the financial results is reported under the Treasurer's Report.

Strategic Plans	Key Performance 2025
1. Effective and prudent financial performance.	<ol style="list-style-type: none"> 1. Surplus improved by 138% compared to 2024 (2024-2023 dropped by 67%) 2. Reserves increased by 25% compared to 2024 (2024-2023 increased by 12%) 3. Liquidity improved by 23% compared to 2024 (2024-2023 increased by 1%) 4. Timely Audited annual report 2025 by external and internal auditors (2024: Timely) 5. Actual-Budget surplus achieved significant improvement by 180% in 2025 (2024: reduced by 24%) 6. Compliance to statutory payments achieved 100%
2. Establish effective workforce planning and management	<ol style="list-style-type: none"> 1. 170 surveyors privileged from hospitals, medical clinics, chronic dialysis and dental in 2024 (2024: 146), 9% increased 2. 19 councillors in 2025 (2024:12), 58% increased 3. 100% of employee positions filled 4. Conducted one hospital surveyor's training programme 5. Conducted one hospital chief surveyor's training programme 6. Conducted one hospital councillors and two surveyor's update during the year
3. Implementation of appropriate ICT to support information management	<ol style="list-style-type: none"> 1. Development of MSQH Accreditation Information Management systems (AIMS) 2. Implementation of membership management system RAKLET on mobile and desktop

<p>4. Client, Member and satisfaction with services and products</p>	<p>1. Hospital survey satisfaction on surveys at 99% (2024:99%) 2. Hospital survey report satisfaction at 95% (2024:100%) 3. Hospital training satisfaction 95% (2024: 91%) 4. Closure a total of eight (8) grievance cases in 2025 (2024: 5), 60% improvement 5. Training in partnership with ECRI satisfaction 91% (2023:100%) 6. Quality Improvement Training satisfaction at 100% for Document Management, Operation and CSSD, Certified Healthcare Facilities Management, Root Cause Analysis and Antimicrobial workshops.</p>
<p>5. Staff and surveyor retention, talent management to enhance motivation, commitment and job satisfaction</p>	<p>1. Annual staffs and surveyor's appraisal completed 100% (2024: 100%) 2. Staff retention rate of 70% (2024:73%) 3. Staff satisfaction rate 100% (2024:59%)</p>

4.1 Financial Performance

Revenue, Expenditures, Surplus & Reserves Analysis



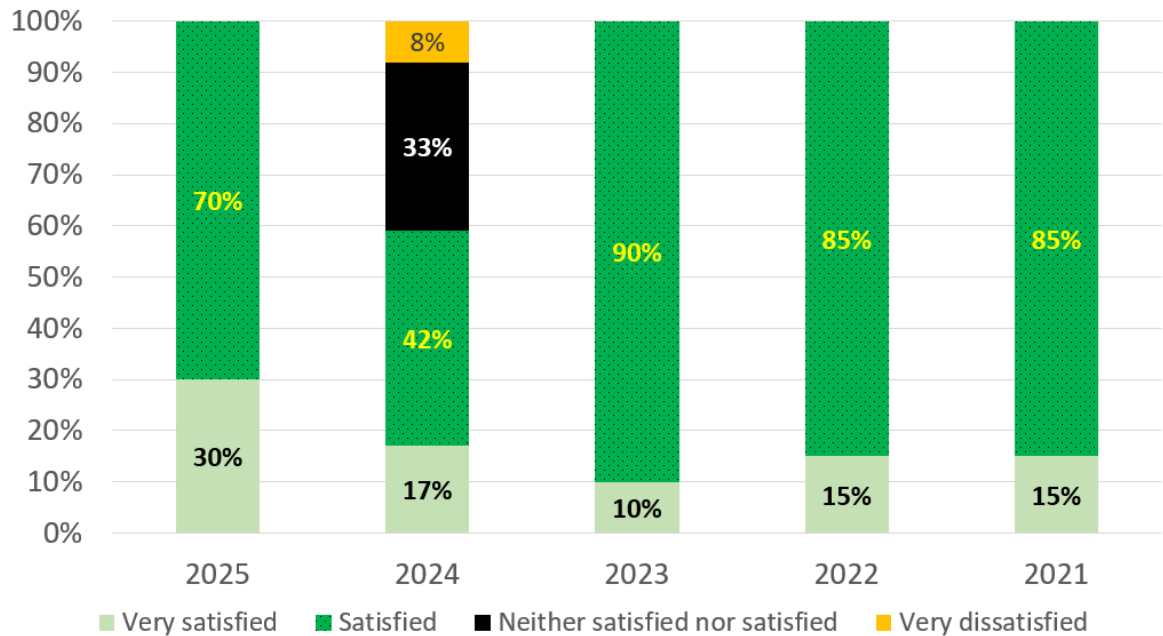
A detailed financial position with audited accounts for the year ended 31st December 2025 and budgets for 2026 and 2027 are reported under Treasurer's Report.

4.2 Human Resource

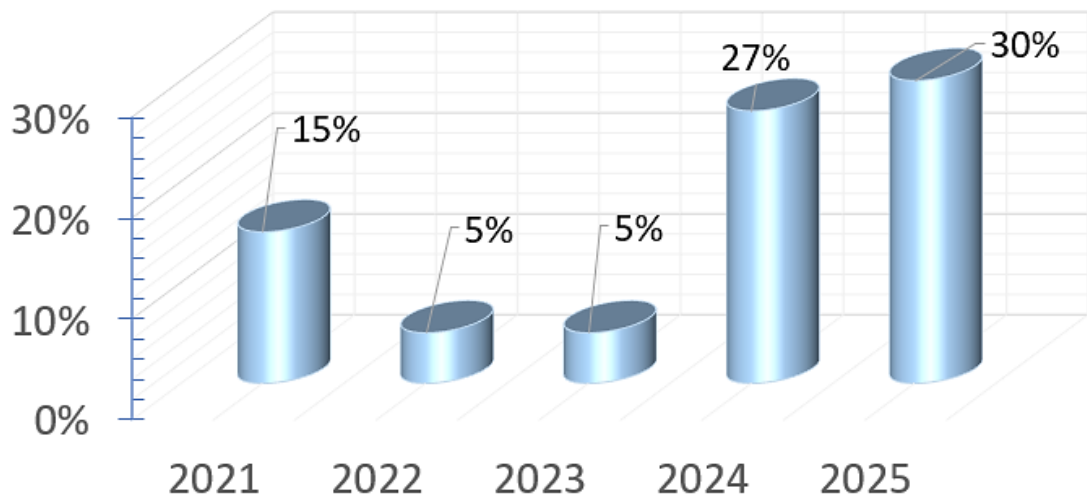
4.2.1 MSQH Employees

As of 31st December 2025, the Society employs 24 full-time staff members (CEO, 12 support staffs and 11 technical staffs), along with two part-time Project Managers and a Consultant. There is a grand total of (2025:170 | 2024:146) surveyors, working part-time with MSQH, of which hospital surveyors (2025:159 | 2024:125), medical clinics (2025:3 | 2024:6), chronic dialysis (2025:5 | 2024:12), and dental clinics (2025:3 | 2024:3) accreditation programmes.

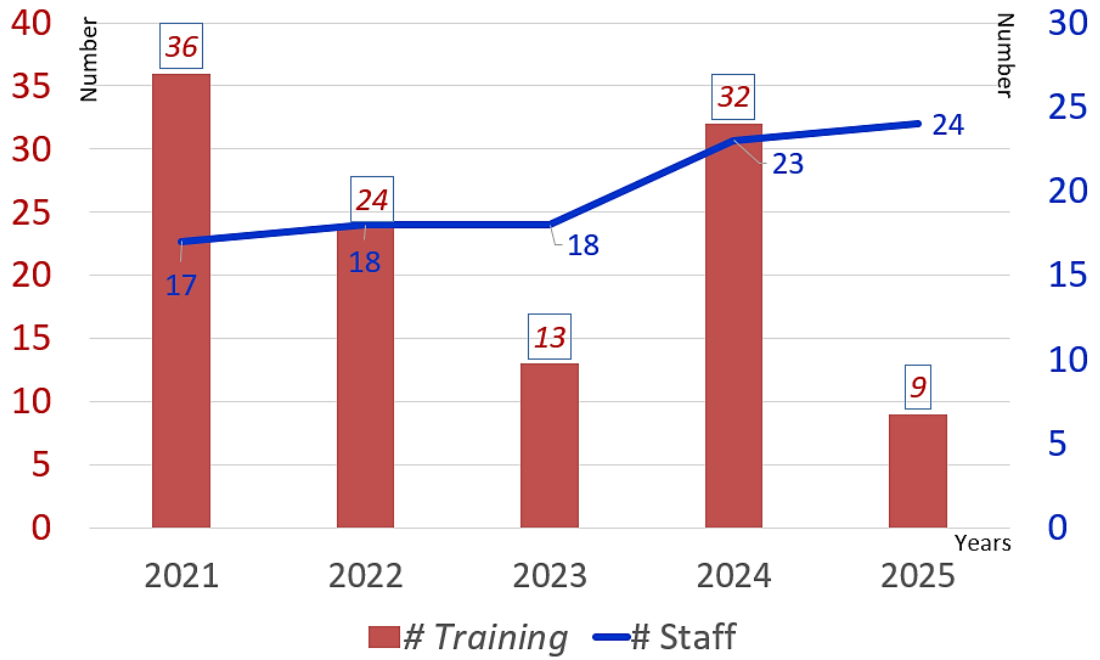
4.2.2 Staff Satisfaction Survey 2025



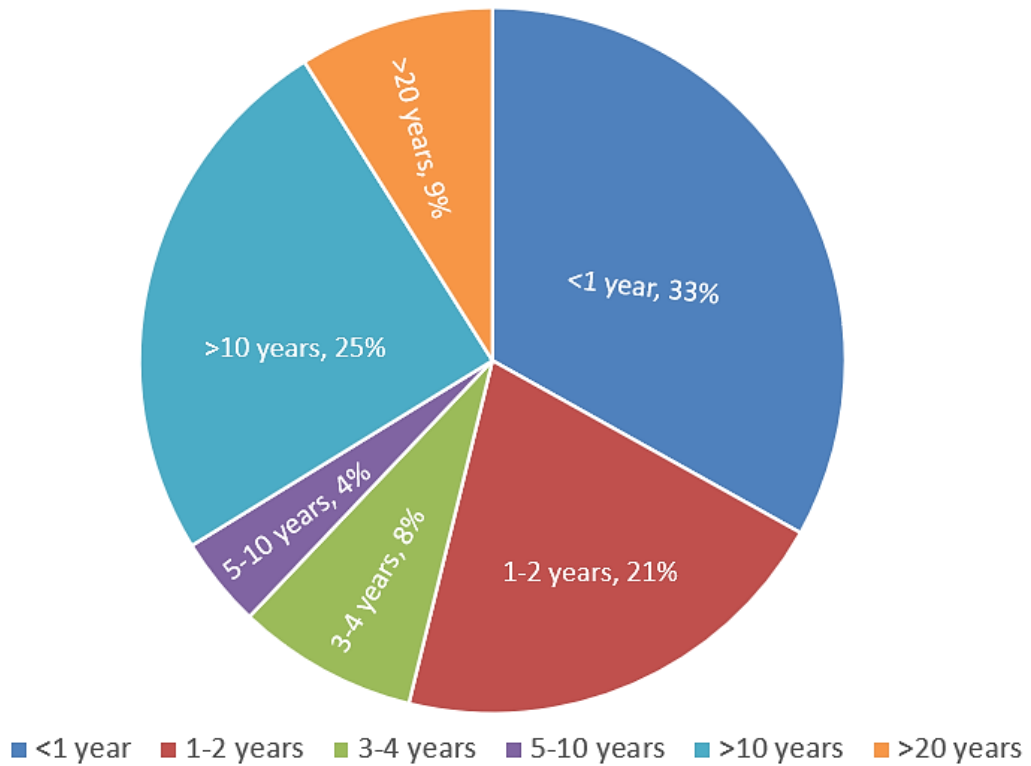
4.2.3 Staff Turnover Rate 2025



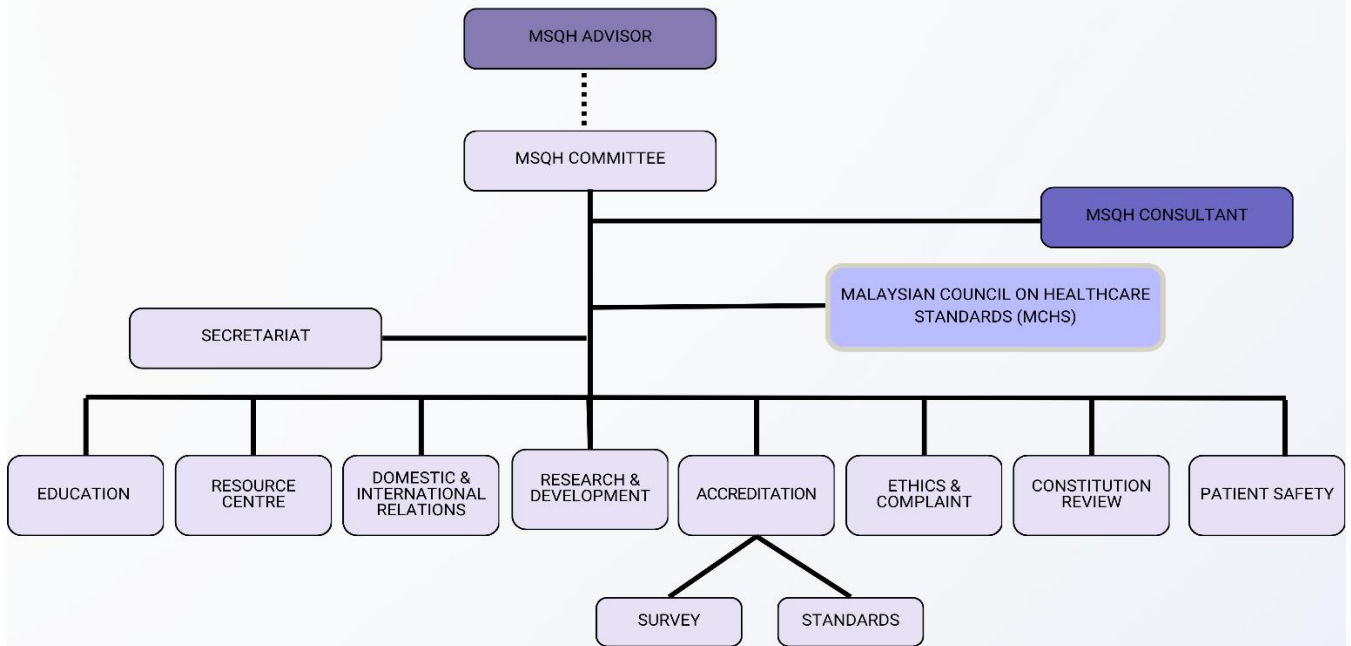
4.2.4 Staff Number of Trainings and Development



4.2.5 Staff Number of Years in Service



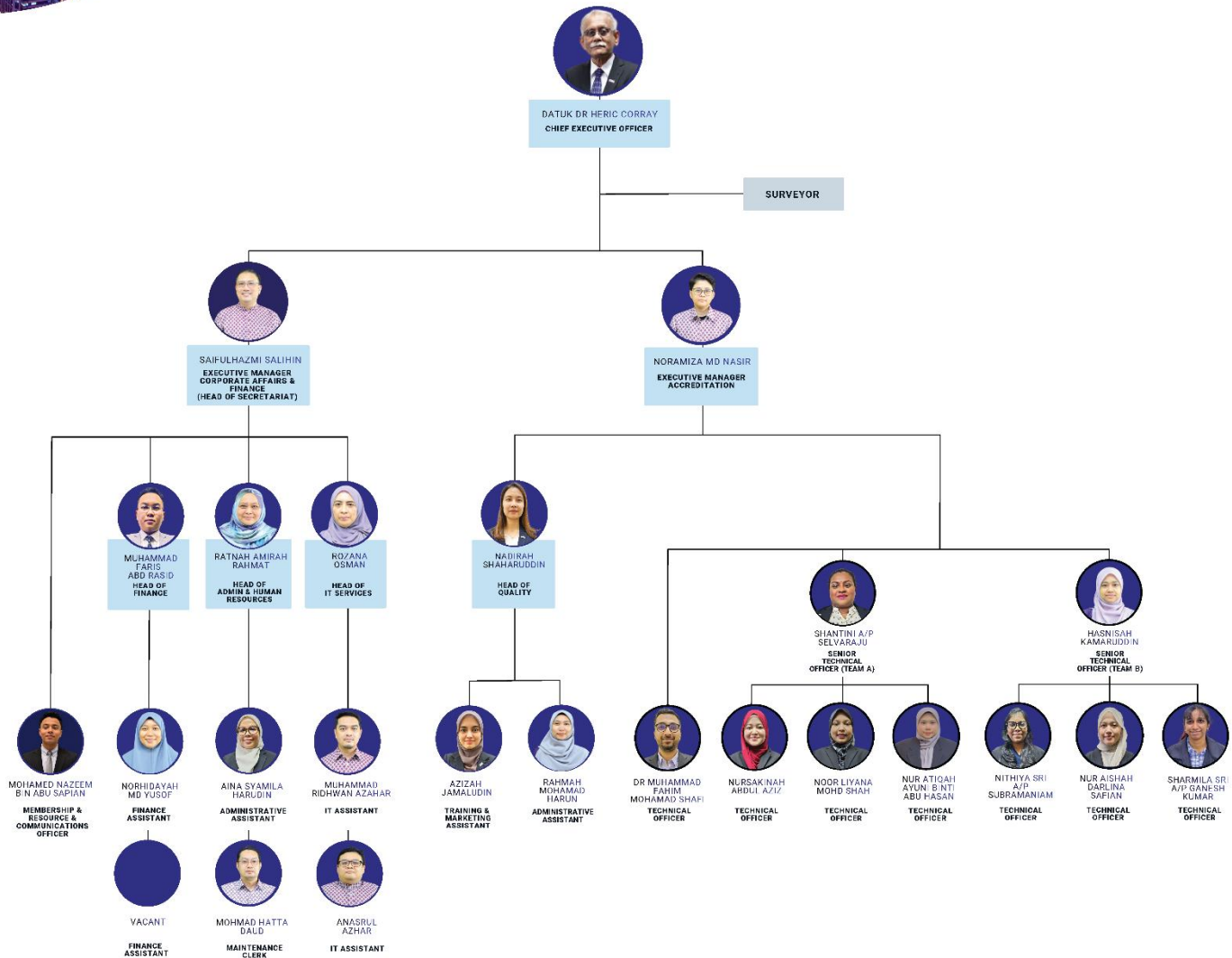
MAIN ORGANISATION STRUCTURE



BETTER CARE
SAFER CARE



SECRETARIAT ORGANISATIONAL CHART



The total number of surveyors have improved by 16% from 146 in 2024 to 170 surveyors in 2025.

4.2.4 MSQH Surveyors

Majority of our surveyors continue to work part-time in health as professional specialists, doctors, engineers, nurses, medical administrators and allied health professionals while contributing to the MSQH mission on a voluntary basis. There is a total of 170 active surveyors working part-time with MSQH for the hospitals, medical clinics, dental clinics and chronic dialysis accreditation programme in 2025. The total number of surveyors has increased by 16% from 146 in 2024 to 170 surveyors in 2025. Kindly refer to the tabular list below for the complete list of surveyors.

Surveyors – Hospitals 2025: 159 surveyors (2024: 125 surveyors)				
No.	Speciality	Name	Privileged	State
1	Anaesthetist	Angeli Quah Aun Chyi, Dr.	2014	KL
2	Anaesthetist	Azlina bt. Mohamad, Dr.	2017	Perak
3	Anaesthetist	Jahizah Hassan, Dato' Dr.	2010	Penang
4	Anaesthetist	Lim Wee Leong, Dr.	2012	Selangor
5	Anaesthetist	Loke Yee Heng, Dr.	2014	Perak
6	Anaesthetist	Nik Azman b. Nik Adib, Dr.	2025	Terengganu
7	Anaesthetist	Patrick Tan Kee Seng, Assoc Prof Dr.	2012	Penang
8	Anaesthetist	Rohayu Othman, Dr.	2025	Selangor
9	Anaesthetist	Siti Salmah bt. Ghazali, Dr.	2017	KL
10	Anaesthetist	Tan Cheng Cheng, Assoc Prof Dr.	2014	Johor
11	Anaesthetist	Teo Shu Ching, Dr	2023	Sarawak
12	Anaesthetist	Zalina Abd. Razak, Dr.	2012	KL
13	Emergency Physician	Liew Ket Keong, Dr.	2025	Kedah
14	Emergency Physician	Fatahul Laham b Mohamed, Dr.	2012	Kedah
15	Emergency Physician	Farina binti Mohd. Salleh, Dr.	2025	KL
16	Emergency Physician	Hardawani binti Mohd Hussain, Dr	2023	Kedah
17	Emergency Physician	Julina @ Azimah bt Md Noor, Dr,	2022	Selangor
18	Emergency Physician	Noorzilawati binti Ahmad, Dr	2024	KL
19	Emergency Physician	Norazlina bt. Mohamad, Dr	2023	Penang
20	Emergency Physician	Pratab Kumar, Dr.	2025	Selangor
21	Emergency Physician	Sabariah Faizah, Prof. Dr.	2019	Selangor
22	Emergency Physician	Shamsul Anuar b. Asmee, Dr	2023	Kedah
23	Emergency Physician	Siti Suhaila Hamzah, Dr.	2022	Selangor
24	Engineer	Al-Khairi Mohd Daud, Ir.	2010	Selangor
25	Engineer	Azrulazhar Jamaludin, Ir	2025	Putrajaya
26	Engineer	Bunyamin Yahaya, Ts	2025	Selangor
27	Engineer	Choon Kok Hoo, Mr.	2012	Perak
28	Engineer	Gnanasakaran, Ir.	2013	KL
29	Engineer	Lau Yew Nen, Ts Ir	2025	Sarawak
30	Engineer	Md. Jukni Hussin, En.	2008	Selangor
31	Engineer	Mohd Shah Rizal bin A. Rahman, Ir Ts En.	2023	Johor
32	Engineer	Muhammad Samson Mikail bin Abdullah, Mr	2023	KL
33	Engineer	Ng Kok Heng, Ir.	1998	KL
34	Engineer	Parasuramulu a/l Kanniah, Mr	2016	KL
35	Engineer	Wayne Chan Wah Cheong, Ir.	2018	Penang
36	Engineer	Yahaya b. Hassan, Ir. Ts.	2000	KL
37	Hospital Management	Abdul Rahim bin Abdullah, Prof. Dato' Dr.	2008	N. Sembilan
38	Hospital Management	Ding Lay Ming, Dato' Dr	2022	Selangor
39	Hospital Management	Gnanamalar a/p John, Dr	2022	KL

40	Hospital Management	Harif Fadzilah bin Che Hashim, Prof. Madya Dr.	2004	Kedah
41	Hospital Management	Hassan Merican b. Omar Naina Merican, Dato' Dr.	2004	Penang
42	Hospital Management	Heric Corray, Datuk Dr	2024	KL
43	Hospital Management	Muhd Siv Azhar Merican B Abdullah, Dr. Hj.	2020	Selangor
44	Hospital Management	Jamuna S. Arunasalam, Dr.	2025	Perak
45	Hospital Management	Jeyanthi Vengadasalam, Dr.	2011	Perak
46	Hospital Management	Kogulan Padama Padamakadavander, Dr.	2021	KL
47	Hospital Management	Lee Jun Yuan, Dr.	2025	Melaka
48	Hospital Management	Leela V. Sabapathy, Dr.	2010	KL
49	Hospital Management	M. A. Kadar Marikar, Assoc. Prof. Dr.,	1999	Selangor
50	Hospital Management	Mithali bin Abdullah @ Jacquiline Sapen	2021	Kedah
51	Hospital Management	Mohammad Miqdam bin Abdul Aziz, Dr.	2025	Perak
52	Hospital Management	Mohd Anwar Rashid b Ahmad, Dr.	2025	Johor
53	Hospital Management	Mohd. Anis Harun@Haron, Dr.	2015	KL
54	Hospital Management	Muhammad Yusof Sibert, Dr	2022	KL
55	Hospital Management	Ngian Hie Ung, Dr	2014	Sarawak
56	Hospital Management	Norsham binti Ismail, Dr.	2025	Johor
57	Hospital Management	Samiah Yasmin binti Abdul Kadir, Dr.	2025	Selangor
58	Hospital Management	Sarina Sidek, Dr	2025	Selangor
59	Hospital Management	Selahuddeen Abd. Aziz, Dr.	2012	Kedah
60	Hospital Management	Selasawati binti Hj Ghazali, Dr.	2022	Kelantan
61	Hospital Management	Selvi Thavamoorthy, Dr	2023	Selangor
62	Hospital Management	Shamsanah binti Hanif, Dr.	2014	Perak
63	Hospital Management	Tan Bee Hwai, Dr.	2019	KL
64	Hospital Management	Tan Hui Ling, Dr	2018	Penang
65	Hospital Management	Ziaudin Ahamed b. Abdul Kareem, Dato' Dr.	2006	Perak
66	Nephrologist	Nor Fadhlina Zakaria, Assoc. Prof. Dr.	2025	Selangor
67	Nephrologist	Zaiha Harun, Dr.	2012	Terengganu
68	Nursing	Albert Ng, Mr.	2015	Penang
69	Nursing	Ana Shuhada bt. Mohamad, Pn.,	2021	Penang
70	Nursing	Anny Mary Joseph @ Soosai, Madam	2025	Selangor
71	Nursing	Chieng Sui Hoon, Mdm.	2014	Sarawak
72	Nursing	Daina Ong Chew Ling, Ms.	2025	Melaka
73	Nursing	Hie Hee Ting, Karen	2022	N. Sembilan
74	Nursing	Irene Quah Sor Looi, Ms.	2004	KL
75	Nursing	Jasmine Lau, Ms	2023	KL
76	Nursing	Jayanthi a/p Marimuthu, Ms.	2024	KL
77	Nursing	K. Sunita a/p T. Vinayaka Das, Ms.	2023	KL
78	Nursing	Lee Pei Lee, Ms	2023	KL
79	Nursing	Liew Sau li, Matron	2019	Sarawak
80	Nursing	Lim Suan Choon, Ms.	2004	Penang
81	Nursing	Paulina Gani, Madam	2025	Sabah
82	Nursing	Mah Lai Heng, Mdm.	2000	KL
83	Nursing	Marina Jokim Robert, Dr.	2025	Penang
84	Nursing	Maygala Arumugam, Madam	2008	N. Sembilan
85	Nursing	Michelle Lee Guat Hoon, Ms.	2023	KL
86	Nursing	Goveelaneswary Salyah, Ms.	2025	KL

87	Nursing	Ng Ching See, Ms	2023	KL
88	Nursing	Noor Hana Mohamed Mauli, Puan	2025	KL
89	Nursing	Noor Hayati Kamaruddin, Mdm	2009	KL
90	Nursing	Nor Hayati bt. Takiman, Puan	2004	Selangor
91	Nursing	Norhazarina Azwa Ismail, Ms	2025	KL
92	Nursing	Ong Mooi Seok, Ms	2022	Penang
93	Nursing	Paramjit Kaur Surat Singh, Mdm.	2011	KL
94	Nursing	Phan Yoke Chin, Matron	2009	Selangor
95	Nursing	Punida Sathivheil, Madam	2025	KL
96	Nursing	Sally Tan Chiew Hoi, Mdm	2007	Melaka
97	Nursing	Sarasivathy a/p Eddiah, Madam	2018	N. Sembilan
98	Nursing	Tan Li Hwa, Madam	2021	Penang
99	Nursing	Tan Tang Peng, Datuk	2006	Selangor
100	Nursing	Thean Bee Hoong, Ms.	2023	KL
101	Nursing	Wong Wai Mun, Ms.	2015	Selangor
102	Nursing	Yew Oi Khuan, Mdm	2000	Perak
103	Ob Gynae	Abdul Aziz b. Mahamad, Dr.	2017	Kelantan
104	Ob Gynae	Ghazali Ismail, Dato' Dr.	2012	Johor
105	Ob Gynae	Hateeza Zakaria, Dr	2024	Kedah
106	Ob Gynae	Jamil b. Omar, Dr.	2017	KL
107	Ob Gynae	Mairin Dulasi, Dr.	2022	Penang
108	Ob Gynae	Nasuha Yaacob, Dr.	2025	Terengganu
109	Ob Gynae	Ng Beng Kwang, Assoc. Prof. Dr	2022	KL
110	Ob Gynae	Pang Suk Chin, Dr.	2025	Kedah
111	Ob Gynae	Ravindran Jegasothy, Prof Dato' Dr.	2005	N. Sembilan
112	Ob Gynae	Rusinahayati Mokhtarudin, Dr.	2011	Selangor
113	Ob Gynae	Salina bt. Sany, Dr.	2015	Penang
114	Ob Gynae	Sukri Ahmad, Dr.	2012	Kelantan
115	Ob Gynae	Suzanna Daud, Assoc. Prof Dr	2022	Selangor
116	Ob Gynae	Tan Chew Khang, Dr	2019	Perak
117	Paediatrician	Hii King Ching, Dr	2022	Sarawak
118	Paediatrician	Nik Nasiruddin Nik Leh, Dr.	2013	Kelantan
119	Paediatrician	Noor Khatijah Nurani, Dr.	2006	Perak
120	Paediatrician	Teh Keng Hwang, Prof. Dato' Dr.	2009	Kedah
121	Paediatrician	Thiyagar Nadarajaw, Dr.	2014	Kedah
122	Pathologist	Tuan Suhaila bt. Tuan Soh, Dr.	2017	Selangor
123	Pathologist	Zubaidah Abdul Wahab, Dr.	2008	KL
124	Pharmacist	Abdul Aziz Abd. Rahman, Assoc. Prof. Dr. Hj.	2012	N. Sembilan
125	Physician	Azahirafairud binti Abdul Rahim, Dr	2017	KL
126	Physician	Elizabeth Chong Gar Mit, Dr	2022	KL
127	Physician	Gunavathy Muthusamy, Dr	2024	Selangor
128	Physician	Justin Leow Wen Hsiang, Dr.	2025	Sabah
129	Physician	Loh Hoong Heng, Dr	2023	Kedah
130	Physician	Marzilawati bt Abd Rahman, Dr.	2025	Selangor
131	Physician	Mohamed Rusli Abdullah, Prof Dr	2024	Kelantan
132	Physician	Nurhayati Mohd Marzuki, Dr.	2025	KL
133	Physician	Ong Tze Zen, Dr.	2025	Selangor
134	Physician	Saiful Safuan, Dr.	2025	KL
135	Physician	Sia Koon Ket, Dr.	2008	KL

136	Physician	Siti Zulfa bt. Zulkifli, Dr.	2017	KL
137	Physician	Yau Weng Keong, Dr.	2011	KL
138	Physician - Cardiologist	Mohamed Jahangir Abd. Wahid, Dato' Dr.	2024	Penang
139	Physician - Respiratory	Razul Md Nazri Md Kassim, Dr.	2012	Kedah
140	Physician - Rheumatologist	Nadiah Mohd Noor, Dr.	2015	N. Sembilan
141	Physician - Rheumatologist	Siti Norzalilah Abd Majid, Dr.	2014	KL
142	Physician-Transfusion Medicine	Sakinah Ahmad, Dr.	2024	Kedah
143	Psychiatrist	Ahmad Qabil bin Khalib, Dr	2017	Perak
144	Psychiatrist	Norliza bt Chemi, Dr	2017	Selangor
145	Psychiatrist	Suarn Singh, Dato' Dr.	2001	Perak
146	Psychiatrist	Wan Zafidah Wan Nawawi, Dr	2022	Johor
147	Radiologist	Mohamad Helmee bin Mohamad Noor, Dr.	2021	KL
148	Radiologist	Sharifah @ Mastura binti Syed Abu Bakar, Dr	2022	KL
149	Radiologist	Sri Idayu Mohamad, Dr.	2012	Melaka
150	Surgeon - ENT	Faridah binti Hassan, Dr.	2009	Selangor
151	Surgeon - General	Andre Das, Dr.	2018	Selangor
152	Surgeon - General	Hue Teck Lee, Dr.	2021	Selangor
153	Surgeon - Neuro	Badrisyah b. Idris, Assoc. Prof. Dr.	2017	Selangor
154	Surgeon - Ophthalmologist	Mohd Aziz b Husni, Dr	2023	Pahang
155	Surgeon - Orthopaedic	Abdul Muttalib bin Abdul Wahid, Dr.	2012	N. Sembilan
156	Surgeon - Orthopaedic	Denis Dian Lee, Dr	2021	KL
157	Surgeon - Orthopaedic	Tuan Muhd Fairuz Bin Tuan Ismail, Dr.	2025	Terengganu
158	Surgeon - Orthopaedic	Rifa Aquidah Subhan, Dr.	2025	KL
159	Surgeon - Paed Dentistry	Noraini Nun Nahar bt. Yunus, Dr.	2004	Selangor

Surveyors – Medical Clinics 2025: 6 surveyors (2024: 6 surveyors)

No.	Speciality	Names	Privileged	State
1	Family Medicine Specialist	Norraliza Md. Zain, Dr.	2009	Sarawak
2	Family Medicine Specialist	Shamsul Bahary Muhamad, Brig. Jen. Dr.	2013	KL
3	Family Medicine Specialist	Mohd. Fauzi Abu Bakar, Dr.	2015	Putrajaya
4	Physician	Harikrishna K. Ragavan Nair, Prof. Dato' Dr.	2011	KL
5	Physician	Chuah Siew Kee, Dr.	2017	Selangor
6	Surgeon (Orthopaedic)	Kok Choong Seng, Dr.	2009	KL

Surveyors - Chronic Dialysis 2025: 12 surveyors (2024: 12 surveyors)

No.	Speciality	Names	Privileged	State
1	Medical Assistant	Lau Hui Kwong, Mr.	2018	Sarawak
2	Medical Assistant	Zulhelmi Abdullah, En.	2015	Putrajaya
3	Medical Assistant	Ramli Roslan, En.	2018	Selangor
4	Medical Assistant	Robert Agappan, Mr.	2016	Perak
5	Nephrologist	Suryati Yakob, Dr.	2018	Selangor
6	Nephrologist	Leong Chong Men, Dr.	2019	Kedah
7	Nephrologist	Loh Chek Loong, Dr.	2019	Perak
8	Nephrologist	Fariz Safhan Mohamad, Dr.	2019	Pahang
9	Nephrologist	Rosnawati Yahya, Dr.	2013	KL
10	Nephrologist	Zaiha Harun, Dato' Dr.	2016	Terengganu
11	Nursing	Chitra Ramasamy, Madam	2019	Selangor
12	Nursing	Victoria Agnes Mary, Madam	2015	KL

Surveyors - Dental Clinics 2025: 3 surveyors (2024: 3 surveyors)				
No.	Speciality	Names	Privileged	State
1	Oral Maxillofacial Surgeon	Sharifah Tahirah Al Junid, Dr.	2018	Selangor
2	Orthodontist	Shalene Kereshanan, Col. Dr.	2018	KL
3	Restorative Dentist	V. Rathna Devi A. Vaithilingam, Dr.	2018	KL

Total Number of Surveyors (by years)

