UNIVERSITI
TEKNOLOGI
MARA

PUTRA SPECIALIST HOSPITAL

INDUSTRIAL TRAINING REPORT (MGT 666)

1 MARCH 2023 – 15 AUGUST 2023

PREPARED BY:

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BA2466D

PREPARED FOR:

MADAM JOEAIZA JUHARI

EXECUTIVE SUMMARY

Here at Putra Specialist Hospital (Melaka) Sdn. Bhd., my unforgettable 6-month industrial training got started. Putra Specialist Hospital Melaka is a well-known Malaysian healthcare provider that offers advanced medical services and facilities to patients in Melaka and the surrounding areas. I was expected to study the organization and critically apply the theoretical parts of the organization to the practical scenario during my industrial training. I was able to obtain hands-on experience with the company's medical records department. This report has been divided into sections. The first part is about my profile, followed by the company's profile and its nature of organization. The next part is about my training reflection, where I will give further explanation regarding my working duration, details, and gains. The fifth part is the SWOT analysis, where I will summarize the strengths, weaknesses, opportunities, and threats based on my experience and observations working there. Right after that, I will give my own recommendation on how to overcome the problems that arise in the organization and conclude the overall report.

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ACKNOWLEDGEMENT

By the name of Allah, the Most Gracious and Most Merciful, Alhamdulillah, I managed to complete my industrial training report in the time given, after gathering all the information to ensure this task is completed perfectly. I would like to express my gratitude to Madam Joeaiza Juhari, my advisor for MGT 666, for guiding me in doing this assignment. Without her guidance, I will not be able to complete this task properly. The support that Madam Joeaiza gave in doing this assignment is for the purpose of ensuring I am able to produce a good outcome in doing this task as well as giving me new knowledge while doing my industrial training.

My supervisor, Mr. Shamsuri, has been quite helpful to me throughout the entirety of the process of completing this assignment in spite of the fact that he has an extremely busy schedule. Because of his effort, I was able to finish this report quickly. Furthermore, I'd like to thank my friends for their assistance in providing comments, brainstorming ideas, and pointing out faults that I did while working on this report. I would also like to thank my dear parents, who always offer me courage and advice because I would not have been able to reach this level without them. Last but not least, I would like to thank everyone who has contributed directly or indirectly in helping me to complete this assignment, and may it will be beneficial for me in the future. Once again, thank you.

1.0 STUDENT'S PROFILE

NURUL IZZATI DZULKARNAIN
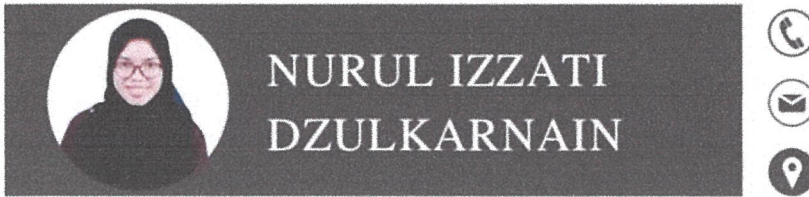
ABOUT ME

I am a Bachelor of Business Administration (Hons.) International Business student seeking a position that suits my study background for my internship program with a reputable company that will utilize the professional and technical skills developed through study.

EDUCATION HISTORY

Universiti Teknologi MARA (UiTM) Cawangan Melaka, Kampus Bandaraya Melaka (2021-present)
Level: Bachelor of Business Administration (Hons.) International Business
CGPA: 3.66

Universiti Teknologi MARA (UiTM) Cawangan Negeri Sembilan, Kampus Rembau (2018-2021)
Level: Diploma in Business Studies
CGPA: 3.69

WORKING EXPERIENCE (DURING SEMESTER BREAK)

Iziera Boutique Collection
Part time sales girl

- Served customers by helping them select products, and processed payments by totaling purchases, processing checks, cash, or other credit and debit cards.
- Managed to increase follower number on Instagram for online shopping and promotion purposes.

Malaysian Police Training Centre (PULAPOL) Dining Hall
Part time dining hall staff

- Oversaw the cleanliness of tables, benches, and floors, ascertaining that everything is in readiness for the following meal.
- Assisted the Food Service Manager and Cook with inspecting the cleanliness of all dishes, silverware, or any other eating and serving utensil.

LANGUAGE:

Malay: Native or bilingual proficiency
English: Professional working proficiency
Arabic: Basic proficiency

SKILL:

Microsoft Word: Intermediate
Microsoft PowerPoint: Basic
Microsoft Excel: Basic
Adobe Software: Basic
Canva: Intermediate

INVOLVEMENT:

LEADERSHIP

- Photographer for Let's Communicate and Connect at SK Batu Berendam, Melaka (2022)
- Secretary for Briged Sukarelawan Club UiTM Kampus Rembau Session 2019/2020
- Multimedia Exco Head for Diploma Business Society Session 2019/2020
- Exco Multimedia for Majlis Apresiasi Sukarelawan (2019)
- Exco Program and Protocol for Mahabbah Ya Ramadan Program, Masjid Tanah Datar, Chengkau (2019)
- Exco Multimedia for A Day at The Zoo 2.0, Zoo Negara Malaysia (2019)
- Food Exco for Induction Days for Business Studies (IDaBS) (2019)

PARTICIPATION

- Participant in the Webinar "Understanding the Roles of MATRADE and the Current Trade Issue in Middle East Countries" (2022)
- Participant in Webinar Social Entrepreneurship "Let's Start Up: Youth Empowerment Via Social Entrepreneurship" (2021)
- Participant in Facebook Live Majlis Kesukarelawanan Universiti Malaysia MASKUM for Seminar Kesukarelawanan Kebangsaan 2020 (2020)
- Participant in "Taklimat Kebolehpasaran Graduan/Alumni Siri 2" (2020)
- Participant in Siswapreneur Virtual Talk 1/2022 Langkah Awal Memulakan Perniagaan (2022)
- Participant in Wildlife Volunteer Program "Spark the Love and Save the Elephant", Kuala Gandah (2019)
- Participant in Program Jom Jelajah Negeri Sembilan Bakti Siswa Masjid Kg Kundur Tengah (2019)

ACHIEVEMENT:

- Dean's List Award (2021-2022)
- Silver Award for Outstanding Presentation on Track Endemic: Oh! Pop Sanitizer in Virtual Melaka International Intellectual Exposition 2022 Melaka, Malaysia.
- Vice Chancellor's Award (2018-2021)
- Silver Award in Creative and Innovative Convention Group: Lethal (2019)

REFERENCES:

Dr. Mohd Halim Bin Mahphoth
Position: Assistant Rector and Senior Lecturer at UiTM Cawangan Melaka

Dr. Irzan Bin Ismail
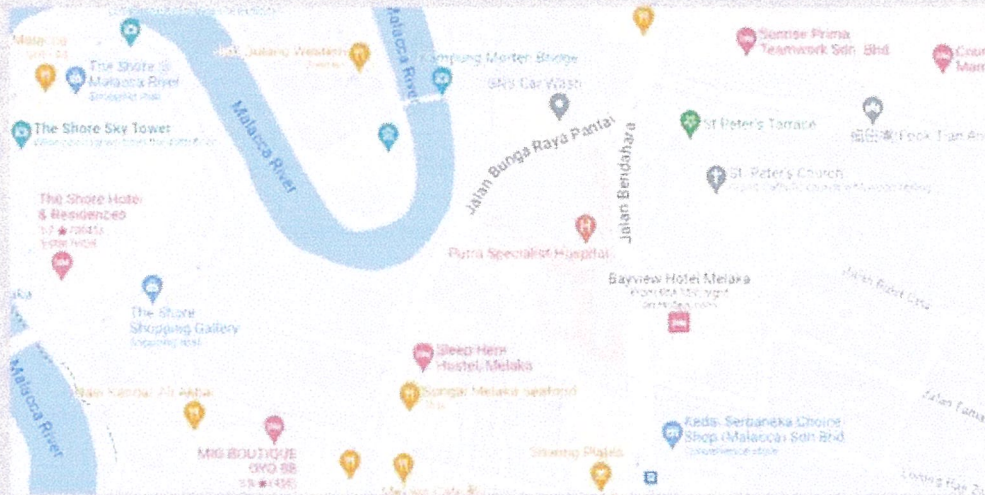Position: Senior Lecturer at UiTM Cawangan Melaka

2.0 COMPANY'S PROFILE

COMPANY'S NAME :
PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

LOCATION :
169, JALAN BENDAHARA, PENGKALAN RAMA,
75100 MELAKA

CHIEF EXECUTIVE OFFICER :
DATUK WIRA HJH RADHUANA BINTI SALLEH

VISION :
TO BE AN EXCELLENT HEALTH CARE SERVICE PROVIDER

MISSION :
TO DELIVER QUALITY HEALTH CARE SERVICES TO OUR
CUSTOMERS THROUGH EXCELLENT CUSTOMER SERVICE AND
TECHNOLOGICAL ADVANCEMENT

OBJECTIVE :
WE AIM FOR CONTINUOUS GROWTH AND KEEP OUR
COMMITMENT TO EXCELLENT CARE AND ADVANCING FOR THE
BENEFIT OF OUR COMMUNITY

GOAL :

- ENSURE THAT OUR PRODUCTS, SERVICES, SYSTEM, STRUCTURE AND WORK MECHANISMS ARE ABLE TO MAINTAIN HIGH-QUALITY STANDARDS THAT MEET THE NEEDS AND EXPECTATIONS OF OUR CUSTOMERS.

- ENSURE THAT OUR WORKING ENVIRONMENT IS OF A HIGH STANDARD OF SAFETY AND COMFORTS.

- ENSURE THAT OUR EMPLOYEES WILL HAVE THE RIGHT-THINKING QUALITIES AND ACTIONS, TO MEET DEVELOPED WORLD STANDARD.

- EMPHASIZE A HIGH LEVEL OF PROFESSIONALISM, EFFICIENCY, TACTFUL, HONEST AND TRUTHFUL.

CORE VALUES :
INTEGRITY
RESPECT
EMPATHY
PROGRESSIVE
INNOVATIVE

OPERATION HOURS :
OPEN 24 HOURS

2.1 BACKGROUND OF ESTABLISHMENT

Putra Specialist Hospital (Melaka) Sdn Bhd has established itself as a renowned and prestigious medical facility, serving as the city's premier healthcare institution. Strategically located in the heart of Melaka, the hospital has been providing exceptional medical care since its inception in 1995. Over the years, it has garnered a reputation for excellence, making it a preferred choice not only for local residents but also for medical tourists seeking high-quality healthcare services.

Putra Specialist Hospital Putra Specialist Hospital offers a wide range of departments and services to meet the healthcare needs of its patients. Some of these departments include General Medicine, Surgery, Paediatrics, Obstetrics and Gynaecology, Orthopaedics, Cardiology, Neurology, Gastroenterology, Ophthalmology, ENT, Radiology, Pathology, Dermatology, Psychiatry, Rehabilitation, Dental Services, and Health Screening. Each department has a team of highly trained and experienced medical professionals who work together to provide the best care for their patients. The hospital also provides support services such as the pharmacy, the laboratory, and imaging services to ensure that patients can receive comprehensive healthcare services all in one place.

The hospital operates 24 hours a day, seven days a week, making medical care available to patients whenever they need it. Additionally, the hospital is committed to maintaining a clean and safe environment for its patients and staff by implementing strict hygiene and infection control measures. Putra Specialist Hospital (Melaka) Sdn. Bhd. is dedicated to delivering top-notch healthcare services and has been recognized with several awards and accreditations for its excellent patient care. The hospital is committed to making a positive impact on the health and well-being of the local community.

2.2 MEDICAL RECORD DEPARTMENT

Within the hospital, the Medical Record Department plays a crucial role in ensuring the effective administration of patient healthcare information and its long-term preservation. This department, which is responsible for maintaining accurate and thorough documentation of patients' medical histories, diagnoses, treatments, and outcomes, is in charge of medical records and serves as the backbone of the information management system for the hospital. The value of the Medical Record Department can be measured by the extent to which it aids in the provision of high-quality patient care, the promotion of effective communication among healthcare professionals, the facilitation of clinical decision-making, and the maintenance of regulatory compliance. This department serves as both a protector of patient confidentiality and an invaluable resource for members of the medical community, including researchers and administrators, because of the thorough record-keeping, organizing, and retrieval processes it employs.

The Medical Record Department at Putra Specialist Hospital (Melaka) Sdn. Bhd. comprises three distinct offices, each serving a specific purpose in the management and maintenance of patient records. The first office, located at level 3 of the hospital, serves as the main hub of the Medical Record Department. This office serves multiple functions, including the storage of physical medical record folders and the execution of important tasks such as auditing patient files. The second office, located at level 3A, focuses on the management of electronic medical records (EMRs). In this office, staff members carry out essential tasks related to the digitization of physical folders, including sorting, scanning, and converting them into digital formats. While the majority of medical record-related activities take place within the hospital premises, the third office is situated in a row of shophouses near the hospital. This location serves as a dedicated storehouse for the Medical Record Department. Given the volume of medical records accumulated over the years, the department requires additional space to store older records that are scheduled for disposal in batches. The storehouse is securely managed to maintain patient confidentiality and privacy, and strict protocols are followed when handling and disposing of records to ensure compliance with data protection regulations.

2.3 ORGANIZATIONAL STRUCTURE

2.3.1   PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

CHIEF EXECUTIVE OFFICER
Datuk Wira Hjh Radhuana Binti Salleh

HEAD OF ADMINISTRATION
S. Kamalanathan

HEAD OF OPERATION
Hong Chin Yeow

HEAD OF CLINICAL
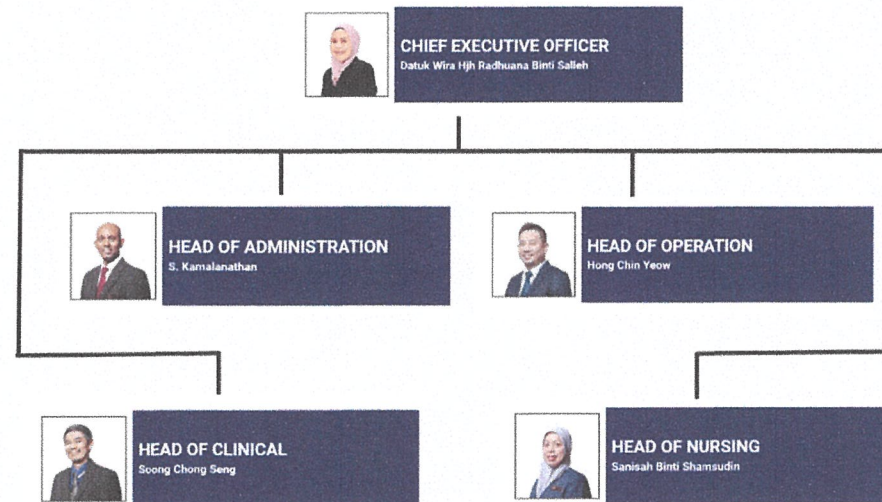Soong Chong Seng

HEAD OF NURSING
Sanisah Binti Shamsudin

Figure 1: Putra Specialist Hospital (Melaka) Sdn Bhd Organizational Chart
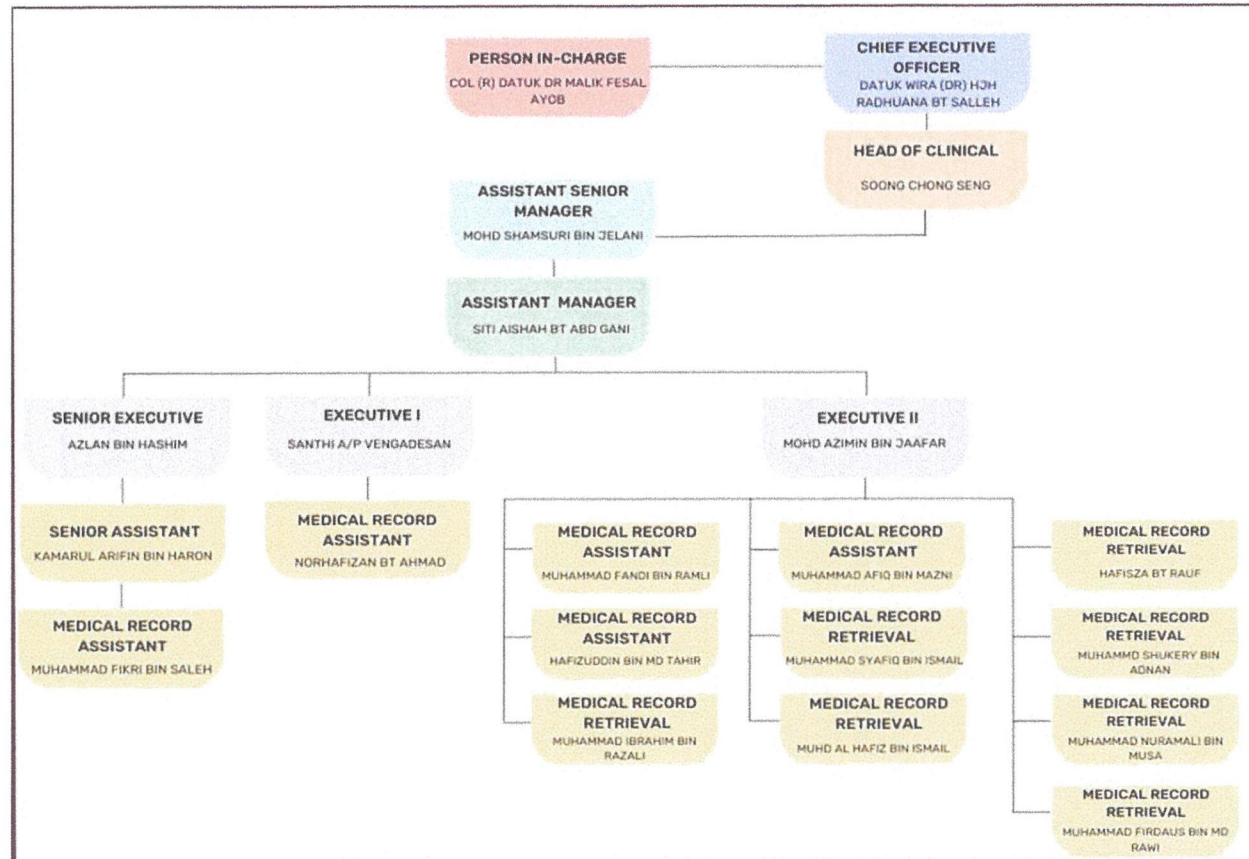
2.3.2 MEDICAL RECORD DEPARTMENT

Figure 2: Medical Record Department Organizational Chart

2.4 PRODUCTS OR SERVICES

The Putra Specialist's group equity is built on providing its patients with one-stop medical care in Malaysia. The group offers the three most important aspects of healthcare: accessibility, affordability, and excellent quality, from check-ups to cardiac surgery. The medical record department offer a few services that includes:

2.4.1 Sending folder to clinic/wards/accident and emergency

When a patient is admitted to a hospital, their medical records are stored in the Medical Records Department. If a person from another department or the clinic needs access to a patient's records, they can request to send the patient's folder to them. In Putra Specialist Hospital, a physical copy of the folder is delivered by the Medical Record staff. However, the hospital is still making efforts to transfer the physical data into an electronic medical records system that allows for the digital transfer of records, which can be used to securely send the records. When a request for a patient's records is made, the Medical Records Department will prepare the folder and ensure that it is accurately labelled and contains all relevant information. The folder will then be delivered to the requesting department as quickly as possible within 20 minutes. Overall, the process of sending medical record folders involves the Medical Records Department preparing and securely delivering the folders to the requesting department to ensure that healthcare professionals have the necessary information to provide the best possible care for their patients.

2.4.2 Sending medical report to the 3rd party

The medical record department will give the patient's medical report to the third party once they request for it. The third party could be a patient's primary care physician, another healthcare provider involved in the patient's care, an insurance company, a government agency, a legal representative, or the patient's family members. However, hospitals are required to protect the patient's privacy and confidentiality, so a third party can only receive medical information with the patient's written consent or as permitted by law.

2.4.3 Provide & compile statistic to management every month

The Medical Records Department in a hospital is responsible for collecting and compiling medical data each month to provide hospital management with reports on various aspects of the hospital's operations. To do this, the department collects data from patient charts and the hospital's electronic medical records system, which is Origin. They then organize and input this data into Excel to generate reports. These reports can include information on patient diagnoses, treatments, deaths, new-borns, and outcomes. The Medical Records Department is also using statistical tools to analyse the data and identify trends and patterns that can help the hospital improve patient care. Once the reports are ready, it will be shared with hospital management for review and decision-making. The Medical Records Department may also present the reports at regular meetings to update the hospital staff on hospital performance and identify areas for improvement.

2.4.4 Provide report to the Ministry of Health / JKM every month

The Medical Records Department in a hospital provides monthly reports to the Ministry of Health (MOH) to help the government monitor and assess the quality of healthcare services provided by hospitals. The reports provide MOH with valuable information on patient demographics, diagnoses, treatments, and outcomes, which can help identify health trends and patterns across the country. MOH can then use this information to make decisions on healthcare policies, resource allocation, and public health initiatives. To prepare the monthly reports, the Medical Records Department extracts data from patient charts and the hospital's electronic medical records system and compiles this data into specialized software programmes that generate standardized reports as required by MOH. The reports may also include information on hospital performance, such as wait times, readmission rates, and mortality rates.

2.4.5 Provide infectious disease reports to State Health Department

This department is responsible for providing reports on infectious diseases like COVID-19 and influenza to the State Health Department. This helps the government monitor and control the spread of infectious diseases in the community. To prepare these reports, the department tracks and documents cases of infectious diseases in the Origin and they will collect information such as patient demographics, diagnosis, test results, treatment, and outcome. By providing this information, the State Health Department can quickly identify potential outbreaks and take appropriate measures to control and prevent the spread of the disease. This could include contact tracing, quarantine, and vaccination campaigns. It is important to note that the Medical Records Department takes patient confidentiality very seriously when sharing medical information with the State Health Department. They follow strict guidelines and regulations to ensure that patient data is handled securely and confidentially.

3.0 TRAINING REFLECTION

3.1 DURATION

I started my internship at Putra Specialist Hospital Melaka Sdn. Bhd. on March 1, 2023, and completed it on August 15, 2023. Throughout this period, I dedicated myself to working six days a week, from Monday to Saturday. On weekdays, my typical workday spanned from 8:30 am to 5:00 pm. However, on Saturdays, my work hours were shorter, starting at 8:30 am and ending at 12:30 pm.

3.2 DEPARTMENT

During the entirety of my industrial training at Putra Specialist Hospital Melaka Sdn. Bhd., I had the privilege of being assigned to the medical record department. This department played a crucial role in the organization, management, and maintenance of patient medical records. It served as a gateway to the hospital's vast repository of health information, ensuring the accuracy, accessibility, and security of patient data. My specific role within the medical record department was to assist with the transition from traditional paper-based medical records to the more advanced electronic medical record (EMR) system. This transition marked a significant milestone in the hospital's digital transformation journey, aiming to streamline processes, enhance efficiency, and improve patient care outcomes.

3.3 ROLES

In the medical record department, I was entrusted with a range of diverse responsibilities that allowed me to actively contribute to the department's operations and play a significant role in ensuring the smooth functioning of the hospital's medical record system.

i. Sorted medical record folders.

One of my key responsibilities involved organizing patient prescriptions and imaging materials and sorting the medical record folders. This task required meticulous attention to detail as I carefully arranged the documents, ensuring they were properly labelled and prepared for the scanning process. This involved organizing the outpatient forms in chronological order based on the date of their visit and categorizing them according to the respective attending doctors. By diligently carrying out this task, I helped facilitate quick and easy access to patient records, enhancing the efficiency of the department's workflow.

ii. Identified unaudited folders.

An essential part of the sorting process was identifying folders that had not been audited. If I came across such folders, my responsibility was to promptly return them to the auditor. This crucial step aimed to prevent any potential complications or legal issues that could arise if documents were misplaced or lost. By ensuring the thorough examination of each record through the audit process, we could provide the hospital with a comprehensive audit sheet as evidence of meticulous record-keeping.

iii. Scanned medical record folders.

I played a vital role in scanning medical record folders and creating digital copies of patient information. This task involved utilizing specialized scanning equipment and software to capture the documents accurately. Once the scanning was completed, I meticulously affixed a date stamp to each digital copy, ensuring a clear record of when the documents were scanned. This step provided a valuable reference point for future record-keeping and retrieval purposes.

iv. Filed patients' folders in storeroom.

After the scanning process, I participated in the filing stage, where the scanned medical record folders were transferred to the storeroom. In this phase, I followed a systematic approach to file the folders according to the unique Medical Record Number (MRN) assigned to each patient. By adhering to this meticulous filing system, I contributed to the organization and accessibility of patient records, allowing for efficient retrieval whenever necessary.

v. Handled phone calls and processed requests for patient folders.

I had the privilege of handling phone calls from various clinics and departments within the hospital. These calls typically requested specific patient folders for reference or further medical analysis. Acting promptly, I retrieved the requested folders from the storage area and ensured their timely delivery to the corresponding clinic or department. By providing responsive and reliable support, I played a crucial role in facilitating effective communication and seamless collaboration among different healthcare units.

3.4 BENEFITS

I receive a monthly allowance of RM440 for my work in this department. Additionally, if I work overtime, I am entitled to an hourly payment of RM2.50. In this department, both staff and intern students have the flexibility to choose overtime hours ranging from one to three hours, depending on their preferences.

During my time here, I have acquired knowledge and technical skills directly related to my work. One of the key skills I learned was how to utilize Origin, the new software used for electronic medical records. This training has equipped me with the ability to navigate and utilize this advanced system effectively. Furthermore, I have gained a comprehensive understanding of the practical aspects of the industry, offering valuable insights into the real working world. Moreover, I have developed expertise in analyzing, differentiating, and organizing various types of forms found in patient folders. This includes outpatient forms, inpatient forms, pathology reports, imaging records, and prescriptions. Mastering these skills has enabled me to efficiently handle and manage patient information within the medical record system.

In addition to technical knowledge, my internship has also provided opportunities for personal development. Working in a team, particularly during the scanning of medical record folders, has honed my ability to collaborate effectively and contribute to group objectives. I have learned valuable time management skills, emphasizing punctuality in my work responsibilities. Moreover, I have cultivated the ability to engage in productive brainstorming sessions and negotiate with colleagues to address issues or complaints that may arise from employers, doctors, or medical officers. Building confidence in expressing my opinions during meetings has been another essential skill developed during my internship. Lastly, I have enhanced my communication skills, learning how to effectively interact with employers and colleagues, fostering a positive and professional work environment.
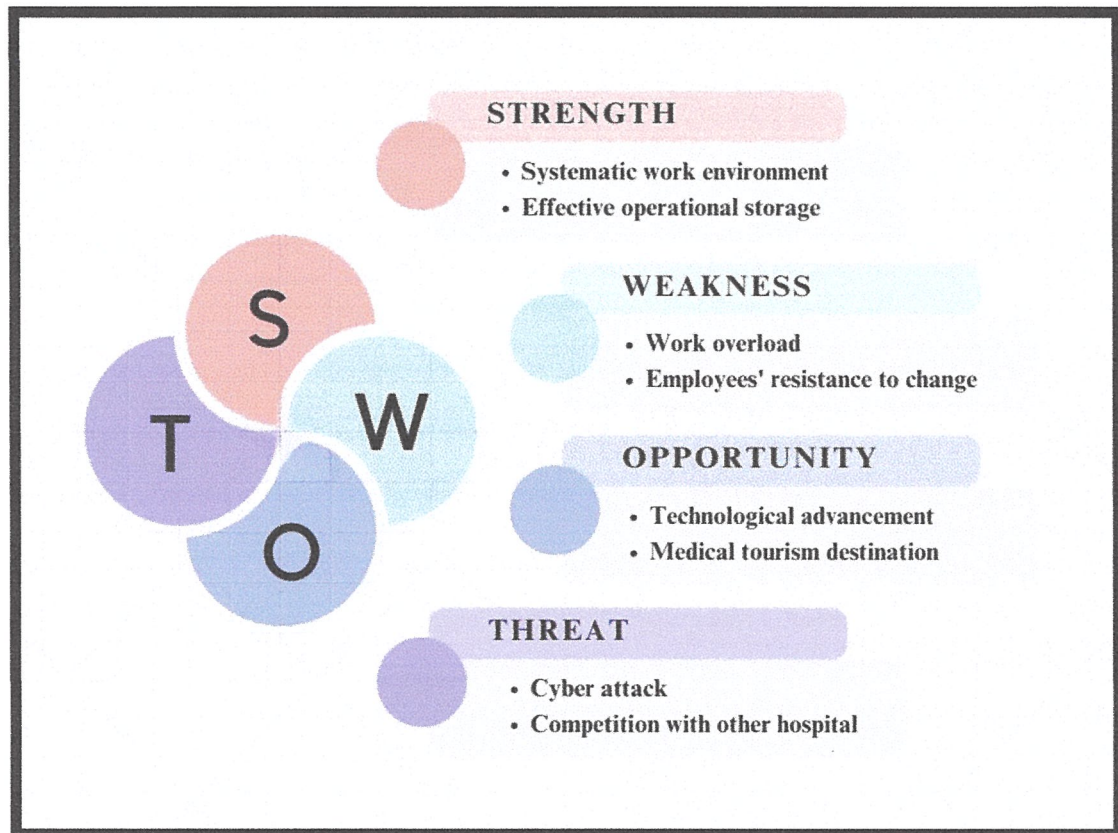
4.0 SWOT ANALYSIS

Figure 3: Putra Specialist Hospital (Melaka) Sdn Bhd's SWOT Analysis

5.0 DISCUSSION AND RECOMMENDATION

1. STRENGTH

1.1.   Systematic work environment

Zhenjing, Chupradit, Ku, A. Nassani, and Mohammed (2022) assert that the influence of workplace quality plays a crucial role in shaping employees' motivation to work diligently, as well as their efficiency and overall performance. The performance of an organization is predominantly influenced by the employees who contribute to its operations. As the drivers of organizational success, improvements in employees' performance directly translate to enhanced organizational performance (Hannang et al., 2020). Creating an effective managerial strategy is essential for organizations to achieve their goals and maintain competitiveness. A key aspect of this strategy is establishing a supportive work environment.

To begin with, a systematic working environment helps worker to have a clear understanding of their roles, duties, and tasks. This clarity helps minimize misunderstandings and inefficiencies, allowing employees to operate more effectively. Secondly, a well-organized workplace promotes increased levels of productivity. When companies have well-defined processes, protocols, and workflows in place, employees can focus on their tasks without unnecessary interruptions or non-essential hindrances. Thirdly, a well-organized workplace fosters fairness and consistency. When there are clearly defined guidelines and systems in place, all employees are treated fairly, and decisions are made based on objective criteria rather than personal preferences or favoritism.

Drawing from my internship experience in the Medical Records department, it is evident that the department maintains a well-structured and systematic work environment. Before employees and trainees in the medical record department were responsible for their actual work responsibilities, they were provided guidance and instruction as part of their training. In my opinion, to improve the work environment, the head of the department and team leader can do direct monitoring with each employee instead of monitoring them by group because sometimes when a problem arises, employees tend to keep it to themselves. By doing this, the medical records department can continue to surpass the monthly Key Performance Indicators (KPI) because of the systematic working environment.

1.2. Effective operational storage

In healthcare, big data encompasses the process of gathering vast amounts of data from diverse healthcare sources. This data is subsequently stored, managed, analyzed, visualized, and leveraged to enable informed decision-making (S.A et al., 2018). Ensuring the confidentiality of patients' medical information is a paramount responsibility of the Medical Records department in their pursuit of building an efficient data storage system. Within a patient's medical record, numerous highly sensitive details are stored, such as medical diagnoses, treatment plans, test results, and personal identifiers. The department recognizes the critical importance of preserving the confidentiality of this information, as any unauthorized disclosure, theft of identity, or breach of privacy could have severe consequences for patients.

Before the implementation of electronic medical records, the Putra Specialist Hospital group utilized an effective operational storage system by employing various categories of physical folders. Presently, there are four distinct types of folders in use: pink folders designated for foreign patients, blue folders for general patients, green folders allocated for Putra Specialist Hospital employees, and yellow folders specifically for staff members' relatives. These folders contain essential patient medical data, including notes from doctors or nurses, medical histories, insurance information, allergy records, medication prescriptions, and other significant documents. Only authorized employees were granted entry to the storeroom, ensuring that only individuals with the necessary privileges could access or handle patient records.

At present, communication with individuals outside the medical records department is restricted to a small window. Although this method of exchanging information is conventional, it comes with its limitations. For instance, understanding conversations can be challenging, particularly in noisy environments or when there's a significant distance between parties. Additionally, the lack of privacy makes it unsuitable for discussing sensitive or confidential matters. To overcome these challenges and enhance communication, I suggest implementing a communications intercom system within the MRD. This system would enable two-way audio communication between the staff inside the MRD and individuals outside. By incorporating microphones and speakers on both sides, the intercom system facilitates clear and real-time conversations. One of the primary advantages of this intercom system is the tighter control it offers over communication.

2. WEAKNESSES

2.1. Work overload

Work-overload refers to a situation where an individual is burdened with an excessive amount of work that surpasses their ability to manage it effectively. In other words, it goes beyond their capacity or capabilities to handle the workload adequately (Etim et al., 2017). At Putra Specialist Hospital, the Medical Record Department employs a systematic approach to managing patient folders through the process of sorting and scanning in batches. Each day, employees follow a designated list prepared by Mr. Kamarul Ariffin, who is responsible for organizing the folders based on the patients' medical record numbers. Currently, the focus lies on sorting and scanning folders that contain documentation from the years 2021 to 2023. However, the department anticipates a scenario where patients may return to the hospital for further treatments or admissions. In such cases, the Electronic Medical Record (EMR) staff will have to rescan the patient's folder to include the new documentation.

This repetitive process of rescanning folders will continue whenever a patient revisits the hospital for any medical reasons, as long as the electronic version of the medical record system is not fully operational anymore. The process of scanning and storing patient records, though vital for comprehensive healthcare, can be time-consuming and may lead to staff facing job burnout due to the constantly increasing number of patients seeking medical attention at the hospital. According to Barpanda and Saraswathy (2023), job burnout occurs when individuals experience emotional exhaustion due to prolonged exposure to demanding work conditions, such as high workloads and limited resources. This state of tiredness and emotional depletion is a consequence of the challenging nature of their job environment.

According to Kovacs and Lagarde (2022), the shortage of staff in healthcare settings results in an increased workload, causing a negative impact on the overall quality of healthcare services delivered. To tackle this pressing issue and alleviate the burden of work overload, the department can adopt strategies to enhance its workforce. One effective solution is to consider recruiting more manpower to assist in completing tasks faster and more efficiently. By reducing the workload for each person, employees are less likely to experience excessive stress during work. When employees are stressed, they may be more prone to making errors. Sajid et al. (2021) emphasized the significance of this issue by highlighting how stress is prevalent among many employees in the healthcare sector. The consequences of stress can lead to uncertainties about their own abilities, job-related performance, and overall career satisfaction. Thus,

addressing the shortage of staff and work overload in healthcare settings is crucial for maintaining the quality of healthcare services provided especially in medical record department.

2.2. Employees' resistance to change

According to Mares (2018), resistance to change arises when individuals and groups interpret an impending change as potentially harmful or disruptive to their current circumstances, resulting in a defensive response or unwillingness to accept and embrace the proposed alterations. At Putra Specialist Hospital, many of the employees have extensive experience and years of practice in their respective fields, making them seasoned and well-versed in the current systems and workflows utilized within the hospital. This familiarity with the existing procedures can create a sense of comfort and efficiency in their daily routines, as they have become accustomed to navigating the hospital's processes effectively. When faced with the prospect of adopting a new system, whether it be a new electronic medical record platform, different medical software, or a revised administrative workflow, these veteran practitioners may exhibit resistance to the change.

However, if employees still prefer using traditional paper-based systems in hospitals, it may lead to certain issues. Firstly, there are legibility problems. Handwriting variations among different healthcare providers can lead to difficulties in reading and interpreting medical notes accurately. Illegible handwriting may result in medical errors and miscommunication. The doctor's or medical officers handwriting can pose a significant challenge for patients and young pharmacists attempting to read it accurately as it can lead to a diverse range of outcomes, varying from no noticeable symptoms to severe consequences, including fatalities. Additionally, medication mistakes may even give rise to new ailments, which could be either temporary, such as itchiness and rashes, or permanent, leading to skin deformities or other lasting effects (G et al., 2022). Next is version control and updates. Making revisions or corrections to paper records can be problematic, and maintaining version control becomes challenging when multiple healthcare providers add information over time.

To effectively address employee's resistance to change, medical record and IT teams must acknowledge and recognize their concerns. Providing comprehensive training and ongoing support during the transition can help ease their anxiety and ensure a smoother adoption process. Demonstrating the benefits of the new system, such as improved patient data access, enhanced communication, and better patient outcomes, can also encourage employees to embrace the change more willingly. Involving them in the decision-making process and seeking their feedback on the new system is essential. This approach fosters a sense of ownership and engagement, making them more receptive to the transition. For example,

doctors' preferences for organizing patient notes chronologically from the latest visit to the earliest or vice versa should be considered. Miscommunication among medical record staff due to varying preferences can be avoided by actively engaging doctors in the decision-making process. This inclusivity will contribute to a smoother transition and overall acceptance of the new system.

3. OPPORTUNITIES

3.1. Technological advancement

According to the research conducted by Bronsoler, Doyle, and Reenen (2020), the rapid advancements in healthcare technologies have the potential to revolutionize the workforce across various domains and specialties. These technological innovations have the capacity to transform healthcare delivery, improve patient outcomes, and enhance operational efficiency. However, alongside the opportunities presented by these advancements, it is crucial for healthcare organizations to effectively manage the changes introduced by these innovations within the sector. The transition to electronic medical records (EMR) has emerged as one of the notable developments in the medical record department, bringing forth significant benefits. One of the primary advantages of adopting electronic medical records is the remarkable reduction in errors. Traditional paper-based systems are prone to manual transcription errors, illegible handwriting, and misplaced documents. However, with the implementation of EMR systems, these challenges are mitigated. The automation and standardization offered by EMR systems minimize the chances of human errors, enhancing the accuracy and reliability of patient information.

In addition, the implementation of EMR systems has yielded increased productivity and immediate access to patient information. In the older paper-based system, the collection and review of patient records could be a time-consuming and potentially frustrating process, often leading to delays. However, with digital records, doctors and nurses can retrieve the specific patient data they require within seconds. The ability to swiftly and effortlessly access a patient's medical history, test results, allergies, and previous treatments empowers medical personnel to make well-informed decisions promptly, ultimately leading to more efficient and effective patient care. However, if we aspire for our hospital's technology to be on par with other advanced healthcare facilities, I firmly believe that improvements in existing technology are necessary.

As mentioned by Gupta (2023), another key strategy to enhance technological advancement in healthcare is the implementation of real-time chatbots. These chatbots allow patients to communicate with specialists using familiar and convenient methods such as phone calls, video calls, messages, and emails. Integrating chatbots in healthcare brings numerous benefits to both patients and healthcare providers. Chatbots provide patients with immediate access to healthcare professionals and information. Instead of waiting for appointments or

phone calls, patients can initiate conversations with the chatbot at any time, allowing them to seek guidance, schedule appointments, or receive quick answers to their medical queries. This automation reduces the administrative burden on healthcare providers, freeing up their time to focus on more complex patient cases and provide personalized care. By delegating routine tasks to chatbots, healthcare professionals can optimize their workflows and ensure that patients with more urgent or critical needs receive the attention they require.

3.2.   Medical tourism destination

In the study conducted by Zhong, Deng, Morrison, Coca-Stefaniak, and Yang (2021), health tourism is defined as a specialized branch within the broader tourism industry. It encompasses the purposeful travel of individuals who seek specific treatments or aspire to enhance their mental, physical, or spiritual well-being. As of 2019, the number of tourists visiting Malaysia for medical reasons has reached 1.22 million. When compared to 2011, it has practically doubled in size (Statista Research Department, 2022). Malaysia has shown considerable potential in the field of medical tourism, and this is why many international patients prefer to receive treatment there.

The convenient location of Putra Specialist Hospital in Melaka, Malaysia, is a major draw for international patients seeking treatment. Melaka is a well-known state in Malaysia, and visitors choose to go here because of the one-of-a-kind experiences it offers. This hospital offers the finest care to both domestic and international patients while also providing opportunities for the hospital to become a destination for medical tourism by learning about and embracing the diverse cultures of patients from different countries. Indonesians make up the vast majority of the non-local patients treated at Putra Specialist Hospital Melaka. It has helped the patient feel more at ease knowing that Malaysia and Indonesia share a common language and cultural background.

To ensure Putra Specialist Hospital becomes the main destination, they should improve their marketing promotion, including advertisement, brand positioning, pricing model, and marketing channel. For advertisement, they can utilize a mix of traditional and digital advertising channels to reach a wider audience. This can include television, radio, print media, online banners, social media platforms, and search engine advertising. They can also develop compelling and informative advertising campaigns that highlight the hospital's key strengths, such as advanced medical technology, highly skilled doctors, personalized patient care, and positive patient outcomes. Next, for brand positioning, they can focus on building a strong reputation for excellence in specialized medical services, such as cardiac care, oncology, orthopedics, or any other areas of expertise. Not only that, they can also develop a consistent brand identity across all touchpoints, including the hospital's website, brochures, social media profiles, and physical signage.

Moreover, for the pricing model, they can conduct market research to understand the pricing strategies of competitors in the region or develop a pricing model that offers competitive rates while still reflecting the quality of services provided. Consider implementing pricing packages or discounts for specific procedures or treatments can also attract new patients and encourage repeat visits. For marketing channels, Putra Specialist Hospital can establish a strong online presence by optimizing the hospital's website for search engines and providing valuable health-related content through a blog or resource center. Actively engage with patients and potential customers on social media platforms, responding to inquiries, sharing informative content, and highlighting patient success stories can also help them improve the marketing channels.

4. THREATS

4.1. Cyber attack

Every effort to improve something inevitably comes with its own set of threats and risks, and this holds true for the adoption of electronic medical records as well. In today's increasingly interconnected world, cyber-attacks have become a prevalent issue not only in Malaysia but across the globe. Individuals with malicious intentions exploit online platforms to gain unauthorized access to patient data, especially when the patient holds a high-ranking position. The healthcare sector, in particular, has become a prime target for cybercriminals due to the vast potential profits they can reap from compromising private patient information.

Medical professionals, although highly skilled in their respective fields, often lack the necessary expertise to identify and mitigate online threats effectively. Furthermore, the department often faces constraints in terms of budget, resources, and time. This limitation presents a significant challenge, as even a single vulnerable point in the system can be exploited by cybercriminals. Consequently, the medical record department must strike a delicate balance between ensuring patient privacy and providing efficient access to electronic medical records while safeguarding against cyber threats.

According to Check Point Research, there were about 1,463 cyber-attacks per week in 2022, up 74% compared to 2021 worldwide (Phillips, 2023). However, I believe that the problem of cyber-attacks can be controlled by investing in robust cybersecurity measures. This includes implementing advanced encryption protocols, regularly updating software systems, and conducting comprehensive risk assessments. By allocating sufficient resources to cybersecurity initiatives, hospitals can enhance their ability to detect, prevent, and respond to cyber-attacks effectively.

Moreover, fostering a culture of cybersecurity awareness among medical record employees is crucial. Training programs and workshops can be conducted to educate staff members about potential risks and equip them with the knowledge and skills needed to identify and report suspicious activities. Building a resilient workforce that understands the importance of cybersecurity can significantly reduce vulnerabilities within the healthcare system. In addition, collaboration with cybersecurity experts and firms specializing in healthcare security can provide valuable guidance and support. These professionals can assist in conducting regular audits, vulnerability assessments, and penetration testing to identify potential

weaknesses in the system. They can also provide recommendations and strategies for improving the overall security posture of the hospital's electronic medical records.

By acknowledging the risks associated with cyber-attacks and implementing robust cybersecurity measures, hospitals can effectively protect patient data and ensure the privacy and integrity of electronic medical records. It requires a comprehensive and multi-layered approach, combining technological solutions, employee training, and ongoing vigilance. Only through these concerted efforts can healthcare institutions mitigate the threats posed by cybercriminals and maintain the trust and confidence of patients in the security of their medical records.

4.2.   Competition with other hospital

The presence of other nearby hospitals, offering similar advantages in terms of location and accessibility, has created competition in the healthcare market. As a result, some patients who might have previously chosen Putra Specialist Hospital may now opt for other healthcare facilities with comparable benefits. This increased competition and the availability of alternative options have impacted Putra Specialist Hospital's patient numbers, leading to a decrease in the number of new patients. The chart below, likely displaying data over time, shows the noticeable drop in the total number of new patients at Putra Specialist Hospital in April 2023, compared to the previous month, March 2023.
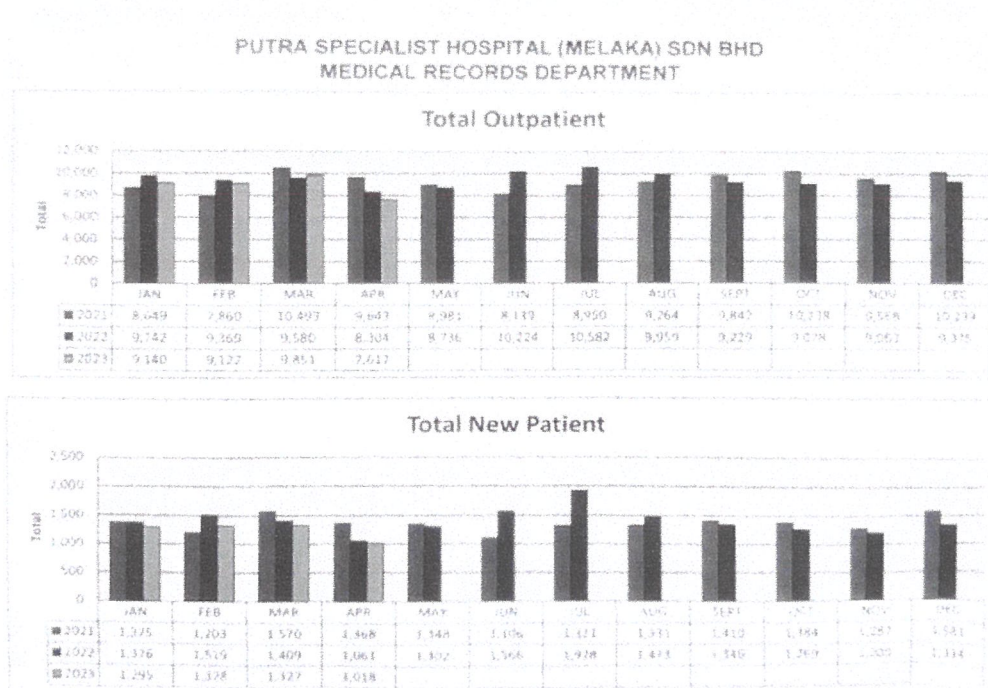
Figure 4: Putra Specialist Hospital total outpatient and total new patient.

To overcome this challenge and stay competitive, Putra Specialist Hospital Melaka can explore strategic collaborations with other healthcare providers, pharmaceutical companies, research institutions, or academic organizations. Working together among different healthcare professionals can help create a more integrated primary healthcare system and overcome the challenges and problems (Sirimsi et al., 2022). Knowledge sharing through partnerships with other organizations allows for the exchange of expertise, best practices, and industry knowledge. This sharing of knowledge can help Putra Specialist Hospital stay updated on the

latest medical advancements, treatment protocols, and healthcare trends. It enables them to tap into the collective wisdom of the partner organization and leverage their experience to improve their own services.

Next, the hospital's reputation and credibility can be improved by forming strategic partnerships with respected organizations operating within the healthcare industry. Having ties to well-known research institutions, academic organizations, or specialized centers can increase patients' confidence and make recruiting highly qualified individuals easier. Additionally, it raises the visibility and recognition of the hospital within the healthcare community, which, in the long run, may result in a rise in the number of patient referrals and collaborations.

6.0 CONCLUSION

During the six-month duration of my industrial training at Putra Specialist Hospital Melaka Sdn. Bhd., I was immersed in a transformative experience that not only equipped me with practical skills but also broadened my horizons for the challenges that lie ahead in the professional world. This period of hands-on training offered invaluable knowledge and learning opportunities that extended beyond the confines of the classroom.

Moreover, this training period has provided me with an invaluable skill set, particularly in the realm of communication. I have learned that effective communication extends beyond the scope of work-related matters. Navigating the office environment requires a level of social adeptness, and learning how to engage in meaningful conversations with individuals who possess more experience and wisdom has been a significant aspect of my growth. This skill will undoubtedly serve me well in the future, especially when interacting with clients or superiors from upper management.

I am truly grateful for the guidance and mentorship I received from my supervisor, Mr. Shamsuri, and my team leader, Mr. Ariffin, throughout my time at the hospital. Their support, useful advice, and unwavering dedication to my professional development have been instrumental in shaping my outlook and skill set. Their commitment to my growth has inspired me to continually seek improvement and strive for excellence in all my future endeavors. I believe, the knowledge and experiences I gained during my industrial training will continue to benefit me well throughout my future career.

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8.0 APPENDICES

Figure 5
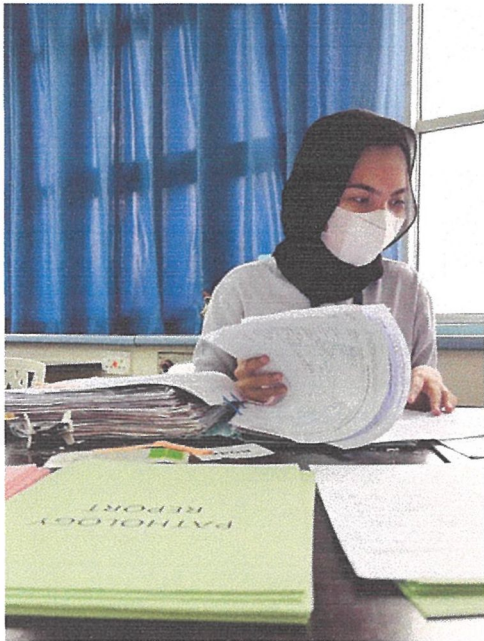

Figure 6

Figure 7

Figure 8

Figure 5-8: Sorting medical record folders

Figure 9
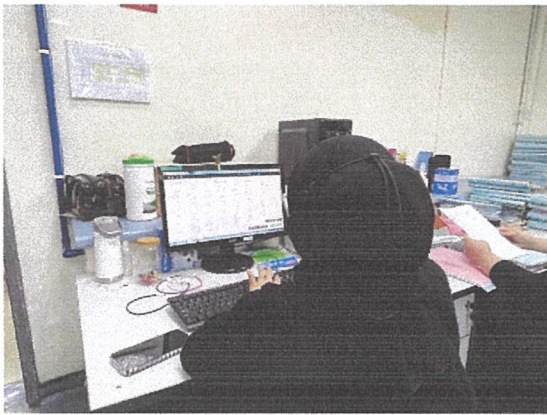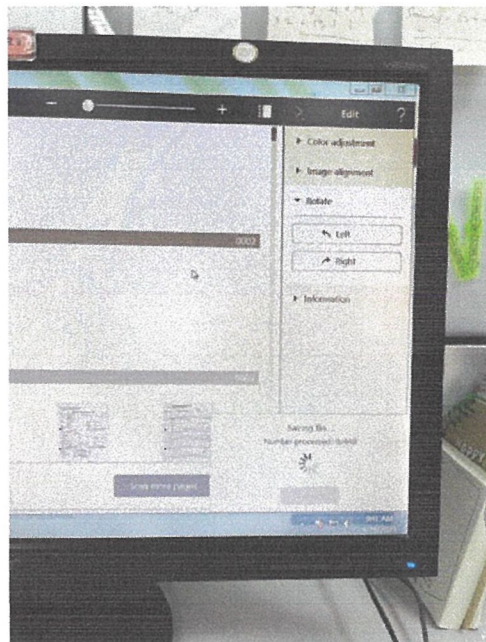

Figure 10

Figure 11

Figure 12

Figure 13

Figure 9-13: Scanning medical record folders

Figure 14

Figure 15

Figure 14&15: Filing medical record folders according to the
medical record number (MRN)
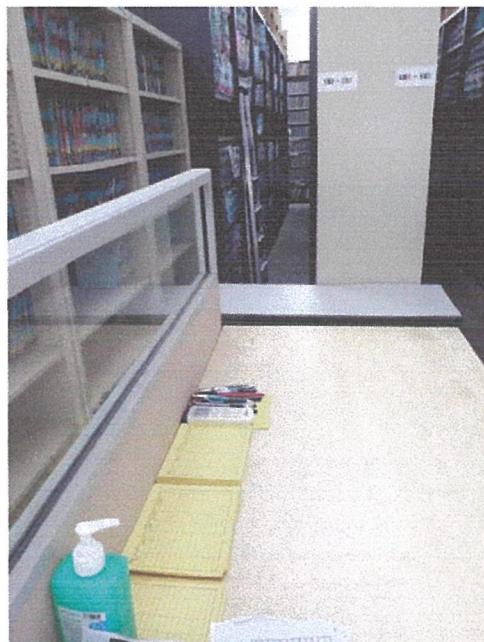
Figure 16

Figure 17

Figure 16-17: Medical records department storehouse
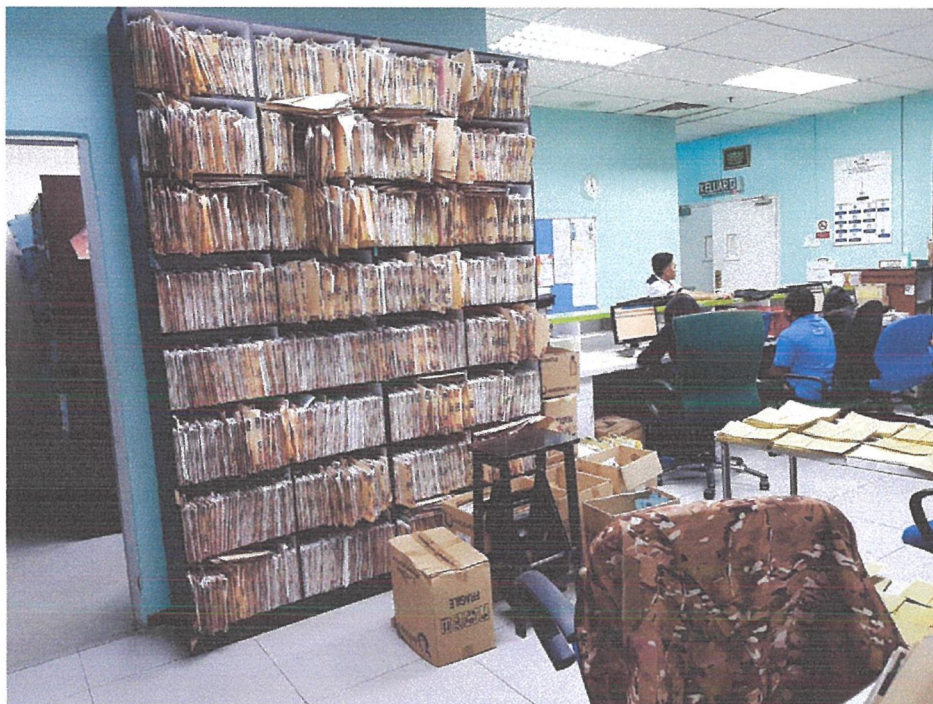
Figure 18

Figure 19

Figure 18-19: Medical record department main office

Figure 20

Figure 21

Figure 22

Figure 23

Figure 20-23: The process of disposing patients' folders