Action Research Approach in Cluster Hospital Initiative: A Malaysian Healthcare Transformation Programme

Ismail Saudi, Intan Syafinaz Saimy, Nor Hayati Ibrahim, Nur Jihan Noris, Ili Liyana Khairul Anuar

Institute for Health Management

ABSTRACT:

Introduction: Malaysia's Ministry of Health has adopted the motto "Business is not as usual" in pursuit of better quality, safe, and patient-centered healthcare delivery. The Ministry has executed several high-impact projects, one of which is the reorganization of Ministry of Health hospitals into Cluster Hospitals. In 2003, the Ministry of Health adopted the Action Research approach to enhance healthcare service delivery.

Methodology: Data and statistics in this report were gathered from reports, articles, journals, and other publications that were published by the Ministry of Health Malaysia, academic institutions, and international organizations such as the World Health Organization. Both online electronic databases and manual searches were used to retrieve the available literature.

Results: The application of Action Research in the execution of Malaysia's Cluster Hospital program is explored in this part, which would be followed by a general overview of the Institute for Health Management's key roles in the Cluster Hospital program. Finally, the background of each Cluster Hospital pilot project was reviewed and described, including the reported outcomes following Cluster Hospital deployment.

Conclusion: As per the results of the Cluster Hospital pilot projects, the Action Research strategy had a good impact on the Cluster Hospital program in Malaysia. Action Research is not merely a research tool. Instead, it is a framework that allows participants to select and apply the most applicable and accessible change solutions for their local situation. Due to the dynamic nature of Action Research, this may be the most effective option for Ministry of Health hospitals to address local challenges.

KEYWORDS: