

AKHBAR : BERITA HARIAN

MUKA SURAT : 6

RUANGAN : NASIONAL

# HWCITF garis 10 syor tambah baik perkhidmatan kesihatan

Siasatan dapati pelaksanaan sistem kerja fleksi Pegawai Perubahan Siswazah tidak menyeluruh

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**Putrajaya:** Beberapa penambahbaikan perlu dibuat Kementerian Kesihatan (KKM) bagi menyelaras pelaksanaan kerja yang dilakukan oleh Pegawai Perubahan Siswazah (PPS).

Pengerusi Pasukan Petugas Khas Bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan (HWCITF), Prof Datuk Dr Siti Hamisah Tapsir, berkata siasatan pihaknya mendapati pelak-

sanaan sistem kerja fleksi PPS dalam garis panduan adalah tidak menyeluruh dan latihan yang diadakan tidak konsisten antara satu hospital dengan hospital lain, termasuk waktu kerja PPS yang panjang.

"Justeru, HWCITF mencadangkan pendekatan yang lebih berstruktur dan konsisten melalui pematuhan dan pemantauan standard serta garis panduan sedia ada.

"HWCITF juga mendapati terdapat keperluan untuk mengoptimalkan bilangan sumber manusia dan kemudahan infrastruktur bagi memastikan kesinambungan penjagaan pesakit yang terbaik.

"Malah kebanyakan urusan kerja masih dilaksanakan secara manual dan kekurangan pendigitalan menyebabkan peningkatan beban kerja yang boleh dielakkan serta melewatkan proses penyampaian perkhidmatan kesihatan," katanya dalam kenyataan semalam.



Keratan akhbar BH 18 Mei lalu.

## Tambah baik sistem aduan

Dr Siti Hamisah berkata, sistem aduan yang dibuat oleh pegawai perubahan kepada KKM juga perlu ditambah baik.

"Meskipun ada dasar, garis panduan dan peraturan berkaitan pengurusan dan saluran aduan di KKM, HWCITF berpandangan bahawa ia perlu ditambah baik dan diperkukuh bagi memastikan elemen kerahsiaan diterap dalam proses pengurusan aduan untuk memberi keyakinan kepada pengadu," katanya.

Berikutan itu, pihaknya menggariskan 10 syor bagi penambah-

baikan dan memperkasakan perkhidmatan kesihatan di KKM dan di semua fasilitinya.

"Antaranya dengan mengadakan semakan Visi, Misi dan Nilai Teras Kementerian Kesihatan Malaysia Mengikut Perkembangan Semasa, syor kedua dengan mengkaji semula struktur dan menegerakan penggunaan sistem Myhelp serta syor ketiga adalah membuat pendigitalan proses dan pengintegrasian sistem digital sedia ada kajian.

"Bagi syor lain ialah kajian dan semakan semula dasar, polisi dan garis panduan garis panduan Jawatankuasa Kelayakan Perubatan (JKP), melaksanakan prasarangan calon, penambahbaikan sistem e-Houseman, penetapan standard untuk latihan PPS dan menubuhkan kumpulan sokongan PPS," katanya.

## Perlu individu komited

Secara keseluruhannya, Dr Siti Hamisah merumuskan, kerjaya dalam perkhidmatan kesihatan

amat mencabar dan memerlukan individu yang komited serta sanggup melalui latihan dan cabaran persekitaran pekerjaan.

Katanya, mereka ini juga harus bersedia berhadapan dengan beban kerja yang tinggi dan tempoh waktu kerja yang lama.

"Cadangan penambahbaikan budaya kerja mestilah tidak memberi kesan negatif kepada kualiti pegawai perubahan dan perkhidmatan mereka.

"Terdapat ramai lagi pegawai perubahan dilatih dalam suasana yang kondusif dan mampu memberikan perkhidmatan kesihatan terbaik kepada pesakit.

"Sementara pandemik COVID-19 memberikan impak yang besar kepada KKM, HWCITF berharap KKM akan memastikan usaha berterusan dilaksanakan untuk menambah baik sistem, prosedur, prosedur operasi standard (SOP) sedia ada dan menggubal peraturan baharu yang lebih sesuai dengan keperluan dan kehendak semasa," katanya.

# Budaya buli babit semua peringkat warga kerja KKM

## Dari Muka 1

Dalam satu kenyataan, pengerusi pasukan petugas khas itu, Prof Datuk Dr Siti Hamisah Tapsir, bagaimanapun berkata, pihaknya mendapati tiada bukti kukuh dan unsur buli di tempat kerja, yang menyebabkan kes kematian PPS berkenaan.

Berikutan itu, pihaknya mengekalkan pandangan berkenaan selagi tiada tambahan maklumat berkaitan insiden kematian PPS itu daripada Polis Diraja Malaysia (PDRM) menerusi siasatan mereka ke atas kes berkenaan.

"Lebih daripada 60 peratus responden kaji selidik menyatakan budaya kerja di KKM adalah positif, terutama penjagaan pesakit, komuniti dan kerja berpasukan.

"Kaji selidik disertai 110,411 pegawai dan kakitangan KKM sebagai responden dan menyediakan data dengan pelbagai maklumat yang mendalam dalam urusan HWCITF ini," katanya.

Dr Siti Hamisah menjelaskan, budaya buli didapati tidak hanya berlaku di dalam kalangan PPS, malah merentasi semua peringkat warga kerja KKM secara langsung atau pun tidak langsung.

"Antara faktor penyumbang ialah kekurangan kecekapan, kemahiran dan tahap kesediaan untuk melaksanakan tugas yang diamanahkan," katanya.

## Guna dua pendekatan

Sebelum ini, media melaporkan seorang PS yang baharu ditempatkan di HPP maut selepas dikatakan terjatuh dari tingkat 23 sebuah apartmen di Jalan Datuk Keramat, Georgetown, 17 April lalu.

Mangsa dilaporkan baru ditempatkan di HPP pada 4 April lalu.

Berikutan itu, Menteri Kesihatan, Khairy Jamaluddin menubuhkan pasukan khas itu bagi menyiasat kes kematian serta budaya buli yang didakwa berlaku dan HWCITF ditubuhkan pada 13 Mei lalu.

Selain Dr Siti Hamisah, HWCITF itu turut dianggotai oleh Datuk Hamidah Naziadin, Profesor Dr M Zabidi A M Hussin, Mohamed Ridza Mohamed Abdulla, Profesor Madya Dr Amer Siddiq Amer Nordin dan Dr Chong Sulin.

Turut menganggotai jawatankuasa itu ialah Manvir Victor, Sivaramkrishnan Balasubramanian dan Datin Setia Nik Roslini Raja Ismail.

Mengenai HWCITF, Dr Siti



Siti Hamisah bersama anggota HWCITF menunjukkan laporan berhubung kejadian kematian seorang Pegawai Perubahan siswazah di Hospital Pulau Pinang dengan unsur buli di tempat kerja pada taklimat media di Kementerian Kesihatan, Putrajaya, semalam.

(Foto BERNAMA)

Hamisah berkata, memandang skop budaya kerja di KKM adalah sangat luas dan pelbagai, pihaknya menggunakan dua pendekatan utama bagi mendapatkan data dan input,

iaitu kaedah kuantitatif dan kualitatif.

"Lebih daripada 40 siri perbandingan kumpulan kerja, sembilan mesyuarat induk HWCITF dan dua siri taklimat

kepada Menteri Kesihatan sudah dijalankan bagi memastikan input dan syor penambahbaikan yang komprehensif dapat dikemukakan kepada KKM," katanya.



AKHBAR : BERITA HARIAN

MUKA SURAT : 19

RUANGAN : NASIONAL

## 4,053 pegawai tetap boleh pilih penempatan dalam talian

**Kuala Lumpur:** Seramai 4,053 pegawai perubatan, pegawai pergigian dan pegawai farmasi yang berjaya ditawarkan lantikan tetap oleh Suruhanjaya Perkhidmatan Awam (SPA), dibenarkan memilih penempatan secara dalam talian, menerusi sistem e-placement mulai pertengahan September ini.

Menteri Kesihatan, Khairy Jamaluddin, berkata pemakluman mengenai tarikh sistem itu mula dibuka Kementerian Kesihatan (KKM) akan dikemukakan seminggu lebih awal menerusi e-mel, dengan tarikh kuat kuasa untuk pegawai melapor diri bertugas pada 17 Oktober depan.

Beliau berkata, mereka juga boleh memuat turun surat tawaran pelantikan secara tetap daripada portal Sistem Tawaran Pelantikan (MySTP) SPA mulai 29 Ogos ini, selepas pemakluman keputusan itu diperolehi pada Isnin dan kelmarin.

“Pengambilan seramai 4,053 pegawai perubatan, pegawai pergigian dan pe-

gawai farmasi ini urusan pengambilan jawatan tetap yang terbesar dilaksanakan sejak pelantikan secara kontrak, bagi jawatan terbabit yang diperkenalkan pada 2016.

“Pengambilan jawatan tetap ini adalah perjawatan tetap tambahan yang kali pertama dilaksanakan sejak 2015,” katanya semalam.

Kelmarin, Khairy mengemukakan 4,053 permohonan membabitkan perjawatan tetap sebagai pegawai perubatan (3,586), pergigian (460) dan 400 pegawai farmasi sudah diluluskan.

### Jawatan tetap tambahan

Katanya, sejak Dasar Pengoptimuman Sumber Manusia dalam Perkhidmatan Awam dan Dasar Kawalan Saiz Perkhidmatan Awam mula dilaksanakan pada 2015, tiada perjawatan baharu dilulus-

kan, melainkan dibuat secara tukar ganti dengan perjawatan kosong sedia ada.

“Selain mewujudkan jawatan tetap tambahan pada tahun ini, kerajaan juga bersetuju untuk mewujudkan sekurang-kurangnya 1,500 perjawatan tetap tambahan membabitkan pegawai perubatan, pegawai pergigian dan pegawai farmasi pada setiap tahun bermula 2023 sehingga 2025.

“Kerajaan juga bersetuju, sebanyak 800 jawatan tetap pakar perubatan dan 70 pakar pergigian diwujudkan di KKM, setiap tahun mulai tahun depan, bagi menampung keluaran pakar perubatan tetap di fasiliti kesihatan di bawah KKM,” katanya.

Katanya, bagi pegawai yang tidak dilantik secara tetap, perkhidmatan kontrak mereka masih diteruskan mengikut tarikh kontrak berkuat kuasa.



Khairy Jamaluddin



AKHBAR : KOSMO  
MUKA SURAT : 3  
RUANGAN : NEGARA

## Pasukan khas dedah kurang cekap dalam pengurusan kerja antara faktor dikenal pasti **Staf burnout berlaku di dalam KKM**

Oleh AMREE AHMAD

**PUTRAJAYA** – Pasukan Petugas Khas bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan (HWCITF) mengesahkan selama ini berlaku *burnout* atau lesu upaya) dalam kalangan warga Kementerian Kesihatan (KKM).

Pengerusinya, Prof. Datuk Dr. Siti Hamisah Tapsir berkata, selain *burnout*, antara gejala lain yang dikenal pasti dalam kementerian itu adalah buli dan budaya kerja kurang sihat.

"Ia berlaku pada tahap yang berbeza dan bukan di semua fasiliti kementerian (KKM) disebabkan pelbagai faktor termasuklah kurangnya kecekapan dalam pengurusan kerja," katanya pada taklimat khas HWCITF di sini semalam.

Menurut Dr. Siti Hamisah, pihaknya mendapati, kadar pematuhan terhadap pelaksanaan sistem kerja pegawai perubahan siswazah (PPS) anjal yang dinyatakan dalam garis panduan juga dilihat tidak menyeluruh di hospital.

"Latihan diterima mereka didapati tidak begitu konsisten antara satu hospital dengan hospital yang lain di samping tekanan tugas melibatkan tempoh waktu kerja panjang.

"Justeru, kami mencadangkan pendekatan lebih berstruktur melalui pematuhan dan pemantapan standard serta garis panduan sedia ada selain sumber manusia dioptimumkan," katanya.

Jelas beliau, KKM juga perlu menambah baik kemudahan prasarana untuk pesakit demi memastikan kesinambungan sis-



**GEJALA burnout dalam kalangan warga KKM berlaku disebabkan pelbagai faktor termasuk kurangnya kecekapan dalam pengurusan kerja.** – GAMBAR HIASAN

tem penjagaan kesihatan awam dapat disampaikan secara baik.

"Banyak juga urusan kerja dilakukan secara manual selain kekurangan pendigitalan mengakibatkan beban kakitangan meningkat dan berlaku kelewatan dalam rawatan.

"Tidak ketinggalan, proses pengurusan saluran aduan dalam juga perlu ditambah baik selain memastikan elemen kerahsiaan bagi memberi keyakinan kepada pengadu untuk tampil bersuara," ujarnya.

Berdasarkan kaji selidik yang dijalankan ke atas 110,411 pega-

wai dan kakitangan KKM sebagai responden, kira-kira 20 peratus mengakui budaya kerja bersifat negatif, manakala 20 peratus lagi memutuskan untuk menjadi neutral.

Sebanyak 60 peratus pula mengatakan suasana kerja bersifat positif.

Ujar beliau, kaji selidik mendapati budaya buli tidak hanya berlaku dalam kalangan PPS, malah merentasi semua peringkat warga kerja KKM sama ada secara langsung atau tidak langsung.

"Antara faktor penyumbang ialah kekurangan kecekapan, ke-

mahiran dan tahap kesediaan untuk melaksanakan tugas yang diamanahkan," katanya.

Kaji selidik tersebut melibatkan hampir separuh daripada keseluruhan staf KKM yang berjumlah 227,736 orang.

Sebelum itu, Dr. Siti Hamisah memaklumkan, kematian seorang doktor pelatih yang terjatuh dari sebuah apartmen di Pulau Pinang kira-kira empat bulan lalu disahkan tidak mempunyai unsur gejala buli.

Keputusan itu dibuat berdasarkan hasil analisis ke atas laporan pengesanan dan penge-



Kaji selidik mendapati budaya buli tidak hanya berlaku dalam kalangan (PPS), malah merentasi semua peringkat warga kerja KKM sama ada secara langsung atau tidak langsung."

sahan dijalankan Unit Integriti KKM.

"Hasil analisis ke atas laporan pengesanan dan pengesahan Unit Integriti, kami merumuskan tiada bukti kukuh mengaitkan elemen buli di tempat kerja.

"Kami mengekalkan pandangan bahawa isu kematian PPS tidak ada kena-mena dengan unsur buli kecuali ada lagi maklumat baharu," katanya.

Dr. Siti Hamisah berkata, setakat ini, tiada perkembangan dikeluarkan polis melalui penyiasatan ke atas kes tersebut.

Sementara itu, Menteri Kesihatan, Khairy Jamaluddin Abu Bakar memberitahu, beliau mengambil maklum berhubung laporan yang dikeluarkan oleh HWCITF semalam.

Menurut laporan pasukan khas itu, walaupun tiada unsur buli bagi kes kematian PPS di Pulau Pinang, namun insiden *burnout* dan buli serta budaya kerja kurang sihat disahkan berlaku di beberapa fasiliti KKM.

"Kami perlu mula mengubah budaya dan organisasi di KKM berdasarkan cadangan HWCITF," ciap beliau.



AKHBAR : KOSMO  
 MUKA SURAT : 5  
 RUANGAN : NEGARA

Pelantikan adalah selaras keperluan sumber manusia KKM

## 4,053 doktor, pegawai farmasi diserap lantikan tetap

Oleh MOHD. HUSNI MOHD. NOOR

**PUTRAJAYA** – Kementerian Kesihatan (KKM) memaklumkan seramai 4,053 Pegawai Perubatan, Pegawai Pergigian dan Pegawai Farmasi berjaya ditawarkan lantikan tetap oleh Suruhanjaya Perkhidmatan Awam (SPA).

Menterinya, Khairy Jamaluddin Abu Bakar berkata, pemakluman keputusan pengambilan secara tetap bagi Pegawai Pergigian dan Pegawai Farmasi dibuat pada 15 Ogos lalu, manakala Pegawai Perubatan pula dibuat pada 16 Ogos lalu.

Beliau berkata, pelantikan secara tetap ini adalah selaras keputusan kerajaan yang prihatin dengan keperluan sumber manusia KKM.

"Antara kriteria pengambilan ini ialah prestasi semasa latihan siswazah atau khidmat wajib, laporan penilaian prestasi tahunan (LNPT) dan juga penilaian semasa temuduga.

"Pecahan 4,053 pegawai yang berjaya membabitkan 3,215 Pegawai Perubatan, 438 Pegawai Pergigian dan 400 Pegawai Farmasi," katanya dalam satu kenyataan di sini semalam.

Katanya, pegawai yang berjaya boleh memuat turun surat tawaran pelantikan secara tetap daripada portal Sistem Tawaran Pelantikan (MySTP) SPA mulai 29 Ogos depan.

"Selaras dengan tawaran pelantikan secara tetap itu, KKM akan membuka sistem e-placement (e-Housemen, e-Dentist dan e-Pharmacist) mulai pertengahan September depan bagi



**KUMPULAN doktor kontrak di hospital-hospital kerajaan membawa plakad dan mengadakan protes di seluruh negara bagi menuntut jaminan pekerjaan dan peluang kerjaya yang lebih baik di Hospital Tengku Ampuan Rahimah, Klang pada tahun lalu.**

mbolehkan pegawai membuat pemilihan sendiri penempatan secara dalam talian.

"Maklumat mengenai tarikh sistem itu mula dibuka dan dikemukakan kepada pegawai satu minggu lebih awal menerusi e-mel, manakala tarikh melapor diri pula ditetapkan pada 17 Oktober depan," ujarnya.

Pada perkembangan sama, Khairy Jamaludin berkata, pengambilan seramai 4,053 pegawai ini adalah urusan pengambilan jawatan tetap terbesar dilak-

sanakan sejak pelantikan secara kontrak pada tahun 2016.

"Pengambilan jawatan tetap tersebut juga merupakan perjawatan tetap tambahan yang pertama kali dilaksanakan sejak tahun 2015.

"Sejak Dasar Pengoptimuman Sumber Manusia dalam Perkhidmatan Awam dan Dasar Kawalan Saiz Perkhidmatan Awam mula dilaksanakan pada 2015, tiada perjawatan baharu diluluskan melainkan dibuat secara tukar ganti (trade-off) dengan perjawa-

tan kosong sedia ada," katanya.

Ujarnya, kerajaan turut bersetuju mewujudkan sekurang-kurangnya 1,500 perjawatan tetap membabitkan jawatan berkenaan pada setiap tahun bermula 2023 sehingga tahun 2025.

"Kerajaan juga bersetuju mewujudkan 800 jawatan tetap pakar perubatan dan 70 pakar pergigian setiap tahun mulai tahun hadapan bagi menampung keluaran pakar perubatan tetap di fasiliti KKM," jelasnya.

3,429 kes Covid-19, 10 kematian dicatatkan kelmarin

**PUTRAJAYA** – Angka jangkitan Covid-19 di negara ini mencatatkan sebanyak 3,429 kes kelmarin termasuk enam kes import sekali gus menjadikan jumlah keseluruhan sebanyak 4,703,401 setakat ini.

Berdasarkan data pada laman web CovidNow, sejumlah 4,882 kes sembuh direkodkan dengan jumlah keseluruhan pulih daripada Covid-19 seramai 4,664,570 orang.

Kata laman web itu, sebanyak 40,741 kes aktif Covid-19 dilaporkan dengan merekodkan sejumlah negatif 1,426 kes.

"Selangor mencatatkan jumlah kes harian tertinggi iaitu sebanyak 1,082 diikuti Kuala Lumpur (676), Sabah (273), Negeri Sembilan (221), Perak (212), Sarawak (159), Melaka (151), Johor (129), Kedah (123) dan Kelantan (113).

"Turut menyumbang kepada jumlah kes harian itu ialah Pulau Pinang (94), Pahang (70), Putrajaya (54), Labuan (12) dan Perlis (5)," kata maklumat itu semalam.

Dalam perkembangan sama, sebanyak 10 kematian dilaporkan dengan satu kes meninggal dunia di luar hospital atau *brought in dead* (BID) seterusnya menjadikan jumlah kematian sebanyak 36,102.

Jumlah kematian BID pula sebanyak 7,672 setakat ini.

Sebanyak 39,062 kes di kuarantin di rumah, 32 kes di pusat kuarantin.

AKHBAR : SINAR HARIAN

MUKA SURAT : 21

RUANGAN : NASIONAL

## KKM perlu laksana perubahan budaya kerja - Khairy

**SHAH ALAM** - Perubahan terhadap budaya kerja di Kementerian Kesihatan Malaysia (KKM) perlu dilaksanakan bagi menangani insiden *burnout*, buli dan budaya kerja tidak sihat yang berlaku dalam kalangan petugas Kementerian, kata Menteriinya, Khairy Jamaluddin Abu Bakar.

Beliau berkata, penambahbaikan itu perlu dilakukan berdasarkan cadangan dikemukakan Pasukan Petugas Khas Bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan (HWCITF) dalam laporannya pada Rabu.

"Saya ambil maklum laporan HWCITF. Walaupun tiada unsur buli kes kematian Pegawai Perubatan Siswazah (PPS) di Hospital Pulau Pinang (HPP), insiden *burnout*, buli dan budaya

kerja kurang sihat disahkan berlaku di beberapa fasiliti KKM.

"Kita perlu memulakan perubahan budaya dan organisasi di KKM berdasarkan cadangan tersebut," katanya menerusi ciapan di Twitternya pada Rabu yang mengulas laporan tersebut.

HWCITF pada Rabu merumuskan bahawa tiada bukti kukuh bagi mengaitkan insiden kematian PPS HPP pada 17 April lalu dengan unsur buli di tempat kerja.

Bagaimanapun, laporan tersebut menyatakan insiden *burnout* dan buli serta budaya kerja kurang sihat disahkan berlaku di KKM pada tahap berbeza di setengah fasiliti kesihatan KKM.

Menurutnya, budaya buli didapati tidak hanya berlaku dalam kalangan PPS, malah ia merentasi

semua peringkat warga kerja KKM.

Antara faktor penyumbang perkara itu menurut HWCITF adalah kekurangan kecekapan, kemahiran dan tahap kesediaan untuk melaksanakan tugas diamanahkan.

Susulan daripada itu, laporan HWCITF yang turut menyentuh antaranya mengenai pertatuan dan pelaksanaan ke atas garis panduan dan pengurusan aduan itu menggariskan 10 syor utama bagi menambah baik perkhidmatan kesihatan di KKM dan di kesemua fasilitinya.

Syor tersebut adalah melaksanakan semakan visi, misi dan nilai teras Kementerian kesihatan; kaji semula struktur dan menyegerakan penggunaan sistem



**KHAIRY**

Myhelp dan mendigitalkan proses serta mengintegrasikan sistem digital sedia ada.

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*Kita perlu memulakan perubahan budaya dan organisasi di KKM berdasarkan cadangan tersebut.”*

HWCITF mengesyorkan kajian dan semakan semula dasar, polisi dan garis panduan Jawatankuasa Kelayakan Perubatan (JKP); melaksanakan pra-saringan calon; pengukuhan/penetapan standard untuk Latihan PPS dan penambahbaikan sistem e-Housemen.



AKHBAR : UTUSAN MALAYSIA

MUKA SURAT : 7

RUANGAN : DALAM NEGERI

# Responden akui berlaku gejala buli doktor pelatih

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**PUTRAJAYA:** Kira-kira 20 peratus daripada responden dalam kalangan staf Kementerian Kesihatan mengakui memang wujud budaya negatif termasuk gejala buli ketika bertugas.

Malahan insiden *burnout* atau keletihan yang teruk selain trend buli dan budaya kerja kurang sihat memang berlaku dalam sistem persekitaran Kementerian berkenaan selama ini.

Perkara tersebut didedahkan oleh Pengerusi Pasukan Petugas Khas bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan (HWCITF), Prof. Datuk Dr. Siti Hamisah Tapsir, semalam.

Berdasarkan hasil maklum balas, seorang daripada lima responden dalam kaji selidik selama tiga bulan itu mengesahkan ada budaya kerja di Kementerian itu negatif.

"Ini meliputi daripada keseluruhan responden seramai 110,411 petugas Kementerian itu di seluruh negara yang tampil dalam kaji selidik kami," katanya dalam sidang akhbar khas di sini.



**SITI Hamisah Tapsir menunjukkan buku Laporan Pasukan Petugas Khas bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan di Kementerian Kesihatan, Putrajaya, semalam. - UTUSAN/FAISOL MUSTAFA**

Bilangan peserta itu melibatkan hampir separuh daripada keseluruhan staf seramai 227,736 petugas manakala sekitar 20 peratus lagi responden hanya memberi jawapan sebagai neutral.

Terdahulu, beliau yang mengetuai pasukan disertai lapan

individu membentangkan rumusan laporan mengenai beban tekanan tinggi dialami petugas Kementerian berkenaan.

HWCITF ditubuhkan Menteri Kesihatan, Khairy Jamaluddin pada 13 Mei lalu susulan kes seorang pegawai perubatan siswa-

zah (PPS) Hospital Pulau Pinang (HPP) maut 17 April lalu.

Misteri kematian doktor pelatih berusia 25 tahun itu menjadi topik panas pelbagai pihak dengan ramai menyalahkan budaya tidak sihat termasuk amalan buli dalam hospital kerajaan.

## Tiada bukti kes doktor pelatih maut kerana dibuli

**PUTRAJAYA:** Selepas empat bulan insiden seorang doktor pelatih maut terjatuh dari sebuah apartmen di Pulau Pinang, laporan terkini mengesahkan kes tiada unsur buli.

Ia didedahkan oleh Pengerusi Pasukan Petugas Khas bagi Penambahbaikan Budaya Kerja Perkhidmatan Kesihatan (HWCITF), Prof. Datuk Dr. Siti Hamisah Tapsir semalam.

"Hasil analisis ke atas Laporan Pengesanan dan Pengesahan oleh Unit Integriti Kementerian Kesihatan, kami merumuskan tiada bukti kukuh dengan elemen buli di tempat kerja," katanya.

Terdahulu, beliau yang mengetuai pasukan seramai lapan individu membentangkan rumusan laporan mengenai beban tekanan dialami kakitangan Kementerian berkenaan, di sini.

HWCITF ditubuhkan Menteri Kesihatan, Khairy Jamaluddin 13 Mei lalu ekoran kes maut seorang pegawai perubatan siswazah Hospital Pulau Pinang (HPP) pada 17 April 2022.

Misteri kematian doktor pelatih berusia 25 tahun itu menjadi topik panas pelbagai pihak dengan ramai menyalahkan budaya tidak sihat termasuk amalan buli dalam hospital kerajaan.

Bagaimanapun, pasukan khas itu tidak terlibat dalam penyiasatan kes seorang doktor di HPP ditemukan maut selepas meletak jawatan akhir 2020 kerana laporan ditutup pihak polis.

Mengulas lanjut, Siti Hamisah berkata, mereka mengekalkan pandangan bahawa isu kematian PPS itu tidak ada kena mengena pun dengan unsur buli kecuali ada lagi maklumat baharu.

"Setakat ini, belum ada perkembangan tambahan berkaitan insiden tersebut daripada pihak polis sendiri menerusi penyiasatan mereka ke atas kes berkenaan," tegas beliau.



AKHBAR : NEW STRAITS TIMES

MUKA SURAT : 4

RUANGAN : NEWS/NATION



Healthcare Work Culture Improvement Task Force chairman Professor Datuk Dr Siti Hamisah Tapsir (centre) showing a report on the inquiry into the death of a houseman, in Putrajaya yesterday. With her are some members of the nine-man task force. BERNAMA PIC

## HOUSEMAN'S DEATH

# TASK FORCE FINDS NO ELEMENTS OF BULLYING

No strong evidence to link houseman's death to alleged bullying at workplace, says panel chairman

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**T**HE Healthcare Work Culture Improvement Task Force (HWCITF) has found no elements of bullying in the death of a 25-year-old houseman in Penang Hospital earlier this year.

Task force chairman Professor Datuk Dr Siti Hamisah Tapsir said based on its findings, there was no "strong evidence" that connected the death to alleged bullying at the workplace.

"HWCITF maintains this view as long as there is no new information relating to the houseman's death from the police through their investigations into the case.

"More than 60 per cent of our survey respondents described the work culture in the Health Ministry as 'positive' in terms of patient care, community and teamwork," she told a press conference here yesterday.

She said 20 per cent of the respondents were neutral, and the remaining 20 per cent felt the op-

posite. She also confirmed that burnout and bullying occurred within the ministry, but at different levels and not at all health facilities.

"Bullying does not only happen to housemen but also to all ministry staff members, whether directly or indirectly. The factors include lack of efficiency, skills and readiness to perform the tasks given."

The task force, she added, found inconsistencies in housemanship training systems in hospitals, including long hours and a lack of comprehensive guidelines on the implementation of the houseman flexi-work system.

It also found that there was a need to optimise manpower and facilities to ensure continuity of patient care, and to digitalise workflow.

"Although there are policies, guidelines and rules relating to complaint management and channels in the ministry, HWCITF believes that they need to be improved and strengthened to ensure confidentiality in the complaints' process to give confidence to the complainant."

The task force presented 10 recommendations, which included the setting up of a Medical Qualifying Committee, houseman candidate screening, standardisation of housemanship training and improvement to the E-Houseman system.

A total of 110,411 respondents, comprising Health Ministry officers and staff members, participated in the survey. This is near-

ly half of the total workforce in the ministry.

Siti Hamisah said more than 40 working group discussions, nine HWCITF meetings and two briefings with the health minister were conducted to ensure comprehensive input and recommendations could be presented to the ministry.

"HWCITF is of the view that a career in the healthcare sector is challenging and requires individuals who are truly committed to undergoing the training and facing the challenges of the working environment.

"They also must be ready to face heavy workloads and long working hours.

"The suggestions to improve work culture must not have a negative impact on the quality of medical officers and their services.

"This is because many more medical officers have been trained in a conducive environment and could provide the best health services to patients."

She said the task force hoped the Health Ministry would continue to take efforts to improve the houseman system and procedures, and create new rules that were in line with the current needs.

The nine-man task force was formed on May 13 following the death of a houseman, who was attached to Penang Hospital, in April this year. The houseman, who fell from his condominium unit, had allegedly complained of bullying at the workplace.

## Khairy: Facilities will adopt cultural, organisational changes

**KUALA LUMPUR:** The Health Ministry will adopt cultural and organisational changes at its facilities following the report by the Healthcare Work Culture Improvement Task Force (HWCITF) yesterday.

Health Minister Khairy Jamaluddin said although the finding by HWCITF revealed no elements of bullying linked to the death of a 25-year-old houseman in Penang Hospital earlier this year, burnout and bullying had taken place at several health facilities.

"I have taken note of the HWCITF report.

"Although there were no elements of bullying connected to the houseman's death in Penang Hospital, incidents of burnout, bullying and unhealthy work culture have been confirmed to happen at several health facilities.

"We have to institute cultural and organisational changes at the Health Ministry based on the recommendations of the task force," he said in a statement on Twitter.



People wearing face masks near the Masjid Jamek light rail transit station in Kuala Lumpur recently. PIC BY ASWADI ALIAS

## COVID-19 WATCH

## Surge in cases with 3,429 reported on Tuesday

**KUALA LUMPUR:** Malaysia logged 3,429 new Covid-19 cases on Tuesday, a surge following days of decline, including Monday's 2,437 infections.

This brings the cumulative infections to 4,741,413, according to the Health Ministry's CovidNow data. Six of the new infections were imported.

Selangor tops the list again with 1,082 cases, followed by Kuala Lumpur with 676.

Sabah logged 273 cases, Negri Sembilan 221 cases, Perak 212 cases and Sarawak 159 cases.

Other states with three-digit cases were Melaka with 151 cases, Johor 129 cases, Kedah 123 cases, and Kelantan 113 cases.

Health authorities recorded 4,882 recoveries, bringing the re-

covery tally to 4,664,570.

CovidNow data showed a slight decrease in active cases, with 40,741 reported on Tuesday.

Of these, 32 people were being treated at Covid-19 low-risk quarantine and treatment facilities, and 39,062 people were placed under home quarantine.

A total of 1,563 patients were hospitalised with 26 placed in intensive care units, and another 58 requiring ventilator support.

Nine patients died, including one brought-in-dead case.

Selangor and Pahang reported two deaths each, with Penang, Perak, Negri Sembilan, Melaka and Terengganu reporting one death each.

The total deaths now stand at 36,102.



AKHBAR : THE STAR

MUKA SURAT : 6

RUANGAN : NATION

# Take care of the others, too

## Doctors urge govt to consider more placements to avoid medical talent exodus

By **JUNAID IBRAHIM**  
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**PETALING JAYA:** While the government's recent offer of permanent posts to 4,053 contract healthcare workers has been welcomed, Hartal Doktor Kontrak wants the welfare of those who didn't get their letters be looked into.

The movement's spokesman Dr Muhammad Yassin said although the number is significant, it constitutes less than half of those eligible to apply for permanent medical posts.

The success rate is 47% of the 8,672 applications received.

"The number 4,053 may seem high, but we haven't included those from many junior batches with an intake of about 5,000 to 6,000 doctors per year.

"For every doctor who got the permanent offer, another contract doctor didn't make it and their future is uncertain.

"And many of them are approaching the final year of their contracts," he said when contacted.

Health Minister Khairy Jamaluddin announced on Tuesday that the applications for permanent positions for 4,053 healthcare workers in the public service have been approved and the group is set to report for duty on Oct 17.

The approved applications consist of 3,215 medical officers, 438 dental officers and 400 pharmacists; 225 others are reserved.

Dr Muhammad, however, expressed the movement's gratitude to Khairy for his efforts.

He said the discussion and decision on improving the incentives of contract officers must be urgently addressed to prevent an exodus of healthcare workers from the public sector.

"If all of these doctors leave government service, we will be short of almost 4,000 doctors and I don't think our healthcare system can

**"We encourage all contract doctors to not give up hope."**

Dr Koh Kar Chai

cope with it," he added.

Malaysian Medical Association president Dr Koh Kar Chai concurred, saying that the country cannot afford to lose the talent, and he called on the young doctors to persevere.

"We sincerely hope that proposed incentives for the contract doctors are significant enough to make them want to stay within the ministry as contract officers, and that

there will still be opportunities for the contract doctors who wish to further their careers by becoming specialists.

"Our country cannot afford to lose these bright young talents to others.

"We encourage all contract doctors to not give up hope, and to continue to give their best as healthcare professionals. We believe this will help should the government allow reapplications," he said.

Meanwhile, Dr Muhammad, who was himself one of the contract doctors, said he was relieved after waiting for almost four years to finally be offered a permanent post, but felt sad for his colleagues who did not succeed.

"I feel relieved and happy that the long wait for stability is coming to an end.

"But at the same time there's great sadness in knowing that many of my close friends did not make it, despite them being brilliant medi-

cal officers," said Dr Muhammad, who is serving at Hospital Port Dickson in Negri Sembilan.

Previously, Khairy said the ministry was in talks with the Public Service Commission to consider allowing candidates who did not get permanent positions to reapply the following year.

The minister also said they would ensure these contract doctors received better incentives while allowing them to continue with their specialist or sub-specialist training.

In his announcement on Tuesday, Khairy said his ministry will open its eplacement systems, namely the e-Houseman, e-Dentist and e-Pharmacist, from mid-September to enable officers to make an online selection of placement upon receiving the offer of permanent appointment.

The officers will be notified of the opening of the eplacement systems one week in advance via email.

## Headache in JB over paracetamol

**JOHOR BARU:** Pharmacies here are facing a shortage of paracetamol as demand for the drug commonly used to relieve headaches and fever has skyrocketed over the past few months.

A check at pharmacies around Johor Baru found most shelves emptied out, especially for leading brands.

Pharmacist G. Navin Shankar, 31, said that the shortage has become more severe over the past few months.

"The demand for paracetamol has been on the rise since last year but the situation has got worse lately.

"We have been running out of the drug for close to two months and prior to that, the stock we received is also a lot less compared to pre-pandemic times.

"For example, if we used to get about 100 boxes last time, now we are only getting about 10 boxes," he said at a pharmacy here at Taman Nong Chik.

Navin added that fever, cough and flu medications are also running low while demand continues to rise.

Assistant pharmacist Khairullisa Abdullah, 24, said that diarrhoea and anti-inflammatory medicines are also in high demand.

"At the moment, we have run out of flu, fever,

cough, diarrhoea and anti-inflammatory medications.

"For paracetamol, we have some stock left of lesser-known brands. However, it still works the same as the leading brand. We notice that herbs that are commonly used to relieve fever and cough are also in high demand since the influenza outbreak," she said.

Another pharmacist who only wanted be known as Tan said the paracetamol supply has shrunk significantly since the beginning of this year.

"The supply for fever, flu and cough medicine has also dropped since around April.

"Suppliers are unable to deliver the required amount of medicine we request as they have to divide the limited stock of medicine they have to other pharmacies as well," he said.

Checks for paracetamol at convenience stores, including those at petrol stations, also found most shelves emptied.

On Tuesday, Health Minister Khairy Jamaluddin said in Parliament that the sales of paracetamol jumped by 238% in the first quarter of this year compared with the previous year.



**Waiting for more:** The shelf of a pharmacy in Taman Nong Chik, Johor Baru that has been emptied of paracetamol medication.



AKHBAR : THE SUN

MUKA SURAT : 5

RUANGAN : NEWS WITHOUT BORDERS

## Online placement for Health Ministry staff from next month

**PUTRAJAYA:** The Health Ministry will open its e-placement systems, namely the e-Housemen, e-Dentist and e-Pharmacist, from mid-September this year to allow officers to select their placement online upon receiving their offer of permanent appointment.

Health Minister Khairy Jamaluddin said the officers would be notified about the opening of the e-placement systems one week in advance via email.

"The date for the officers to report for duty is set on Oct 17," he said in a statement yesterday.

Khairy said the 4,053 medical,

dental and pharmacy officers who were offered a permanent appointment can download the offer letter from the Public Service Commission's Appointment Offer System portal from Aug 29.

He said the appointments comprising 3,215 medical officers, 438 dental officers and 400 pharmacy officers were the largest recruitment drive carried out since contractual appointments for the posts were introduced in 2016.

Khairy said apart from the creation of additional permanent posts this year, the government also

agreed to create at least 1,500 additional posts involving medical, dental and pharmacy officers every year from 2023 to 2025.

He said the government had also agreed that as many as 800 permanent medical specialists posts and 70 dental specialists posts be created at the ministry every year beginning 2023.

For officers who were not appointed to permanent posts, their contractual appointments are still in force and they can still reapply for permanent appointments next year.

He said those currently serving

under compulsory service will be offered reappointment on a contractual basis for another two years after the compulsory service contract ends for the purpose of continuity of service and will also have the opportunity to be reappointed on a contractual basis for another four years to pursue specialist studies.

Last February, the ministry announced the Cabinet decision to create 4,186 permanent posts for 3,586 medical officers, 460 dental officers and 400 pharmacy officers.

- Bernama