

**ASIA HEALTHCARE OPERATIONS SUMMIT2011**

**22-24 MARCH 2011**

**PARKROYAL KUALA LUMPUR**

DRAFT OF SPEECH FOR DEPUTY MINISTER OF HEALTH, MALAYSIA

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Thank you for that very kind introduction. I am indeed very delighted to be with you, here today for the Asia Health Care Operations Summit 2011. I would like take this opportunity to thank the organizer, JFPS Group Malaysia for the invitation to officiate and deliver an opening address at ASIA Healthcare Operations Summit. It is my honour and privilege to officiate this very important event. This is the 2<sup>nd</sup> year that the Ministry of Health, Malaysia is supporting this conference and we look forward to be part of an event like this in the future, in support of the growth of the healthcare industry in Malaysia.

Distinguished Delegates, Ladies & Gentlemen,

The healthcare industry is set for higher growth this year with the Government's focus on making Malaysia an attractive destination for medical and healthcare tourism. Similarly, the medical devices industry is expected to expand further, given the upgrading in the healthcare sector and growth in health-related infrastructure. In the 10<sup>th</sup> Malaysia Plan (2011-2015), announced by the Prime Minister, healthcare transformation is seen as one key point in the plan. Healthcare access, coverage and quality will continue to be improved under 10MP. Among the major initiatives are the construction of twelve hospitals, including specialist hospitals, 211 clinics and 50 additional 1Malaysia clinics, which are expected to be ready in the first half of the 10MP. I am pleased to say that there are currently six JCI accredited in Malaysia. They are Penang Adventist Hospital, International Specialist Eye Centre, Sime Darby Medical Centre Subang Jaya, Institut Jantung Negara (IJN), Pantai Hospital Kuala Lumpur and Prince Court Medical Centre.

The growing economy has resulted in increased wealth spent on private healthcare. Malaysia sees an increase in demand for healthcare reflected by the increasing healthcare expenditure. The government handles 75% of Malaysia's healthcare needs. Increasing number of elderly citizens have pushed healthcare to the top of the Malaysian government agenda with plans to increase the number of mobile healthcare clinics. Boosting the healthcare industry is one of the development objectives of the Malaysian Government during the **10th Five-Year Plan** (2010-2015). The Government will reform the healthcare delivery system with focus on 4 key areas, which are :

- Transforming healthcare delivery
- Increasing capacity and coverage and improving quality of the healthcare structure
- Shifting towards wellness and disease prevention, rather than treatment;
- Increasing the capacity and capabilities of human resources for health

There are also planned investment in the expansion of medical facilities both in the private and public sectors. There are also opportunities to supply and replace medical equipment and provide E-Health Solutions, innovative medical devices and technology.

Distinguished Delegates, Ladies & Gentlemen,

Healthcare tourism is becoming a high demand industry worldwide and competition is pretty interesting. Health tourism offers high quality medical care, lower cost medical expenses and packaged together with a dream holiday! Healthcare tourism in Malaysia is gaining leverage and according to Nuwire Investors, Malaysia remains the world's top five medical tourism destinations for medical tourists and foreign investors. Malaysia has become a destination of choice due to the following factors:

- Internationally recognized quality standards, where high quality care and patient safety has always been the priority.
- Extensive diagnostic and therapeutic resources.

- Modern healthcare facilities - The infrastructure and the healthcare facilities available in Malaysia conform to the world standards.
- Highly efficient medical staff that are well trained - In Malaysia one can find a large number of medical professionals who are well versed in English. This is one of the reasons why patients from abroad make Malaysia their choice. Patients feel more comfortable if they can communicate with providers!
- Malaysia offers treatment at a very competitive price. We can offer less than half the cost if it is done abroad and the patient get the best possible treatment available.

We must, therefore, continue to work hard, to place Malaysia strategically as a medical tourism destination of choice. I believe if quality medical care and competitive pricing is offered, we will continue to be a destination of choice.

Ladies & Gentlemen,

Medicine is ever dynamic, with new discoveries and new challenges. We need to keep abreast with the current and **ASIA Healthcare Operations Summit 2011** organized again this year by JFPS Group Malaysia becomes an important platform for healthcare professionals and everyone involved in the health care industry to meet and discuss all relevant matters concerning healthcare and the healthcare industry. The first 2 days will be held in a conference style, with a special focus on the operations of public and private hospitals. Healthcare operations in a hospital covers a wide range of areas, such as administration, people management, quality management, patient safety, customer service, facilities management and technology. It involves managing people (doctors, nurses and patients), equipments, technology, information and many other resources. The 3<sup>rd</sup> day is a workshop style event focusing on the hottest issue facing the nursing profession these days – Evidence-Based Healthcare.

I believe that this interesting summit will help to further enhance the knowledge of healthcare practitioners and improve the quality of healthcare in Malaysia. In the next 3 days, you will be participating in important discussions and learning from some of the best healthcare practitioners in the region.

Before I end my speech, I hope that this 2<sup>nd</sup> conference on Healthcare by JFPS Group in Malaysia will give a new and positive direction to all of us in the healthcare industry. Congratulations to JFPS Group for organizing this splendid summit and I wish you all the very best for a most successful conference!

Thank you.