

**Hospital Bukit Mertajam (Full Onsite Survey)**  
30<sup>th</sup> June – 02<sup>nd</sup> July 2025 (1<sup>st</sup> cycle)

Day	Time	Medical Director Dato' Dr Ziauddin Ahamed b. Abdul Kareem	ENT Surgeon Dr. Hajjah Faridah bt Hassan	Physician Dr. Siti Zulfa bt Zulfikli	Obstetrician & Gynaecologist Assos Prof. Dr. Ng Beng Kwang	Anesthetist Dr. Azlina Mohamed	Nursing Director Madam Sarasivathy a /p Eddiah	Engineer Ir Ng Kok Heng	Physician Dr. Saiful Safuan Md Sani	Orthopaedic Surgeon Dr. Tuan Muhd Fairuz Bin Tuan Ismail
Day 0 29/6	8.00 pm – 10.00 pm	Pre-survey meeting at hotel								
Day 1 30/06	8.30 am – 9.30 am	Hospital Briefing & Chief Surveyor Introduction								
	9.45am - 12.30 pm	GLD	Surgical	Medical	O&G	Anaesthetic	Nursing	Environmental	Medical	Anaesthetic
	2.00 pm – 5.00 pm	HIMS	Ophthalmology	Infection Control	Pediatrics	ICU	CSSS	Facility	Infection Control	ICU
			Optometry							
8.30 pm - 9.30 pm	Night survey / night meeting									
Day 2 01/07	8.30 am - 10.30 am	Patients Family Right	Otorhinolaryngology	Emergency	Psychiatric & Mental health	Pathology	Food	Housekeeping	Emergency	Otorhinolaryngology
	11.00 am - 1.00 pm	Medical Social	Audiology	Mortuary	Counselling Psychology	Blood Transfusions	Dietetic	Linen	Mortuary	Audiology
	2.00 pm – 5.00 pm	Medical Assistant	Speech Language	Chronic Dialysis	Pharmacy	Radiology	Physiotherapy  Occupational therapy		Chronic Dialysis	Speech Language
	8.30 pm - 10.30 pm	Night meeting								
Day 3 02/07	8.30 am - 10.30 am	Revisit (where necessary)								
	10.30 am – 1.00 pm	Discussion & rehearsal								
	2.00 pm - 3.30 pm	Summation Conference								
	4.00 pm – 6.00 pm	Deliberation meeting & voting								

## DAY 1 (30<sup>th</sup> June 2025)

Time	Venue	Program / Activity	Individual involved
8.00 am	Depart to hospital		
8.15 am – 8.30 am		Surveyor Team Meeting and preparation	1. All Surveyors 2. MSQH TO
8.30 am – 8.50 am	AUDITORIUM HOSPITAL BUKIT MERTA JAM	Welcome Address and Hospital Briefing by CEO / Medical Director	1. All surveyor 2. CEO / Medical director 3. QR Dept. 4. All standard holder 5. MSQH Staff
8.50 am – 9.10 am		Welcome Address by the Chief Surveyor & Introduction of Surveyor	
9.10 am – 9.15 am		Discussion on the Schedule - if applicable	
9.15 am – 9.30 am	Surveyor meeting room	Tea Break & Surveyor discussion	1. All Surveyors 2. MSQH TO
9.45 am – 12.30 am	BILIK NILAM	<ul style="list-style-type: none"> <li>SERVICE STANDARD 01: GOVERNANCE, LEADERSHIP AND DIRECTION interview with HOD &amp; relevant personnel onsite visit</li> </ul>	Dato' Dr Ziauddin Ahamed b. Abdul Kareem 1. Dr prasant A/L Subramanian 2. Dr Umi Marsyitah bt mohd Saidi 3. Dr lalitha ap chaddachram 4. Dr rafeeqa binti rohizam
	KLINIK PAKAR 3	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09B CLINICAL SERVICES - SURGICAL RELATED SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	Dr. Hajjah Faridah bt Hassan 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
	KLINIK PAKAR 1	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09A: CLINICAL SERVICES - MEDICAL RELATED SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	Dr. Siti Zulfa bt Zulfikli 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
	WAD 2/ LABOUR ROOM	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09C: CLINICAL SERVICES - OBSTETRICS AND GYNAECOLOGY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> <li>SERVICE STANDARD 13B CRITICAL CARE SERVICES – LABOUR/DELIVERY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	Assos Prof. Dr. Ng Beng Kwang 1. Dr juliana bt abdul razak 2. Matron azlina binti arbai 3. Pn noraniza 4. Pn suraniza
	GICU	<ul style="list-style-type: none"> <li>SERVICE STANDARD 10: ANAESTHETIC SERVICES interview with HOD &amp; relevant persone onsite visit</li> <li>SERVICE STANDARD 13: CRITICAL CARE SERVICES – ICU UNIT interview with HOD &amp; relevant personnel onsite visit</li> </ul>	Dr. Azlina Mohamed 1. Pn Buaneswari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
			<ul style="list-style-type: none"> <li>SERVICE STANDARD 04: NURSING SERVICES</li> </ul>

9.45 am – 12.30 am	PEJABAT KEJURURAWATAN	interview with HOD & relevant personnel onsite visit	1. Matron yeap ai ping 2. Pn kumutha 3. Pn mirawati binti ramli 4. Pn taufiqiah
	KLINIK PAKAR 3 (UNIT UKKP)	<ul style="list-style-type: none"> <li>SERVICE STANDARD 02: ENVIRONMENTAL AND SAFETY SERVICES</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Ir Ng Kok Heng</b> Dr mariappa A/L Subramaniam Dr vanitha apkarmagam En Amin mustaqim En aziz bin yaakob
	KLINIK PAKAR 1	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09A: CLINICAL SERVICES - MEDICAL RELATED SERVICES</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Dr. Saiful Safuan Md Sani</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
	GICU	<ul style="list-style-type: none"> <li>SERVICE STANDARD 10: ANAESTHETIC SERVICES</li> <li>SERVICE STANDARD 13 : CRITICAL CARE SERVICES – ICU UNIT</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Dr. Tuan Muhd Fairuz Bin Tuan Ismail</b> 1. Pn Buvanewari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
12.45 pm – 1.00 pm	Surveyor Room	Surveyor discussion /Report writing	1. All surveyors 2. MSQH Staff
1.00 pm – 2.00 pm	<b>Lunch Break</b>		
2.00 pm – 4.30 pm	UNIT REKOD PERUBATAN	<ul style="list-style-type: none"> <li>SERVICE STANDARD 07: HEALTH INFORMATION MANAGEMENT SYSTEM (HIMS)</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Dato' Dr Ziauddin Ahamed b. Abdul Kareem</b> 1. Dr prasant A/L Subramanian 2. Dr Umi Marsyitah bt mohd Saidi 3. Dr lalitha ap chaddachram 4. Dr rafeeqa binti rohizam
	KLINIK OFTALMOLOGI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09G : CLINICAL SERVICES - OPHTHALMOLOGY RELATED SERVICES</li> <li>SERVICE STANDARD 17F: ALLIED HEALTH PROFESSIONAL SERVICES - OPTOMETRY SERVICES</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Dr. Hajjah Faridah bt Hassan</b> 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
	UNIT KAWALAN INFEKSI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 05: PREVENTION AND CONTROL OF INFECTION</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Dr. Siti Zulfa bt Zulfikli</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
	WAD 1	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09D : CLINICAL SERVICES - PAEDIATRIC SERVICES</li> </ul> interview with HOD & relevant personnel onsite visit	<b>Assos Prof. Dr. Ng Beng Kwang</b> 1. Dr juliana bt abdul razak 2. Matron azlina binti arbai 3. Pn noraniza

			4. Pn suraniza
	DEWAN BEDAH	<ul style="list-style-type: none"> <li>SERVICE STANDARD 11: OPERATING SUITE SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Azlina Mohamed</b> 1. Pn Buaneswari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
	UNIT FISIOTERAPI  UNIT PEMULIHAN CARA KERJA	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17A : ALLIED HEALTH PROFESSIONAL SERVICES – PHYSIOTHERAPY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> <li>SERVICE STANDARD 17B : ALLIED HEALTH PROFESSIONAL SERVICES – OCCUPATIONAL THERAPY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Madam Sarasivathy a/p Eddiah</b> 1. Matron yeap ai ping 2. Pn kumutha 3. Pn mirawati binti ramli 4. Pn taufiqiah
	UNIT KEJURUTERAAN	<ul style="list-style-type: none"> <li>SERVICE STANDARD 03: FACILITY AND BIOMEDICAL EQUIPMENT MANAGEMENT AND SAFETY SERVICE interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Ir Ng Kok Heng</b> 1. Dr mariappa A/L Subramaniam 2. Dr vanitha apkarmagam 3. En Amin mustaqim 4. En aziz bin yaakob
	UNIT KAWALAN INFEKSI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 05: PREVENTION AND CONTROL OF INFECTION interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Saiful Safuan Md Sani</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
	DEWAN BEDAH	<ul style="list-style-type: none"> <li>SERVICE STANDARD 11: OPERATING SUITE SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Tuan Muhd Fairuz Bin Tuan Ismail</b> 1. Pn Buaneswari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
4.30 pm – 5.00 pm	Surveyor Room	Break and Surveyor discussion MSQH follow up	All surveyors MSQH TO
5.00 pm - 8.30 pm	<b>Surveyors back to hotel</b>		
8.30 pm – 9.30 pm		Night Survey	All Surveyors Key personnel as identified by hospital MSQH Staff
9.30 pm – 10.30 pm	Hotel meeting roo,	Surveyor meeting – findings & discussion	All surveyors MSQH Staff

## DAY 2 (1<sup>st</sup> July 2025)

Time	Venue	Program / Activity	Individual involved
8.15 am – 8.30 am		Surveyor Team Meeting	<ol style="list-style-type: none"> <li>All Surveyors</li> <li>MSQH TO</li> </ol>
8.30 am - 10.30 am	BILIK NILAM	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 06: PATIENT AND FAMILY RIGHTS</b> interview with relevant personnel onsite visit</li> </ul>	<b>Dato' Dr Ziauddin Ahamed b. Abdul Kareem</b> <ol style="list-style-type: none"> <li>Dr prasant A/L Subramanian</li> <li>Dr Umi Marsyitah bt mohd Saidi</li> <li>Dr lalitha ap chaddachram</li> <li>Dr rafeeqa binti rohizam</li> </ol>
	KLINIK ENT	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 09H: CLINICAL SERVICES – OTORHINOLARYNGOLOGY</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Hajjah Faridah bt Hassan</b> <ol style="list-style-type: none"> <li>Dr Safratul dalillah bt mohamed sabri</li> <li>En yamin</li> <li>en syafawi B Che Jaafar</li> <li>Pn Nor Sharlina binti Abd Rashid</li> </ol>
8.30 am - 10.30 am	JABATAN KECEMASAN & TRAUMA	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 08: EMERGENCY SERVICES</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Siti Zulfa bt Zulfikli</b> <ol style="list-style-type: none"> <li>Dr Khor Chin Chuan</li> <li>Dr ashwini Panickar A/p kesava panicker</li> <li>kj akmal maimi bt mohd bokhan</li> <li>Sn hanita bt tajuddin</li> </ol>
	KLINIK PSIKIATRI	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 09I : CLINICAL SERVICES - PSYCHIATRY AND MENTAL HEALTH</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Assos Prof. Dr. Ng Beng Kwang</b> <ol style="list-style-type: none"> <li>Dr juliana bt abdul razak</li> <li>Matron azlina binti arbai</li> <li>Pn noraniza</li> <li>Pn suraniza</li> </ol>
	JABATAN PATOLOGI	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 15: PATHOLOGY SERVICES</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Azlina Mohamed</b> <ol style="list-style-type: none"> <li>Pn Buvaneswari</li> <li>Pn aida nor haslinda binti mat</li> <li>Sn suriani binti alias</li> </ol>
	UNIT DIETITIK & SAJIAN	<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 22: FOOD SERVICES</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Madam Sarasivathy a/p Eddiah</b> <ol style="list-style-type: none"> <li>Matron yeap ai ping</li> <li>Pn kumutha</li> <li>Pn mirawati binti ramli</li> <li>Pn taufiqiah</li> </ol>
8.30 am - 10.30 am		<ul style="list-style-type: none"> <li><b>SERVICE STANDARD 20: HOUSEKEEPING SERVICES</b> interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Ir Ng Kok Heng</b> Dr mariappa A/L Subramaniam Dr vanitha apkarmagam En Amin mustaqim En aziz bin yaakob

	JABATAN KECEMASAN & TRAUMA	<ul style="list-style-type: none"> <li>SERVICE STANDARD 08: EMERGENCY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Saiful Safuan Md Sani</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi btmohd bokhan 4. Sn hanita bt tajuddin
	KLINIK ENT	<ul style="list-style-type: none"> <li>SERVICE STANDARD 09H: CLINICAL SERVICES – OTORHINOLARYNGOLOGY interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Tuan Muhd Fairuz Bin Tuan Ismail</b> 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
10.30 am - 11.00 am		Break and Surveyor discussion	1. All surveyors 2. MSQH TO
11.00 am - 1.00 pm	UNIT SOSIAL PERUBATAN	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17H: ALLIED HEALTH PROFESSIONAL SERVICES - MEDICAL SOCIAL WORK SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dato' Dr Ziauddin Ahamed b. Abdul Kareem</b> 1. Dr prasant A/L Subramanian 2. Dr Umi Marsyitah bt mohd Saidi 3. Dr lalitha ap chaddachram 4. Dr rafeeqa binti rohizam
	KLINIK ENT	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17E: ALLIED HEALTH PROFESSIONAL SERVICES - AUDIOLOGY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Hajjah Faridah bt Hassan</b> 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
	UNIT FORENSIK	<ul style="list-style-type: none"> <li>SERVICE STANDARD 23A: MORTUARY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Siti Zulfa bt Zulfikli</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi btmohd bokhan 4. Sn hanita bt tajuddin
	KLINIK PSIKIATRI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17I: ALLIED HEALTH PROFESSIONAL SERVICES - COUNSELLING PSYCHOLOGY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Assos Prof. Dr. Ng Beng Kwang</b> 1. Dr juliana bt abdul razak 2. Matron azlina binti arbai 3. Pn noraniza 4. Pn suraniza
	JABATAN PATOLOGI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 16: BLOOD TRANSFUSION SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Azlina Mohamed</b> 1. Pn Buvaneswari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
	UNIT DIETITIK & SAJIAN	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17C: ALLIED HEALTH PROFESSIONAL SERVICES - DIETETIC SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Madam Sarasivathy a/p Eddiah</b> 1. Matron yeap ai ping 2. Pn kumutha 3. Pn mirawati binti ramli 4. Pn taufiqjah
	UNIT EDGENTA	<ul style="list-style-type: none"> <li>SERVICE STANDARD 21: LINEN SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Ir Ng Kok Heng</b> Dr mariappa A/L Subramaniam Dr vanitha apkarmagam En Amin mustaqim En aziz bin yaakob

	UNIT FORENSIK	<ul style="list-style-type: none"> <li>SERVICE STANDARD 23A: MORTUARY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Saiful Safuan Md Sani</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi btmohd bokhan 4. Sn hanita bt tajuddin
	KLINIK ENT	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17E: ALLIED HEALTH PROFESSIONAL SERVICES - AUDIOLOGY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Tuan Muhd Fairuz Bin Tuan Ismail</b> 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
1.00 pm – 2.00 pm	Lunch Break		
2.00 pm – 2.30 pm		Surveyor discussion	1. All surveyors 2. MSQH Staff
2.30 pm – 4.30pm	UNIT PENYELIAAN	<ul style="list-style-type: none"> <li>SERVICE STANDARD 25: MEDICAL ASSISTANT SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dato' Dr Ziauddin Ahamed b. Abdul Kareem</b> 1. Dr prasant A/L Subramanian 2. Dr Umi Marsyitah bt mohd Saidi 3. Dr lalitha ap chaddachram 4. Dr rafeeqa binti rohizam
	KLINIK ENT	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17D: ALLIED HEALTH PROFESSIONAL SERVICES - SPEECH - LANGUAGE THERAPY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Hajjah Faridah bt Hassan</b> 1. Dr Safratul dalillah bt mohamed sabri 2. En yamin 3. en syafawi B Che Jaafar 4. Pn Nor Sharlina binti Abd Rashid
	UNIT DIALYSIS	<ul style="list-style-type: none"> <li>SERVICE STANDARD 13C: CHRONIC DIALYSIS TREATMENT STANDARDS interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Siti Zulfa bt Zulfikli</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi btmohd bokhan 4. Sn hanita bt tajuddin
	BILIK MESYUARAT, JABATAN FARMASI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 18: PHARMACY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Assos Prof. Dr. Ng Beng Kwang</b> 1. Dr juliana bt abdul razak 2. Matron azlina binti arbai 3. Pn noraniza 4. Pn suraniza
	JABATAN RADIOLOGI	<ul style="list-style-type: none"> <li>SERVICE STANDARD 14: RADIOLOGY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Azlina Mohamed</b> 1. Pn Buvaneswari 2. Pn aida nor haslinda binti mat 3. Sn suriani binti alias
	BILIK CSSD	<ul style="list-style-type: none"> <li>SERVICE STANDARD 19: CENTRAL STERILISING SUPPLY SERVICES (CSSS) interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Madam Sarasivathy a/p Eddiah</b> 1. Matron yeap ai ping 2. Pn kumutha 3. Pn mirawati binti ramli 4. Pn taufiqiah

	UNIT DIALYSIS	<ul style="list-style-type: none"> <li>SERVICE STANDARD 13C: CHRONIC DIALYSIS TREATMENT STANDARDS interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Saiful Safuan Md Sani</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
	KLINIK ENT	<ul style="list-style-type: none"> <li>SERVICE STANDARD 17D: ALLIED HEALTH PROFESSIONAL SERVICES - SPEECH - LANGUAGE THERAPY SERVICES interview with HOD &amp; relevant personnel onsite visit</li> </ul>	<b>Dr. Tuan Muhd Fairuz Bin Tuan Ismail</b> 1. Dr Khor Chin Chuan 2. Dr ashwini Panickar A/p kesava panicker 3. kj akmal maimi bt mohd bokhan 4. Sn hanita bt tajuddin
4.30 pm – 5.00 pm		Break and Surveyor discussion MSQH follow up	1. All surveyors 2. MSQH Staff
5.00 pm – 8.30 pm	Surveyors back to hotel		
8.30 pm – 10.30 pm		Surveyor meeting – findings & discussion	1. All surveyors 2. MSQH Staff

### DAY 3 (2<sup>nd</sup> July 2025)

Time	Vanue	Program / Activity	individual involved
8.15 am – 10.30 am		Surveyor Team Meeting and report writing	1. All Surveyors 2. MSQH Staff
8.30 am – 10.30 am		Revisit (where necessary)	1. All Surveyors 2. UH, Matron, Manager, SM, HOD
10.30 am – 1.00 pm		Surveyor Team Meeting and rehearsal	1. All Surveyors 2. MSQH Staff
12.00 am – 1.00 pm		Hospital preparation for summation conference	1. UH, Matron/Manager, SM, HOD 2. MSQH Staff
1.00 pm – 2.00 pm	Lunch Break		
2.00 am - 3.30 pm		Summation Conference & QA	1. All Surveyors 2. CEO/Medical director 3. Hospital survey coordinator
3.45 pm – 4.00 pm		Hospital closing by PIC/CEO	4. Hospital Wide 5. MSQH Staff
4.00 pm – 4.15 pm	Coffee/ Tea Break		
4.15 pm	Depart from Hospital		
5.00 pm – 6.00 pm	Hotel Meeting Room	Surveyor deliberation meeting and voting	1. All Surveyors 2. MSQH Staff
7.00 pm	End of Day		