



MINISTRY OF HEALTH MALAYSIA

# STRUCTURED COMPETENCY LOG BOOK FOR

## EXECUTIVE MEDICAL DOCTOR (EMD)

# LEVEL 1

Medical Development Division  
Ministry of Health Malaysia  
2025





## PERSONAL PARTICULARS

**Name** : \_\_\_\_\_

**I/C No.** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Organisation** : \_\_\_\_\_

**Name of Supervisor** : \_\_\_\_\_

**Designation of Supervisor** : \_\_\_\_\_



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Module 5	: Clinical Governance and Quality Systems

# MODULE 1

## HOSPITAL & HEALTH POLICY – SERVICES DEVELOPMENT AND IMPLEMENTATION

### Training Outcomes

- Demonstrate understanding of hospital operational policies, including GHOP and local policies.
- Analyse the components, concepts, and principles behind hospital and health policies.
- Apply continuous improvement principles to hospital services and policy implementation.
- Critically evaluate existing policies for alignment with organisational objectives and patient care standards.



## Module 1: Hospital & Health Policy – Services Development and Implementation

Activity / Task	Reflections (200 to 250 words)
<p>1. Review and evaluate hospital operational policies. Understand policy components, concepts, and principles, i.e., General Hospital Operational Policy (GHOP) and local hospital policy.</p>	

**Activity / Task****Reflections (200 to 250 words)**

2. Apply continuous improvement principles and practice.

Completion date:

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## Assessment

Assessment Criteria	Marks				
1. Understand policy components, concepts and principles (i.e.: GHOP and local hospital policy).	5	4	3	2	1
	Comprehensive understanding of policy structure, objectives, and stakeholders.	Clear understanding with minor gaps in component linkage or stakeholder analysis.		Basic understanding with several unclear or missing elements.	
2. Review and evaluation of hospital operational policies (Demonstrate application of framework with recommendations, recognise quality standards).	5	4	3	2	1
	Accurately applies relevant frameworks with insightful analysis, identifies strengths & gaps, and provides practical recommendations.	Correctly applies frameworks with generally sound analysis and reasonable recommendations.		Applies frameworks at a basic level with limited or unclear recommendations.	
Total Mark					

Supervisor's name and signature

Signature :

Name :

Date :



## MODULE 2A

### STRATEGIC PLANNING – HEALTH MINISTRY FRAMEWORK

#### Training Outcomes

- Describe the structure and functions of the six core MOH programmes and their interrelationships.
- Evaluate the Medical Programme and its divisions in relation to hospital operations.
- Interpret hospital classification types (Type I–IV) and assess organisational structures.
- Analyse the governance model of Cluster Hospitals and its operational implications.
- Recommend strategic initiatives to align hospital services with national health priorities.

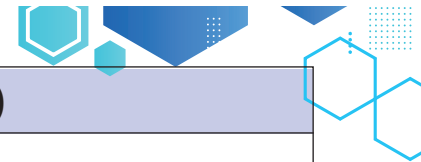


## Module 2A: Strategic Planning – Health Ministry Framework

Activity / Task	Reflections (200 to 250 words)
<p>1. Review and evaluate the Ministry of Health (MOH) Service Framework holistically by understanding the main functions of the six core MOH programmes (Medical, Public Health, Pharmacy, Dental, Research &amp; Technical Support, and Food Safety &amp; Quality).</p>	

**Activity / Task****Reflections (200 to 250 words)**

2. Evaluate the Medical Programme, its division, and its relation to your organization.



Activity / Task	Reflections (200 to 250 words)
<p>3. Evaluate the hospital types (Type I–IV) classification and your hospital organisational chart.</p>	

**Activity / Task****Reflections (200 to 250 words)**

4. Review the Cluster Hospital governance.

Completion date:

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## Assessment

Assessment Criteria	Marks				
1. Understanding of MOH Core Programmes.	5	4	3	2	1
	Demonstrates a comprehensive understanding of all 6 MOH programmes and their strategic roles.	Understands most MOH programmes with moderate clarity; minor gaps in strategic relevance.		Basic awareness of programmes; explanation lacks clarity or depth.	
2. Evaluation of the Medical Programme and its Division.	5	4	3	2	1
	Demonstrates a comprehensive understanding of all Divisions in the Medical Programme and their strategic roles.	Understands most Divisions with moderate clarity; minor gaps in strategic relevance.		Basic awareness of programmes; explanation lacks clarity or depth.	
3. Evaluation of Hospital Classification (Type I-IV).	5	4	3	2	1
	Accurately describes all hospital types with clear differentiation and examples of service levels.	Describes hospital types with some clarity; may miss some details or examples.		General or vague description of hospital types; limited differentiation.	

Assessment Criteria	Marks				
4. Cluster Hospital Governance.	5	4	3	2	1
	Clearly explains how cluster governance supports service integration across programmes.	Explains cluster governance with a general understanding; minor gaps in clarity or detail.		Limited or unclear explanation of cluster governance and its integration with services.	
Total Mark					

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Signature :

Name :

Date :



## MODULE 2B

### STRATEGIC PLANNING – HOSPITAL SERVICES PLANNING

#### Training Outcomes

- Assess facility planning needs, including resource allocation for core hospital services.
- Interpret population health data to guide planning (e.g., bed ratios, disease burden).
- Develop human resource and workforce plans to meet service demands.
- Conduct equipment needs assessment in line with clinical and operational requirements.



## Module 2B: Strategic Planning – Hospital Services Planning

Activity / Task	Reflections (200 to 250 words)
<p>Review and summarise of facility planning and development allocation for a core hospital service i.e., including relevant project planning such as BP6 and expansion of service.</p> <ul style="list-style-type: none"><li>• Population needs, including ratio and disease burden.</li><li>• Human resource planning.</li><li>• Equipment need assessment.</li></ul>	

Completion date:

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## Assessment

Assessment Criteria	Marks				
1. Understanding of Core Service Requirements.	5	4	3	2	1
	Demonstrates comprehensive understanding of the selected core service, its functions, and key operational needs.	Shows good understanding with minor gaps in service details.		Demonstrates basic understanding with notable inaccuracies or incomplete service description.	
2. Accuracy in Estimating Bed Requirements.	5	4	3	2	1
	Provides accurate and well-supported estimation of required beds based on hospital type and projected patient load.	Provides generally correct estimations with minor calculation or planning gaps.		Provides rough or unrealistic bed estimations, lacking proper justification.	
3. Human Resources (HR) Planning (e.g. WISN).	5	4	3	2	1
	Detailed and realistic HR planning aligned with service demand, including appropriate staffing mix and skill levels.	HR plan is reasonable but may have minor issues in staff mix or quantity estimation.		HR planning is incomplete, lacks detail, or presents unrealistic staffing assumptions.	

Assessment Criteria	Marks				
4. Equipment Needs Assessment (e.g. MPIS).	5	4	3	2	1
	Provides a comprehensive and appropriate list of essential equipment with clear justification.	Provides a relevant equipment list with some minor gaps or missing justifications.		The equipment list is basic or incomplete, with little to no justification.	
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## MODULE 3

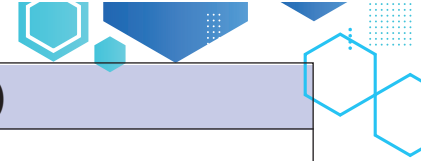
### CORPORATE GOVERNANCE (HEALTH RESOURCES MANAGEMENT AND STRATEGY)

#### Training Outcomes

- Review and interpret the hospital's human resource database for strategic decision-making.
- Participate in and understand financial, asset management, and procurement committee processes.
- Evaluate hospital complaints management systems, including feedback loops.
- Gain exposure to hospital project and facility management processes (e.g., VCM, PSH).
- Assess the integration of sustainability initiatives within corporate governance structures.

## Module 3: Corporate Governance (Health Resources Management and Strategy)

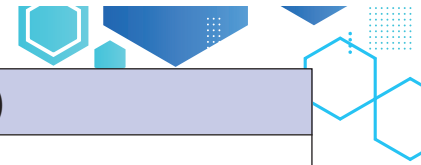
Activity / Task	Reflections (200 to 250 words)
<p>1. Review the hospital's human resource database.</p>	



Activity / Task	Reflections (200 to 250 words)
<p>2. Mentorship session with the Finance, Asset &amp; Procurement team (<i>Mesyuarat JK Pengurusan Kewangan dan Akaun, Mesyuarat JK Pengurusan Aset, Mesyuarat Pemutus Sebut Harga</i>).</p>	

**Activity / Task****Reflections (200 to 250 words)**

3. Review of complaints management processes in the hospital, including feedback process.



Activity / Task	Reflections (200 to 250 words)
<p>4. Exposure to project and facility management e.g. VCM, <i>Perkhidmatan Sokongan Hospital</i> (PSH) and exposure to hospital sustainability initiatives.</p>	

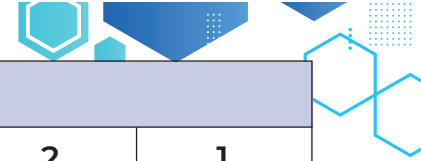
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## Assessment

Assessment Criteria	Marks				
1. Identification of Key HR Issues & Data Comprehension and Accuracy (Analysis ie WISN/Casemix etc).	5	4	3	2	1
	Identifies staffing gaps, training needs, and potential HR risks. Thorough review with accurate interpretation of HR data, including staff distribution, vacancy rates, and skill mix.	Identifies some HR issues but with limited depth or supporting data.  Generally accurate review with minor gaps or misinterpretations.		Identifies limited or superficial HR issues. Basic review with significant gaps or misinterpretation of key data.	
2. Active engagement during a mentorship session with Finance, Asset & Procurement Unit. (Ability to demonstrate understanding of finance processes and procurement).	5	4	3	2	1
	Actively participates, asks relevant questions, and demonstrates interest in procurement and finance processes.	Participates but with moderate involvement or limited inquiry.		Passive participation with minimal contributions.	



Assessment Criteria	Marks				
3. Understanding of complaint management and feedback processes.	5	4	3	2	1
	Demonstrates a clear understanding of the structure, roles, and processes in complaints management. Able to explain examples of procedures followed.	Demonstrates a clear understanding of the structure, roles, and processes in complaints management. Able to explain examples of procedures followed.	Demonstrates a clear understanding of the structure, roles, and processes in complaints management. Able to explain examples of procedures followed.	Demonstrates a clear understanding of the structure, roles, and processes in complaints management. Able to explain examples of procedures followed.	Demonstrates a clear understanding of the structure, roles, and processes in complaints management. Able to explain examples of procedures followed.
4. Facility & Project Management Exposure (Including Sustainability Initiatives).	5	4	3	2	1
	Understands core elements of facility/project planning, identifies sustainability practices, and relates them to hospital context.	Identifies general aspects of facility/project management & limited understanding of sustainability initiatives.	Identifies general aspects of facility/project management & limited understanding of sustainability initiatives.	Basic or unclear understanding of facility management; the sustainability aspect is not addressed.	Basic or unclear understanding of facility management; the sustainability aspect is not addressed.
<b>Total Mark</b>					

**Supervisor's name and signature**

Signature :

Name :

Date :

# MODULE 4

## BUSINESS CONTINUITY MANAGEMENT (BCM)

### Training Outcomes

- Describe BCM principles and their application in healthcare settings.
- Review and assess BCM processes for critical hospital services.
- Identify potential threats to service continuity and propose mitigation strategies.



## Module 4: Business Continuity Management (BCM)

Activity / Task	Reflections (200 to 250 words)
<p>Review of the BCM processes in one of the hospital's core services or any related process that can ensure critical services provided by hospital can continue in the face of disruptions.</p>	

Completion date:

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## Assessment

Assessment Criteria	Marks				
1. Understanding of BCM concepts.	5	4	3	2	1
	Demonstrates a comprehensive understanding of the BCM structure, roles, and procedures specific to the selected department.	Demonstrates good understanding with minor conceptual gaps.		Basic understanding with some inaccuracies or missing components.	
2. Commitment and involvement in BCM processes.	5	4	3	2	1
	Accurately identifies all critical services, processes, and resources essential for hospital operations during disruptions. Provides a detailed, critical evaluation of the existing BCM plan, highlighting strengths, gaps, and risks.	Identifies most critical services and processes with minor omissions. Provides a reasonable evaluation with some depth but limited critical analysis.		Identifies some critical services but misses key areas. Provides a superficial evaluation with minimal depth or limited risk identification.	
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Supervisor's name and signature

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# MODULE 5

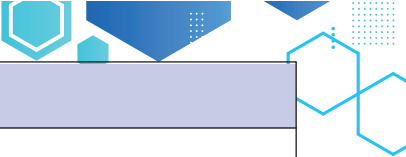
## CLINICAL GOVERNANCE AND QUALITY SYSTEMS

### Training Outcomes

- Apply quality assurance principles in QA/QI activities (e.g., Lean, clinical audits, accreditation).
- Analyse medico-legal case management processes and identify areas for improvement.
- Interpret incident reporting systems to enhance patient safety culture.
- Participate in Root Cause Analysis (RCA) and translate findings into preventive actions.
- Review hospital KPI performance and patient satisfaction data to guide service improvements.

## Module 5: Clinical Governance and Quality Systems

Activity / Task	Reflections (200 to 250 words)
<p>1. Quality assurance</p> <p>Hands-on session in QA/QI activities e.g. QAP/Lean/Clinical Audits/accreditation activities.</p>	

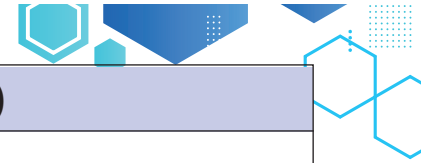


Activity / Task	Reflections (200 to 250 words)
<p data-bbox="169 245 489 272">2. Legal accountability</p> <p data-bbox="213 326 613 391">Review the management of potential medico-legal cases.</p>	



**Activity / Task****Reflections (200 to 250 words)****3. Patient safety**

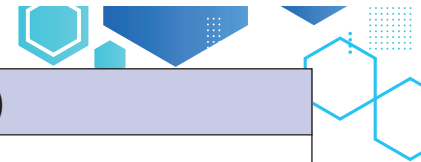
Understand the management  
of incident reporting.



Activity / Task	Reflections (200 to 250 words)
<p>4. Quality assurance</p> <p>Involved in RCA sessions.</p>	

**Activity / Task****Reflections (200 to 250 words)****5. Quality assurance**

Review the hospital KPI performance report & customer/patient satisfaction.



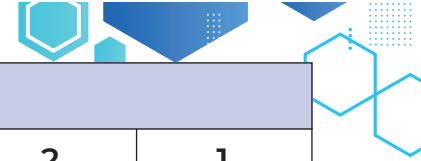
Activity / Task	Reflections (200 to 250 words)
<p>6. Infection Prevention and Control</p> <p>Mentorship with the Infection Control Team (prevention and control of infection and antimicrobial resistance).</p>	

Completion date:

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## Assessment

Assessment Criteria	Marks				
1. Comprehension of concepts and processes.	5	4	3	2	1
	Demonstrates comprehensive understanding of the quality systems, incident management, infection control, and medico-legal processes.	Demonstrates good understanding with minor conceptual gaps.		Basic understanding with some inaccuracies or missing elements.	
2. Application of quality and governance tools.	5	4	3	2	1
	Accurately applies quality improvement tools (QAP/Lean/Clinical Audits), incident reporting systems, and KPI evaluation frameworks.	Applies quality tools with minor inaccuracies or incomplete linkage to real-world scenarios.		Limited application of tools with superficial connection to practice.	
3. Active participation and engagement.	5	4	3	2	1
	Fully engaged in all sessions and activities, contributing meaningfully and applying knowledge practically.	Participated in most sessions with moderate contribution.		Limited participation with minimal contribution.	



Assessment Criteria	Marks				
4. Analytical and problem solving skills.	5	4	3	2	1
	Applies critical thinking in RCA, quality audits, and Medico-legal reviews; provides well-thought analysis and solutions.	Demonstrates some analytical ability with occasional superficial solutions.		Provides basic or general analysis with limited problem-solving.	
Total Mark					

Supervisor's name and signature

Signature :

Name :

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## ASSESSMENT SUMMARY

No.	Module	Marks	Percentage (%)
1.	Module 1: Hospital & Health Policy – Services Development and Implementation	____/10	____%
2.	Module 2A: Strategic Planning – Health Ministry Framework	____/20	____%
3.	Module 2B: Strategic Planning – Hospital Services Planning	____/20	____%
4.	Module 3: Corporate Governance (Health Resources Management & Strategy)	____/20	____%
5	Module 4: Business Continuity Management (BCM)	____/10	____%
6.	Module 5: Clinical Governance and Quality Systems	____/20	____%
Grand Total		____/100	____%



## GRADING SCALE

Total Percentage (%)	Grade	Performance Level
85 – 100	Excellent	Strong performance with deep understanding and effective application
70 – 84	Good	Good performance with minor gaps in depth or application
50 – 69	Satisfactory	Basic performance, limited critical thinking or application
Below 50	Remediation	Inadequate, requires further coaching and structured support

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Signature :

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