

# **TALENT GROOMING PROGRAM (TGP) PROJECT**

***TO INCREASE THE PERCENTAGE OF APPLICATIONS BY MINISTRY OF  
HEALTH (MOH) DOCTORS, FOR APPROVAL FROM THE STATE HEALTH  
DIRECTOR TO PRACTICE LOCUM IN THE STATE OF MELAKA.***

(A QUALITY ASSUARENCE RESEARCH PROJECT)

BY

NAME: DR MITESH CHANDRAKANT

DEPARTMENT: MEDICAL DIVISION (BAHAGIAN PERUBATAN)  
MELAKA STATE HEALTH DEPARTMENT  
(JABATAN KESIHATAN NEGERI MELAKA)

SUPERVISOR: DR HJH ZURAINI BINTI ZAINAL  
DEPUTY STATE HEALTH DRECTOR (MEDICAL DIV)

## Contents

|   |           |
|---|-----------|
| CHAPTER 1 .....                                       | 4         |
| <b>INTRODUCTION.....</b>                              | <b>4</b>  |
| CHAPTER 2 .....                                       | 6         |
| <b>LITERATURE REVIEW .....</b>                        | <b>6</b>  |
| CHAPTER 3 .....                                       | 9         |
| <b>3.1 General Objective.....</b>                     | <b>9</b>  |
| <b>3.2 Specific Objectives .....</b>                  | <b>9</b>  |
| CHAPTER 4 .....                                       | 10        |
| <b>METHODOLOGY.....</b>                               | <b>10</b> |
| CHAPTER 5 .....                                       | 14        |
| <b>PLAN FOR DATA ANALYSIS AND INTERPRETATION.....</b> | <b>14</b> |
| CHAPTER 6 .....                                       | 15        |
| <b>PROJECT MANAGEMENT .....</b>                       | <b>15</b> |
| REFERENCES.....                                       | 16        |

## **LIST OF TABLES**

|   |           |
|---|-----------|
| <b>Table 1: Proposed Gantt Chart.....</b> | <b>15</b> |
|---|-----------|

## **LIST OF FIGURES**

|  |          |
|--|----------|
| <b>Figure 1: Problem Analysis Chart of The Study .....</b> | <b>8</b> |
|--|----------|

## **LIST OF EQUATIONS**

|   |           |
|---|-----------|
| <b>Equation 1: formula that will be used to calculate the percentage.....</b> | <b>14</b> |
|---|-----------|

## ***APPENDIX***

|                  |    |
|------------------|----|
| Appendix 1 ..... | 17 |
| Appendix 2 ..... | 19 |
| Appendix 3 ..... | 29 |
| Appendix 4 ..... | 34 |

## CHAPTER 1

### INTRODUCTION

#### **Where does the word “locum” come from?**

The word locum comes from the Latin phrase *locum tenens*, which means “place holder”. A locum is a person who temporarily fulfils the duties of another. A locum doctor is therefore a doctor who covers for another doctor who is on leave.

According to the Cambridge Dictionary Locum is defined as “a doctor who does the job of another doctor who is ill or on holiday” meanwhile the Oxford dictionary defines it as “a person who stands in temporarily for someone else of the same profession, especially a cleric or doctor.”

In Malaysia a **Locum** generally points to a doctor or a dentist who works at a clinic or a hospital in place of the actual person or as an extra hand to run the clinic. It is mainly done by government doctors or freelance doctors at private healthcare facilities such as general practitioner’s (GP) clinic or private hospital (mostly at the Emergency Department).

In a press statement by the Director General of Health (DG MOH) who also heads the Malaysian medical Council (MMC) mentioned that there are some unregistered persons include those who do not have medical qualifications (bogus doctor) or those who possess a medical qualification but are not eligible or unfit for full registration with the council, are being employed as Locums by some unethical owners of GP Clinics. There have been instances where owners or persons in charge of the clinics are duped into believing that a particular locum applicant is registered after they are shown forged documents including registration and annual practicing certificates (APC).

However, the onus is on the doctor or the person in charge of the clinic, to ensure that the employed Locum is a qualified and is fully registered medical practitioner, and in possession of a valid current annual practicing certificate issued by the MMC. Whether having done so knowingly or unknowingly, the doctor in charge of the premises involved in employing an unqualified or unlicensed person, would have violated the

CPC 2019 MMC Malaysia, (2019), *and* thus the Medical Act 1971 (Commissioner of Law Malaysia, 2006), and is liable to disciplinary action by the Council.

As such, all private healthcare facility in charge or licensees are called upon to properly verify the qualification, full MMC registration and APC status of any medical doctor that is to be employed in their clinic or hospital, and to make sure that they practice in accordance to what is stipulated in their APCs, failing which, they may be charged with violating the provisions in the *Code of Professional Conduct and the Medical Act 1971* and the *Private Healthcare Facilities and Services Act 1998 (Act 586)* (Commissioner of Law Malaysia, 1998)

The aim of this study is **to increase the percentage of applications by Ministry of Health (MOH) doctors, for approval from the State Health Director to practice locum in the State of Melaka.** The government employed doctors must be fully registered with Malaysian Medical Council (MMC) for more than 1 year as required by the *Ministry of Health (2010) Guidelines for the practise of locum 2010* and possess the approval to practice locum from the State Health Director of Melaka as stipulated in the mentioned guidelines.

## CHAPTER 2

### LITERATURE REVIEW

The Medical Act 1971 (Commissioner of Law Malaysia, 2006), stipulates that any medical practitioner must be registered with the Malaysian medical Council (MMC) before being able to practice medicine legally in Malaysia. The Council's Code of Professional Conduct also provides that any registered medical practitioner involved in improper delegation of medical duties, including the employment of unqualified or unregistered persons, will be liable to disciplinary punishment. This allows the Malaysian Medical Council to ensure that the Malaysian public receives competent and safe medical care. Therefore, every Medical Officer must be fully registered with MMC before he or she is able to practice as a locum in any clinic or hospital in Malaysia.

The Circular from The Chief Secretary of the Ministry of Health 5/2006 (MOH Malaysia, 2006) , i.e. The Guidelines for Registered Medical Officers and Dental officers (employed by MOH) to do locum. It states that every Registered Medical Practitioners employed by MOH must obtain the permission from the Head of Department through their Relevant Head of Units. The Head of Department here is the State Director of Health.

*Ministry of Health (2010) Guidelines for the practise of locum 2010* states that every medical officer who wishes to do locum shall only be able to do it after obtaining permission from the head of department. It also states that it is compulsory for every doctor to state the primary location of the practice and every address of locum practice in their APC.

In the *Section 31 (c) and (d) of the Private Healthcare Facilities and Services Act 1998 (Act 586) (Commissioner of Law Malaysia, 1998)* that a licensee or a holder of a certificate of registration in respect of a licensed or registered private healthcare facility or service shall ensure that persons employed or engaged by the licensed or registered private healthcare facility or service are registered under any law regulating their registration, or in the absence of any such law, hold such qualification and

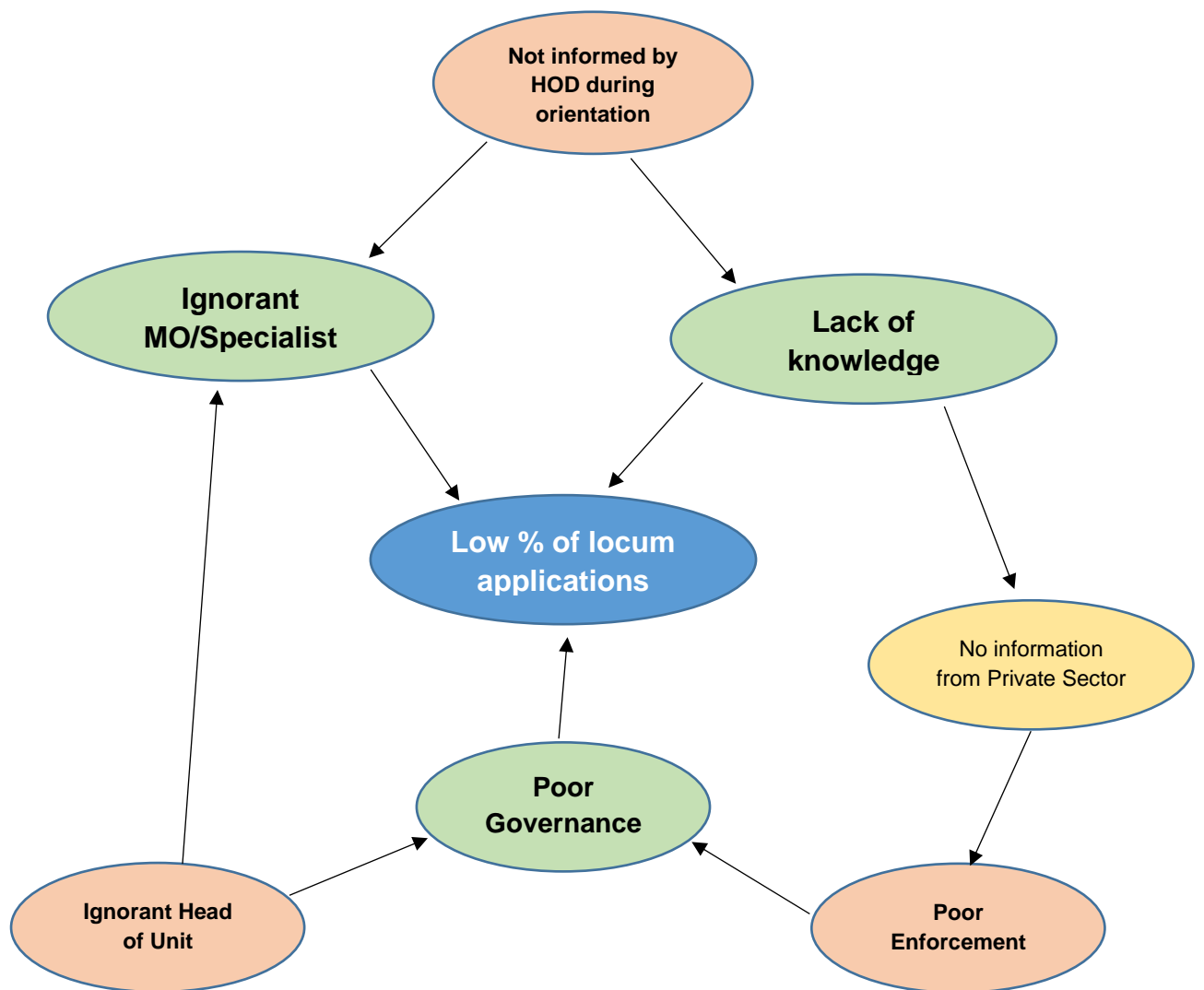
experience as are recognized by the Director General; and comply with such other duties and responsibilities as may be prescribed.

In a study by Mohd Hanis et al., (2006), he mentions that insufficient income is a factor that positively influence locum practice among Government medical officers to earn extra income.

Mohd Fauzi et al., (2020) in their study mentions that work-related ruminations during non-work time were common and associated with poor fatigue and recovery outcomes while overt work activities done at workplace during non-work time were associated with better fatigue and recovery levels.

Therefore, all medical officers including specialists must state all the addresses of places of practice in the APC and obtain the approval to practice as a locum from the head of department if employed by the Ministry of Health. For the State of Melaka, the Head of Department is the State Health Director.

Currently the percentage of applications for approval to practice as a Locum Doctor among all MOH doctors practicing as locum is as low as 10 to 15 percent only. Ideally it should be 100% of all MOH doctors practicing Locum. There are a number of factors identified for that (Figure 1). Hence the aim of this study is **to increase the percentage of applications by Ministry of Health (MOH) doctors, for approval from the State Health Director to practice locum in the State of Melaka.** In the same time data collected from doctors practicing locum will allow researcher to look deeper into the reasons why locum is practiced and the failure of not applying for approval from the State Health Director.



**Figure 1: Problem Analysis Chart of the Study**



## CHAPTER 3

### **OBJECTIVE**

#### **3.1 General Objective**

The general objective is to increase the percentage of locum applications for approval by MOH doctors practicing locum in the State of Melaka.

#### **3.2 Specific Objectives**

The specific objectives of this study are:

1. To verify the number of MOH medical officers practicing locum
2. To identify the possible reasons by MOH Medical Officers for not applying for permission to practice locum
3. To formulate and implement proper remedial measures
4. To evaluate the effectiveness of remedial actions

## CHAPTER 4

### **METHODOLOGY**

This is a cross sectional study which involves 3 sectors i.e. the private sectors, the MOH doctors and the heads of departments / unit in MOH facilities in Melaka state. The private sector will be required to notify the names of the medical officers doing locum at their clinics or hospitals. These identified medical officers will be given a set of questionnaires to identify the reason behind them not applying for permission to do locum.

To get the above information, a Google form (Appendix 1) link will be sent to all private healthcare practitioners through a letter from the State Health Director with the help of the Private Healthcare Act Enforcement Unit. Once the MOH doctors are identified, another Google form (Appendix 2) link will be sent to them to identify their reasons. Another Google form is sent to all the heads of departments or units to verify their awareness regarding the Locum practice done by their doctors.

Upon getting all this information a remedial measure will be formulated and applied to increase their knowledge and information hence encouraging them to apply for approval to practice locum.

**Figure 2: Variables used**

| <b>No.</b> | <b>Variable</b>                   | <b>Definition</b>  | <b>Scale of Measurement</b>            |
|------------|-----------------------------------|--|--|
| 1.         | Email address                     | The email address of the respondent  | Email address                          |
| 2.         | Name                              | Name of the Locum Medical Officer  | Full Name                              |
| 3          | Age                               | Age in year 2022   | Years                                  |
| 4.         | MyKad Number                      | The number of the Malaysian Identity card  | 12 digit number                        |
| 5.         | MMC Full Registration Number      | The full Malaysian Medical Council Registration Number   | 5 digit number                         |
| 6.         | APC Number                        | Annual Practicing Certificate Number   | Number / year                          |
| 7.         | Place of practice in KKM facility | Place of work of Locum MO in KKM   | Name of clinic / department / Hospital |
| 8.         | Name of Private Hospital / Clinic | Name of the clinic/hospital where Locum is practiced   | Name of clinic / department / Hospital |
| 9.         | Name of Locum Clinic in APC       | Name of the private clinic state in APC of Locum Doctor  | Name of clinic / department / Hospital |
| 10.        | Status of Locum Practitioner      | Whether the Locum Practitioner is a medical officer or a specialist  | Status                                 |
| 11.        | Medical Indemnity                 | Whether the Medical Officer has medical indemnity or not   | Yes or no                              |
| 12.        | Approval                          | Whether the Medical Officer has approval to practice locum from the State health Director.                         | Yes or No                              |
| 13.        | Awareness of Rules and circulars  | Is the Locum Medical Officer aware of the Rules and Guidelines and circulars on Locum from The KSU KKM and DG KKM? | Yes or No                              |
| 14.        | Awareness of disciplinary Action  | Is the Locum Medical Officer aware that disciplinary actions can be taken against                                  | Yes or no                              |

|     |                                   |   |                                  |
|-----|-----------------------------------|---|----------------------------------|
|     |                                   | him/her if caught practicing Locum without approval?  |                                  |
| 15. | Locum Employer asked for APC      | Has the Locum Employer ever asked for the APC of the Locum MO?  | Yes or no                        |
| 16. | Addition of Clinic Address in APC | Has the Locum employer ever asked the Locum MO to add his/her clinic/hospital name in the Locum MO's APC? | Yes or no                        |
| 17. | Practice of Locum                 | Whether the Locum Mo practices Locum at specific clinics or randomly when engaged?                        | Specific or random               |
| 18. | Number of clinics                 | Number of private clinics or hospitals that the MO practices locum at.                                    | Number                           |
| 19. | How often                         | The frequency of Locum Practice by number of days per month   | 1 – 2<br>3 – 5<br>6 – 15<br>> 15 |
| 20. | Location                          | Does the Locum MO practice locum outside Melaka?  | Yes or no                        |
| 21. | New knowledge                     | Whether the Locum MO gained any new knowledge while practicing locum                                      | Yes or no                        |
| 22. | Work Hindrance                    | Does practising Locum hinder the MO's current work?   | Yes or no                        |
| 23. | Reprimanded                       | Has the MO ever been reprimanded by his HOD?  | Yes or no                        |
| 24. | Briefing                          | Has the MO ever been briefed by the HOD regarding Locum Practice?   | Yes or no                        |
| 25. | Reminder for applying Approval    | Has the HOD ever reminded or asked the Locum MO to apply for approval from the State Health Director?     | Yes or No                        |
| 26. | Master's Program                  | Is the Locum MO in the Master's Program by MOH or JPA scholarships?                                       | Yes or no                        |

|     |                     |   |  |
|-----|---------------------|---|--|
| 27  | Confidence          | Dose the MO feel confident when treating patients during his/her Locum practice?  | Yes or no  |
| 28. | Assistance          | Does the locum employer assist the Locum MO when he/she runs into a problem during the Locum?   | Yes or no  |
| 29. | Care                | Does the locum employer take care of the basic needs of the Locum MO such as place to rest and food?  | Yes or no  |
| 30. | Level of approval   | Should the authority to give approval to practice locum be given to the Hospital Directors and District Health Officers instead of the State Health Department? | Yes or no  |
| 31. | Hourly income       | How much per hour is paid to the Locum MO/Specialist?   | Choose from options  |
| 32. | Wage Opinion        | How much should be actually paid per hour?  | Amount   |
| 33. | Monthly income      | How much is the income of the Locum MO in a month   | Choose from options  |
| 34. | Aspired Income      | How much income is aspired by the Locum MO/Specialist in a month?   | Amount   |
| 35. | Work – Life Balance | Does Locum Practice affect the work – life balance of the Locum MO / Specialist?  | Yes – greatly but needs the money<br>Yes – slightly<br>Not affected<br>WLB does nor affect |

## CHAPTER 5

### PLAN FOR DATA ANALYSIS AND INTERPRETATION

The data obtained from the private practitioners will be verified from the MERITS system of the Malaysian medical Council. Once verified, the data will be tabulated in an excel format and repeating data will be removed so that the actual number of doctors practicing locum will be obtained. This number shall be the denominator figure.

The formula that will be used to calculate the percentage of the MOH Doctors practicing locum that have the approval from the State Health Director is as follows:

$$\% \text{ of MOH Doctors with Approval} = \frac{\text{Number of MOH Doctors with Approval}}{\text{Number of MOH Doctors Practicing Locum}}$$

***Equation 1: Formula that will be used to calculate the percentage***

The data obtained from the MOH doctors practicing locum will be analysed to determine the factors that attribute and contribute towards the failure of the MOH doctor to apply for approval to practice locum. The data that is obtained from the heads of the departments or unit will be tabulated to analyse the level of awareness and action taken by the HODs to observe the Locum Guidelines and circulars from the Ministry of Health.

The outcome of this analyses will eventually help to formulate the remedial actions to create awareness and ultimately increase the percentage of MOH doctors practicing locum to apply for approval from the State Health Director of Melaka. The researcher will also have the privilege to look deeper into the purpose of practicing locum, which in hand allow the researcher to suggest policy changes and better policy reforms towards the welfare of government employed doctors.

## CHAPTER 6

### PROJECT MANAGEMENT

**Table 1: Proposed Gantt Chart**

| TIME<br>ACTIVITY            | JUNE 2022 | JULY 2022 | AUG 2022 | SEPT 2022 | OCT 2022 | NOV 2022 | DEC 2022 | JAN 2023 | FEB 2023 | MAR 2023 | APR 2023 | MAY 2023 | JUNE 2023 | JULY 2023 | AUG 2023 | SEPT 2023 | OCT 2023 | NOV 2023 |
|-----------------------------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|-----------|----------|----------|
| PROPOSAL DEVELOPEMENT       | X         |           |          |           |          |          |          |          |          |          |          |          |           |           |          |           |          |          |
| DATA COLLECTION             |           | X         | X        | X         | X        |          |          |          |          |          |          |          |           |           |          |           |          |          |
| DATA ANALYSIS               |           |           | X        | X         | X        | X        | X        |          |          |          |          |          |           |           |          |           |          |          |
| REMEDIAL MEASURES           |           |           |          |           | X        | X        | X        | X        |          |          |          |          |           |           |          |           |          |          |
| RE-EVALUATION               |           |           |          |           |          |          |          | X        | X        | X        |          |          |           |           |          |           |          |          |
| REMEDIAL MEASURE STRENGHTEN |           |           |          |           |          |          |          |          |          |          | X        | X        |           |           |          |           |          |          |
| RE-EVALUATION               |           |           |          |           |          |          |          |          |          |          |          |          | X         | X         | X        |           |          |          |
| REPORT WRITING              |           |           |          |           |          |          |          |          |          |          |          |          |           |           |          | X         | X        |          |
| SUBMISSION                  |           |           |          |           |          |          |          |          |          |          |          |          |           |           |          |           |          | X        |

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*Appendix 1*

Questionnaire to the Private Healthcare Centres in Bahasa Malaysia

(BORANG PEMAKLUMAN TENTANG PEGAWAI PERUBATAN KKM YANG  
MENJALANKAN AKTIVITI LOKUM DI SEKTOR PERUBATAN SWASTA - Google  
Forms)

## BORANG PEMAKLUMAN TENTANG PEGAWAI PERUBATAN KKM YANG MENJALANKAN AKTIVITI LOKUM DI SEKTOR PERUBATAN SWASTA - Google Forms

### MAKLUMAN TENTANG PEGAWAI PERUBATAN KKM YANG MENJALANKAN AKTIVITI LOKUM DI SEKTOR PERUBATAN SWASTA

Jabatan Kesihatan Negeri Melaka telah mendapati ramai Pegawai Perubatan KKM sedang menjalankan aktiviti lokum di klinik/hospital swasta tanpa mempunyai kelulusan daripada Pengarah Kesihatan Negeri Melaka. Oleh yang demikian, Pihak Hospital dan Klinik Swasta dikehendaki memaklumkan pihak Bhg Perubatan, JKN Melaka, data berkenaan setiap pegawai perubatan yang menjalankan aktiviti lokum di Klinik atau Hospital Swasta masing-masing. Keperluan ini adalah supaya pihak Bhg Perubatan dapat menghubungi Pegawai Perubatan tersebut supaya dapat dinasihati untuk mendapatkan kelulusan Pengarah Kesihatan Negeri bagi menjalankan lokum secara sah. Ini adalah salah satu daripada langkah-langkah bagi memastikan semua Pegawai Perubatan yang menjalankan Lokum, mempunyai kelulusan dari semua pihak berkenaan, mendaftar dengan MMC dan juga mempunyai insurans perlindungan (indemnity). Kerjasama dari pihak tuan/puan amat dihargai dan didahului dengan ucapan terima kasih.

1. Email: \_\_\_\_\_
2. Nama Pegawai Perubatan Lokum: \_\_\_\_\_
3. No MyKad Pegawai Perubatan Lokum: \_\_\_\_\_
4. No Pendaftaran MMC Pegawai Perubatan Lokum: \_\_\_\_\_
5. No APC Pegawai Perubatan Lokum: \_\_\_\_\_
6. Nama tempat kerja asal Pegawai Perubatan Lokum tersebut iaitu di fasiliti KKM.  
\_\_\_\_\_
7. Nama Klinik / Hospital Swasta dimana aktiviti Lokum dijalankan.  
\_\_\_\_\_
8. Adakah nama klinik / hospital tuan/puan tertera di dalam APC Pegawai Perubatan Lokum berkenaan?
  - a. YA
  - b. TIDAK
  - c. TIDAK PASTI
9. Email klinik/hospital yang dapat pihak kami menghubungi tuan/puan, jika ada keperluan. \_\_\_\_\_

TERIMA KASIH ATAS RESPON TUAN/PUAN

Saya amat berterima kasih atas respon tuan/puan. Data yang diterima akan digunakan untuk melestarikan polisi perkhidmatan lokum oleh Pegawai Perubatan KKM. Sekian

## *Appendix 2*

### Questionnaire for the Doctors

Sent via WhatsApp (Using Google Form) to the doctors found to be practicing locum from the data collected from Private Healthcare Centres.

## QUESTIONNAIRE ON THE KNOWLEDGE OF MEDICAL OFFICERS REGARDING THE RULES OF DOING LOCUM AT PRIVATE HEALTHCARE CLINICS OR HOSPITALS

This questionnaire is to identify the possible contributing factors contributing towards medical officers practicing locum without applying for approval from the State Health Director of Melaka as stipulated in the various circulars by the MOH KSU and the DG of MOH. It is for the data collection for a study by Dr Mitesh Chandrakant from Medical Division, JKN Melaka i.e. "To increase the percentage of locum applications by MOH Medical Officers / Specialists doing locum in the state of Melaka."

### OBJECTIVE

#### General Objective

The general objective is to increase the percentage of locum applications by MOH medical officers doing locum in the state of Melaka.

#### Specific Objectives

The specific objectives of this study are:

1. To verify the number of MOH medical officers doing locum
2. To identify the possible reasons by MOH Medical Officers for not applying for permission to do locum
3. To formulate and implement proper remedial measures
4. To evaluate the effectiveness of remedial actions

The Department of Medical Division, JKN Melaka would be carrying out many talks to clear your doubts regarding locum activity. This can only be achieved with your cooperation in filling up this form.

By filling up this form, it is understood that you have agreed to participate in this study. The data collected shall be used to engage with the medical officer to increase the awareness about locum practice and the rules pertaining to it.

### **Disclaimer**

I thank you for your kind response.

As a disclaimer, all data submitted is for academic purpose and also to assist in the management of locum practices in Melaka. However, sensitive individual data such as names, age, MMC/APC numbers, Mykad numbers, email addresses, income information and place of practice will NOT be shared with any other party(s) besides those involved in this study. There will be no mention of any individual data in the final paper when produced, presented or printed.

Thank you.

## QUESTIONNAIRE

1. Email

### **DEMOGRAPHY**

2. Name: \_\_\_\_\_

3. Age: \_\_\_\_\_

4. MMC Full Registration Number: \_\_\_\_\_

5. Date of MMC Full registration: \_\_\_\_\_

6. 2022 APC Number. \_\_\_\_\_

7. Are you a specialist?

- a) Yes
- b) No

8. If yes, are you practicing specialist locum or GP locum?

- c) GP locum only
- d) Specialist Locum only
- e) Mix of both

### **FACTORS ATTRIBUTING TO DO LOCUM**

9. Purpose of practicing LOCUM. Tick all that apply.

- a) To increase Income
- b) To gain more experience
- c) To help a friend in a private clinic
- d) Forced to do by Senior MO/Specialist
- e) Intent to open own practice hence learning the know how
- f) Other: \_\_\_\_\_

10. Have you included the address of the place of your locum practice into your Annual Practicing Certificate (APC)?

- a) Yes
- b) No

11. Do you have Medical Indemnity Insurance?

- a) Yes
- b) No

12. Have applied for the approval to practice locum from the State Health Director thru your Head of Department/Unit?

- a) Yes
- b) No
- c) Plan to do it soon.

13. Are you aware of the rules and circulars regarding Locum Practice by The KSU KKM and DG KKM?

- a) Yes
- b) No

14. Are you aware that a disciplinary action (Tindakan Tatatertib) can be taken against you if caught doing locum without approval?

- a) Yes
- b) No

15. Has your locum employer ever asked for your APC?

- a) Yes
- b) No

16. Has your locum employer told you to add his/her clinic name and address into your APC?

- a) Yes
- b) No

17. Do you practice locum at specific clinics or just randomly?

- a) Specific Clinics only
- b) Randomly - whenever called by anyone

18. How many clinics do you practice locum at? \_\_\_\_\_

19. Do you practice Locum outside Melaka state?

- a) Yes
- b) No

20. How often do you practice locum?

- a) 1-2 times a month
- b) 3-5 times a month
- c) 6 to 15 times a month
- d) more than 15 times a month

### **LEARNING and EXPERIENCE**

21. Have gained new knowledge while doing locum?

- a) Yes
- b) No

22. Has practicing locum hinder your current work?
- a) Yes
  - b) No
23. Have you been ever reprimanded by your boss regarding your locum practice?
- a) Yes
  - b) No
24. Have you been briefed regarding locum practice by your department or unit head?
- a) Yes
  - b) No
25. Have you been ever reminded or told by your department or unit head to apply for approval to practice locum?
- a) Yes
  - b) No
26. Are you in any Master's Program by KKM/JPA?
- a) Yes
  - b) No
27. Do you feel confident to treat a patient while practicing Locum?
- a) Yes
  - b) No
28. Does your Locum employer assist you if you run into problems when practicing locum?
- a) All the time
  - b) Only when he/she is in town
  - c) Very seldom
  - d) Never
29. Does your locum employer take care of your basic needs like a place to rest and food?
- a) All of them do
  - b) None of them
  - c) Some of them only

### **POLICY AND PRACTICE**

30. In your opinion, should the approval be at the level of Hospital Directors or the District Health Officers instead of the State Health Director?
- a) Yes
  - b) No

31. How much are you paid per hour of locum?

- a) LESS THAN RM 30 PER HOUR
- b) RM30 to RM35 PER HOUR
- c) RM36 to RM50 PER HOUR
- d) RM51 to RM75 PER HOUR
- e) RM76 TO RM100 PER HOUR
- f) RM101 TO RM200 PER HOUR
- g) MORE THAN RM200 PER HOUR

32. In your opinion, how much per hour should you be paid?

- a) less than RM500 a month
- b) RM501 to RM1000 a month
- c) RM1001 to RM2500 a month
- d) RM2501 to RM5000 a month
- e) more than RM5000 a month

33. How much do you earn a month from your Locum Practice? (This information will be kept confidential) \_\_\_\_\_

34. How much do you aspire to earn a month from your Locum Practice? \_\_\_\_\_

35. Does practicing locum affect your work - life balance?

- a) Yes - I am greatly affected - I need the money
- b) Yes - I am slightly affected
- c) No, I am Not affected by it
- d) Work - life balance does not affect me

### **THANK YOU VERY MUCH**

Your kind and honest response will help me and the department to look into the locum practice policy for better solutions and outcomes. It will help to come up with better policies and guidelines to make the healthcare system more robust. You are an integral part of the healthcare system and I thank you very much.



### *Appendix 3*

Questionnaire to the Head of Departments and District Health Officers

Sent via WhatsApp (Using Google forms) to all heads of departments and district health officers in State of Melaka

## QUESTIONNAIRE TO VERIFY THE KNOWLEDGE OF THE HEADS OF DEPARTMENTS ABOUT LOCUM PRACTICE

This questionnaire is to verify the knowledge of Heads of Departments or units regarding medical officers practicing locum and the stipulated circulars and guidelines by the MOH KSU and the DG of MOH. It is for the data collection for a study by Dr Mitesh Chandrakant from Medical Division, JKN Melaka i.e. "To increase the percentage of locum applications by MOH Medical Officers / Specialists doing locum in the state of Melaka."

### OBJECTIVE

#### General Objective

The general objective is to increase the percentage of locum applications by MOH medical officers doing locum in the state of Melaka.

#### Specific Objectives

The specific objectives of this study are:

- a) To verify the number of MOH medical officers doing locum
- b) To identify the possible reasons by MOH Medical Officers for not applying for permission to do locum
- c) To formulate and implement proper remedial measures
- d) To evaluate the effectiveness of remedial actions

The Department of Medical Division, JKN Melaka would be carrying out many talks to clear your doubts regarding locum activity. This can only be achieved with your cooperation in filling up this form.

By filling up this form, it is understood that you have agreed to participate in this study. The data collected shall be used to engage with the medical officer to increase the awareness about locum practice and the rules pertaining to it.

### Disclaimer

I thank you for your kind response.

As a disclaimer, all data submitted is for academic purpose and to assist in the management of locum practices in Melaka. However, sensitive individual data such as names, age, MMC/APC numbers, Mykad numbers, email addresses, income information and place of practice will NOT be shared with any other party(s) besides those involved in this study. There will be no mention of any individual data in the final paper when produced, presented, or printed.

Thank you.

## **QUESTIONNAIRE**

1. Email: \_\_\_\_\_

## **DEMOGRAPHY**

2. Name of HOD: \_\_\_\_\_

3. Department/Unit in-charge: \_\_\_\_\_

4. Name of Hospital/District Office: \_\_\_\_\_

5. How many years have you been the head/in charge? : \_\_\_\_\_

## **AWARENESS**

6. Are you aware of the doctors in your department that are practicing locum?

- a) Yes All
- b) No None
- c) Only aware of a few

7. For those that you know of, are you aware if they have applied for approval to practice locum from the State Health Director?

- a) Yes
- b) No

8. Are you aware that all application for approval to do locum must be directed to the State Health Director?

- a) Yes
- b) No

9. Are you aware of the circulars and guidelines by the KSU KKM and DG KKM with regards to locum practice?

- a) Yes
- b) No

10. Do you brief your medical officers and specialists regarding the guidelines to practice locum?

- a) Yes
- b) No

11. Do you find that there is drop in quality of service by the MOs / Specialists practicing Locum?

- a) Yes
- b) No

12. Would you encourage your MOs / Specialist to practice Locum?

- a) Yes
- b) No

13. In your opinion, is there increase knowledge or confidence in the MOs /Specialist practicing locum?

- a) Yes
- b) No

14. In your opinion, is there a need to limit the number of Doctors practicing Locum in your department / unit?

- a) Yes
- b) No

Thank you very much

Your response will help me and the department to address the many issues faced with regards to locum.

## *Appendix 4*

### Data Analysis Charts Of the Questionnaires

QA 1

|                                       |  |  |  |
|---------------------------------------|--|--|--|
| Email klinik/hospital yang dapat      |  |  |  |
| Adakah nama klinik / hospital tuan/pu |  |  |  |
| Nama Klinik / Hospital Swasta dimana  |  |  |  |
| Nama tempat kerja asal Pegawai        |  |  |  |
| No APC Pegawai i Perubatan            |  |  |  |
| No Pendaftaran arn MMC Pegawai        |  |  |  |
| No MyKad Pegawai i Perubatan          |  |  |  |
| Nama Pegawai i Perubatan              |  |  |  |
| Email address                         |  |  |  |
| Num                                   |  |  |  |

QA 2

|   |  |  |  |
|---|--|--|--|
| Have applied for the approval to practice locum |  |  |  |
| Do you have Medical Indemnity                   |  |  |  |
| Have you included                               |  |  |  |
| Purpose of doing LOCUM                          |  |  |  |
| If yes, are you doing                           |  |  |  |
| Are you a specialist <sup>+2</sup>              |  |  |  |
| 2022 APC Number                                 |  |  |  |
| Date of MMC Full registration                   |  |  |  |
| MMC Full Registration                           |  |  |  |
| Age:  |  |  |  |
| Name:   |  |  |  |
| Email address                                   |  |  |  |
| Num.  |  |  |  |

|   |  |  |  |
|---|--|--|--|
| Has<br>practicing<br>locum<br>hinder<br>your          |  |  |  |
| Have<br>gained<br>new<br>knowledge<br>as a while      |  |  |  |
| How<br>often do<br>you<br>practice<br>locum?          |  |  |  |
| Do you<br>practice<br>Locum<br>outside<br>Malaysia    |  |  |  |
| How<br>many<br>clinics<br>do you<br>practice          |  |  |  |
| Do you<br>practice<br>locum at<br>specific<br>clinics |  |  |  |
| Has<br>your<br>locum<br>employe<br>hold               |  |  |  |
| Has<br>your<br>locum<br>employe<br>ever               |  |  |  |
| Are you<br>aware<br>that a<br>disciplin<br>ary        |  |  |  |
| Are you<br>aware<br>of the<br>rules<br>and            |  |  |  |

|  |  |  |  |
|--|--|--|--|
| In your<br>opinion,<br>how<br>much<br>near hour  |  |  |  |
| How<br>much<br>are you<br>paid per<br>hour of    |  |  |  |
| In your<br>opinion,<br>should<br>the<br>approval |  |  |  |
| Does<br>your<br>locum<br>employe<br>take         |  |  |  |
| Does<br>your<br>Locum<br>employe<br>assist       |  |  |  |
| Do you<br>feel<br>confiden<br>t to treat         |  |  |  |
| Are you<br>in any<br>Masters<br>Program          |  |  |  |
| Have<br>your<br>been<br>ever<br>reminded         |  |  |  |
| Have<br>you<br>been<br>briefed<br>regarding      |  |  |  |
| Have<br>your<br>been<br>ever                     |  |  |  |

|   |  |  |  |
|---|--|--|--|
| Does<br>practicing<br>locum<br>affect<br>your |  |  |  |
| How<br>much<br>do you<br>aspire<br>to earn    |  |  |  |
| How<br>much<br>do you<br>earn a<br>month      |  |  |  |

QA 3

|                             |  |  |  |
|-----------------------------|--|--|--|
| in your opinion, is there   |  |  |  |
| In your opinion, is there   |  |  |  |
| Would you encourage         |  |  |  |
| Do you find that there is   |  |  |  |
| Do you brief your           |  |  |  |
| Are you aware of the        |  |  |  |
| Are you aware that all      |  |  |  |
| For those that you          |  |  |  |
| Are you aware of the        |  |  |  |
| How many years              |  |  |  |
| Name of Hospital / District |  |  |  |
| Department/ Unit in-        |  |  |  |
| Name of HOD                 |  |  |  |
| Email address               |  |  |  |
| NUM                         |  |  |  |