**TALENT WORKPLACE EXPERIENCE REPORT (TWER)**

Title:

EDUCATIONAL ENFORCEMENT TOWARDS TRADITIONAL AND COMPLEMENTARY MEDICINE PRACTITIONER IN MALAYSIA

Plan

Background:

What is the purpose for choosing this issue?

What specific performance measure need to be improved?

What is the context of the situation for full understanding?

Importance of the problem

The purpose of educational enforcement for Traditional & Complementary Medicine (T&CM) practitioners in the recognized practice area towards the full enforcement of the T&CM Act 2016 [Act 775] is to provide education and ensure that T&CM practitioners know and comply with the requirements and obligations as a registered practitioner. The specific performance measure needs to be improved is the number of practitioners visited. More officers are needed to enforce this educational visit to make sure more practitioners can be covered. This is because many of them still ignore the important of being registered practitioner to practice safely and professionally.

Problem statement and effect of the problem:

The main problem faced when there are many T&CM practitioners who unregistered with the T&CM Council but carry out their practice. They even don’t know the recognized practice field and the Act 775. The effects are all grandfathering practitioner who failed to register by 24 February 2024 are consider as illegal and they must provide certificate to qualify as registered practitioner thereafter. Their qualification will not be recognized by T&CM Council if they didn't register with the Council. Unqualified practitioner put patient at risk from their malpractice. The implication once the Act is enforced, action will be taken on them.

Current situation: where do things stand now:

What is the problem - gap in performance

Show facts and processes visually using charts, graphs, VSM, etc.

Break the problem into different parts.

Currently, since 1st March 2021, we at phase 2 in registering practitioner in the recognized practice area. All practitioner must attend the Act 775 briefing before they can be register under the T&CM Council. From the data, a total number of 21,552 T&CM practitioner attended the Act 775 briefing since 2017 till to date and a total number of 5050 had registered with T&CM Council since 1st March 2021 till February 2023 (see Table 1) and the problem is break into different parts and it’s elaborated in the attachment.

|  |  |  |
| --- | --- | --- |
| **YEAR** | **PRACTITIONER ATTENDED ACT 775 BRIEFING** | **REGISTERED PRACTITIONER WITH T&CM COUNCIL (Start since 1st March 2021)** |
| 2017-2020 | 15,773 | - |
| 2021 | 2662 | 2251 |
| 2022 | 2711 | 1825 |
| Till February 2023 | 406 | 974 |
| **TOTAL** | **21,552** | **5050** |

**TABLE 1: COMPARISON BETWEEN** **PRACTITIONER ATTENDED ACT 775 BRIEFING AND REGISTERED PRACTITIONER WITH T&CM COUNCIL**

From the data, there is a huge gap between the two parameters. The causes for these gaps are as follow:

1. Misunderstanding among practitioner regarding their registration with Council. Many of them thought after attended the Act 775 briefing, they are automatically will be registered as T&CM practitioner.
2. During movement control order (MCO), decreased number of registered practitioners.
3. Less promotion regarding registration of T&CM practitioner from Traditional and Complementary Medicine Division (TCMD) website through info-graphic which make practitioner lack of awareness for registration.
4. Some practitioner not meet the criteria for registration.
5. Difficulty for practitioners to get an Act 775 briefing slot because it is limited and based on a 1st come 1st basis, causing practitioners to attend late and late to register with the council.
6. Less coverage officer in each zone which limits their Act briefing session to practitioner

Target state: what specific outcome is required?:

What specific improvement(s) in performance do you need to achieve?

- show visually how much, by when and with what impact

Measurable targets (quantity, time)

The specific outcome to be targeted is to increase the number of registered T&CM practitioner by February 2024. This can be achieved by increased the number of educational visits to practitioner and advised them the important of attending the Act 775 briefing prior to be register with T&CM Council. More session of Act 775 briefing needs to be conducted either by physically or virtually. Currently TCMD (covering Kuala Lumpur, Selangor, Putrajaya & Negeri Sembilan) conducting 2 sessions of Act briefing per month virtually and we also conducting physical session upon request from the T&CM practitioner association or organization. In addition, the Traditional & Complementary Medicine Branches (TCMB) which comprises of 6 zones (Sabah; Sarawak; Perak; North Zone – Perlis, Kedah, Pulau Pinang; East Zone – Kelantan & Terengganu; South Zone – Melaka & Johor) are conducting at least 12 Act 775 briefing session by each zone. Therefore, we estimated roughly end of this year around 4200 practitioners will attending the Act briefing prior to their registration with Council.

Gap analysis: why does the problem exist?

What condition are preventing you from achieving the goals?

Why do they exist? What are their cause(s)?

- use the simplest problem analysis tool to show the cause and effect down to root cause. (5 Why; Fishbone, Pareto chart etc.)

There are some problems that preventing to achieve the goals such as:

i) some are elderly T&CM practitioner and they don't have any formal education background – didn’t join any T&CM association, work as one man show only.

ii) some T&CM practitioner are illiterate – didn’t get any information regarding registration as T&CM practitioner.

iii) some T&CM practitioner are not IT savvy – didn’t know how to apply online to join the Act 775 briefing.

iv) some T&CM practitioner are from disabled community – need more assistance for them to join the Act 775 briefing and for registration with T&CM Council.

v) some T&CM practitioner doesn't have their premises and only offer services through mobile – need to search them and request to attend the Act 775 briefing and register with T&CM Council.

All the above problems can be solved by these educational visits which intend to provide education and knowledge to T&CM practitioners for preparation towards full enforcement of T&CM Act 2016 and control of premise advertisements. In addition, the visits also aim to obtain data from practitioners around the country.

Do, Check, Act

Strategies needed/counter measures:

What options for addressing the gaps and improving performance in the current situation?

Show how your proposed actions will address the specific causes of the gaps or constraints you identified in your analysis. The link should be clear and explicit

Several options for addressing the gaps and improving performance in the current situations are:

i) more educational visits to T&CM Practitioner to be planned and for this more officer needed to enforced the task.

ii) more Act briefing to be conducted physically especially for certain group of T&CM practitioners eg. elderly, disabled and not IT savvy. This to make sure all T&CM practitioners can be registered by February 2024 regardless of theorem status.

iii) more advertisement, infographic and pamphlet should be address to T&CM practitioner regarding the important to be registered practitioner during the educational visit.

Action plan: how to implement? (What, who, why, where and how)

Use Gantt chart (or similar diagram) to display actions, steps, outcomes, timeliness and roles

Effect confirmation:

What measurable results did the solution achieve? (or will be measured to verify effectiveness)?

Who’s responsible for ongoing measurement?

Follow up. How will you ensure on-going PDCA?

What processes will you use to enable, assure and sustain success?

Insights

Action for spread

How will you share your learning with others?

What went well?

Advice T&CM practitioner regarding the important to be registered T&CM practitioner and to obey the rules and regulations regarding their services to patient.

What did not go well?

Some T&CM practitioner reluctant to be interviewed and difficulty to be cooperate during the educational visit. Some of them having language barrier especially those from foreign country and elderly T&CM practitioner.

What helped?

Officer from our unit who work as a team to conduct this educational visit and all relevant tasks.

What hindered?

Time constraint whereby some T&CM practitioner are busy handling patient during the educational visit.