#### FHSMPP11/146

# Building Resilience: The Redesign of Public Primary Health Care Clinic in a Post-COVID-19 Era



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## INTRODUCTION

- Primary care, the patient's first point of contact, is essential for diagnosing basic illness patterns before they become lifethreatening.
- Malaysia's primary health care began with MCH clinics and grew to address community needs. The 8th Malaysian Plan (2001– 2005) introduced seven primary health care clinic designs (types 1–7) for essential services.

# **RESULTS & DISCUSSION**

Assessment of the current health clinics found that:

- Primary care clinics' shared waiting areas mix infectious and noninfectious disease patients.
- Triage and treatment in tents are necessary because infectious illness patients have no dedicated facility. Non-infectious disease patients risk infection waiting for medications without a drivethrough pharmacy.
- Due to space constraints, Malaysian primary healthcare clinics struggle to prevent and control infectious diseases.
- The COVID-19 pandemic has shown the necessity to redesign primary health care clinics to effectively manage infectious diseases.

### METHODS AND MATERIALS

**Engage stakeholders** in situational analysis of COVID-19 and condition of primary health care clinics during the pandemic.

Stakeholders involved:PlanningDivision,FamilyHealthDevelopmentDivision,DentalHealthDivision,EngineeringServicesDivision,PublicWorks Department.Vorks Department.Vorks Department.Vorks Department.

Assess current layout of health clinics and identify improvements needed to meet infectious disease control requirements

- Healthcare workers risk contamination via open registration, lab, and pharmacy counters.

	UNICABLE	ADMIN DENTAL CLINIC STAFF FACILITIES			
	DISEA	MERGENC OPD MCH	PHARMACY   LABORATORY   LABORATORY   IMAGING   Y   MEDICAL   SUPPORT &   DIAGNOSTIC   SERVICES	CORRIDOR	<section-header><section-header><section-header></section-header></section-header></section-header>
FLOOR		TRIAGE & SCREENING			

Figure 1. Sketch layout of new standard PAP for primary health care clinic (example of type 3 health clinic)

Workshop in October 2020

> **Propose improvements to existing standard plan** for health clinics to align with infectious disease control requirements

> **Conduct multiple meetings and interactions** with stakeholders to develop new standard pre-approved plan (PAP) for primary health care clinics

Complete new PAP for health clinic. Types 2-6 by the end of 2021. Type 7 in May 2023. and

Each design is reviewed by the Ministry of Health's panellist before being forwarded to the central agencies for final approval before implementation

Prepare for future implementation



ID Elements in the new Pre-Approved Pelan (PAP) types 2,3,4,5 and 6 for Primary Health Care Clinics are (shown in Figure 1):

- Enhanced infection control by prioritizing SOP for hand hygiene, surface disinfection
- Providing spacious area for proper physical distance.
- Providing an isolation area for suspected infectious patients
- Ensuring ventilation systems comply with infection disease prevention policy
- Flexible consultation rooms to facilitate virtual clinic.
- Streamlined workflow with clearly defined pathways for staff and patients
- Staff support spaces eg; specialized areas for rest, relaxation
- Area for donning and doffing

# CONCLUSIONS

The post-COVID-19 era calls for the adaptation of health clinic design to prioritize infection control measures, virtual clinics, flexible spaces, and improved ventilation systems, ensuring safer and more efficient healthcare delivery while addressing future pandemics and public health emergencies.



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