



# LAPORAN TAHUNAN 2025

**UNIT A & E**

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**HOSPITAL SUNGAI SIPUT**

JALAN FELDA LASAH  
31100 SUNGAI SIPUT (U)  
PERAK

## 1.0 PENGENALAN

Unit Kecemasan dan Trauma merupakan satu subperkhidmatan yang terpenting di Hospital Sungai Siput. Perkhidmatan ini berada di bahagian hadapan hospital. Perkhidmatan yang diberikan adalah perkhidmatan perubatan kecemasan dan trauma. Ianya beroperasi 24 jam sehari dan 365 hari dalam setahun. Piawaian perkhidmatan unit kecemasan dan trauma berlandaskan polisi perkhidmatan rawatan kecemasan dan trauma yang disediakan oleh Kementerian Kesihatan Malaysia. Konsep rawatan di unit kecemasan berdasarkan sistem triage yang telah ditetapkan berpandukan zon triage (Malaysia Triage Category) iaitu zon merah bagi kes kritikal, zon kuning bagi kes separa kritikal dan zon hijau bagi kes bukan kecemasan. Unit Kecemasan menyediakan satu pasukan resusitasi yang cekap, berkesan dan mantap yang bergabung dengan perkhidmatan diagnostik yang lebih tepat dan intervensi bagi menyelamatkan nyawa yang kritikal. Anggota pengurusan pesakit kritikal dilakukan oleh pasukan yang cekap serta anggota yang mahir dan terlatih terdiri daripada Pegawai Perubatan, Penolong Pegawai Perubatan, Jururawat dan anggota penjagaan kesihatan sokongan yang lain.

## 2.0 VISI, MISI & OBJEKTIF

### 2.1 VISI

Unit Kecemasan & Trauma Hospital Sungai Siput menyediakan perawatan yang efisien, selamat, mesra dan berkualiti serta menghormati maruah pesakit, bertanggungjawab dan berbudi bahasa.

### 2.2 MISI

Unit Kecemasan & Trauma Hospital Sungai Siput komited kepada :

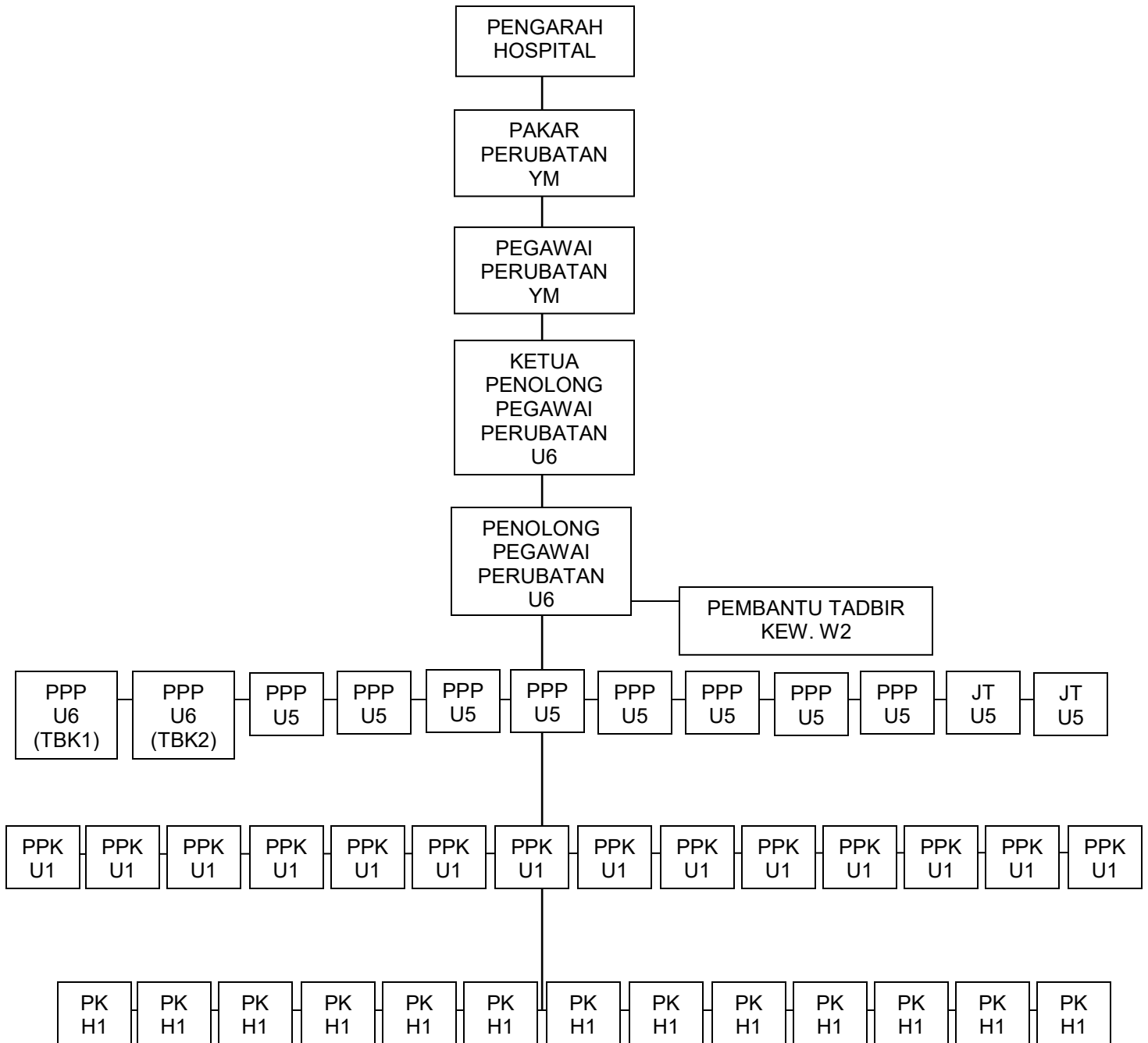
- Menyediakan pengurusan masa yang tepat, sesuai dan focus terhadap pesakit dan keluarga serta menjadikan Unit Kecemasan sebuah tempat yang selamat dalam memberi perawatan kepada pesakit.
- Menyediakan perancangan yang tepat untuk pesakit dengan mendapatkan nasihat dari unit atau disiplin yang lain dan ini akan menjanjikan perawatan efektif, menjimatkan masa dan kos.
- Berkerjasama dengan komuniti tempatan dan kebangsaan, sector bukan kerajaan ( swasta ) dan bantuan penyelamat yang lain bagi mewujudkan kesedaran tentang perkhidmatan perawatan kecemasan khususnya.

- Menyediakan perkhidmatan klinikal, perkhidmatan social dan perkhidmatan pembelajaran yang berterusan berpandukan "Clinical Practice Guidelines" ( CPG ) dan sesi paktikal yang menyeluruh.

### **2.3 OBJEKTIF**

Mengendalikan kes trauma dengan sempurna dan tiada kes kembali untuk dirawat semula dalam masa 24 jam.

**3.0 CARTA ORGANISASI**



#### **4.0 PERJAWATAN**

##### **4.1 SENARAI ANGGOTA DAN PERJAWATAN PAKAR**

**DR NURSURAYA BINTI MUHAMMAD FARID WONG**

##### **PEGAWAI PERUBATAN**

DR KHAIRUL ANUAR BIN MOHAMED RIDZWAN

##### **PENOLONG PEGAWAI PERUBATAN U6**

EN. MOHD SAPUAN BIN MOHD NOOR

##### **PENOLONG PEGAWAI PERUBATAN KUP U6/U5/KONTRAK**

1. WAN HAZAZALY BIN WAN HASSAN
2. AHMAD DARWEEN IKHSAN BIN AHMAD KAMAL
3. KHAIRUL ANNUAR BIN KAMARUDIN
4. PIREMKUMAR A/L RAJAMANY
5. MEGAT HADI SYAZWAN BIN MEGAT YAZID
6. MUHAMMAD DANIAL JAMIL BIN SULAIMAN
7. DANIEL AKMAL BIN SALLEH
8. ZUL AZHAN BIN MANSHOR
9. VIKHINESH A/L MANOGARAN
10. MIOR AIDIL HAFIZ BIN MIOR ULOL AZMI

**4.1.2 JURURAWAT TERLATIH U5**

1. PUSPHARETNA A/P BISBANATHAN
2. NOOR NAZIRAH BINTI SHA'RANI

**4.1.3 PEMBANTU TADBIR KEWANGAN W2**

1. LILY WIDIANA BINTI JAWAINI

**4.1.4 PEMBANTU PERAWATAN KESIHATAN KUP U1**

1. MEOR SAIFUL ASUAD BIN MEOR ALI ZAMAN
2. SABRI BIN PANDAK JAYA
3. MOHD IZZAT BIN ABD HAMID
4. NOR AZUAWANI BINTI ABDUL WAHID
5. MOHD FARID BIN MOHD YUSUF
6. MOHD RIDUAN BIN SHAA'RI
7. MOHAMMAD NURSYAHMI BIN JAMALUDIN
8. KHAIRUL HASNI BT AHMAD
9. MUHAMMAD FADZIL BIN SHAMSUDDIN
10. ROHAYU BT ZABIDI
11. ZULKIFLI BIN SULONG
12. HAZLINA BT ZULFADLI
13. RAHIMAH BT SOLEMAN
14. VEENI A/P RAJU

**4.1.5 PEMANDU KENDERAAN BERMOTOR KUP H14/H11**

1. THIAGHU @ SEERALAN A/L R KRISHNASAMY

2. SAIFURRAHMAN BIN MOHAMED SARY@ MOHAMED
3. PANDIAN A/L GOPAL
4. MOHD AKHIR BIN ZAINAL ABIDIN
5. MUHAMMAD AKMAL BIN MOHD HIDZIR
6. NOORZAININ BIN OTHMAN
7. MOHD DAUD BIN NAZRI
8. MOHD ZULHELMI BIN IDRIS
9. MOHAMMAD FISOL BIN ABDULLAH
10. ELAIMARAN A/L SELVAM
11. MUHAMMAD NAZRIN BIN
12. SYED ISKANDAR ZULKARNAIN BIN MAHBOB
13. AMIRUL ARIFF BIN ROSLAN

## **5.0 SKOP PERKHIDMATAN / FUNGSI UTAMA UNIT**

- 5.1 Memberi rawatan untuk kes-kes kecemasan dan trauma.
- 5.2 Perkhidmatan perawatan pra hospital.
- 5.3 Pengurusan kes-kes “One Stop Crisis Center” ( OSCC )
- 5.4 Penyediaan pasukan perlindungan perubatan .
- 5.4 Menguruskan kes-kes bedah siasat mayat.

## **6.0 PIAGAM PELANGGAN**

- 6.1 Keutamaan akan kami berikan kepada kes kritikal dan separa kritikal dengan masa menunggu seperti berikut:
  - 6.1.1 Malaysia Triage Category (MTC) MERAH  
Standard : Dirawat serta merta adalah 100%
  - 6.1.2 Malaysia Triage Category (MTC) KUNING  
Standard : Dirawat dalam masa 30 minit adalah 85 %
  - 6.1.3 Malaysia Triage Category (MTC) HIJAU  
Standard : Akan dilihat mengikut keutamaan keadaan pesakit adalah 70% dilihat dalam masa 90 minit.

**PENCAPAIAN PIAGAM PELANGGAN TAHUN 2025  
MTC MERAH**

Department	Unit Kecemasan dan Trauma		
Indicator	Rate-based Process indicator		
Standard	MTC RED : <b>100% immediately</b>		
Numerator (N)	<b>MTC RED:</b> The number of patients allocated MTC Red who are attended by ED staff IMMEDIATELY		
Denominator (D)	<b>MTC RED:</b> The total number of patients attending ED who are triaged to MTC Red in the time period under study.		
<b>**Note:</b> Numerator values must be <b>LESS THAN</b> Denominator values. For <b>SENTINEL EVENTS, FILL IN NUMERATOR ONLY.</b>			
Month	Numerator (N)	Denominator (D)	RATE (N / D)
January	61	61	100%
February	72	72	100%
March	46	46	100%
April	54	54	100%
May	65	65	100%
June	58	58	100%
<b>Sub-total (Jan. – June)</b>	<b>356</b>	<b>356</b>	<b>100%</b>
July	74	74	100%
August	53	53	100%
September	40	40	100%
October	48	48	100%
November	46	46	100%
December	31	31	100%
<b>Sub-total (July – Dec)</b>	<b>292</b>	<b>292</b>	<b>100%</b>
<b>GRAND TOTAL January-December)</b>	<b>648</b>	<b>648</b>	<b>100%</b>

**PENCAPAIAN PIAGAM PELANGGAN TAHUN 2025**  
**MTC KUNING**

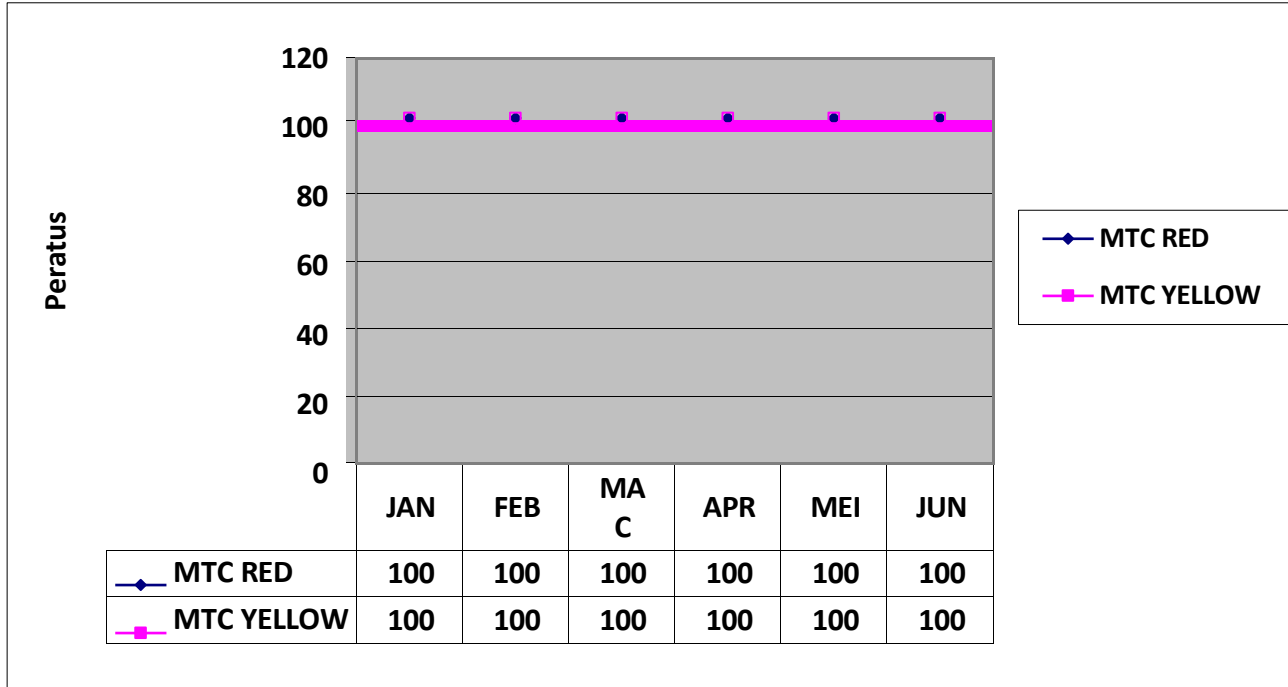
Department	Unit Kecemasan dan Trauma		
Indicator	Rate-based Process indicator		
Standard	MTC YELLOW : 85 % attended by ED staff within 30 ≤ minutes		
Numerator (N)	<b>MTC YELLOW:</b> The number of patients allocated MTC Yellow who is attended by ED staff <b>within(≤) 30 minutes.</b>		
Denominator (D)	<b>MTC YELLOW:</b> The total number of patients attending ED who are triaged to MTC Yellow in the time period under study.		
<b>**Note:</b> Numerator values must be <b>LESS THAN</b> Denominator values. For <b>SENTINEL EVENTS, FILL IN NUMERATOR ONLY.</b>			
Month	Numerator (N)	Denominator (D)	RATE (N / D)
January	286	286	100%
February	314	314	100%
March	291	291	100%
April	376	376	100%
May	307	307	100%
June	253	253	100%
<b>Sub-total (Jan. – June)</b>	<b>1827</b>	<b>1827</b>	<b>100%</b>
July	303	303	100%
August	280	280	100%
September	269	269	100%
October	318	318	100%
November	258	258	100%
December	228	228	100%
<b>Sub-total (July – Dec)</b>	<b>1656</b>	<b>1656</b>	<b>100%</b>
<b>GRAND TOTAL January-December)</b>	<b>3483</b>	<b>3483</b>	<b>100%</b>

**PENCAPAIAN PIAGAM PELANGGAN TAHUN 2025  
MTC HIJAU**

Department	Unit Kecemasan dan Trauma		
Indicator	Rate-based Process indicator		
Standard	MTC GREEN : > 70 % attended by ED staff within 90 minutes		
Numerator (N)	<b>MTC GREEN:</b> The number of patients allocated MTC Green who are attended by ED staff within 90 minutes		
Denominator (D)	<b>MTC GREEN:</b> The total number of patients attending ED who are triaged to MTC Green in the time period under study.		
<b>**Note:</b> Numerator values must be <b>LESS THAN</b> Denominator values. For <b>SENTINEL EVENTS, FILL IN NUMERATOR ONLY.</b>			
Month	Numerator (N)	Denominator (D)	RATE (N / D)
January	2251	2251	100%
February	2075	2075	100%
March	2004	2004	100%
April	2223	2223	100%
May	2345	2345	100%
June	2347	2347	100%
<b>Sub-total (Jan. – June)</b>	<b>13245</b>	<b>13245</b>	<b>100%</b>
July	2323	2323	100%
August	2362	2362	100%
September	2458	2458	100%
October	2413	2413	100%
November	2501	2501	100%
December	2238	2238	100%
<b>Sub-total (July – Dec)</b>	<b>14295</b>	<b>14295</b>	<b>100%</b>
<b>GRAND TOTAL January-December)</b>	<b>27540</b>	<b>27540</b>	<b>100%</b>

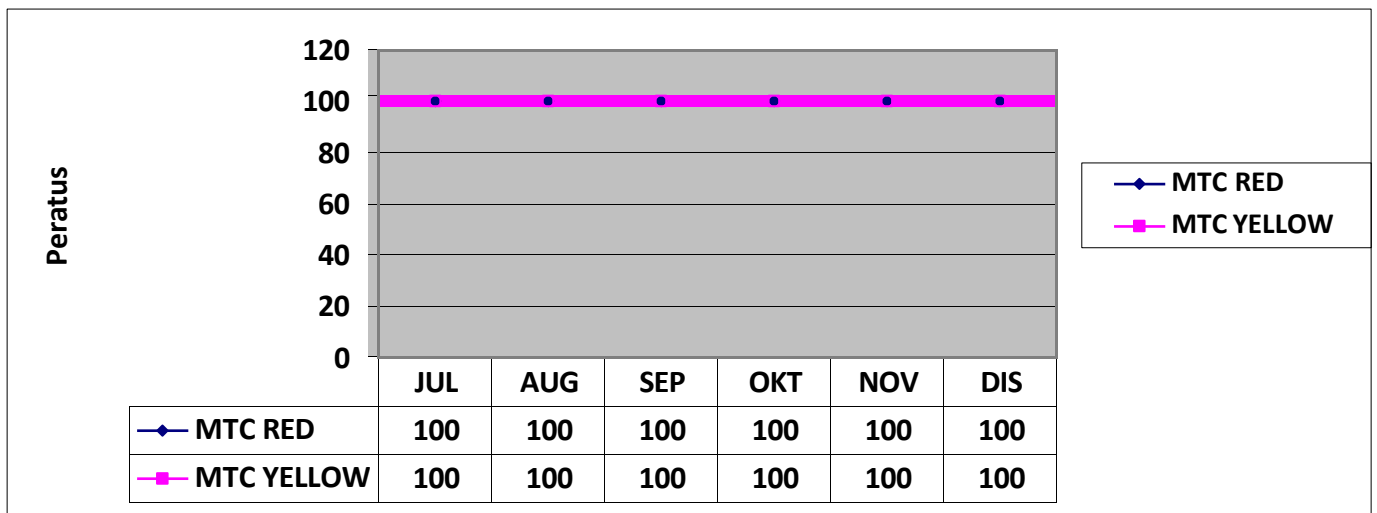
**TRENDING PIAGAM PELANGGAN**

**JAN - JUN**



**TRENDING PIAGAM PELANGGAN**

**JUL - DIS**



**7.0 LATIHAN DALAM PERKHIDMATAN (ANJURAN UNIT KECEMASAN DAN TRAUMA**

BIL	AKTIVITI ./ PROGRAM	TARIKH	TEMPAT
1	KURSUS BASIC LIFE SUPPORT (UNTUK PARAMEDIK DAN BUKAN PARAMEDIK)	9-10 DIS 2025	MODULAR UNIT KUALITI HOSPITAL SUNGAI SIPUT

**8.0 AKTIVITI TAHUN 2025**

8.1 Gambar kenangan sekitar kursus basic life support yang berlangsung sepanjang tahun 2025







## 8.2 Program Latihan kebakaran





9.0 PENCAPAIAN TAHUN 2025

9.1 HPIA

HOSPITAL PERFORMANCE INDICATOR FOR ACCOUNTABILITY ( HPIA )



Indicator 5	Percentage of inappropriate triaging (under-triaging): Category Green patients who should have been triaged as
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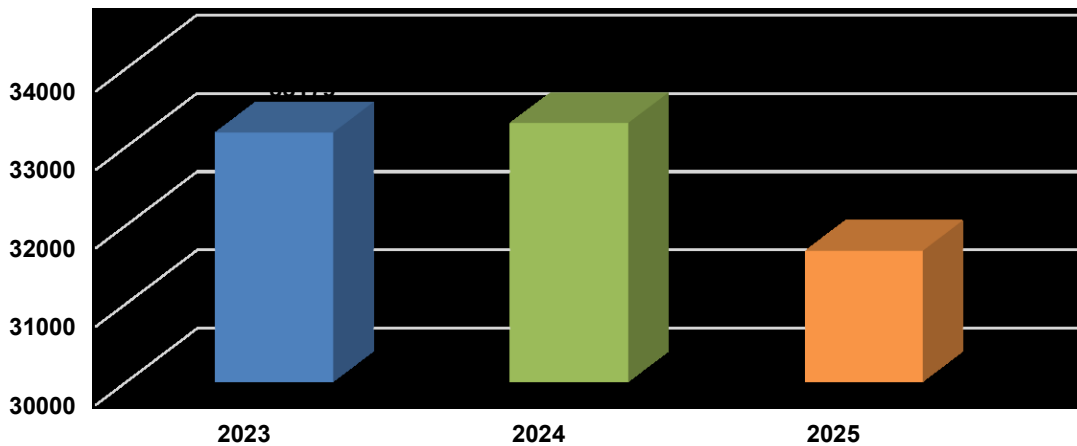
		Category Red	
Element		Internal Business Process	
Definition of Terms		Under-triaged: Critically ill patient (MTC RED) who was triaged as noncritical patient (MTC GREEN).	
Criteria		Inclusion: All patients who were triaged under the green zone Exclusion: Period of time when the hospital unable to function as usual due to mass casualty/ disaster/ crisis.	
Type of indicator		Rate-based process indicator	
Numerator		Number of patients with MTC GREEN patients who should have been triaged as MTC RED	
Denominator		Total number of MTC Green patients	
Formula		$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$	
Standard		≤0.5%	
<b>Month</b>	<b>Numerator (N)</b>	<b>Denominator (D)</b>	<b>Pencapaian</b>
January	0	2251	0%
February	0	2075	0%
March	0	2004	0%
April	0	2223	0%
May	0	2345	0%
June	0	2347	0%
<b>Sub-total (Jan. –June)</b>	<b>0</b>	<b>13245</b>	<b>0%</b>
July	0	2323	0%
August	0	2362	0%
September	0	2458	0%
October	0	2413	0%
November	0	2501	0%
December	0	2238	0%
<b>Sub-total (July - Dec)</b>	<b>0</b>	<b>14295</b>	<b>0%</b>
<b>GRAND TOTAL January-December)</b>	<b>0</b>	<b>27540</b>	<b>0%</b>

Indicator 18	Percentage of paramedics in acute care areas who have a CURRENT trained status in Basic Life Support (BLS) in the corresponding year		
Element	Learning and Growth		
Definition of Terms	Acute care area: <b>Emergency and Trauma Department</b> , and Intensive Care Area (ICU, CCU, <b>OT</b> , HDW, <b>Labour Room</b> , Burn Unit, PICU, NICU, Neuro ICU and <b>Hemodialysis Unit</b> ). CURRENT trained status: The valid period of BLS certification ( i.e. 3 years) according to the Policy on Resuscitation Training for Ministry of Health Hospitals. Paramedic: Refer to medical assistant and staff nurse who is currently working at the Intensive Care Area.		
Criteria	<p>Inclusion: Paramedic who is currently working in the intensive care area for more than 6 months.</p> <p>Exclusion:</p> <ol style="list-style-type: none"> <li>1. Paramedic who was transferred-in to the intensive care area for less than 6 months.</li> <li>2. Paramedic who is currently working in the intensive care area for less than 6 months</li> <li>3. Paramedic who has been on medical leave for more than 6 months.</li> </ol>		
Type of indicator	Rate-based process indicator		
Numerator	Number of paramedics in the acute care areas who have CURRENT trained status in Basic Life Support (BLS)		
Denominator	Total number of paramedics in the acute care areas		
Formula	$\frac{\text{Numerator} \times 100\%}{\text{Denominator}}$		
Standard	>70%		
<b>Month</b>	<b>Numerator (N)</b>	<b>Denominator (D)</b>	<b>Index</b>
Januari – Jun 2025 (Acute care area)	24	32	75%
(Non acute area)	33	60	55%
<b>Sub-total (Jan. –June)</b>	<b>57</b>	<b>92</b>	
Julai - Desember 2025 (Acute care area)	28	34	82%
(Non acute area)	41	65	63
<b>Sub-total (July –Dec)</b>	<b>69</b>	<b>99</b>	

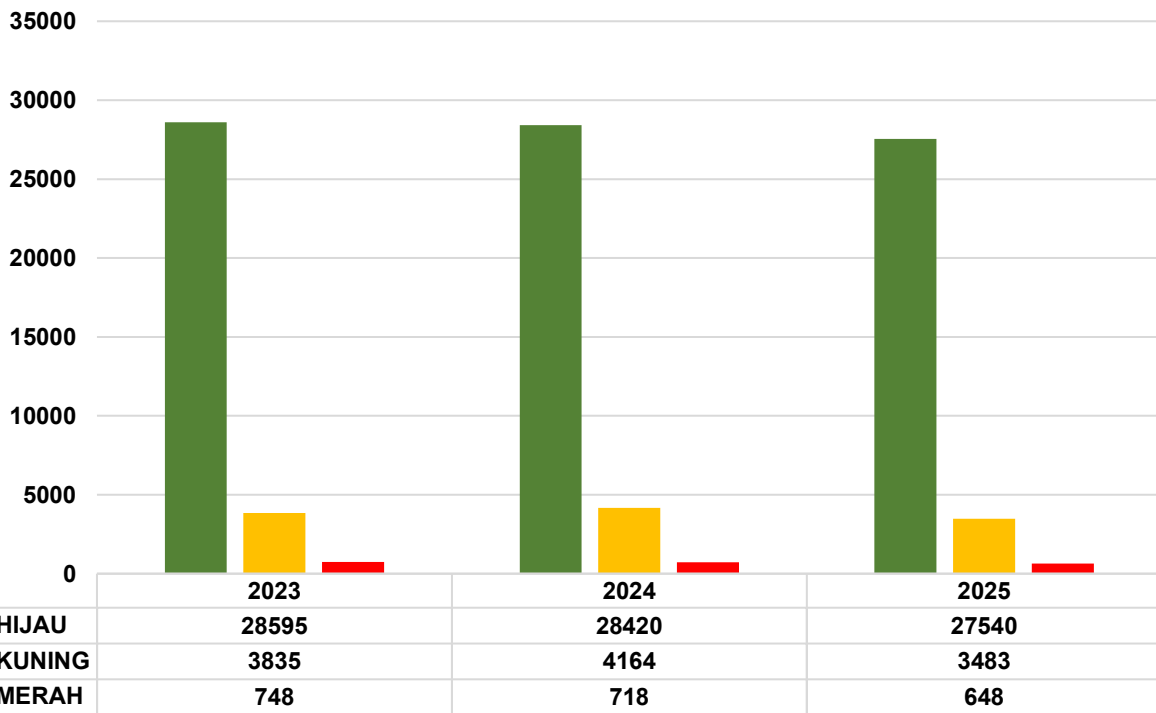
## 10.0 BEBAN KERJA DAN STATISTIK

<b>BEBAN KERJA UNIT KECEMASAN DAN TRAUMA</b>			
<b>AKTIVITI</b>	<b>TAHUN</b>		
	<b>2023</b>	<b>2024</b>	<b>2025</b>
<i>Kedatangan Pesakit</i>	33179	33302	31671
<i>MTC Zon Merah</i>	748	718	648
<i>MTC Zon Kuning</i>	3835	4164	3483
<i>MTC Zon Hijau</i>	28595	28420	27540
<i>Kemasukan Pesakit ke wad</i>	4076	4249	3486
<i>Pasukan perubatan tunggu sedia</i>	16	15	23
<i>Panggilan Ambulan</i>	1140	1062	1099
<i>Penggunaan Ambulan</i>	1775	1528	1487
<i>OSCC</i>	19	25	16
<i>Pengurusan Bilik Mayat</i>	202	222	236
<i>Klinik Selepas Waktu Pejabat</i>	8161	10789	11602

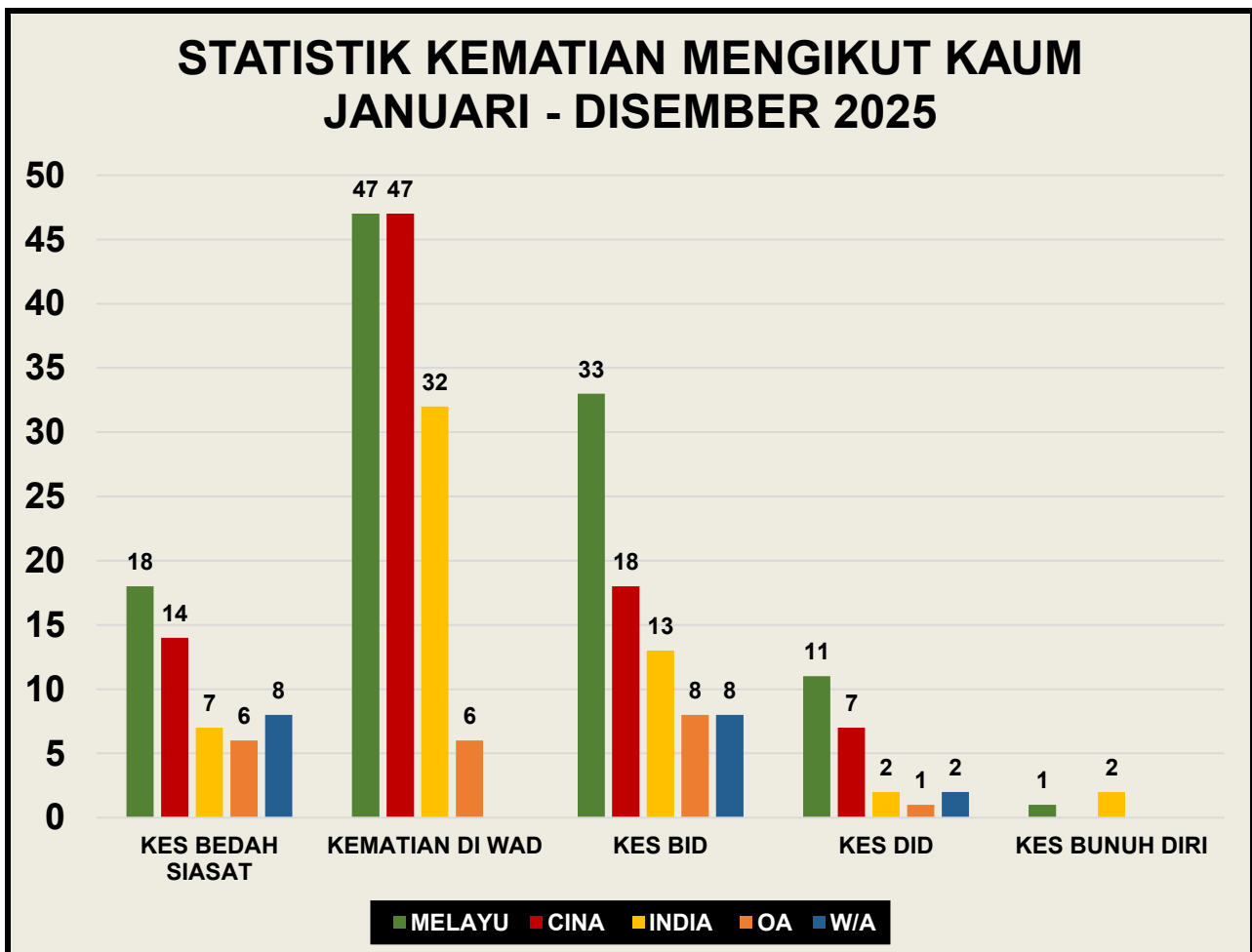
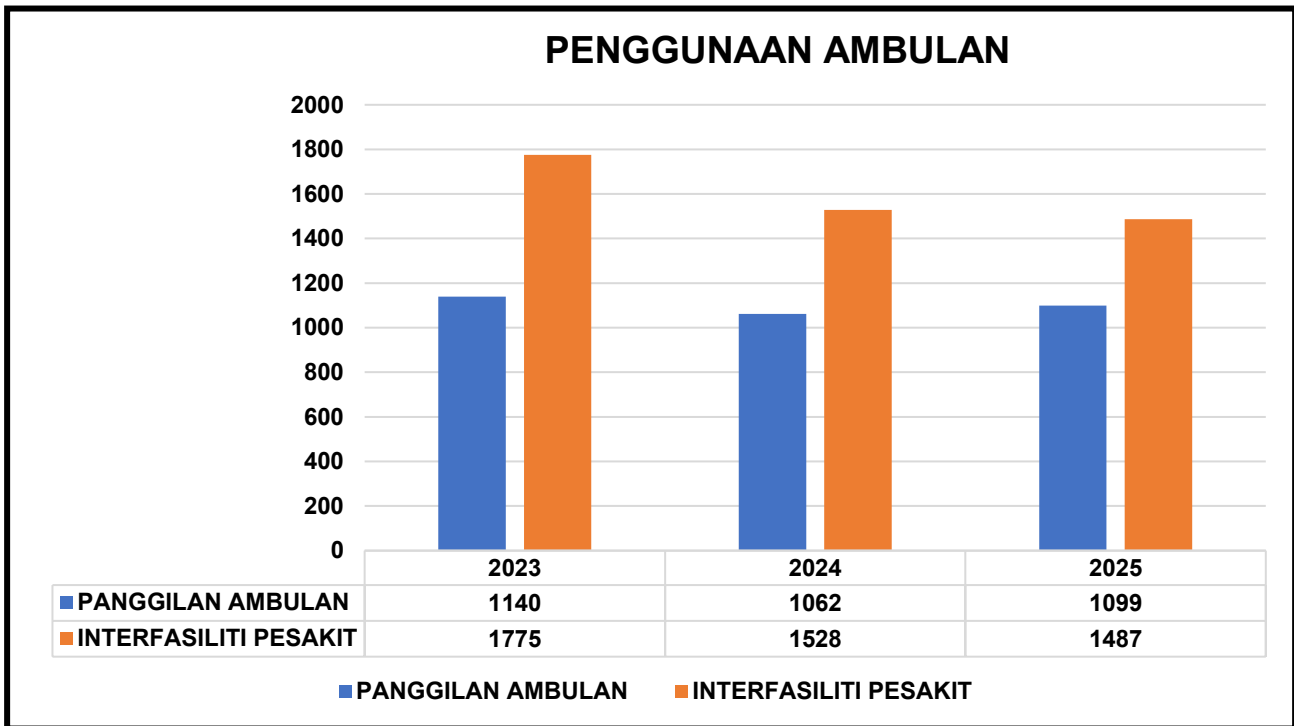
### JUMLAH KEDATANGAN KE UNIT KECEMASAN



### KEDATANGAN MENGIKUT ZON



■ HIJAU ■ KUNING ■ MERAH



## STATISTIK KEMATIAN MENGIKUT KAUM JANUARI – DISEMBER 2025

BIL	KEMATIAN	MELAYU	CINA	INDIA	ORANG ASLI	WARGA ASING	JUMLAH
1	KES BEDAH SIASAT	18	14	7	6	8	53
2	KES PAKAR	-	-	-	-	-	0
3	KES KEMATIAN WAD	47	47	32	6	-	132
4	KES BUNUH DIRI	1	-	2	-	-	3
5	KES BID	33	18	13	8	8	80
6	KES DID (A&E)	11	7	2	1	2	23
7	MAYAT TAK TUNTUT (LEBIH 2 MINGGU)	-	-	-	-	-	0
<b>JUMLAH</b>		<b>110</b>	<b>86</b>	<b>56</b>	<b>21</b>	<b>18</b>	<b>291</b>

**Disediakan Oleh:**

*Mohd Sapuan Bin Mohd Noor  
Penolong Pegawai Perubatan U6,  
Unit Kecemasan dan Trauma  
Hospital Sungai Siput.*