STRESS AMONG DOCTORS IN MALAYSIA

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• Malaysia Health Facts
• Career pathways for doctors
• Study Instruments used to study stress among doctors
• Prevalence of stress among doctors in Malaysia
• ASSET Stress Level and Occupational Stressor Inventory
• Stressors and Emotional Burnout among House Officers
• Conclusion
• Total population (2011) 28,964,300
• Annual Population Growth Rate % (2011) 1.3
• Life expectancy at birth (Male) 2010 71.9 years
• Life expectancy at birth (Female) 2010 77.0 years
• Total expenditure on health as % of GDP 4.75
• % of Total MOH Budget Allocation to National Budget 8.02
• Public expenditure on health as % of total expenditure on health 46.2
• Human Development Index Rank, out of 182 countries 66
### Government

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>No.</th>
<th>Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Health Hospitals</td>
<td>138</td>
<td>33,394</td>
</tr>
<tr>
<td>Dental Clinics</td>
<td>51</td>
<td>459</td>
</tr>
<tr>
<td>Mobile Dental Clinics</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Health Clinics</td>
<td>985</td>
<td></td>
</tr>
<tr>
<td>Community Clinics (Klinik Desa)</td>
<td>1864</td>
<td></td>
</tr>
<tr>
<td>Mobile Health Clinics (Teams)</td>
<td>184</td>
<td></td>
</tr>
<tr>
<td>Non-Ministry of Health Hospitals</td>
<td>8</td>
<td>3,322</td>
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</tbody>
</table>

### Private

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>No.</th>
<th>Beds</th>
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</thead>
<tbody>
<tr>
<td>Hospitals</td>
<td>220</td>
<td>13,568</td>
</tr>
<tr>
<td>Maternity Homes</td>
<td>25</td>
<td>105</td>
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<tr>
<td>Nursing Homes</td>
<td>14</td>
<td>362</td>
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<tr>
<td>Medical clinics</td>
<td>6,589</td>
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<tr>
<td>Dental clinics</td>
<td>1,576</td>
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</tbody>
</table>
HEALTH CARE DELIVERY SYSTEM - PUBLIC SECTOR

INSTITUTIONAL CARE

National Referral Centres

Regional Hospital/State Hospital

Hospitals with Specialists in Districts

Hospitals without Specialists in Districts

Health Clinics
1 : 20,000 population

Rural/Community Clinics
1 : 4,000 population

PRIMARY HEALTH CARE
• Private health facilities consist of;
  • Private clinics
  • Private hospitals
  • Private maternity homes / centres

Almost half of the doctors practice in the private sector.

• Private Clinics
  • Mostly provide out-patient treatments for minor ailments.
  • Minimal involvement in prevention activities.
  • Provide simple diagnostic procedures.
  • Provide minor surgery services.
• Private Hospitals
  • Range from 2 to 500 beds hospital.
  • Controlled under Private Hospital and Facilities Act 1998.
  • Provide specialist treatment in various fields.
  • Owned by individuals, company or non-governmental organisations.

• Maternity Homes
  • Provide obstetrics and gynecology services.
  • Have few beds (ranging from 2 to 10 beds)
  • Few have caesarean section operation facility.
• Provisional registration with Malaysian Medical Council on graduating from medical school until successful completion of 2 year house officer training.

• House officer training - Six 4-monthly postings (Medicine, Paediatrics, Surgery, Orthopedics, Obstetrics and Gynaecology and Emergency Medicine)

• Additional 2 year compulsory service as medical officers with the government

• 20% of doctors undertake 4 year specialist training

• Continue to work with public or private sector

• Career pathway - registrar, clinical specialist, consultant and senior consultant
Prevalence of stress among doctors

- House officers: 65.2%
- Medical Officers: 41.9%
- Specialists: 30.7%
- General Practitioners: 32.6%
- Medical Officers of Health: 40.7%
Purpose of establishing ASSET in 2000

- To develop and validate standard stress questionnaires for doctors in ASEAN countries.
- To determine the prevalence of stress among doctors in ASEAN countries.
- To identify risk factors for stress among doctors in ASEAN countries.
- To identify the protective factors for stress among doctors in ASEAN countries.
• ASSET Stress Level Inventory - 18 items

• ASSET Doctors Occupational Stressors Inventory (53 items)
  8 domains of occupational stressors among doctors found in the pilot study:
  – Work environment
  – Conflict with work and home life
  – Role
  – Job task
  – Patient care
  – Managerial duties
  – Job dissatisfaction
  – Organizational interaction and support
Before 2011:
On Call System - Working hours not regulated  Usual work hours 7.30am until 7.30pm
On call days 7.00am until 5.00pm the following day
Usually 3 calls per week

After 2011: Graduate Medical Officer Flexi Timetable Worker System
Shift System (3 Shifts) – not to exceed 60 hours per week
Shifts: 7.00am-6.00pm; 11.00am-11.00pm; Night shift 10.00pm – 10.00am
2 morning, 2 afternoon and 1 night shift per week
MEDICAL OFFICERS

Working hours
- Normal working hours 8.00am-5.00pm
- On call working hours 8.00am -1.00pm/ 5.00pm next day
- Usually 7 to 8 calls per month

Work load depends on workplace whether in District/ General Hospital
In General Hospital – Managing patients in wards and in specialist clinics 15-20 patients
In District Hospital- Managing patients in wards + in and outpatient clinics 50-60 patients/day
Stressors and Emotional Burnout among House Officers (Sami et al)

– Feeling underpaid

– Work overload and “On calls”

– Time pressures, fear of making mistakes and difficulty in making decisions

– Lack of resources and support

– Poor relationship with supervisors

– Feeling insecure in job

– Work demands affecting personal life
• Increase in prevalence of stress expected due to large number of new doctors entering workforce - 4000 annually

• Fears of inadequate training and reduced skills set to manage patients

• Reduced income levels and increased job insecurity predicted

• Need for stress management programs and teaching coping /survival skills to junior doctors