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PANAGA HEALTH CENTRE ACCREDITATION AWARD CEREMONY

The Panaga Health Centre of Brunei Shell Petroleum (BSP) held an accreditation award ceremony at Pusat Insani Seria yesterday after being successfully awarded by the Malaysian Society for Quality in Health (MSQH).

The ceremony marks a special day for the Panaga Health Centre. BSP is very proud of the accomplishment, as it recognizes all the hard work done by the team at the Health Centre in ensuring clinical operations are on par with international standards and guidelines, all of which have been extensively audited by the Malaysian Society for Quality in Health.

Present as the Guest Honour of the event was the Minister of Health, Yang Berhormat Pehin Orang Kaya Johan Pahlawan Dato Seri Setia Awang Haji Adanan bin Begawan Pehin Siraja Khatib Dato Seri Setia Awang Haji Mohd Yusof.

Also present at the event was the Managing Director of BSP, Ken Marnoch, and the Chief Executive Officer (CEO) of the Malaysian Society for Quality in Health, Prof Dr Kadar Marikar, who delivered his key note lecture.

In his welcoming speech, the MD of BSP said, "Today's event marks a key milestone in realizing Brunei's aspiration to deliver high quality healthcare services to its people. We will continue to work closely with our colleagues at the Ministry of Health and other healthcare providers to support quality healthcare services in the country. It is this spirit of collaboration that will raise the bar and bring us closer to the targets set in the Wawasan 2035."

"On a personal note, I share the excitement with the team at the Health Centre who have worked diligently over the last 18 months to achieve the goal of accreditation. Today's success is made possible by the team's commitment to excellence and also with the great support and collaboration with the Ministry of Health and Jerudong Park Medical Centre," added Ken.

According to Dr Siti Haziah, Chief Medical Officer at Panaga Health Centre, she said, "For most of the staff at Panaga health centre, this institution is a significant part of their life, being in service for more than 20 years. The health centre, the team, and the patients are like home and family. This journey is an expression of desire to achieve accreditation for the health centre. We have great pride for the commitment of our team towards patient care, and this coveted achievement is a demonstration of that commitment and care."

"This success is a result of team work, hard work, discipline, strong belief and commitment towards continuous quality improvement and patient care. We would also like to recognise the support and collaboration that we have received from Ministry of health and other healthcare providers in this journey," added Dr Haziah.

According to the Dr Rao, Head of Dental Department at Panaga Health Centre, and the Project Lead for the accreditation programme, he said that the past 18 months has been a remarkable journey.

“Achieving accreditation is a major step forward in maintaining a culture of excellence and continuously improving the care we provide to our patients. I am proud to be associated with this journey and take this opportunity to thank and congratulate all our colleagues who worked tirelessly to witness Panaga Health Centre being the first healthcare facility in Brunei to achieve accreditation,” said Dr Rao.

“On the human side, I think all of us know each other much better now than we did couple of years ago, as a result of excellent team work and co-ordination. The next phase is to maintain and improve upon the quality of services from where we are now, and will move forward as a team and face the challenges ahead,” added Dr Rao.

Accreditation to a health care organisation stimulates continuous improvement. It enables the organisation in demonstrating commitment to quality care. It raises community confidence in the services provided by the health care organisation. It also provides opportunity to healthcare unit to benchmark with the best.

Staffs in an accredited health care organisation are satisfied and motivated as it provides for continuous learning, good working environment, leadership, and more importantly, ownership of clinical processes.

MSQH is accredited by ISQUA, the global apex body in monitoring quality standards in health care.

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Notes to Editors: Brunei Shell Petroleum Company Sdn Bhd (BSP) should be referred as BSP or Brunei Shell Petroleum for abbreviation or headline purposes. Brunei Shell Petroleum Company Sdn Bhd's activity is primarily for the exploration and production of crude oil and natural gas from onshore and offshore fields. The Government of Brunei Darussalam and a company in the Royal Dutch Shell Group of Companies each owns a 50% stake in BSP.