



## Act against toxic bullying culture in public healthcare, MMA tells govt

Malaysian Medical Association president Dr Azizan Abdul Aziz wants healthcare workers to be given an open and direct channel to the health director-general.

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*MMA president Dr Azizan Abdul Aziz said the affected workers are unable to perform at their best, which threatens the quality of care and patient safety. (MMA pic)*

PETALING JAYA: The Malaysian Medical Association (MMA) has urged the health ministry to act against the toxic bullying culture affecting public healthcare workers, after having received continuous reports on the problem.

MMA president Dr Azizan Abdul Aziz said the association was still receiving reports of bullying taking place at public healthcare facilities involving healthcare workers at various levels.

As a result, she said, the workers were unable to perform at their best, threatening the quality of care and patient safety.

“All healthcare workers from every rank should feel safe and respected when carrying out their duties.

“In the best interest of patients, all public healthcare workers should also be free to express their concerns without fear or favour,” Azizan said in a statement today.

She suggested that a “holistic” feedback mechanism be used as a direct channel to report incidents, with an anonymous channel through which healthcare providers can report issues directly.

Azizan also proposed using open and direct communication channels, instead of the health director-general relying solely on feedback from state and hospital directors.

She proposed that the Medical Act and regulations be revised to allow immediate action to be taken against any offender, as the current laws discourage workers from lodging reports with the authorities.

Azizan also suggested that counselling or workshops on stress management be provided to care for the workers’ mental health.