



DR KAMAL AMZAN

MB BCh BAO (Ireland) MPH (UK)

CEO, Gleneagles Hospital Johor

Regional CEO, IHH Malaysia (Southern and Eastern)

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A. BASIC INFORMATION

Name : Dr Kamal Amzan

Nationality : Malaysian

Date Of Birth : 9th May 1981

Primary School Ed. : Sekolah Kebangsaan Taman Uda

Secondary School Ed. : Sultan Abdul Halim College Alor Setar / Kajang High School

Tertiary Education : 1. University College Dublin, Medical Degree - MB Bch BAO
2. University of Liverpool, Masters in Public Health - MPH

Professional Certificates : Executive Certificate in Hospital Management
Singapore Management University

Language Proficiencies : 1. English (*Native - Written & Spoken*)
2. Malaysian (*Native - Written & Spoken*)
3. Hokkien (*Fluent - Spoken*)
4. Mandarin (*Conversational - Spoken*)

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B. EXPERIENCE

Experience Details : 1. IHH Healthcare Berhad

Regional CEO IHH Malaysia (Southern & Eastern) February 2024 - *present*

Provides leadership to 5 IHH hospitals over 4 Malaysia states, encompassing 900 beds, 350 doctors and 3500 staff..

Lead the integration of Electronic Medical Records (EMR) in IHH hospitals, beginning with pilot studies in inpatient settings.

Instituted regional controls to improve business efficiencies.

A member of a Taskforce to harmonise and rationalise prices for IHH Malaysia.

Develop business and clinical strategies to drive growth within the region.

Chief Executive Officer Gleneagles Hospital Medini, Nusajaya Johor August 2020 - *present*

Provides leadership to a 200 plus bedded hospital in the midst of Pandemic, whilst growing the OP and IP numbers during the lockdown.

Grew the hospital revenue between 26-28% YoY between 2021 and 2023.

Maintained an EBITDA between 28- 29% YoY between 2021 to 2023.

Operationalised the 17 storey Specialist Clinic Complex (also known as Medical Office Block), 3 new Operating Theatres, 7 new ICU beds and additional 52 inpatient beds.

Operationalised the Nuclear Medicine Unit, hosting the only digital PET CT in Malaysia, and PET CT Galium beyond Klang Valley.

Maintained a patient market share of >25% for the key and strategic specialties in the region, and a 50% market share for Oncology patients.

Recruited 24 doctors to join the hospital since joining till date.

Prepared a 5 year strategic roadmap to grow the hospital into a 600 bedded quaternary care center.

Instituted appropriate controls to ensure safety of patients, staff, visitors without any interruption to operations, business and service, and monitoring them through various systems.

Chief Operating Officer

August 2018 - April 2019 (Gleneagles Kuala Lumpur)

April 2019 - July 2020 (Pantai Hospital Batu Pahat)

Provides leadership, management and vision to ensure that the 115 bedded Hospital has proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and ensure operating efficiency according to local and international Accreditation requirements (MSQH & JCI).

Responsible for the P&L (for Pantai Hospital Batu Pahat), and strategies to create, and improve existing organic and non - organic drivers to support and sustain business growth.

To defend market share and presence in midst of new competition from new competitors.

Achieved target growth of 15% growth in revenue for 2019, and a 27% EBITDA in a mature hospital with minimal expansion capacity through additional services and scaling up treatment intensity.

Head, Medical Affairs & Quality

IHH Healthcare Malaysia

July 2016 - July 2018

a - Medical Affairs

Provide skilled management and leadership towards effective governance, credentialing and privileging of medical professionals, the planning, monitoring and compliance to quality indicators and targets with regards to patient care across the Parkway Pantai Hospitals in Malaysia.

Drafted, strategised and socialised the implementation of Clinical Governance Framework that allows doctors to self govern, with an emphasis and focus on collective accountability, responsibility and professionalism guided by MOH policies and accreditation standards.

Collaborate with hospital's CEOs / COOs in developing goals / objectives for physician engagement, indicators for quality standards, and work towards their achievement.

Engage Parkway Pantai Consultants for their feedback and buy-in on governance related policies, instructions and direction.

Ensure Parkway Pantai Hospitals comply with Private Healthcare and Facilities Act 586, including facility's licensing requirements, needs and challenges.

Set up the accreditation requirement and framework for medical practitioners, allied health professionals.

Maintain a close working relationship with relevant stakeholders in Ministry of Health Malaysia, Malaysian Medical Association, National Specialist Register, Malaysian Medical Council, Association of Private Healthcare Practice Malaysia.

***b* - Quality**

Responsible to ensure all Parkway Pantai Hospitals in Malaysia are MSQH accredited, and comply to the accreditation standards through periodic internal quality audits and effective governance.

Responsible for the successful reaccreditation of JCI Accredited Hospitals (Gleneagles KL, Gleneagles Penang, Pantai Hospital KL).

Responsible for identifying relevant elements, and setting of targets and deliverables for all Clinical Quality Indicators (including International Patient Safety Goals) in Parkway Pantai Hospitals in Malaysia.

Responsible to ensure all hospitals are certified by Malaysian Safety and Quality in Health (MSQH), and maintain the certification as and when necessary.

Monitor and coordinate the review of all activities conducted by medical staff, as required by accrediting or licensing agencies.

Responsible in championing Malaysian Patient Safety Goals and International Patient Safety Goals within the Parkway Pantai ecosystem in Malaysia.

***c* - Clinical Safety and Risk Management (CSRM)**

Review and evaluate hospital risk and mitigation measures to eliminate/minimize risk.

Responsible to ensure a robust incident reporting and management system.

Conduct investigations / root cause analysis on all reported incidents and serious reportable events / sentinel events, to identify root causes, mitigation measures and trending patterns.

Implement and follow up on process improvements that support the reduction of adverse events.

Ensures all mandatory reporting are made to the relevant authorities.

Track and capture salient learning points of incidents and sentinel events into case studies for updates and awareness training to staff.

Lead the electronic hospital incident reporting (eHIR) testing, implementation and training to ensure Hospital and Ministry of Health requirement on incident reporting are met.

Manage patient care related complaints and identify resolution measures with CEOs / COOs.

Perform case reviews and work with Legal advisors in the management of potential and litigated medico-legal cases.

d. Additional Roles

Served in;

1. IHH MY Southern Hospitals' Board of Management
2. Board of Director for Timberland Medical Center. (*A holding company for Parkway Pantai Hospitals in Malaysia*)

Promoted to Chief Operating Officer, Gleneagles Kuala Lumpur in August 2018.

May 2015 - June 2016

Head, Medical Affairs and Quality

Parkway Pantai Limited - Gleneagles Kota Kinabalu

a - Medical Affairs

Responsible to ensure the Medical and Dental Advisory Committee (MDAC) and MDAC's sub-committees carries out its advisory role and conduct meetings as stipulated in the bylaws.

Ensures meetings of Clinical Heads of Department, committees of the Hospital and MDACs are held as per schedule.

Liaise with the Person in Charge (PIC) and MDAC Chairman to ensure clinical governance, policies and clinical practice are in accordance to best practice and recommended guidelines.

Manages the recruitment, credentialing and privileging of medical practitioners.

Ensures the contractual agreement of all medical practitioners are maintained and secured.

Manages the on-call roster for the medical practitioners to ensure adequate specialty coverage.

Responsible to ensure the annual practicing license (APC), national specialist registry (NSR) registration, medical indemnity and other relevant certification for the medical practitioner is valid at all times.

Coordinates the annual performance review of medical practitioners.

Responsible for the application and renewal of Hospital License and to ensure all relevant regulatory licenses are valid and maintained by respective departments.

b - Quality

Identify, coordinate and monitor implementation of quality and process improvement initiatives with key stakeholders to improve processes and ensure patient safety and compliance to all standards/ accreditations.

Lead the Internal Quality Audit team and ensure all internal and external audits are carried out in timely manner.

Drive and collaborate with stakeholders to establish, implement on new standards/accreditation to be awarded and implemented by respective operation unit.

Lead and track accreditation activities and collaborate with other stakeholders to ensure accreditation requirements are met.

Identify and coordinate the data collection of Hospital clinical / quality indicators and conduct analysis on the data.

Review and report all Balance Scorecard (BSC) and Audit Risk Management Committee (ARMC) indicators in a timely manner.

Ensures the review and approval of Hospital Operating Policies and Procedures (HOPs) as per schedule to ensure they are updated and compliant to relevant statutory requirements.

Ensures a robust document control system is in place and documents are accessible to staff.

Liaise with stakeholders to ensure that the HOPs are reviewed and updated.

Ensure all regulations and laws imposed to private hospitals be enforced through appropriate HOPs (Private Healthcare Facilities and Services Act (PHFSA), Competition Act, Personal Data Protection Act , Amendment to Medical Act 1971 and Medical Devices Act 2012 and etc.)

c. Occupational Health Lead

Provide leadership to the Occupational Health Department on achieving set targets, goals, including managing the public's expectations with regards to the the Gleneagles brand.

Perform Medical Surveillance on Occupational Health matters through Diagnostic Screening Centre.

Provide consultation, carry out medical investigation to diagnose, treat and where necessary referrals to appropriate specialists.

Collaborated with Department of Safety and Health with regards to Return to Work Program and Medical Protection/Removal at workplace.

Provides Occupational Health and Public Health related talks to business partners.

Promoted to the Corporate Office July 2016 as Head, Medical Affairs and Quality, Parkway Pantai Malaysia Operations Division

2. SABAH FOREST INDUSTRIES SDN BHD

March 2013 - May 2015

Public Health Specialist & Occupational Health Doctor

Formulate Public Health and Management policies, and advice the Senior Management team on Clinical Governance and Public Health policies with regards to employees' healthcare.

Responsible for day to day running and the drawing up of a vision and mission for 5 mini-medical centres looking after 6,500 staffs and family members.

Manage 35 medical staffs, including the pre-hospitalisation aspect of Emergency Care.

Responsible for the Department's compliance to local laws and regulations e.g. Private Healthcare and Facilities Act 586, Poisons Act 1952, Medical Act 1971, Private Data Protection Act 2013, Occupational Health and Safety Act 2006.

Develop an occupational health preemployment medical screening and pre-placement medical assessment for all employees.

Perform medical surveillance, including health and biological monitoring for employees on a structured, organised and scheduled basis.

Participate in Central Safety Committee and provide direction and advice to the Senior Management team with regards to Public, Occupational Health and Safety matters.

Perform Medical Removal Protection for employees with Occupational Health.

Conduct workplace sampling to identify occupational related diseases.

Responsible for the coordination, and management of RTW (Return to work program) with PERKESO and SOCSO.

Represented the company in medically related issues when dealing with panel clinics and government agencies.

3. MINISTRY OF HEALTH MALAYSIA

September 2007 - September 2013

Hospital Tengku Ampuan Afzan, Kuantan, Malaysia

Medical Officer in Medical and Cardiology Department.

Chief Medical Officer in the Department from January 2011 to March 2013.

OTHER ROLES

May 2013 - Present

Columnist, The Malay Mail Online

Maintains a column with The Malay Mail Online between 2013 - 2023 where I pen my observations on national and regional socio political matters at <http://www.themalaymailonline.com/opinion/>

[kamal-amzan](#)

June 2024 - Present

Board Member, Association of Private Hospitals Malaysia (APHM)

Jan 2021 - Present

Board Member, Malaysian Society for Quality in Health (MSQH)

Jan 2021 - June 2024

LinkedIn QR Code

