

INNOVATION COMPETITION IC3

Development of a Centralised Digital Information Hub for Jabatan Kesihatan Negeri Sarawak (JKNS) Physiotherapy Services in Sarawak: Enhancing Accessibility, Standardisation, and Communication

Kamaruddin Bin Wasli, Tsai Hui Hui, Tan Chong Thea, Dr Janet Bong May Ing, Dr Nancy George

¹ Jawatankuasa Teknikal Fisioterapi, Jabatan Kesihatan Negeri Sarawak (JKNS), 93080, Malaysia

ABSTRACT

Description: Physiotherapy services across Sarawak are delivered through multiple hospitals and healthcare facilities, where essential information such as clinical guidelines, audit resources, Continuing Medical Education (CME) activities, Key Performance Indicator (KPI) updates, and service announcements are often disseminated through fragmented communication channels, including WhatsApp, email, and printed documents. **Needs:** This decentralised approach has resulted in inconsistent access to information, delayed dissemination of updates, and challenges in retrieving standardised resources. **Unique Features:** To address these issues, a centralised digital information hub was developed using Canva and made accessible to physiotherapy personnel under JKNS. The platform consolidates important announcements, professional development activities, clinical audit and KPI resources, standardised documents and guidelines, as well as conference and event information into a single secure repository. Featuring a user-friendly interface, real-time update capability, and controlled access, the platform serves as a one-stop centre for clinical, administrative, and academic information. **Impact/ Expected outcomes:** The innovation is expected to enhance communication and coordination among physiotherapy units across geographically dispersed regions, improve accessibility to critical resources, strengthen compliance with standardised practices, and increase operational efficiency through faster retrieval of information and documents. **Prospects for Commercialisation:** Beyond physiotherapy services, the platform can be replicated for nursing, occupational therapy, pharmacy, dietetics, medical departments, and allied health professions. The modular design enables customization according to organizational requirements, creating opportunities for nationwide implementation and commercialization through institutional licensing, maintenance contracts, and digital transformation consultancy.

Keywords: Standardization; Communication; Integration, Digital Platform, Physiotherapy Service, Accesibility

Corresponding Author:

Tan Chong Thea

Email: tanct@moh.gov.my