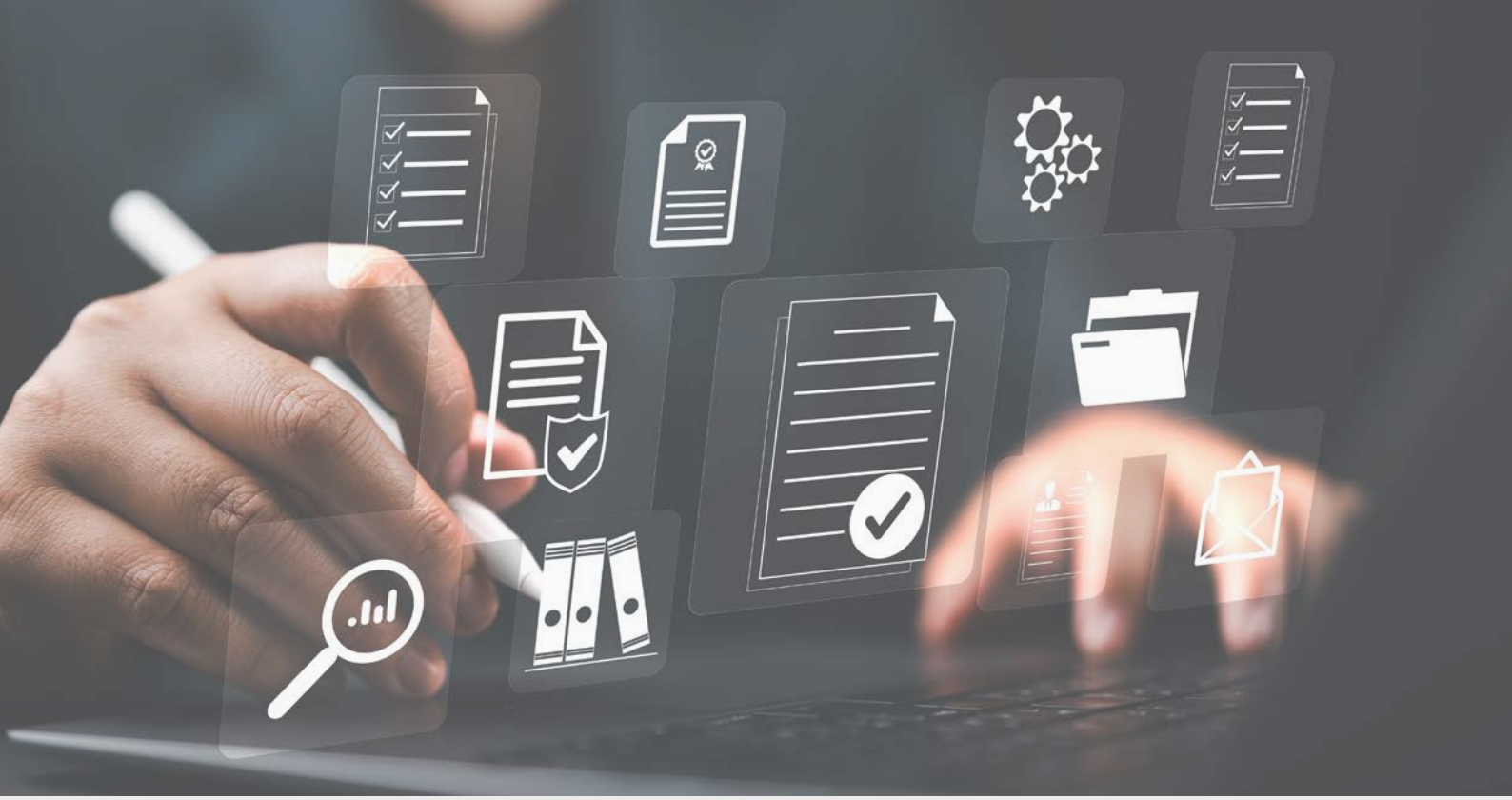

Hospital Support Service (Part 1)

Asian Society for Quality in Health Care (ASQua)

Education Training Programmes

Date: Thursday, 03rd December 2026
Time: 2:00 PM (MYT) to 6:00 PM (MYT)

Member: USD100 | Non-Member: USD150
Register: https://www.asquaa.org/hss2026 or scan QR code

ASQua
ASIAN SOCIETY FOR QUALITY IN HEALTH CARE

Introduction

The Hospital Support Services includes the facility engineering management, biomedical engineering services, linen laundry services, clinical waste management, cleaning services, and sustainability programs. It aims to help participants understand the standard requirements within healthcare facilities and develop practical skills and to provide continuous quality improvement and patient safety.

Learning Outcomes

1) Identify various support and utility services of hospital

2) Identify the dynamic structure that include planning, organising, controlling, staffing and decision-making skills to support services in implementation of its vision and mission

3) Articulate the functional requirements of individual departments

4) Understand the roles of managers and team management in firms and healthcare set up and also analyse the Internal and external decision to be made by managers.

Modules

FMS - Facility Management Services

Maintenance, housekeeping, security, IT infrastructure support, energy management, and waste management

FEMS - Facility Engineering Maintenance Services

Mechanical & Electrical Systems: Power Supply/HVAC/Medical Gas Systems/Fire Prevention SystemS/ Elevators & Lifts

Sanitary & Plumbing Systems: Water & Drainage, Plumbing

Building Infrastructure: Civil Works, Landscaping & Grounds, Pest Control

BMES - Biomedical Engineering Maintenance Services

Equipment Maintenance, Performance and Safety Testing.
Monitoring and Replacement, Emergency Response, Inventory and Asset Management
Warranty Management, Handling Hazardous Devices

Programme

Time	Description	Faculty Speakers
2:00pm	Welcome Address	Dr Lallu Joseph (Chair Education Comm)
2:05pm	Module 1: Facility Management Services (FMS) • Overview of hospital Facility Management Services covering both soft and hard services. • Role of FMS in ensuring compliance, patient & staff safety, operational efficiency, and continuous quality improvement. • Emphasis on compliance with healthcare standards, operational efficiency, patient safety, and sustainability in hospital environments	Ir Dr Yahaya Hassan (Malaysia)
3:20pm	Module 3: Facility Engineering Maintenance Services (FEMS) • Focus on technical/engineering systems such as ACMV, medical gas, electrical, water supply, fire safety, sewerage, lifts, indoor air quality and building infrastructure , etc. • Highlights preventive and corrective maintenance, testing & commissioning, and energy efficiency strategies to ensure safe and reliable healthcare operations. • Ensures reliable performance of critical engineering systems to support patient safety, clinical operations, and hospital sustainability	Ir Dr Yahaya Hassan (Malaysia)
4:35pm	Break	10 minutes
4:45pm	Module 2: Biomedical Engineering Maintenance Services (BEMS)	Dr dr Pukovisa sp S (Indonesia)
6:00pm	Q&A and End	Both faculties

Speakers



Dr. Lallu Joseph (India)
Board Member, Chair Education Committee (ASQua)



Dr dr Pukovisa sp S
Lecturer, Fakultas Kedokteran Universitas Indonesia
Rumah Sakit Nasional Dr. Cipto Mangunkusumo



Ir Dr Yahaya Hassan (Malaysia)
Surveyor, Malaysian Society for Quality in Health (MSQH)

Moderators



Dr Hanny Ronosulistyo (Indonesia)
Head of Foreign Relations and International Accreditation, Komisi Akreditasi Rumah Sakit (KARS) Indonesia



Mr. Saifulhazmi Salihin (Malaysia)
Head Secretariat, Malaysian Society for Quality in Health (MSQH)