Contents

List of Figures  
List of Tables  
List of Boxes  
Biographies of Editors and Contributors  
Foreword by Dr Abdul Ghaffar  
Foreword by Dr Noor Hisham Abdullah  
Preface  
Acknowledgements  
List of Abbreviations

Section I

1 An Introduction to Health Systems  
DAVID MCCOY AND PASCALE ALLOTEY  

2 Systems Thinking for Health System Improvement  
BARRY NEWELL, DAVID T. TAN AND KATRINA PROUST

Section II

3 Malaysia’s Health and Socio-economic Transformation  
JO. M. MARTINS  

4 Health Service Delivery: Primary Health Care  
SHIANG CHENG LIM, INDRA PATHMANATHAN AND SAFURAH JAAFAR

Case Study 4.1 REAP-WISE: Malaysia’s Experience in Integrated Primary Health Care Services  
SHIANG CHENG LIM, SAFURAH JAAFAR AND DAVID T. TAN
Case Study 4.2 Managed Care Organisations as Intermediaries in the Provision of Healthcare by GPs to Private Sector Employees

KUAN JOO LIM, MILTON LUM, INDRA PATHMANATHAN AND DAVID T. TAN

5 Health Service Delivery: Secondary and Tertiary Care

INDRA PATHMANATHAN, MILTON LUM AND ANUAR ZAINI

Case Study 5.1 Expanded Access to Dialysis Services through Public Funding of Private Delivery

INDRA PATHMANATHAN, MILTON LUM, ANUAR ZAINI AND DAVID T. TAN

6 Health Service Delivery: Disease Prevention and Control

SHIANG CHENG LIM

Case Study 6.1 Adoption of Harm Reduction Strategies for Preventing HIV among Injecting Drug Users

SHIANG CHENG LIM AND DAVID T. TAN

7 Health Service Delivery: Environmental Health Services

MUKUNDAN SUGUNAN PILLAY AND DEBBIE SIRU

Case Study 7.1 Rural Water Supply and Sanitation

MUKUNDAN SUGUNAN PILLAY, DEBBIE SIRU AND DAVID T. TAN

Case Study 7.2 Clinical Waste Management

DEBBIE SIRU, MUKUNDAN SUGUNAN PILLAY AND DAVID T. TAN

8 Health Workforce

INDRA PATHMANATHAN

Case Study 8.1 Unexpected Influx of New Medical Graduates Threatens to Overwhelm the Health System

INDRA PATHMANATHAN AND DAVID T. TAN

9 Financing Health Care

CHIU-WAN NG
# Contents

Case Study 9.1 Development of a Case-Mix System for Improving Efficiency in Ministry of Health Hospitals  
**CHIU-WAN NG, THARANI LOGANATHAN, KUAN-JOO LI AND DAVID T. TAN**  
331

10 Health Information  
**NURAIDAH M. MARZUKI, FAZILAH S. ALLAUDIN, SUPATHIRATHEAVY RASIAH AND JO. M. MARTINS**  
337

Case Study 10.1 Challenges in Introducing Telehealth  
**NURAIDAH M. MARZUKI AND DAVID T. TAN**  
361

11 Medical Products  
**THOMAS PARAIDATHATHU AND CHEE HAN LIM**  
367

Case Study 11.1 Challenges in Regulating Traditional Medical Products  
**THOMAS PARAIDATHATHU, CHEE HAN LIM AND DAVID T. TAN**  
395

12 Leadership and Governance  
**JO. M. MARTINS AND INDRA PATHMANATHAN**  
402

Case Study 12.1 Leadership Enabled Affordable Treatment of Hepatitis C in Malaysia  
**CHEE HAN LIM, FAIZUL NIZAM BIN ABU SALIM AND DAVID T. TAN**  
431

Section III  

13 Lessons from a Health System in Evolution  
**DAVID MCCOY, INDRA PATHMANATHAN, DAVID T. TAN, JO. M. MARTINS AND SHIANG CHENG LIM**  
449

14 Toward a Systems Thinking Theory for Health Systems  
**DAVID T. TAN**  
473

Appendix I Systems Thinking Analysis of STC  
**DAVID T. TAN AND INDRA PATHMANATHAN**  
151

**Appendix II Supplementary Tables**  
155

**Appendix III Supplementary Tables**  
202

**Appendix IV Detailed Acknowledgements**  
494

Index  
499