

PP26-39

## Common Morbidity and Utilization Rate of the University Health Centre, International Islamic University, Malaysia, (Kuantan Campus) in 2010

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### Introduction

University Health Centre, International Islamic University, Malaysia, Kuantan campus, (UHC-IIUM), is a primary care clinic for its community, students, staff and their dependents. Common morbidity and utilization rate of the clinic need to be analyzed to know current practices environment for further planning to provide quality primary health care services in line with vision of the clinic.

### Aim

To scrutinize the common morbidity and utilization rate of University Health Centre, International Islamic University (Kuantan Campus).

### Methods

A retrospective desktop study was done by using 2010 annual electronic medical record (EMR) data of UHC-IIUM (Kuantan-Campus) after getting approval from University authority. Background socio-demographic data and reason for encounter were extracted from the EMR and converted into the International Classification of Primary Care code for diseases under Reasons for Encounter (RFE) format. Utilization rate of UHC-IIUM (Kuantan Campus) was computed based on staff and students population of the University in 2010 which was analyzed in accordance with category of patients and faculty.

### Results

Total (9220) encounters of the University Health Centre were included in the study. Common morbidity of the health centre were respiratory diseases (24.4%), skin diseases (9.7%), gastrointestinal tract disorders (7.2%), general and unspecified (5.4%), locomotors-disorders (4.9%), eye and ear problems (3.6%), women health (3.2%), neurological disorders(2.2%), minor surgical cases( 1.8%) and endocrine disorders particularly Diabetes-Mellitus (1.9%). Minimum and maximum frequency of visit to the UHC were 1 and 30 respectively, 96% of patients visited 1 to 5 times per year. Utilization rate (visit per person per year) of UHC-IIUM (Kuantan) campus by staff was 2.31 and that of student was 1.72. Utilization rate in accordance with faculty were Office of Campus Director (12.96), followed by Security Department (5.65), Faculty of Dentistry (2.98), Faculty of Science (2.54), Faculty of Medicine (2.29%), Faculty of Pharmacy (1.85), Faculty of Nursing (1.33), Faculty of Allied Health Science (0.71) and others (0.95).

### Conclusion

This study illustrated common morbidity and current utilization rate of the UHC-IIUM (Kuantan-campus) by staff, students and faculty which is invaluable input to administrators and clinic health providers to plan further primary care activities in tailored to the need of community.

**Keywords :** Utilization Rate, Common Morbidity, University Health Centre, Electronic Medical Records, Malaysia