

ISSUE:

Delay to visit patient

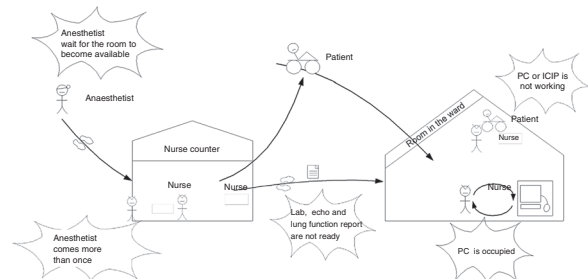
BACKGROUND

Lab, echo and lung function report are essential for pre anaesthesia check up

Anaesthetist goes to the ward after 3 pm to visit the patient

PC is used by nurse to work with other HIS Nurses in the ward also uses room

CURRENT CONDITION



PROBLEM ANALYSIS

1. Room is occupied

Why? The other nurse visit another patient in the room

Why? There is not many rooms available for nurse to visit patient

Why? Nurse do not know that anaesthetist comes and needs the room

Why? There is no schedule that when anaesthetist comes

2. Anaesthetist comes more than once to visit the patient

Why? Patient is not available

Why? Patient is in lab or any other places

Why? It was not arranged with patient to be ready during the time anaesthetist comes to the ward

3. PC is occupied

Why? It is used by other nurse to access other HIS

Why? There is not enough PC at nurse counter for nurses

Why? Nurse do not know anaesthetist comes to the ward to use ICIP

4. PC or ICIP is not working

Why? PC or ICIP is down

Why? The previous person used the system and left it inaccessible

Why? Nobody comes and check whether the system is working properly before anaesthetist comes

Why? Nobody in the ward is familiar with computer and ICIP

Why? Technical people check the system periodically instead of daily

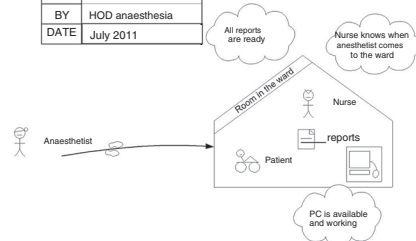
5. Lab, echo or lung function report are not ready

Why? Anaesthetist do not know that the reports are not ready

Why? Nobody notify him

TARGET CONDITION

TO	Clinical Director
BY	HOD anaesthesia
DATE	July 2011



COUNTERMEASURES

Duration of time for anaesthetist to visit the patient

Number of time patient is ready and anaesthetist not ready

Number of time anaesthetist is ready but the patient or reports/ICIP is not ready

IMPLEMENTATION PLAN

What	Who	Duration	Outcome
Inform nurses about new work process	Clinical Director	0.5 hour	Reduce waiting waste

FOLLOW UP

Cost	\$\$\$
Man/hour	\$\$\$
Benefit	\$\$\$
Reduce waste time of anaesthetist	Intangible benefit
Improve time to patient care	Intangible benefit

TEST

Monitor staff attendance during training

Monitor the new workflow and participant in new process which includes anaesthetist and nurse