

## ISSUE:

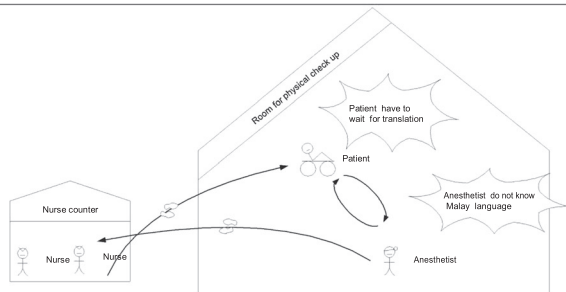
Language communication problem

## BACKGROUND

Some anesthetists are not from Malaysia

Some of the patients cannot speak English

## CURRENT CONDITION



## PROBLEM ANALYSIS

1. Anesthetist do not know Malay language

Why? He or she is not from Malaysia

2. Patient needs translation to understand anesthetist comments

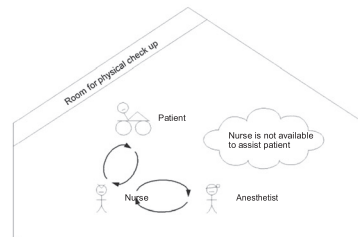
Why? Patient does not understand English

Why? The nurse is not available in the room to assist patient

Why? It is not defined in the process that when anesthetist comes to the room to visit patient, she should be there for assistance

## TARGET CONDITION

TO	Clinical Director
BY	HOD anesthesia
DATE	July 2011



## COUNTERMEASURES

Number of time patient and anesthetist are ready but nurse is not available

## IMPLEMENTATION PLAN

What	Who	Duration	Outcome
Inform nurses about new process of work	HOD	0.5 Hour	Reduce waiting waste

## FOLLOW UP

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

## TEST

Monitor the new workflow and participant in new process

Monitor nurse attendance