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

Anesthetist wait for the room to become available
Patient TO Clinical Director
BY HOD anaesthesia
DATE July 2011
Anaesthetist
All reports are ready
Nurse knows when anesthetist comes to the ward

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 anesthetist comes and needs the room
   Why? There is no schedule that when anesthetist comes

2. Anesthetist 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 anesthetist 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 anesthetist 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 anesthetist 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? Anesthetist 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 anesthetist to visit the patient
Number of time patient is ready and anesthetist not ready
Number of time anesthetist is ready but the patient or reports/ICIP is not ready

IMPLEMENTATION PLAN

<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>Duration</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform nurses about new work process</td>
<td>Clinical Director</td>
<td>0.5 hour</td>
<td>Reduce waiting waste</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost</th>
<th>$$$</th>
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</thead>
<tbody>
<tr>
<td>Man/hour</td>
<td>$$$</td>
</tr>
<tr>
<td>Benefit</td>
<td>$$$</td>
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</tbody>
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FOLLOW UP

Cost
- Reduce waste time of anaesthetist
- Improve time to patient care

TEST

Monitor staff attendance during training
Monitor the new workflow and participant in new process which includes anaesthetist and nurse