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
<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>Duration</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform nurses about new process of work</td>
<td>HOD</td>
<td>0.5 Hour</td>
<td>Reduce waiting waste</td>
</tr>
</tbody>
</table>

FOLLOW UP

<table>
<thead>
<tr>
<th>Cost</th>
<th>$$$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man/hour</td>
<td>$$$</td>
</tr>
<tr>
<td>Benefit</td>
<td>$$$</td>
</tr>
<tr>
<td>Reduce waste</td>
<td>Intangible</td>
</tr>
<tr>
<td>Improve time to patient care</td>
<td>Intangible</td>
</tr>
</tbody>
</table>

TEST
Monitor the new workflow and participant in new process
Monitor nurse attendance