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Module: Problem Solving and Decision
making

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Assignment Title-Problem Solving and
Decision making

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Decision Making

Decision making is the procedure of making alternatives by means of identifying a choice, collecting facts, and assessing opportunity resolutions.

The resolution of a problem may additionally require choice making capabilities, but those also are applicable in different conditions- where there's a preference to devise for the in addition or broaden new regions of business, as an example.

Identify
the
Problem

Establish
Decision
Criteria

Weight
Decision
Making

Generate
Alternativ
es

Evaluate
Alternative
s

Select Best
Alternative

The research-knowledgeable discussion on the nature and impact of complicated problem on personnel and their organization shows that NHS absenteeism is bigger every year. there was a lot situation, understandably, about NHS body of workers absences in recent weeks. team of workers sickness gift a problem for the health provider, given the potential disruption to provision and control of care to patients , the poor effect on working circumstance of these body of workers who're capable of paintings, and the duty of take care of those workforce not able to paintings.

There will also be extra expenses worried it, for instance, employer body of workers are used to fill shifts. And as Covid rate expanded inside the population, so will absences.

The research's indicates the every day number of workforce absent through illness or self-isolation throughout NHS acute trusts in England considering March 2020. The numbers are provided as an average across seven days of the week , and are given when it comes to the variety of personnel employed. Given no longer all personnel could be scheduled to paintings on a given day, despite the fact that all absences are recorded this degree may be an underestimate of the proportion of real shifts affected by illness or isolation, especially over the Christmas and new year duration whilst fewer staff are predicted to be at paintings.

In week to 2 January, the most cutting-edge covered by way of the records, there was an average of eight body of employees absent each day consistent with a hundred personnel, it is a excessive as at any component for the reason that first wave of the pandemic in spring 2020, having simply exceeded degrees from January the following year. in advance in the pandemic, better absences also can have results disturbing conditions in obtaining sufficient PPE and less employees having immunity from vaccination or prior infections.

As ever, the stories range among corporation and region. as an instance, London noticed an early upward push before an apparent plateau, at the same time as numbers had been despite the fact that accelerating inside the North West from a diploma some distance above that visible last January.

policy-makers and service managers will consequently need to maintain a close eye on absence degrees across the country-along with outdoor of hospitals along with in widespread exercise wherein information are currently missing- and act to mitigate any bad consequences foe body of workers and persistence

1. Sickness absence facts from 22 March 2020 to 2 January 2021, primarily based on records from 137 acute NHS trusts, with East Suffolk and North Essex NHS foundation consider excluded due to data satisfactory problems.
2. Figures for March and early April 2020 may be artificially low because of some trusts incorrectly filing '0' values, although further analysis putting off those trusts indicates the first wave peak length is an inexpensive estimate.
3. Worker numbers are based totally on headcount team of workers tiers in September 2021 in preference to the variety of staff due to work on a given day.

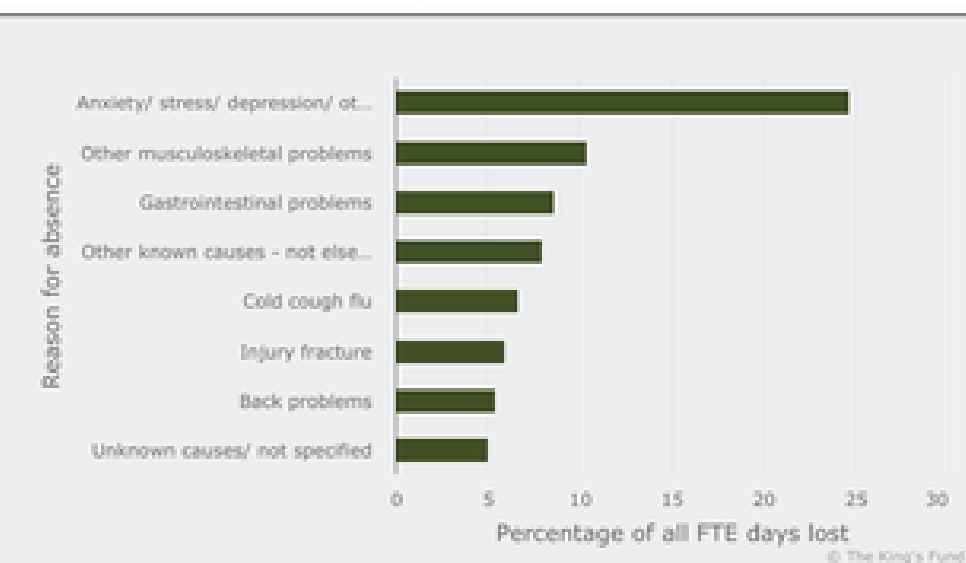
Now, we should decide what hassle to remedy first. we are able to see that NHS absenteeism could have many motive, however we can see the sickness absence charges inside the NHS are better than in the relaxation of the financial system. NHS frame of people sickness fees rose from 3.8 consistent with cent in April 2018 to four.1 per cent in April 2019. that is the highest stage on the time of year in more than a decade, and represents more than 1.4 million entire-time equivalent(FTE) days misplaced in tat month alone.

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facts on the quantity of illness has been published for several years now, but it's miles most effective in recent times that countrywide records has been published at the purpose why NHS group of workers are absent. This statistics show that tension, pressure, depression and other psychiatric infection account for nearly 1 / 4 of the body of employees absences in April 2019, for outstripping other reasons for absence.

stage of contamination has been posted for several years now, however it is handiest these days that countrywide statistics has been posted on the motive why NHS body of employees are absent. This facts show that tension, stress, depression and exclusive psychiatric contamination account for nearly a quarter of the personnel absences in 2019, for overtake exceptional motives for absence

Figure 1: Most common reasons for absence among NHS staff as a percentage of all FTE days



PESTLE Analysis of the macro-environmental factors

The National Health Service, extra generally referred to as the NHS, is the UK's all-in-one healthcare system. The NHS gives comprehensive, free care to all of the united states' citizens, and has been running for extra than 50 years. however, latest years have rapidly shown several struggles agency may also seem like it's seriously in want of reform.

Content

- Political factors : Brexit uncertainties
- Economic factors: monetary downturn, Austerity measures
- Sociocultural factors: growing older populace, excessive patient expectancies
- Technological elements: improved healthcare, better schooling
- Legal elements: Litigation
- Environmental

Political factor - A political component which affect NHS is the Brexit uncertainties. possibly the most important query mark in contemporary united kingdom politics is that of Brexit. the UK's choice to depart the ecu Union is set to have sizeable consequences on society; and that consists of public group which includes the NHS. as an example, there are uncertainties surrounding how medicine and gadget originated from the UE might be brought into the UK.

Economic Factor- economic downturn

Following the 2008 economic disaster, the complete international has skilled an economic downturn. uk was in no way proof against this monetary setback, and that is some thing that has impacted the NHS.

Sociocultural Factor – high patient expectation

With the advent of social media and stepped forward educational gadget, affected person's expectation are better than ever

Technological Factor- improved healthcare

With new generation being advanced left, proper, and centre, healthcare is slowly being improved. Scanning device are extra less highly-priced than ever, making them a staple of hospitals and clinics. several pumps and gadget for treating or dealing with situations are being advanced, lowering morbidity. ordinary, those technological enhancements within the healthcare region are a great for all events involved. no longer great do patients acquire a higher popular of care, however government agencies like the NHS are able to boost up and automate greater clinical duties

Better education

Importantly, era is also beginning the doorways to higher healthcare training. this applies not simplest to patients themselves- who are knowledgeable with the aid of smartwatches are unfastened, content material sources.

Legal Factors- Litigation

A growing fashion across the world is that of litigation- is all of situations. more than ever, patients(or own family participants) who are unhappy with the amazing of their case are taking to courts to searching for retribution

PMI GRID- NHS

PLUS	MINUS	INTERESTING
Compassion (2)	Unexplained variable (1)	World Stage (4)
Free prescriptions (3)	High Fees(3)	Has the largest employer in the UK(4)
Free Care (3)	Spending has slowed (2)	Meet the needs of everyone(3)
	Lateness(2)	
Total=8	Total=-8	Total=11

Cause and effect analysis

The primary causes of absenteeism can consist of:

1. Minor illness

2. Administrative centre bullying or harassment- within the workplace, mainly, bullying and harassment can consist of denying someone schooling or promotional opportunities, unfair treatment or undermining a person.

3. Intellectual fitness- can conduct employers to despair, tension or other illnesses can often result in an worker feeling unwell sufficient to overlook paintings.

4. Main contamination- whilst managing a long time clinical condition, an employee may additionally need a customized paintings environmental or extra flexibility

5. Family issues-difficult conditions and instances together with divorce, an urgent matter with a child's school, a illness in the family, or lack oof childcare aid can lead to emergencies that personnel ought to go away paintings and tend to

6. Group and control issues – if a employee doesn't recognize or believe their control crew, becomes bitter after a terrible interplay with management, or disagree with their corporation's choice, they may skip out on work to avoid the scenario or related strain

The effects of absenteeism

Effects on employers

-reduced productivity due less staff

-higher labour costs if you have to hire replacement workers

-reduced performance, with lost time on projects, training and updates

Effects on employees

- Productivity may be reduced on returns as staff catch up with work missed

- Potential for loss of pay

Alternative Solutions to absenteeism

- 1.Higher verbal exchange- It appears to be the therapy to almost each work-primarily based and private existence trouble .
- 2.Bendy working- assist you to remedy many of absenteeism's most common causes.
- 3.Intellectual health help- Many reasons of absenteeism are intellectual-fitness related. strain and tension affects no longer only the quality of employees' paintings, but it also leads to extended absenteeism.
- 4.An online GP service- Being able to nip fitness issues within the bud is critical, and as an enterprise, you are inside the function to help your personnel as they spend the running day on your office.
5. beneficent paid leave

SWOT Analysis

Whilst agencies make notable strategic selections, one of the essential system they use is the SWOT evaluation, wherein the strengths, weaknesses, opportunities, and risks are evaluated. every venture ought to be in line with the enterprise's imaginative and prescient declaration, challenge, goals, and objectives. To choose a capability mission strategic making plans plays a key function. To keep a aggressive component, SWOT analysis assists in coming up with higher choices

SWOT evaluation

1. Strengths

Advanced patient care: The quite simply available affected person facts assist the doctors to make better decisions approximately affected person care. The mistakes are reduced as at the choosing point all of the needed data is to be had and whole.

Operations performance is high: The introduction of IT in the health centre process has expanded the overall performance of health centre operations due to the fact the office work has reduced, ordinary sports are automatic, waste and duplication of statistics have been eliminated.

2. Weaknesses

No device integration: The patient's remedy system involves acquiring facts from numerous systems in a clinic. presently, those more than one units inside the medical institution aren't incorporated, and subsequently the data from various resources can not be coordinated. The absence of machine integration affects the efficiency and selection making. As an example, if the patient, administration, and monetary laptop-based packages are included, it'll result in improved operations

3.Possibilities

beneficial outside market: The offers and investment supplied by means of way of the government to hurry up get right of access to new era is an first-rate possibility

The internet: the use of the net within the sanatorium is taking new techniques for communique with affected person agencies, the majority, physicians, personnel, and so on. and improving the net-based packages

4. Threats

dropping a affected person's accept as true with: The medical institution wishes to hold affected person trust by way of making use of all accessible method to limit errors and to make affected person healthcare facts available at the factor of choice.

high fees: one of the full-size barriers and the reason for the slow adoption of the present day technology inside the hospital industry are the excessive implementation fees, device complexity, quit-consumer resistance to adopting new systems, training for the brand new technologies

I would end at the attention that the healthcare industry faces stress to strengthen patient care, positioned into impact effective processes, lessen clinical mistakes, and to deliver a cosy and at ease statistics control device this is price-exceptional, abides by using the usage of the felony hints set for affected individual privateness. The mind map of SWOT evaluation is depicted within the decide above and the SWOT evaluation suggests that it is able to remodel the healthcare enterprise.

greater investments and investment are needed for the healthcare systems to dispose of scientific mistakes and for green operations. presently, the sanatorium is using a variety of systems, which makes records conversation complicated. there may be a need for machine integration for effective and nicely timed selections. IT has decreased office paintings and has removed duplication; it can be similarly utilized to link the ideal resources, human beings, and records to acquire maximum healthcare effects, advanced affected person care, most efficient client serviced, decreased operational charges, etc. With the cutting-edge facts safety felony suggestions being introduced like GDPR, the cutting-edge IT generation may be used to ensure affected character believe and safety are intact

Environmental

Not enough
treatment rooms

Small, inner-city
premises

Corridor blocked

Wheelchairs unavailable

Lifts broken

Poor maintenance

Equipment

Methods

Transport arrives early

Poor scheduling

Process takes to long

Lack of automation

Files disorganised

Too much paperwork

Targets

Unexpected patients

Incorrect referrals

Patients queue jumping

Original Appointments missed

Lateness

Staff not available

Sickness

People

Long waiting
Times

Alternative Solutions to Absenteeism

A clean, properly-communicated reporting technique for while a member of employees calls in sick will assist to make sure you get the facts you want to keep the issuer strolling and cope with any destiny issues. Making group of workers privy to the reporting approach will help to avoid any misunderstanding

over the years, accurate statistics will allow you to spot any styles of absence or issues in the reasons for absence. this can will let you have a balanced, truth-based totally communication with workforce about any worrying developments. it may even allow you to facilitate early intervention to save you larger problems, for example physiotherapy for a awful decrease back

Listen and support

Listening at this stage is key. This seems obvious but when you are busy the importance of listening can sometimes be forgotten

Frequent sickness

Recognizing troubles early will assist you to area the proper useful resource in area.

As a manager, it is your duty to examine absence records and speak any problems collectively with your personnel. identifying functionality problems early will permit you to positioned the right help in vicinity to minimise future absences.

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