

Problem Solving and Decision Making

BMSW4004

Margaret Oyinlola Adams

2018141

Lecturer: Afzal Munna

Table of Content

3	-----	Introduction
3	-----	Identified Problem
4	-----	Findings
5	-----	The impact of problem on stakeholders
6	-----	Fishbone Analysis
7	-----	Decision Making
7	-----	Factors Affecting Decision Making
8	-----	Factors That Influence Decision Making
8	-----	Decision Making Process
9	-----	Ingredients for Good Decision Making
	-----	SWOT Analysis
	-----	Alternative Solution
	-----	Conclusion
12	-----	Reference

Introduction

In an overview of one of the many problems in healthcare in the UK, I will also describe the problems, analyse, recommend and evaluate the recommendation.

Identified Problem: Shortage of Staff in Health Care

The massive burden that the NHS is at present, has been well told in the broadcast by the mass media. The amount of organisations capable of meeting up the authority's aim for tragic area of care in 4 hours with melanoma and voluntary wait records dropping over current centuries.

The renewed financing force of the NHS, an aging and overweight people, and the likes to protect the growing strain upon the health organization. Health organizations in the nation must discover the difficulty to employ physicians of all groups and a mainstream of specialties in hospital stay goes rosters with holes covered by brief-period substitutes or cover apprentices. Common training, especially in country places, becomes hard to fill up positions. This section seems to look at the supporting aspects to the existing health staff disaster.

Along with forecasts that the nursing scarcity will power, be more than serious and need a longer duration, than have been earlier qualified, conventional approaches applied by organizations will have decreased achievement. The mature nursing staff, joblessness, and the international environment of the scarcity complicated and the normal aspects that impact the nursing scarcities. Proposed for continuous transformation and reassurance of a sufficient amount of nurse's outcomes should be established in various areas such as teaching, health care delivery procedures, policy and guidelines, and vision. This lack is not merely a nurse's problem and involves a joint attempt between nursing managers in training and teaching, health giver's senior manager, the authority, and the advertising.

In 3 of the key fields of scarcity remains the mental health, all-purpose training, and complementary treatment, even though the entire speciality's needs have been

affected. The Well-being Administrator said in 2015 that 5,000 extra doctors jobs would remain within 2020; the present condition continues that statistics have dropped by 290 (a fall of 1%). Over around various reasons such as towards wherefore this plan have unsuccessful, health college totals, retaining of physicians, all together with those in final years and in preparing , with several physicians stopping as soon as possible

The Resolutions for the Nursing Scarcity of Brief and Lengthy Period. Each newspaper, report and discussion regarding the staff scarcity, reports that it is a separate kind of scarcity than in the lacking. Various supporting considerations continue with the similar, such as ladies getting more than options for a job. Main discriminators from the former dual scarcities remain the ageing of health workers, the widespread labour force deficiencies in other careers and encourage hard labour, and the worldwide environment of this scarcity. In adding, the basic differences in exactly how patient needs have been tended for in a controlled nursing setting is deepening the scarcity.

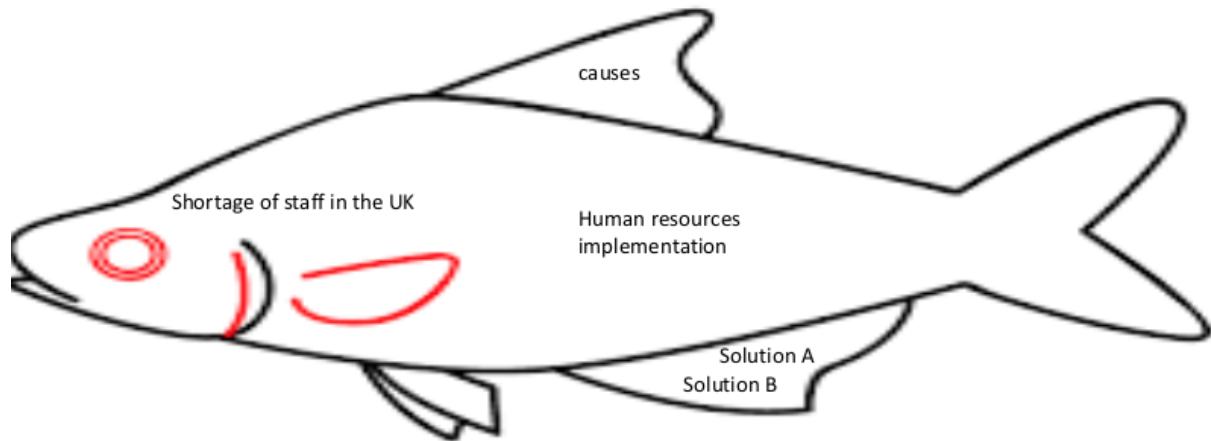
Though several findings have tried to identify proper Care workers grades, distribution and patient role necessity, minimum information is offered at the impact of health workers scarcity on excellence of treatment given in rigorous assistance. This to detect cases linked together with scarcity of workers as reported

Findings

Factors at individual, organizational and environmental levels were identified as influencing guideline implementation. Facilitators included learning about the guideline through group interaction, positive staff attitudes and beliefs, leadership support, champions, teamwork and collaboration, professional association support, and inter-organizational collaboration and networks. Barriers included negative staff attitudes and beliefs, limited integration of guideline recommendations into organizational structures and processes, time and resource constraints, and organizational and system level change. Similarities and differences in perceptions of these factors were found among staff, project leaders and administrators.

Discussion: analysing the impact of the problem on all the Stakeholders (service users, professionals and regulators etc.)

The use of medical products differs from so-called everyday products in that people need them, rather than have a special desire to use them, and because the use contexts often relate to care. For human-centered designers, it is essential to understand stakeholders as well as use contexts, and more research is needed about how products and services can facilitate improved healthcare experiences. In this article, an understanding of stakeholders and use contexts in the case of children's medical treatment is attempted through a phenomenological hermeneutics approach inspired by the views of Heidegger, Gadamer, and van Manen. We chose this approach because it encourages gaining an understanding of care as a phenomenon through an interpretative dialogue. Based on an analysis of interviews conducted with nurses and parents who have experienced medical treatment of children aged 0 to 3 years, we present five themes capturing the perspectives of the phenomenon of care in the case of children's medical treatment. Another outcome of this analysis is an appraisal of phenomenological hermeneutics as a human-centered design approach and its utilization for the design of medical products. We argue that its strength lies in the dedication toward lived experience, responding to a human-centered view that acknowledges human agency, competence, and participation



The Fishbone Analysis

The fishbone analysis is a device for evaluating the corporate method and the problem's efficiency. It is also known as "Ishikawa Diagram" since this remained developed as well contained through Mr. Kaoru Ishikawa, a Japanese excellence management mathematician. Then it is described as a fishbone since it has a mechanical physique.

The fishbone drawing as well as chemical analysis usually assesses the reasons as well as substitute-causes affects any specific question as well as helps towards discovering every indication of some industry crisis (American Society for Quality, 2005). Aimed at that specific thinking that is as well characterized such as "Trigger-Impact assessment". In a normal fishbone drawing the key question which is obligatory in a way to be solved is placed on top of the skull and the triggers are placed, same as the jaw bones together along with the minor skeletons are produced at the same time as the similarities of the substitute-triggers.

Towards the end of the drawing it is a thorough assessment of the reasons of the major difficulties and as well shows the origin affects such as so (Balanced Scorecard Institute, 2007). Here are traditional types of 6 fishbone drawings which remain classified because of the key effects of some difficulties of corporate development. Persons remain individuals, gear, raw material, natural environment,

managing along with the procedure. The examination of these six variable stars shows the details of a trouble regardless of the kind or seriousness (Ishikawa, 1986).

Decision Making

This work analyses the decision making in a way that individuals change selections between necessary substitutes, discarded after the decrees of mind, finances, and arithmetic, shelters the concept of riskless selections, the request of the concept of riskless selections to safety finances, the concept of dangerous selections, transitivity of selections, and the concept of sporting and numerical choice purposes.

Factors affecting the decision making



Individuals come into conclusions about several problems. They make it to democratic decisions; individual choices, with preferences, enthusiastic choices, and job choices; and financial options, which can as well involve a few of the more types of decisions and judgments. Very frequently, the procedure is limited to the judgment

being done. Several options are straightforward, though others are complicated and involve a multi-stages method to make up the choices.

Factors that Influence Decision Making

Here are some crucial considerations that affect coming up with a decision. Important considerations consist of previous events, a range of intellectual prejudices, an increase of dedication and fallen results, personal conflicts, with mature and socioeconomic importance, and a faith in individual importance. These ideas affect the ruling process and the judgments that have been made.

Previous events may be able to affect potential judgment creating. Juliusson, Karlsson, and Garling (2005) suggested previous rulings affect the choices individuals put together in the time to come. It continues to think that while rather optimistic outcomes after a ruling, individuals are more than expected to take in a comparable approach, because of a comparable position.

In adding to previous practices, here are some intellectual prejudices that affect verdict creating. Intellectual prejudices remain idea designs centred on explanations and generalities that can take the lead to recall mistakes, incorrect decisions, and defective reasoning

Decision Making Processes

In the decision-making process I referred to the identified problem and found out that in most cases the scarcity of staff can be: sickness, lack of job satisfaction, low pay, maternity and undisclosed family issues.

Working in collaboration with Human Resources in advertising jobs and vacancies on a weekly or monthly basis to fill the shortages affecting the provision of effective and productive care for service users.

If there are enough staff on ground, to always provide adequate care for patients, staff will less stress and they will not go off sick.

A short beginning to the procedure of trace methods is observed by a report of outcomes stated in the procedure following findings of judgment doing.

It appears that most of the difficulties are resolved without a full pursuit of evidence, which reveals that several of the numerical types of ruling are insufficient. While the number of phases of a decision point is continuous, a growth in the number of options, also following reduction in the amount of sizes, advances to a larger number of examined traits. Oral procedures demonstrated that ruling regulations be appropriate to the various parties have been applied by choice architects while producing a preference.

Ingredients of good decision making

Consideration, intrinsic judgment put together adds totally to structural implementation. Its use is facilitated by one's categorized location, group volume such as the matter on ground.

Even as narrative indicates trusting on ones-statements to assess achievement, this method, may be able

seeming like a restriction of this article. Though insiders remain very informed just about their establishments, their data could lack demand. It is therefore that upcoming study uses other point achievement rates.

SWOT Analysis

Piercy, N. and Giles, W. (1989), identified the analysis of Strengths and Weaknesses, Opportunities and Threats is probably the most common and widely

recognised tool for conducting a strategic marketing audit. The authors suggest SWOT analysis has suffered from familiarity breeding contempt and that the technique is normally used very badly and to little effect. The article draws on experience of marketing planning process management in a variety of companies to propose a five-point approach to make SWOT analysis work effectively

I will be using SWOT Analysis to analyse my strengths, weaknesses, opportunities, and threats.

Strengths:

- Able to identify that there is a problem
- Liaising with Human Resources
- External recruitment

Weaknesses:

- Fear of going for interviews
- Not being selected for jobs

Opportunities

- To find permanent employment

Threats

- How to cope financially, as I am used to getting paid weekly, instead of monthly which is what the pay structure will be in permanent employment.

PMI Decision Tool

The intent of this is to examine the impact of PMI (Plus-Minus-Interesting) approach of imaginative idea of Basic faculty scholars'-test drive forward-drive power class pseudo experimental quasi applied for the current analysis. To compare the groupings prior to doing the trial, double test drive- test one for intellect and another for SES lasting practical.

Alternative Solution

Solution One

In training, Health givers must be able to react towards the requirement needed to 'take on top of the greatest mix', using a few of a variety of practises. Wherefore makes the similar encounter of defining talent blend to create various methodologies. Single thought remains and there is a good agreement of difference within whatever is suggested by means of 'talent mix' or 'workers mix'. The talent mix describes the combination of counterparts in the institution; the combination of staff in a setting; the mixture of services obtainable on an exact period; before otherwise, the condition might refer to the mixtures of actions that include apiece share, somewhat than the mixture of various occupation names.

The word is applied solely in a wellbeing facility environment, as some establishments and companies continue as possible on the way to make sure that they consume the greatest price-efficient blend of responsibilities along with the team to gather their plans.

Solution Two

Undertaking and creating a changing pattern remains the best result in the well-being scheme to deal with the severe scarcity of efficiently skilled employees in improving nations. This will resolve in the short term and will improve and resolve the huge issue of creating excellence and brilliant well being essential to the public.

Conclusion

In conclusion, I have identified and addressed the issue of shortage of staff in health care, defined the shortage by using Fishbone analysis. The important aspect stakeholders, Decision Making process using different legislations, alternative solution and using SWOT analysis and Recommendation.

References

Beckmann, U., Baldwin, I., Durie, M., Morrison, A. and Shaw, L., 1998. Problems associated with nursing staff shortage: an analysis of the first 3600 incident reports submitted to the Australian Incident Monitoring Study (AIMS-ICU). *Anaesthesia and Intensive Care*, 26(4), pp.396-400.

Bose, T.K., 2012. Application of fishbone analysis for evaluating supply chain and business process-a case study on the St James Hospital. *International Journal of Managing Value and Supply Chains (IJMVSC)*, 3(2), pp.17-24.

Dietrich, C., 2010. Decision making: Factors that influence decision making, heuristics used, and decision outcomes. *Inquiries Journal*, 2(02). personnel shortage. *International Journal of Health Sciences and Pharmacy (IJHSP)*, 1(2), pp.36-51.

Edwards, W., 1954. The theory of decision making. *Psychological bulletin*, 51(4), p.380.

Matzler, K., Uzelac, B. and Bauer, F., 2014. Intuition: the missing ingredient for good managerial decision-making. *Journal of Business Strategy*.

Nevidjon, B. and Erickson, J.I., 2001. The nursing shortage: Solutions for the short and long te Høiseth, M. and Keitsch, M., 2015. Using phenomenological hermeneutics to gain understanding of stakeholders in healthcare contexts. *rm. Online Journal of Issues in Nursing*, 6(1), p.4.

Phillips, J. and Simmonds, L., 2013. Using fishbone analysis to investigate problems. *Nursing Times*, 109 (15), pp. 19-120.

Piercy, N. and Giles, W., 1989. Making SWOT analysis work. *Marketing Intelligence & Planning*.

Ploeg, J., Davies, B., Edwards, N., Gifford, W. and Miller, P.E., 2007. Factors influencing best-practice guideline implementation: Lessons learned from administrators, nursing staff, and project leaders. *Worldviews on Evidence-Based Nursing*, 4(4), pp.210-219.

Rimmer, A., 2014. Shortage of doctors across Europe may be caused by migration to the UK.

Srdjevic, Z., Bajcetic, R. and Srdjevic, B., 2012. Identifying the criteria set for multicriteria decision making based on SWOT/PESTLE analysis: a case study of reconstructing a water intake structure. *Water resources management*, 26(12), pp.3379-3393.

World Health Organization, 2000. *Skill mix in the health workforce: determining skill mix in the health workforce: guidelines for managers and health professionals* (No. WHO/EIP/OSD/00.11). World Health Organization.

Zarea, K., Negarandeh, R., Dehghan-Nayeri, N. and Rezaei-Adaryani, M., 2009. Nursing staff shortages and job satisfaction in Iran: Issues and challenges. *Nursing & health sciences*, 11(3), pp.326-331

