



PROBLEM SOLVING AND DECISION MAKING IN A&E DEPARTMENT

[Document subtitle]



Student name- Oxana Moroza

Student number- 1817133

Lecture name- Yajesh Kumar

Module name- Problem solving and decision making

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Introduction.

The purpose of this report is to identify problems in the NHS, Accident and Emergency Department (A&E), to analyse and to find a solution. This will be done by different aspects of problem solving and decision-making techniques such as Swot and Pestle analyses. "The NHS was founded on 5th of July 1948, by the post-war Attlee government, the National Health Service was the first Western healthcare system to offer free and universal medical care at the point of delivery" (Gilbert, et al 2014). The NHS is a big health care organisation in the UK with different departments, who provide free services for all genders, ages, sex and religions. The NHS provide the carers that include the hospital service, ambulances, mental health, primary care services and accident and emergency department.

Problem faced by Accident and Emergency Department.

Like all organisations in UK the Accident and Emergency Department face different problems. The Accident and Emergency Department is a 24-hour service with full facilities of care. The emergency department is for patients who need emergency care with serious illness or condition. Therefore, there is an advice that patient need to think if their illness need an emergency appointment, before they attend the emergency department. Because of that to reduce the que and waiting time on emergency department and the care to be offered to someone who is seriously ill. One of the problems is a long ques and long waiting time for patients. "Longer waiting times and increased crowding in A&E department have been linked to worse outcome and experience for patience, and by far the highest profile metric in England is the four-hour target" (Blunt et al, 2015). By growing up the population the A&E department face a big problem with the ques and the witting time is four hours. Patient can spend four hours to wait until they will have a consultation or care in hospital. One of the considerable problems is not the patients that attend the emergency, but the possibility to release patient's safety and faster. The problem is of the beds that are occupied in hospitals that leads to long waiting time in Emergency department. Therefore, the emergency ambulances are handover and patient can wait ambulance long time. Because, lack of staff the

emergency department face problem with delaying ambulances. Therefore, in our days where the whole globe not only UK is confronting with a very big pandemic virus, emergency department are very busy. For my own experience that I face in this period, the waiting answer phone call is about one hour. The ambulance can come in ten, twelve hours. Because of lack of staff, beds, equipment, treatment in hospitals and appropriate care that needed to fight the virus leads to a big problem in NHS, emergency department. The hospitals are overloaded, the staff are not enough for all patients.

Swot analyses.

“The SWOT analysis is a tool developed for strategic analysis. It consists of confrontation between external developments and internal capabilities” (Wijngaarden, et al 2012).

Accident and emergency department in UK is a department with good workers like all the NHS. The accident and emergency department treat all patients that come to A&E. Some of the patients can go home with out of treatment, for them can be apply first aid if there is nothing serious, some will have first aid treatment and who are seriously ill can be treated in hospital. Everything depends on the situation and how grave is the patient illness, but everyone will have a consultation.

STRENGTHS

The biggest Strength that are in emergency department is that if the patient is seriously ill, it will be treated immediately. The queue and waiting time on this case does not work.

Other strength is that all the treatment that the patient will receive It will be free. Everyone will receive health care they need, and they do not need to pay nothing.

The A&E use one of the most technological health equipment which is very important for the treatment of patients and to save life.

Training staff are one of the strengths that A&E have. The doctors and nurses are full qualified. The knowledge's that they have help to save lives every day.

A&E departments have staff with different background. And staff that can translate the conversation between doctor and patient if patient do not understand English.

Higher informational system, patient up to date information. The modern technology allows A&E staff to have access to all patient medical history.

WEAKNESSES.

Long waiting ques. At the A&E department the ques are long, and patient can wait about four hours.

Lack of staff is one of the weakness in emergency department. There all the time were not enough staff that can lead to a better result.

Equipment are no longer functional. The emergency department have equipment that are no longer functional, and it need to be replaced by new ones.

Long hour shift and poor pay staff. Staff are paid poor and doing long hours of work. Therefore, this is a big problem in emergency department.

Poor communication. Poor communication breaks the permanency of care and then this leads to ineffectiveness of treatment.

OPPORTUNITIES

One of the opportunities in emergency department is the new technology. The new technology will improve the staff work and patient safety.

Training staff with good knowledge and good attitude to work is a key to success. The A&E need more training staff that know their job and can face with ill patients.

Support from the Government. The A&E department need more support from the Government, as the important thing in this field is the support that emergency department will receive.

THREATS.

In our days the biggest threat is the Corona virus. The NHS and Emergency department work very hard to combat the virus.

More patients are the other threat for A&E now because of Corona virus. The number of patients grow up very quickly and the emergency department workers are busy and scared.

Pestle analysis.

“Pestle is a strategic planning tool used to evaluate the impact of political, economic, social, technological, environmental and legal factors might have on a project” (Rastogi et al 2016). In accident and emergency department the pestle analyses have a big role, to understand and to find the factors that impact the organisation. Pestle analyses have six steps of factors: political, economic, social, technological, legal and environmental.

Political factor that faced by emergency department is the Brexit. The decision of United Kingdom to leave the Europe it set to have a big influence on civilisation and that can be the public health organisations such as emergency department in NHS. For example, there are more workers from Europe, if they will leave the UK the NHS emergency department will face like of staff.

Economic factor now in our days is the Corona virus. No one knows yet what impact will have this outbreak in the future. Now the emergency department of NHS confronting with lack of staff and workers crisis. This make the emergency department to face difficulty to provide high care to the patients that need it.

Social factors are the aging population, the health care have a high improving in the past years and the average of population ages increased. The emergency department is busy to carry about older people, they are more vulnerable with different health condition that need a carer all the time when they call or walk in at the A&E.

Technological factors are the new technology in emergency department. New technology that are now in emergency department, allow patients to receive appropriate and better care more effective and quickly. For example, patient who need an emergency care which is not so grave can have a consultation online or by phone.

Legal factor is the factor that patient can be taken to the court to seek recompense if are unsatisfied with the care that received. The emergency

department all the time have complains about their service and long hour waiting time. Therefore, the NHS must embark an expensive lawful protection and pay out many dispensations.

Ecological factor, the biggest ecological factor in UK is pollution. In the last decade the pollution is very high. Accident and emergency department use ambulances with Diesel and Petrol, that affect the ecology.

Stake holder's communication.

"The UK health sector comprises a federated structure where many different organisation (general practice, hospitals, out-patient departments, clinics, laboratories, surgeries, specialist units) all use information technologies for clinical and non-clinical purposes" (Pouloudi et al 2016). National Health Service in UK in collaboration with all health care sectors in UK and Government, therefore they implement new strategies for emergency department. For helping them with the big number of patients and to reduce the number of patients that attend the A&E. Public health in UK make more walk in centres where patient can walk in to be consulted by a doctor, GP's have now emergency appointment's for patients, to reduce the number of patients in emergency department. Online consultation that patient can receive directly from home.

Recommendation of solution.

"As in all healthcare environment clinical incident in A&E is an important tool for detecting safety issues which can result in identifying solutions, learning from error and enhancing patient safety" (Tighe et al 2006).

In this fast-moving word and quick growing population, the best solution is to keep safe everyone. However, the emergency department must work hard on different aspects of the job that they do. Staff from emergency department need more trainings, practice and support. First of all staff need to have a good communication skill and problem-solving skills that can help in everyday work that they do. Therefore, the Accident and emergency department with good technology and untrained staff who do not know how to use the technology, it is a big problem for A&E. More trainings for staff will increase the confidence and ability to save lives.

To reduce the waiting hours on emergency department by employing more staff and by create more emergency department in different arias.

Replacing old equipment with new ones will increase the patient safety and will make easier staff work.

Providing a good salary and normal hours of work the emergency department staff will work with empathy.

Problem faced now by the NHS accident and emergency department, combating the Corona virus. There was a good decision from Government to retired doctors and nurses to return to work. That will help in battle the virus.

NHS in collaboration of emergency departments (A&E) in combating the Corona virus, they employed more workers, paramedics, nurses, doctors. Allow more ambulances and more places that patients can be treated (NHS Trust).

Workers that are from outside United Kingdom should not to be affected by Brexit. Government need to make sure that the NHS and emergency departments in UK have enough workers and can provide a better service.

Solution, that can save NHS and emergency department from pays out compensation to the patients that make complains, is that the NHS and emergency department need to learn from mistakes that they make before.

Ambulances that are used by emergency department need to be replaced wit electric ambulances, this will help on ecological pollution.

Conclusion

In conclusion in this report show that the emergency department from NHS face different problems in different fields. The biggest problem that are now in UK and whole globe is Coronavirus. After this disease the NHS and emergency departments from UK probably will find an easy way to combat all the problems. However, emergency department need more improving, more qualifying staff and new technologies that help in everyday saving life.

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PowerPoint presentation.

The screenshot shows a Microsoft PowerPoint application window. The title bar indicates the file is 'PROBLEM SOLVING AND DECISION MAKING - Saved to this PC'. The ribbon at the top includes 'File', 'Home', 'Insert', 'Design', 'Transitions', 'Animations', 'Slide Show', 'Review', 'View', and 'Help'. On the right side of the ribbon, there are 'Share' and 'Comments' buttons. The main slide area displays the title 'PROBLEM SOLVING AND DECISION MAKING' in a large, black, sans-serif font. Below the title, there is a bulleted list of information: 'STUDENT NAME- OXANA MOROZAN', 'STUDENT NUMBER- 1817133', 'LECTURE NAME- YAJESH KUMAR', and 'MODULE CODE- BMSW4004_LON'. To the right of the text is a large graphic of a blue silhouette of a human head in profile, facing right, with two white gears inside. The entire graphic is enclosed within a large, light blue circle with a splatter effect. On the left side of the window, a vertical pane shows a preview of the first seven slides. The first slide is the title slide, and the subsequent slides have various titles like 'INTRODUCTION', 'PROBLEM SOLVED BY ABE', 'PROBLEM FACED BY ABE', 'THAT ANALYZES ABE STRENGTHS RE ABE', 'THAT ANALYZES ABE WEAKNESSES, OPPORTUNITIES, RISKS', and 'PEOPLE ANALYZES ABE'. At the bottom of the main slide area, there is a text box that says 'Click to add notes'. The Windows taskbar is visible at the very bottom, showing the search bar, task view button, and several open application icons (Edge, File Explorer, Chrome, Word, PowerPoint). The system clock in the bottom right corner shows the time as 22:15 on 22/04/2020.

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1 PROBLEM SOLVING AND DECISION MAKING

2 INTRODUCTION

3 Problem Solved by ABE

4 PROBLEM FACED BY ABE

5 THAT ANALYZES ABE STRENGTHS RE ABE

6 THAT ANALYZES ABE WEAKNESSES, OPPORTUNITIES, RISKS

7 PEOPLE ANALYZES ABE

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1 PROBLEM SOLVING AND DECISION MAKING

2 INTRODUCTION

3 Problem faced by AGE

4 PROBLEM FACED BY AGE

5 SWOT ANALYSIS AGE STRENGTHS IN AGE

6 SWOT ANALYSIS AGE WEAKNESSES OPPORTUNITIES THREATS

7 PROFILE ANALYSIS AGE

INTRODUCTION

- NHS WAS FOUNDED ON 5TH OF JULY 1948
- NHS IS A BIG ORGANISATION WITH DIFFERENT DEPARTMENTS
- NHS PROVIDE HOSPITAL SERVICES
- MENTAL HEALTH
- ACCIDENT AND EMERGENCY SERVICES

"The NHS was founded on 5th of July 1948, by the post-war Attlee government, the National Health Service was the first Western healthcare system to offer free and universal medical care at the point of delivery" (Gilbert, et al 2014). The NHS is a big health care organisation in the UK with different departments, who provide free services for all genders, ages, sex and religions. The NHS provide the carers that include the hospital service, ambulances, mental health, primary care services and accident and emergency department. Like all organisations in UK the Accident and Emergency Department face different problems. The Accident and Emergency Department is a 24-hour service with full facilities of care. The emergency department is for patients who need emergency care with serious illness or condition. Therefore, there is an advice that patient need to think if their illness need an emergency appointment, before they attend the emergency department.

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Problem faced by A&E

- LONG QUES
- LONG HOURS OF WAITING TIME
- OVERLOADED HOSPITALS
- HANDOVER AMBULANCES

One of the problems is a long ques and long waiting time for patients. "Longer waiting times and increased crowding in A&E department have been linked to worse outcome and experience for patients, and by far the highest profile metric in England is the four-hour target" (Blunt et al, 2015). By growing up the population the A&E department face a big problem with the ques and the waiting time is four hours. Patient can spend four hours to wait until they will have a consultation or care in hospital. One of the considerable problems is not the patients that attend the emergency, but the possibility to release patient's safety and faster. The problem is of the beds that are occupied in hospitals that leads to long waiting time in Emergency department. Therefore, the emergency ambulances are handover and patient can wait ambulance long time. The hospitals are overloaded, the staff are not enough for all patients.

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2 INTRODUCTION

3 PROBLEM SOLVED BY A&E

4 PROBLEM FACED BY A&E

5 SWOT ANALYSIS AND STRENGTHS IN A&E

6 SWOT ANALYSIS AND WEAKNESSES, OPPORTUNITIES, THREATS

7 PEOPLE INVOLVED IN A&E

PROBLEM FACED BY A&E

- LACK OF STAFF
- LACK OF EQUIPMENT
- LACK OF BEDS
- MORE PATIENTS

Because, lack of staff the emergency department face problem with delaying ambulances. Therefore, in our days where the whole globe not only UK is confronting with a very big pandemic virus, emergency department are very busy. Because lack of equipment and PPE that emergency department staff need for work, in emergency department is a big problem. For my own experience that I face in this period, the waiting answer phone call is about one hour. The ambulance can come in ten, twelve hours. Because of lack of staff, beds, equipment, treatment in hospitals and appropriate care that needed to fight the virus leads to a big problem in NHS, emergency department. The hospitals are overloaded, the staff are not enough for all patients. By growing up the population in last decade the NHS ana emergency department have many patients than were years ago.

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SWOT ANALYSES A&E. STRENGTHS IN A&E

- IMEDIAT AND FREE TREATMENT FOR PATIENTS
- TECHNOLOGICAL HEALTH EQUIPMENT
- TRANING STAFF
- HIGH INFORMATIONAL SISTEM AND MODERN TECHNOLOGY

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Accident and emergency department in UK is a department with good workers like all the NHS. The accident and emergency department treat all patients that come to A&E. Some of the patients can go home with out of treatment, for them can be apply firs id if there is nothing serious, some will have first id treatment and who are seriously ill can be treated in hospital. Everything depends on the situation and how grave is the patient illness, but everyone will have a consultation.

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The A&E use one of the most technological health equipment which is very important for the treatment of patients and to save life. Training staff are one of the strengths that A&E have. The doctors and nurses are full qualified. The knowledge's that they have help to save lives every day.

A&E departments have staff with different background. And staff that can translate the conversation between doctor and patient if patient do not understand English.

Higher informational system, patient ap to date information. The modern technology allows A&E staff to have access to all patient medical history.

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Problem faced by A&E

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PROBLEMS FACED BY A&E

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SWOT ANALYSES A&E STRENGTHS IN A&E

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SWOT ANALYSES A&E WEAKNESSES, OPPORTUNITIES, THREATS

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PESTLE ANALYSES A&E

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PESTLE ANALYSES A&E

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PESTLE ANALYSES A&E

SWOT ANALYSES A&E WEAKNESSES, OPPORTUNITIES, THREATS

- FOUR HOURS WAITING TIME
- LONG HOUR SHIFT AND POOR COMMUNICATION
- NEW TECHNOLOGY
- GOVERNMENT SUPPORT

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PESTLE ANALYSES A&E

PESTLE IS A STRATEGIC PLANING TOOL USED TO EVALUATE THE IMPACT OF POLITIC, ECONOMIC, SOCIAL, TECHNOLOGIC, ENVIROMENTAL AND LEGAL (Rastogi et al 2016)

BREXIT

EUROPEAN WORKERS

CORONA VIRUS

WORKERS KRISIS

In accident and emergency department the pestle analyses have a big role, to understand and to find the factors that impact the organisation. Pestle analyses have six steps of factors; political, economic, social, technological, legal and environmental.

Political factor that faced by emergency department is the Brexit. The decision of United Kingdom to leave the Europe it set to have a big influence on civilisation and that can be the public health organisations such as emergency department in NHS. For example, there are more workers from Europe, if they will leave the UK the NHS emergency department will face like of staff.

Economic factor now in our days is the Corona virus. No one knows yet what impact will have this outbreak in the future. Now the emergency department of NHS confronting with lack of staff and workers crisis. This make the emergency department to face difficulty to provide high care to the patients that need it.

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PESTLE ANALYSES

- AGING POPULATION
- OLD PEOPLE
- NEW TECHNOLOGY
- SEEK COURT RECOMPENSE
- HIGHER POLLUTION

Social factors are the aging population, the health care have a high improving in the past years and the average of population ages increased. The emergency department is busy to carry about older people, they are more vulnerable with different health condition that need a carer all the time when they call or walk in at the A&E.

Technological factors are the new technology in emergency department. New technology that are now in emergency department, allow patients to receive appropriate and better care more effective and quickly. For example, patient who need an emergency care which is not so grave can have a consultation online or by phone.

Legal factor is the factor that patient can be taken to the court to seek recompense if are unsatisfied with the care that received. The emergency department all the time have complains about their service and long hour waiting time. Therefore, the NHS must embark an expensive lawful protection and pay out many dispensations.

Ecological factor, the biggest ecological factor in UK is pollution. In the last decade the pollution is very high. Accident and emergency department use ambulances with Diesel and Petrol, that affect the ecology.

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STAKEHOLDERS COMMUNICATION

- NATIONAL HEALTH SERVICE IN COLLABORATION WITH ALL CARE SECTORS
- NEW STRATEGIES FOR EMERGENCY DEPARTMENT
- WALK IN CENTRE
- GP'S WITH EMERGENCY APOITMENTS
- ONLINE CONSULTATION

"The UK health sector comprises a federated structure where many different organisation (general practice, hospitals, out-patient departments, clinics, laboratories, surgeries, specialist units) all use information technologies for clinical and non-clinical purposes" (Pouloudi et al 2016). National Health Service in UK in collaboration with all health care sectors in UK and Government, therefore they implement new strategies for emergency department. For helping them with the big number of patients and to reduce the number of patients that attend the A&E. Public health in UK make more walk in centres where patient can walk in to be consulted by a doctor, GP's have now emergency appointment's for patients, to reduce the number of patients in emergency department. Online consultation that patient can receive directly from home.

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RECOMMENDATION OF SOLUTION

- KEEP SAFE EVERYONE
- MORE TRAININGS FOR STAFF
- GOOD SKILLS THAT STAFF NEED TO HAVE
- REDUCE THE WAITING HOURS IN A&E
- REPLACE THE OLD TECHNOLOGY WITH NEW

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"As in all healthcare environment clinical incident in A&E is an important tool for detecting safety issues which can result in identifying solutions, learning from error and enhancing patient safety" (Tighe et al 2006).

In this fast-moving word and quick growing population, the best solution is to keep safe everyone. However, the emergency department must work hard on different aspects of the job that they do. Staff from emergency department need more trainings, practice and support. Firs of all staff need to have a good communication skill and problem-solving skills that can help in everyday work that they do. Therefore, the Accident and emergency department with good technology and untrained staff who do not know how to use the technology, it is a big problem for A&E. More trainings for staff will increase the confidence and ability to save lives.

To reduce the waiting hours on emergency department by employing more staff and by create more emergency department in different arias.

Replacing old equipment with new ones will increase the patient safety and will make easier staff work.

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CONCLUSION

- In conclusion in this report show that the emergency department from NHS face different problems in different fields.
- The biggest problem that are now in UK and whole globe is Coronavirus.
- After this disease the NHS and emergency departments from UK probably will find an easy way to combat all the problems.
- However, emergency department need more improving, more qualifying staff and new technologies that help in everyday saving life.

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