



**Problem solving and Decision Making
BMSW4004**

**Module Leader
Adesewa Ajayi
Monika Mitrova ID:1921378**

Issues and Solution in Health Care

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Introduction

This research is recording to the **Health and Social Care**. More specifically to one main problem. I chose to focus to the issue called **Racing Cost** , also will be looking how to find solution to this specific problem which cover the health organisation all over the world not only at UK. At the middle of the report you will discover which are the stakeholders and why they are so important, which and why their impact to the problem I choose . Also you will face interesting research about the different analysis connect to the health . However, not for the final it will explained more about the different techniques to be more effective. For the big final I will present you a sort SWOT Analysis that I created for the topic that I chose to present to you.

Definition of problem

The first time have had been heard of problem and the meaning of problem is at the past 100 years , but continued in Germany 1960s and at the beginning of 1970s from psychologist called Gestalt. Problem is well- explained , as solution to a task which person is struggling to deal or control. In all languages the problem is always question to which have to be answered and solved at the end. (Norbert M. , 2012)

“Problem solving is the process of constructing and applying mental representations of problems to finding solutions to those problems that are encountered in nearly every context. view of the problems faced by Health Care”
(David H. Jonassen , 2012)

Over view of the problems faced by Health Care

Double customer service

Most of health care service providers are providing special attentions and care to private patients rather than the patients who are providing their health care payments through the help of insurance. This is one of the ethical issues that are faced by some health care organisations during treatment of needy people.

Lack of transparency

It is observed that health care are facing issues of lack of transparencies in assigning hospitals and selection process of drugs and medicines that are used by hospitals. This becomes a dangerous issue that are faced by common people or patients for treating their bad health condition. Patients who have health insurance policies are unable to get proper knowledge that what kinds of drugs should be provided by hospitals (De Schutter et al., 2020). This becomes the cause of paying amount from the pockets of patient parties by going outside pharmacy.

Increasing alternative medical treatment

The issue which is capable to confronting the health care system is the increasing numbers of alternative medical treatment in the market. In all over the world, the rise of alternative treatment becomes the threat to health care industries. Alternatives such as Ayurveda Clinics, Chiropractic Clinic and Neuropathy Clinics are welcoming patients for providing them treatment facilities (Joshi et al., 2017).

Defining one specific problem in the work place with scope

The huge challenge that is faced healthcare organisations is the rising cost of health care services. The rising cost of treatment reflecting different problems that is faced by patients in the present date. There are numbers of patients who are facing this issue due to lack of their insufficient amount. Basically, senior citizens and poor people are facing this issue widely. Both people are unable to provide proper payment for gaining best quality treatment from health care service providers. This becomes the causes of lives wastage for the reason of delaying in treatment facilities. This issue can be sought about by taking effective decision and strategies. It is not impossible to gain opportunities for reducing the risk factors of this issue. Besides this, the Government of every country should take initiatives for helping people who are facing this dangerous condition in the health care centres (Kolbe, 2019). This specific issue can be reduced and can able to gain scope for better development in the project of improving health care facilities. Different countries can gain best opportunities of better treatment facilities.

Impacts of the problems on all stakeholders of health care

Employers

How we all know and we looked deeply in classes the most important stakeholder are the employers, without this people nothing can be possible. That is why I looked deeply and I found that the employers who work for health and social care. From past two years employees are kept their wages at the time of passes of premium increases in workers. This affects the salary system in employees which is the reason of concern to every health care service providers. The changing environment in health care sectors are becoming critical to every employees in the work filed (Miah, 2018). On the other hand, employees or health professional are feeling confused with the changing environment in health care service facilities.

Patients

Patients are next stakeholders who are also known as service users. Patients are known as main stakeholders by whom health care organisations in all over the world can develop their organisations and gain reputation in the market .As you read at the begging the reason of righting this report is to explain more about the rising cost. However ,from my view and the view of others , the most effected from this issue is exactly the patients. On the other hand, the worst economic condition in all over the world becomes the reason of getting quality treatment with fewer amounts in the health care service centres. This affects the health care system and harms the stakeholder system.

Insurers

Insurers are the next stakeholders which has great impact for the health care facilities. Health care companies are well known for their ironic position in the health care service system. I would like to mention exactly this stakeholder more known as the laws and regulation. Here the big part is playing the governments without their help and support the health organisations can be in very low level.

Hospitals

Non profits health organisations are facing issues with operational consequences with reform laws and regulation at the toughest time of economic crisis. Most of investors are facing huge challenges for the reason of dropping global economy in the market.

Analysing the decision making process with relevant legislation

Providing sufficient information to patient

Providing sufficient information to patient is important for reducing the risk factors in health care service system. According to the legislation and decision making process, an effective decision can be taken if the health care service management can take initiation for providing clear information about the treatment and the service system (Miirio and Othman, 2018). This make patient more comfortable and gain trust on the entire system in the health care service centre.

Assessing information to patient

It is also important to help patient by assessing information for their needs. There are lots of patients who are unable to get proper information on health care system. Through this, system a patient can increase the knowledge on treatment and also reflect positive responses towards the treatment facilities. Assessing information for patients can help management for taking effective decision for developing treatment facilities. Besides this, healthy professionals can also take effective decision how they can reduce the risk factors and increase the chances of better health development. Apart from this, patients can gain trust on the entire medical facilities that are provided by the health care service providers.

Making advance care plan

After gaining the appreciations of patients, physical advisors can develop plans for providing best treatment facilities to patients. On the other hand, according to the legislation in health care service centres, patients are capable to get proper treatment with the help of medical supervision and treatment process.

Involving expert for providing effective treatment

For developing more in the health care system, after gaining appreciations of patients for treatment, the health care system will capable to take any effective decision against disease with the help of health experts or professionals. This is the main element of the legislation that is based on the developing health care services to all patients in the entire world.

Alternative solutions to the problems

During my education I had chance to meet many people from health sector . People facing challenges and issues of the health organisation every single day. One thing really touched my hearth I do not remember the name of the person who mention this, but make me very very sad. To work and give everything from your self and because of problem like the rising cost exactly this organisation is suffering for me the most . To work at treat people like the previous century is something what the governments can look and do something not only some talk about how everything it will change. Here is my solution. However, here is my solution from the research that I did the best is to have whats called insurance.

“Health insurance, also known as private medical insurance, is a policy that covers the cost of private healthcare. Depending on your level of cover, it can be used to pay for everything from private hospital stays to diagnostic procedures, surgery, physiotherapy and more.

You can take out health insurance for yourself, for you and a partner, for your child, or even for your whole family.”(Health Insurance, 2021)

Help from the family

My other solution to the problem is to involve the family . The one which want of course. Probably you will ask why I chose this for my first example, but here is and my answer. During my life opinion and be not only once or two times at hospital or I have been depressed of something in my life I allays been looking for my family for their support specifically. That is why I believe if have more families to be involved to even some of the treatment only can be positive for the patient . If the families are helping that mean some money can be safe for other needs. Not only at health and social care.

Expressive therapies

Different kinds of therapies can be the reason of reducing the risk factors and develop opportunities of alternative treatments for better health.

- Art therapy can be reflected as most effective alternative therapy by which a patient can develop health efficiently. Art therapy including the art of drawing, sculpting and painting. This can reconcile the release deep emotions, foster self-awareness and inner conflicts of human beings. Mental health can be developed through this specific therapy.
- Movement and dance therapy can be another alternative therapy by which a person can reduce the mental depression and also can develop help with regular exercise. Movement and dance therapy can develop opportunities for better health and reduce the chances of fallen sick.

- Sound and music therapy can also reduce the risk factors of getting mental sickness. It is reflected that hearing music can reduce the mental stress and refresh minds positively. As a result the issues that are increased by disturbed mental condition can be reduced effectively (mondiale de la Santé and World Health Organization, 2017).

These are some alternative techniques of treatment by which a person can develop health condition and reduce the risk factors of getting effected with health related issues.

Cultural based treatments

Cultural based treatment can be another effective alternative treatment system for reducing risk factors. Following are some treatment system with cultural and traditional method:

- Yoga and meditation is most effective alternative treatment system that is very famous in present era. It is reflected that with yoga and meditation system, people can face less health issues and also can develop health condition and lifestyles. This is most effective process with effective body postures, meditation, stretches, breathing exercise and many others.
- Ayurveda is most famous traditional method for treating sickness or health related issues in among people. This process defines the system of living. Besides this, Ayurveda also treats people how to live, develop lifestyles and release depression and tress.
- Native American traditional practices may another alternative process for helping sick people for curing their health condition. Cleansing rituals, chants, ceremonial dances can be included in the treatment system. This can reduce the impacts the dangerous situation that affecting the health of people and also increase the opportunities of better health development process.
- Cuentos can be another alternative treatment for reducing risk factors and develop opportunities for getting effective health. Through this, children who faced several mental health issues can recover efficiently and positively.

Technology based applications

In among alternative treatment system, technology based treatment system can be engaged effective position. There are lots of modern technologies are used by common people for reducing the dangerous impacts on human health. In the modern age, technology can provide most comfortable treatment for realising health related issues in among society in the entire world. Methods such as

- Telemedicine is able to connect doctors and patients through the help of computer and video technology. This is most modern technology which can be more effective as alternative treatment process. Consumers from rural areas can gain

advantages of this facility and can reduce the chances of getting sick with healthy related issues. Telemedicine can advice consumers on how they can reduce the chances of getting g risk.

- Electronic communication can be handled through the help of internet, electronic mail and bulletin boards. This technology is able to provide wide range of information by which it is possible to cure or providing effective treatment to people or patients. Through this system, online consumers can share or exchange experiences, information on the basis of medical treatment.
- Telephone counselling is another effective technology based treatment system by which consumer can gain knowledge on medical advices through telephones with counsellors. Active listening skills of counsellors are capable to develop opportunities for reaching patients and gain knowledge on their sick health condition. By understanding the needs of treatment, counsellors can suggest most effective treatment to all patients.
- Radio psychiatry is another technology based treatment that helps consumers by advising about the best treatment facilities. In this system, consumers can gain the opportunities of better treatment those are facing huge challenges for mental disturbance (Pomey et al., 2019).

Decision making techniques for evaluating most effective and appropriate option

There are several kinds of process by which health care services can take effective decision against the risk factors that can harm the entire health improvement system.

Marginal analysis:

Marginal analysis can be an effective decision making techniques by which health care service centres can prepare an effective condition for offering best treatment facilities to people. With the development of marginal analysis, health care service system can develop and margin the benefits against activities and costs.

Decision matrix:

Decision matrix can be reflected as most effective method for reflecting different options and choices for developing opportunity and reduce bad impacts. This provides the chances of better options and alternatives that are made by effective decision in the work filed of the health care sectors (Wiot et al., 2019).

Pareto analysis:

However, in many industrial applications, issues such as (a) the incorrect selection of the 'vital few' errors, (b) the interrelationship among errors and (c) the merging-up errors of different processes together need to be addressed. Otherwise, the chances are pretty high that the application of Pareto analysis will fail to correctly identify the 'vital few' errors, leading to an incorrect problem-solving approach. In this paper, the authors demonstrate the issues with the help of a real-life case study in a service scenario and suggest the appropriate remedial measures, for effectively separating out the 'vital few' causes from the 'trivial or useful many' causes to enhance the discriminating power of the Pareto graph.

Monitoring and reviewing techniques for ensuring successful implementation of different solutions

There different kinds of process can be developed for communicate stakeholders and implant changes for better solutions of on growing issues in health care sectors or industries.

- By developing effective communication with consumers with the help of modern technologies it is possible to understand their needs and requirements during treatment. For that reason, it is important to reach them with telecommunication system. In this present era, through the help of video calling facilities, consumers can easily contact with health experts and can gain information on treatment.
- By helping poor people and senior citizen through offering with free service can reduce the risk factors effectively. For that reason, health care service providers can get helps from the insurer and other health insurance services. Effective communication system can deal with this issue and also gain trust in among stakeholders. Health care service sectors can develop warm relationship with insurance companies and provide effective benefits to consumers through effective communication system (Yang et al., 2020).
- In the modern age, social media are playing very effective role. For that reason, health care service sectors can easily communicate with stakeholders with social media sites including facebook, Twitter and instagram. This also helps to build an effective relationship with consumers. Social media are able to reaching people and gain knowledge on their needs, issues and requirements. This helps management for preparing better plan for providing best beneficial activities or movements to all stakeholders.

Monitoring and reviewing techniques for ensuring successful implementation of different solutions

Some techniques can be most effective for monitoring changes or implanting solution with proper methods. Following are those techniques or methods:

- By review or feedback system, it is possible to understand the needs of common people for gaining quality treatment. Therefore, every health care service organisation should maintain this technique for farther development and measuring the success of implanted solutions.
- Asking people after getting treatment and gain their experiences can enhance the chances of more development. This also able to reflects the needs of patients who were taking treatment facilities just.
- Next process for reviewing the implanted solution is by facing people directly. Face to face conversation can gain opportunities of better development in health facilities in future time (Yang et al., 2020).
- Survey by Government can also able to measure the success of implanted solutions in the health care system. This helps to act ethically and maintaining all rules, legislations and regulation for better improvement system

SWOT Analysis

Rising cost of health care services

STRENGTHS		WEAKNESSES	
1. Insurance 2. Family 3. Expressive therapies	4 Cultural based treatments 5. Technology based applications	1. Loosing money 2. Make wrong decision 3. Job reducttios	
OPPORTUNITIES		THREATS	
1. New technology 2. New therapies		1. To fail to all above	

White this SWOT analysis I would like to put everything I learned so far, to see strait the point where the pluses and the minuses are.

Conclusion

To conclude all above , The entire discussion is based on the concept of different issues that are faced by Health care Sectors and the solutions by which it is possible to reduce the negative impacts. Treating people with effective method and ethical movement is important for gaining positive responses from entire development project. Health care Service providers can face issues and implant proper and alternative solutions for the future development system. Here at the very end I would like to give one recommendation to the audience. Let is focus to solve as many problems and issues that have I heath care. This people deed it for sure.

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