



Understanding and solving the problem of Staff Shortage in Proper Care

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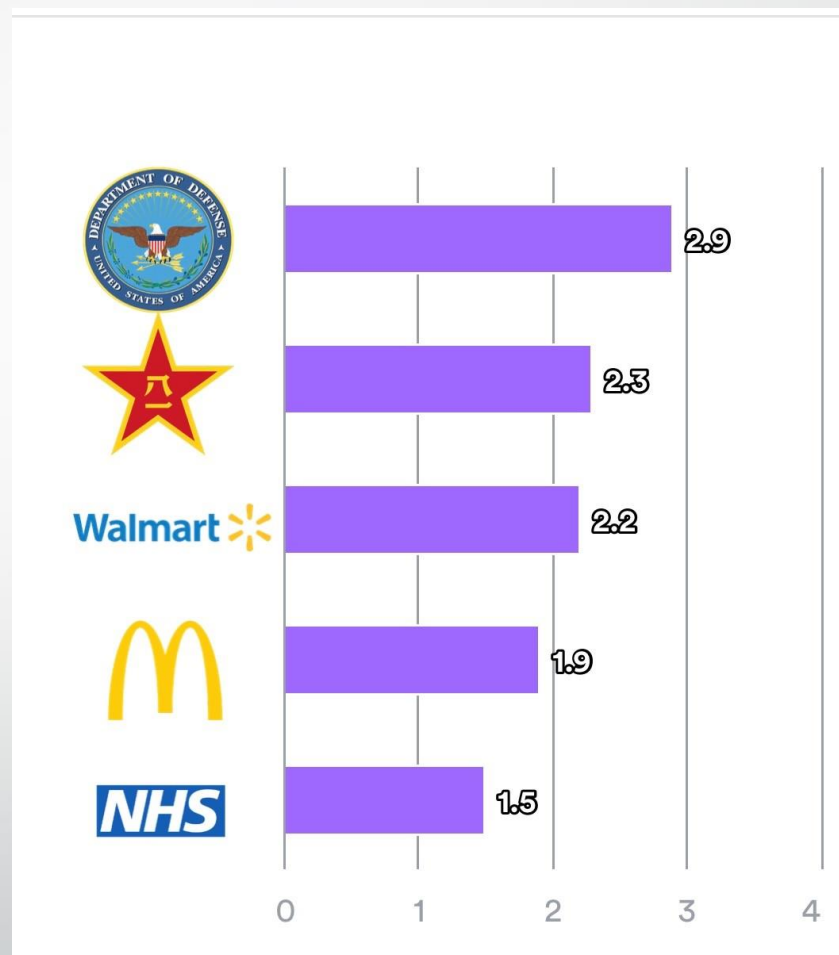
Module: Problem Solving and Decision Making

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Nature and impact of the of Staff Shortage on Proper Care

Despite the huge size of the workforce, many companies suffer from a huge shortage of staff.

A study by Billy Palmer, author of the Nuffield Trust, shows that McDonalds has more employees in the UK than NHS. Specifically, McDonalds has 1.9 million employees and NHS 1.5 million.



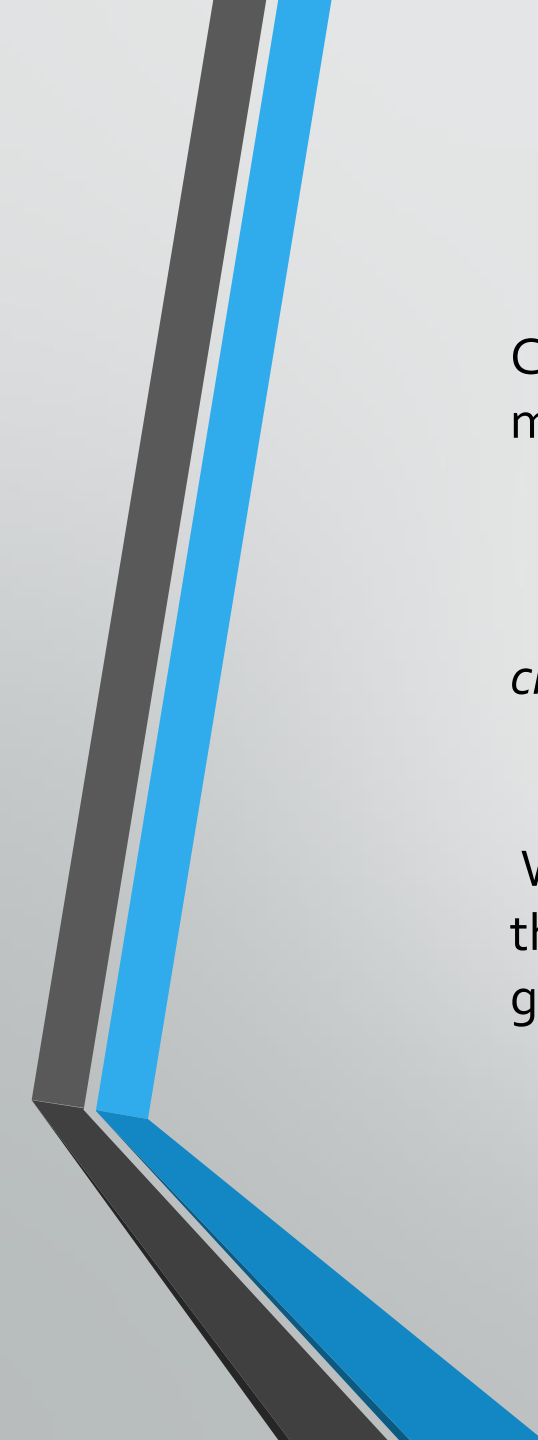
*Number of employees (millions)
by Nuffield Trust*

Taking a balance between the number of vacancies (76.5000) and the estimated deficit percentage of 6%, it can be seen that 1 out of approximately 16 positions is vacant by a medical staff.

These gaps being distributed in different percentages, depending on the area, the highest percentage being in London 8.5%.



*NHS Staff Shortage by region,
by Nuffield Trust*

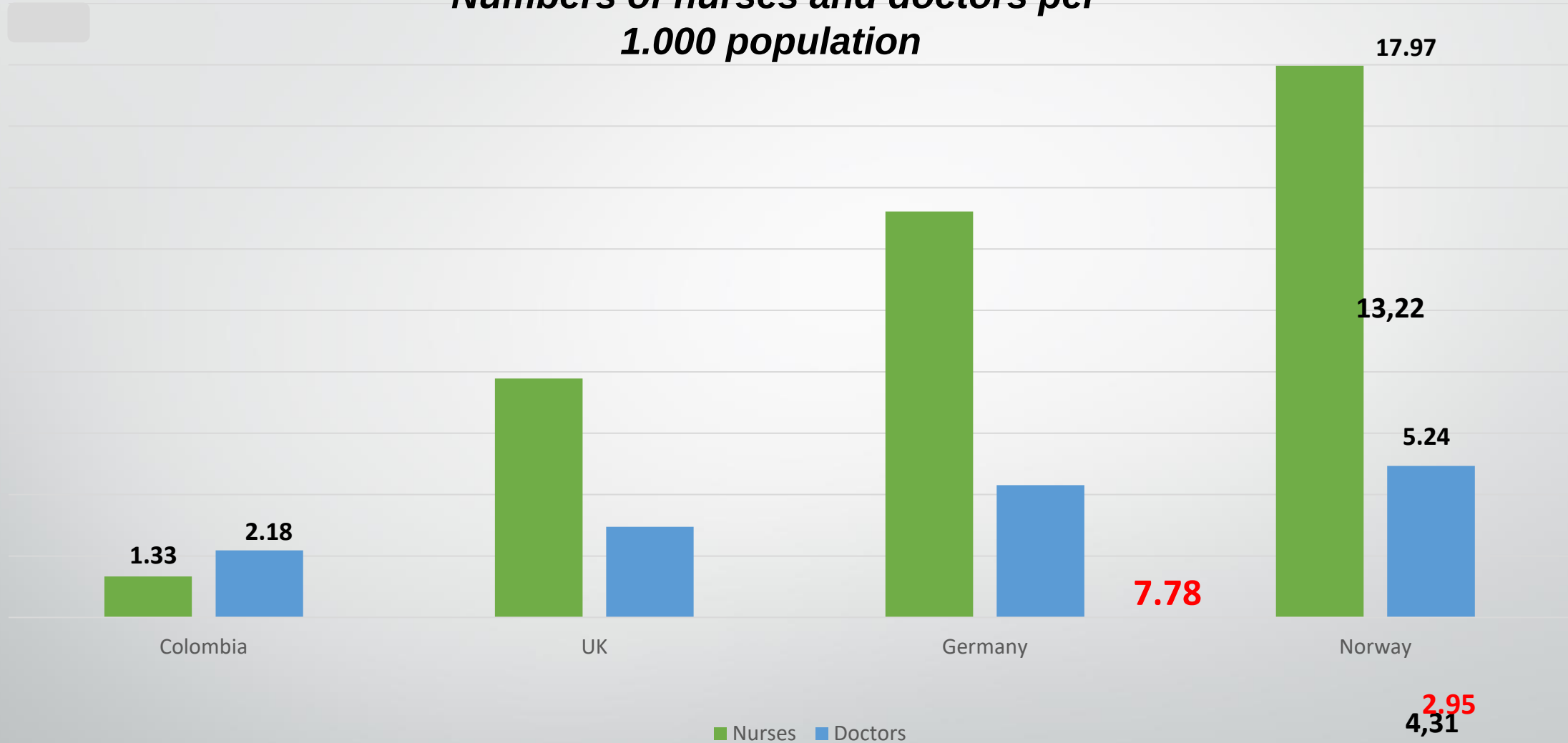


Compared to other countries, the NHS situation is somewhere in the middle class.

"the NHS performs as well as its supporters often claim or as badly as its critics often choose". (Dayan M, 2018)

What may be worrying is that the number of medical staff in relation to the number of patients is not even half, and the situation seems to be getting worse.

Numbers of nurses and doctors per 1.000 population

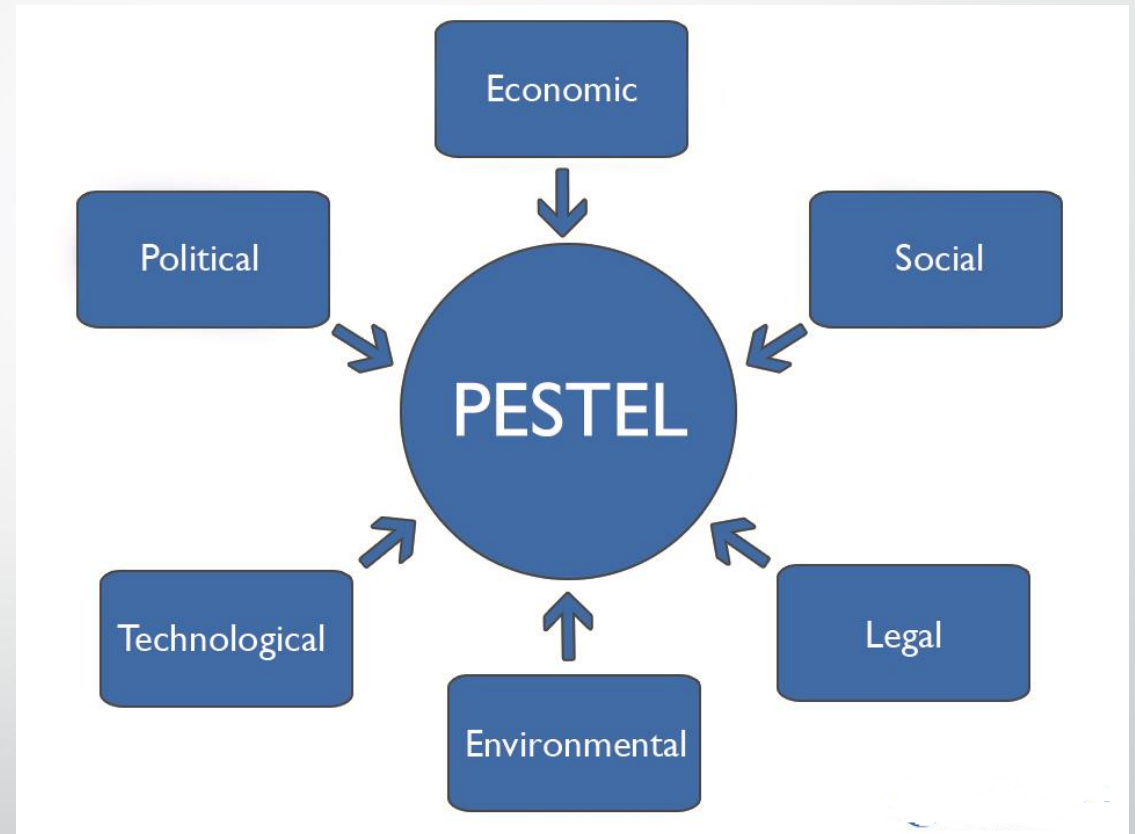


PESTEL Analysis of NHS shortage

To understand exactly the major factors that contribute to this event, a Pestel analysis is extremely important.

Therefore, the following factors will be analyzed:

- ✓ Political
- ✓ Economic
- ✓ Social
- ✓ Technological
- ✓ Legal
- ✓ Environmental



- **Impact of Political Factors:**

Brexit: The biggest political factor affecting this area of the NHS is undoubtedly Brexit.

It is well known that a large number of nurses in the UK come from other countries.

Because of the well-known Brexit, many of them were forced to return to their homeland if they failed to obtain presettled or settled status documents.



Government Regulations:

The government, 5 years ago, added a new rule for nurses of other nationalities. Thus, any specialist diploma is not recognized in the UK without being accompanied by the academic English language exam, namely the IELTS exam.

Because of this exam, as well as the requirement of a satisfactory grade, many nurses unspecified in another country have to re-profile themselves.

According to the article, the number of applications in the UK for the jobs of nurses decreased in 2018, by 4%, compared to 2016.

- **Impact of Economic Factors:**

As mentioned in the article, the NHS, due to the economic downturn, was forced to reduce the employees' salaries. Economic pressure is not the only culprit for this, as well as the lack of resources.

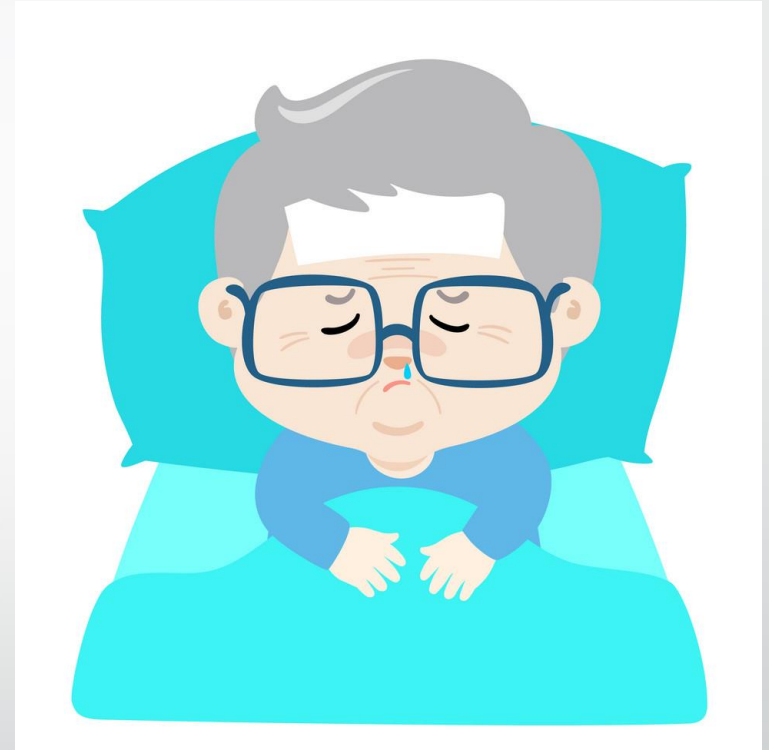
These consequences have resulted in the resignation of old employees, and their replacement with other new employees with less experience.



- **Impact of Social Factors:**

A special phenomenon is present in the UK, and this being the average age of the British population, being constantly growing, compared to other countries. An older age comes with an increase in the possibility of illness.

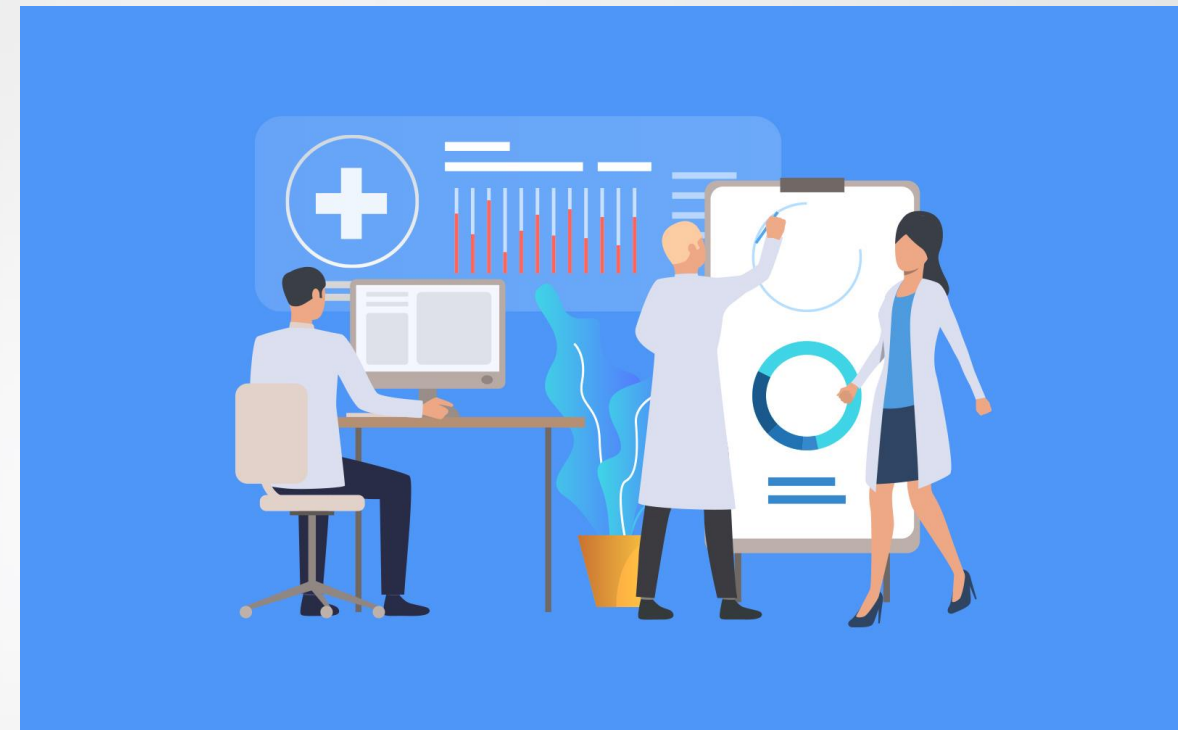
The fact that the population suffering from diabetes and cancer is constantly growing, puts even more pressure on the NHS.



- **Impact of Technological factors:**

The United Kingdom is one of the countries that benefits from a vast and advanced technology. Not only in a certain field, but what prevails is the medical field.

Thus, although it is known about the major lack of staff, the fact that the devices and everything related to technology are many and advanced, this can be a plus.



- **Impact of Legal Factors:**

A new issue in the NHS is the reporting of a problem, legally, by the patient, or perhaps a family member. A patient dissatisfied with the quality of services received may legally claim to be rewarded, which is costly for the NHS.

Why is it new? Because it is in a continuous crest.

However, with the development of technology services and educated staff, the number of patients who want to sue the medical staff may be reduced.



- **Impact of Environmental Factors:**

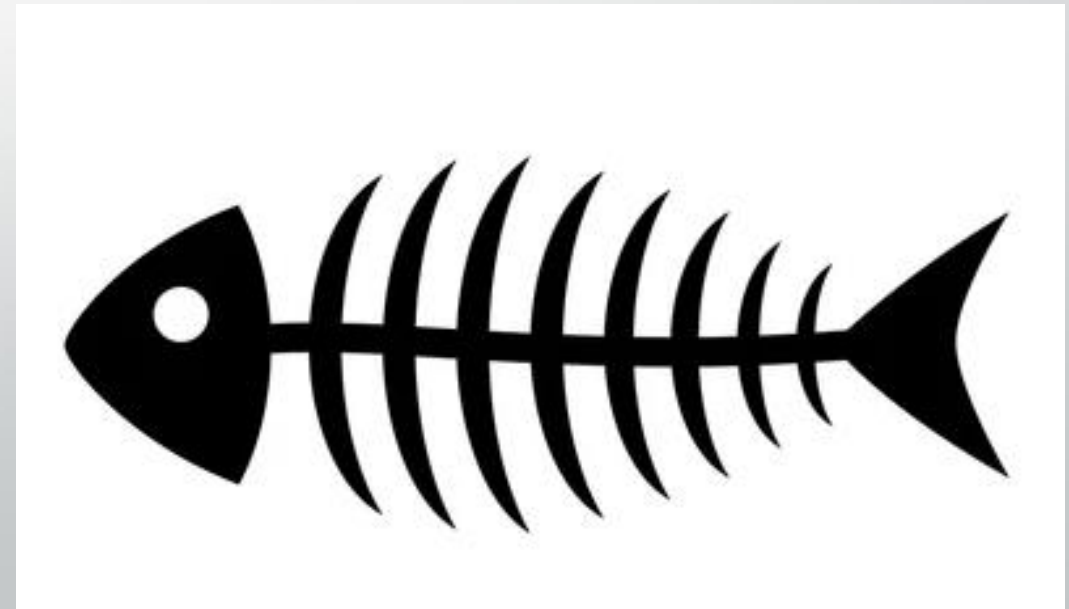
There is extremely high pressure on medical organizations because they contribute to the spread of toxic waste. Thus, many companies are forcing Nhs to be more cautious and to improve their waste management systems.

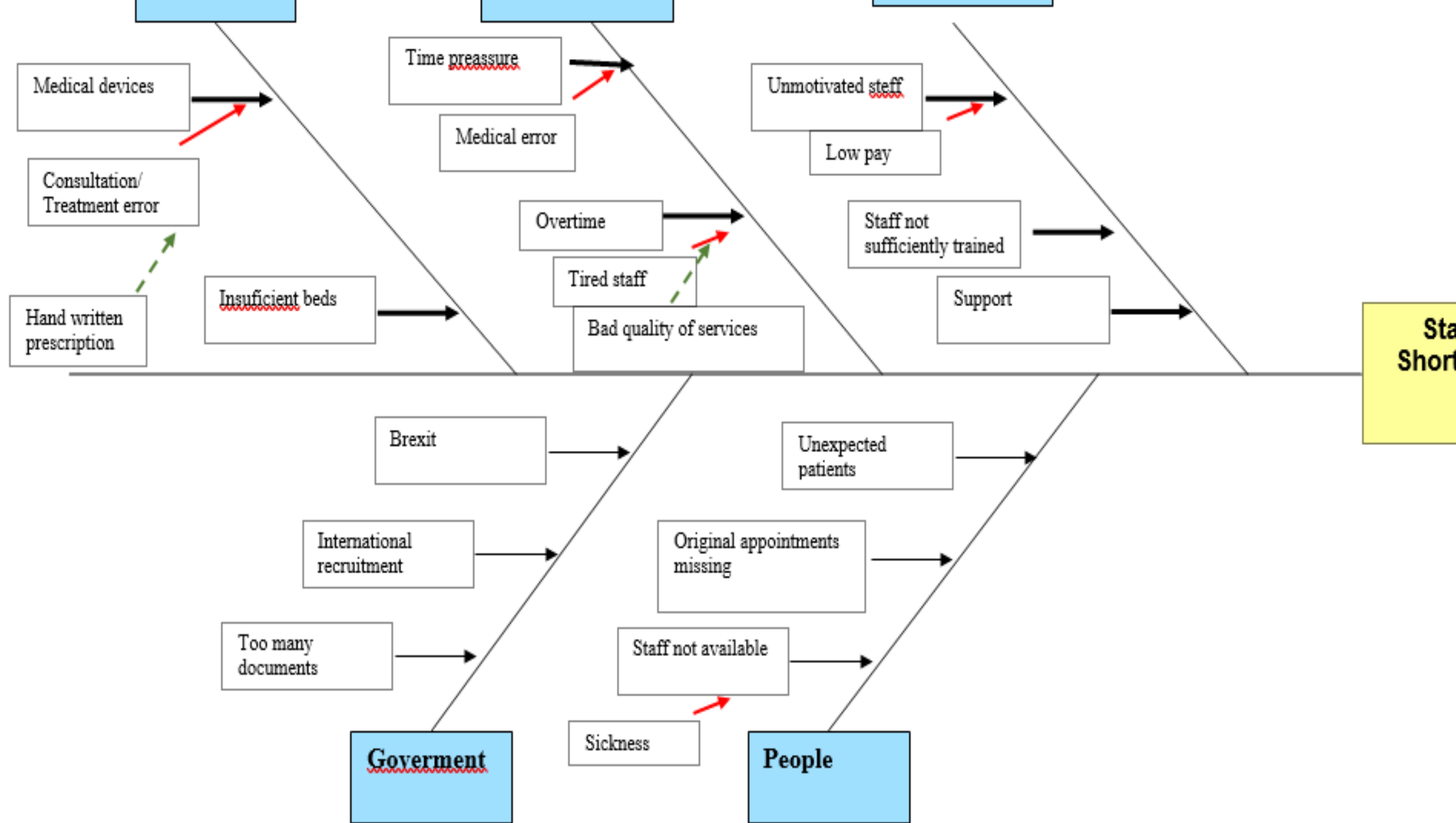
According to NHS, they have already taken some steps to ensure that there is minimal impact in disposing of medical waste.



Fish Bone Diagram:

To understand exactly the causes and effects of this situation “Staff shortage”, a clear vision is needed, so a Fish bone diagram is presented.





Alternative solutions :

- Provide support
 - Reduce workplace stress
- } **Good Environment**
-
- Provide feedback
 - Training for employees
- } **Investment in employees**
-
- Budget for new equipment
 - Generous salary
- } **Money investment**

Evaluation of solutions: Grid Analysis

	Cost	Time	Performance	Score
Good environment	1	2	1	4
Investment in employees	2	3	3	8
Money investment	3	1	2	6

The best solutions are presented and analyzed on a scale of 1 to 3, 3 being the most important.

By comparing the given solutions and calculating the final score, **investing in employees** can be considered the best solution, for the given problem.

Currently, the shortage of staff in the NHS is the most affected by **Brexit** and **the economic collapse**. These two causes being the main ones.

While financial problems can be solved by increasing funding, it is still quite difficult to solve the **workforce problem**, *“when clinical professionals leave, they are not easily or quickly replaced. As a result, we and other commentators argue that the workforce crisis is just as critical as the financial one, if not more so..”* (Edwards N, 2016)

However, it is expected that, by **integrating technology**, but also **hiring professional medical staff with a good training**, a bright future will be expected.

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