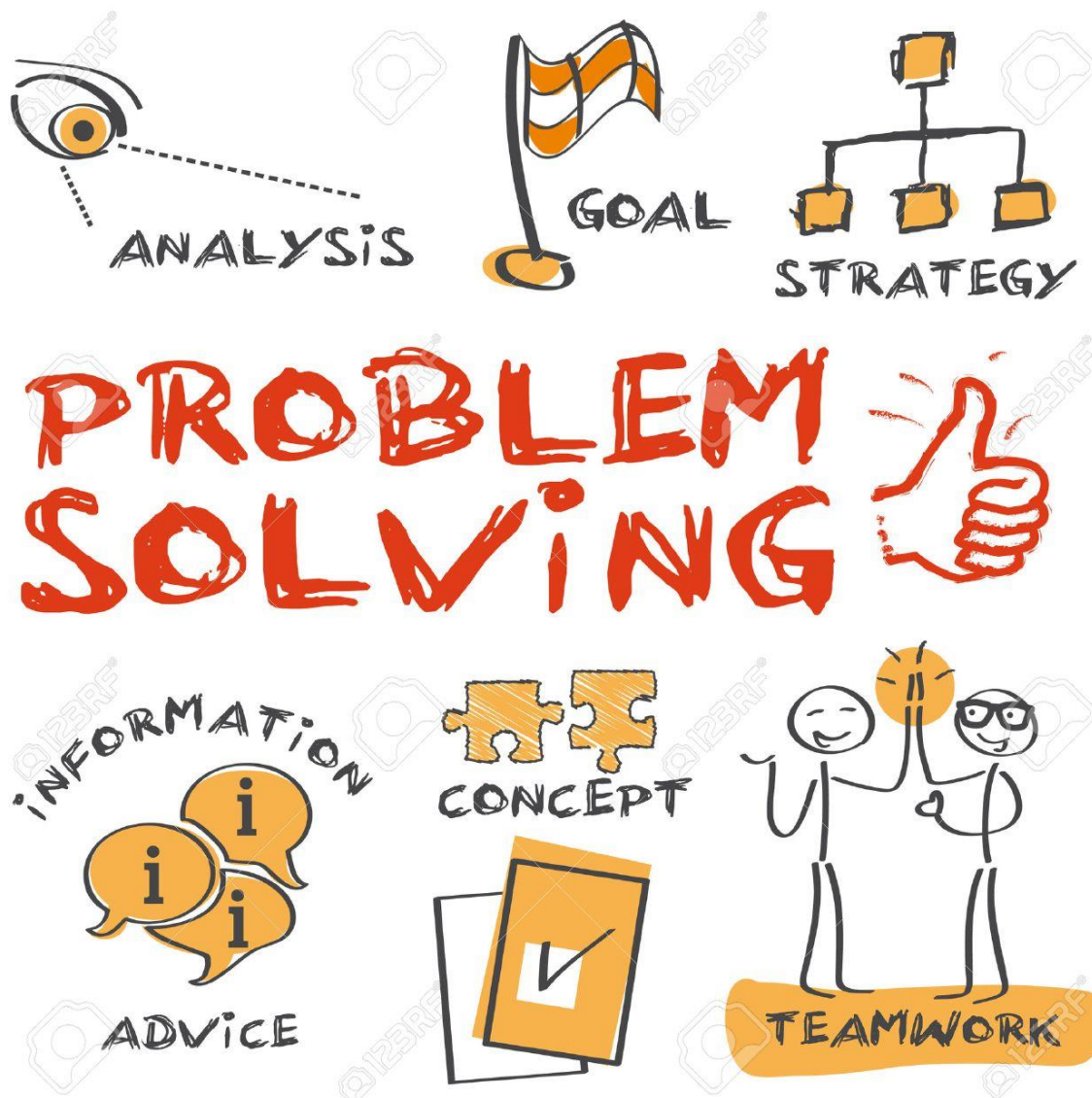


Problem Solving and Decision Making

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INTRODUCTION

COVID-19 is an illness which affect the lungs of the people, the symptoms of Covid - 19 are problems with breathing, loss of taste and smell, and temperature. Covid – 19 Was a nice delete for major problem in all the globe, impacting not only peoples health also economy and there is not much people can do about it.

Nature of the problem shows what is the problem and the impact in peoples lives how everyone is affected from health to socialise.

Cause and effect diagram is used to identify different causes of the problem like environment, Equipment, testing, people, education and guidance. SWOT analysis help identify internal factors strengths, weaknesses, and external factors opportunities and threats.

Grid analysis is used to help finding solutions and take decisions. Conclusion extract the important factors discussed in this report.

NATURE OF THE PROBLEM

The problem chosen is COVID-19, an illness that affects the lungs of people, breathing, smell, and taste. Germs can easily spread among people; it started in China, Wuhan, in 2019 and was declared a pandemic all over the world in 2020.

The quick pandemic has caused a lot of pain and loss, mortality rate being as high as in Spanish flu 1960 and even higher. The problem became serious when it was declared a pandemic, forcing businesses to close, isolating everyone in the house and leaving the streets empty.

Closure of the businesses left many people without jobs and the economy suffered, isolating everyone in the house causing mental health problems and higher bills.

Doctors have changed the way they are doing appointments, doing them online and being harder to get an appointment; operations have been delayed and cancelled because of the many cases of Covid 19. There was a lack of medical staff to deal with a high number of patients.

Arbour (2020)

IMPACT

The impact of COVID 19 indicating that could affect it everyone all around the globe, peoples help becoming very ill and dying, economy also was seriously affected because businesses were closed and people wasn't able to work impacting the economy seriously.

People affected the most were the ones who suffered with other illnesses, like people who suffer from diabetes, heart, cancer and old people because they are vulnerable and their immunity is low. For other peoples the virus was fatal causing death, their families were unable to bury them in a normal way because of the restrictions.

The restrictions and look down did have a major impact also in peoples lives, like weddings being cancelled, funerals or just with a few peoples, queue at the shops because only a small number of people was allowed in the shop. Products in the shop were less because of the panic buying, people were buying everything.

Businesses were closed for good and many people lost their jobs, education also was impacted, children and students were not able to go to school and all classes were delivered online. Not everyone knows how to use the Internet and this left many students behind.

Isolation, losing of people, losing of the job, all created more mental health problems among the peoples. Beckstein (2021)

CAUSE AND EFFECT DIAGRAM

Cause and effect diagram is used to identify different causes of the problem, like if there is a complex problem A cause and effect diagram helps categorise the factors. Different factors that can affect the Covid 19 situation are the environment, people, equipment, testing, guidance and education.

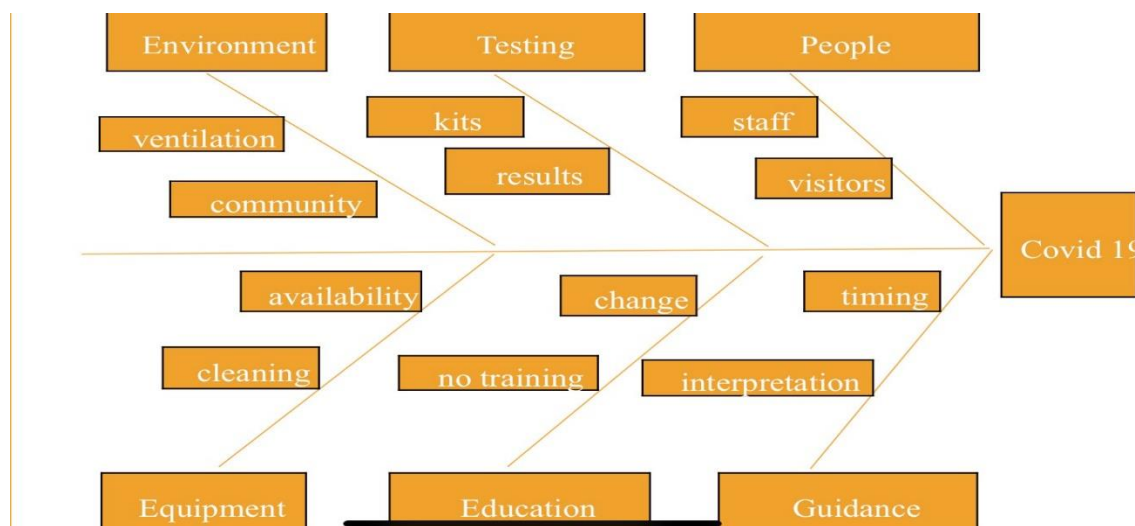
Environment identified the people from community which have the most important role, people are the ones who spread the virus being the reason for lockdown. Restrictions have been in place to wear face masks and keep two metres apart don't spread the virus and protect themselves. The shared facilities also have an important role in community, Bing the other reason the virus can spread, like doors, public toilets, products from shop, petrol station and cash point.

People like stuff from hospitals or supermarkets where the most at risk of catching and spreading the virus because they get in contact with many other peoples. Visitors also from shops supermarkets hospitals can easily spread the virus and can catch it from places they visit.

Equipment if it's not clean properly can be the first point of contact with people and spread the Covid 19, also availability all the equipment need it was a problem. Testing kits we're not available for everyone and the ones available was too expensive, The results were delayed because of the high number of testing.

Guidance about the need of ventilation in hospitals and timing of how long people can spend outside was causing mental health problems. Education was changed in the last two years because of Covid 19, lessons were delivered online, impacting and leaving many students behind.

Saja, Woźny, and Bednarova (2021)



SWOT ANALYSIS

SWOT analysis is used to identify internal and external factors that affect the businesses. like strength and weaknesses, internal factors, and opportunities and threats, external factors.

Strengths	Weaknesses	Opportunities	Threats
trained staff	infection control	Hospital construction	cross infection
Hospital capacity	psychological pressure	improved department	medical errors
strict rules	lack of staff	safety off patient	

Strengths, like trained staff, hospital capacity in strict rules have helped the population to cope with the COVID-19 pandemic situation, the staff was trained to deal with the virus and the high number of infection. hospital capacity to deal with the high number of patient was an act of heroes and the strict rules like keeping two metres apart, mask wear have helped to reduce the infection number.

Weakness the infection control, psychological pressure and lack of staff. The infection control was we're really poor because of restriction being released too quick or being applied too late and people who was not respecting the restrictions. Psychological pressure on peoples have caused mental health problems and lack of staff was a real problem because there was not enough staff to treat the patients.

Opportunities like hospital construction, improved apartments, safety of patients was helpful for population. Hospital construction have been helpful to treat more patients and make more space for everyone. The department from hospitals were improved with safety measures ensuring the safety of the patients and staff.

Threats where cross infection and medical errors, cross infection happened because of the people infected who not stayed at home and go out, infecting other peoples. medical errors was simple to be made because of the high number of patients, the medical staff was under pressure and make easy errors.

Sarsby (2016)

GRID ANALYSIS

Grit analysis helps find solutions and taking a decision, is formed off four parts: Problem identification, criteria definition, alternative generation and evaluation, implementation.

Problem identification, the problem needs to be identified to find solutions and take decisions. Like Covid 19 the symptoms of the patient needs to be identified to understand how it manifests and what action to take to treat the patients.

Criteria definition, the criteria needs to be defined like factors that influence the decision, treatment, restrictions, lockdown, mask wear, vaccines. All the factors help on reducing the infection number treat the patients from the COVID-19 virus and save their lives.

Alternative generation and evaluation is finding alternative solution to the decision, like what is the best way to treat the virus in lower the infection number. The vaccine is the best option on treating the virus and lower the number of infections. Also masks and restrictions are important, but the vaccine is the most efficient variant because it gives immunity to the body and it protects the people to don't get to eel if they catching the virus.

Implementation is the decision implemented when the decision has been made then the plan is to take action an implement the best decision. Vaccines Is the most important party and in the most efficient, also mask and restrictions if it's needed.

Maund, Schriek, and Tinkler (2017)

CONCLUSION

In conclusion the nature of the problem that is being spoken was Covid 19, which is an illness which affect the peoples lungs, the symptoms of Covid 19 are problem with breathing, loss of taste and smell, temperature, some people getting really ill and dying.

The impact of Covid 19 on people and businesses show how everyone was affected because of the restrictions and lockdown. Economy suffer because many businesses need to close down for good and many people lost their jobs. Isolation causing mental health problems among the peoples.

Cause and effect diagram showed how environment, people, equipment, testing, guidance and education affect the problem. Environment identify community peoples and the shared facilities, people like staff and visitors who spread the virus, equipment needs to be clean at misunderstood and causing mental health problems, education who suffered changes.

SWOT analysis help identify strengths, like trained staff, hospital capacity and strict rules, weaknesses like infection control, psychological pressure and lack of staff. Opportunities like hospital construction, improve department and safety of patients, threats like cross infection and medical errors. Grid analysis help find solutions and take the right decisions, vaccine is the best option to lower the infection number and save people lives.

Zhou, Bai, Guo, Han, Yue, and Li (2021).

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