

PROBLEM SOLVING AND DECISION MAKING

PROGRAMME: Certificate of Higher Education in Health and Social Care

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MODULE NAME: Problem solving and decision

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MODULE CODE: BMSW4004

Learning objectives:

Introduction

Case Study(No room for Growth)

Definition of Problem of Case Study

Impact of the problem of Case Study

Problem Solving (Fishbone Diagram)

Solution

Action Plan

Evaluation

Conlcusion

references

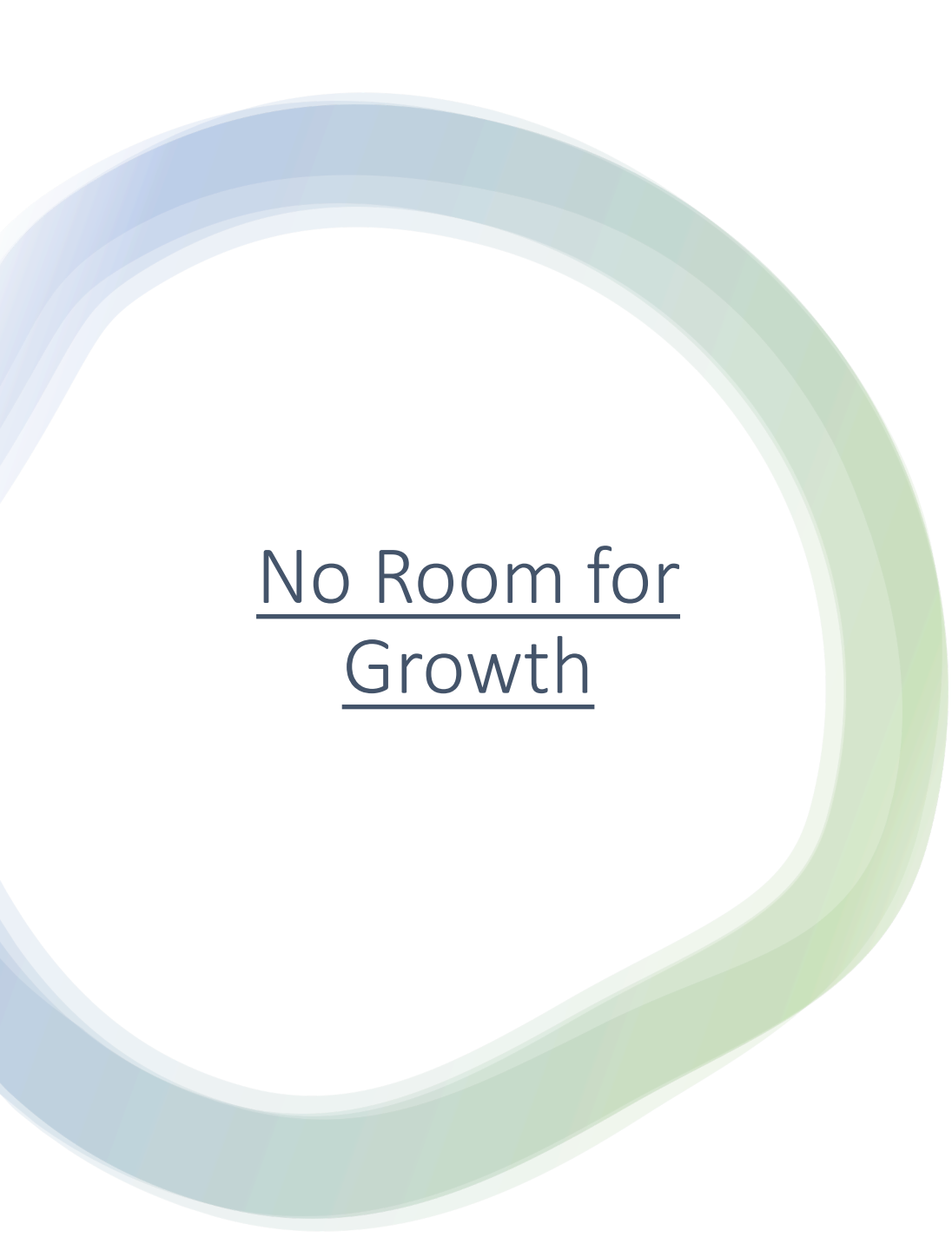
Introduction

The complex problems of 'job dissatisfaction' faced in the UK Healthcare employees has started to be more recognized.

As a Health and Social care worker, the role is kept those who are low on self care and provide safe, sympathetic and tender care.

Throughout upholding important stakeholder positions in Health and Social Care corporation, there can be many reasons leading to 'job dissatisfaction'.





No Room for Growth

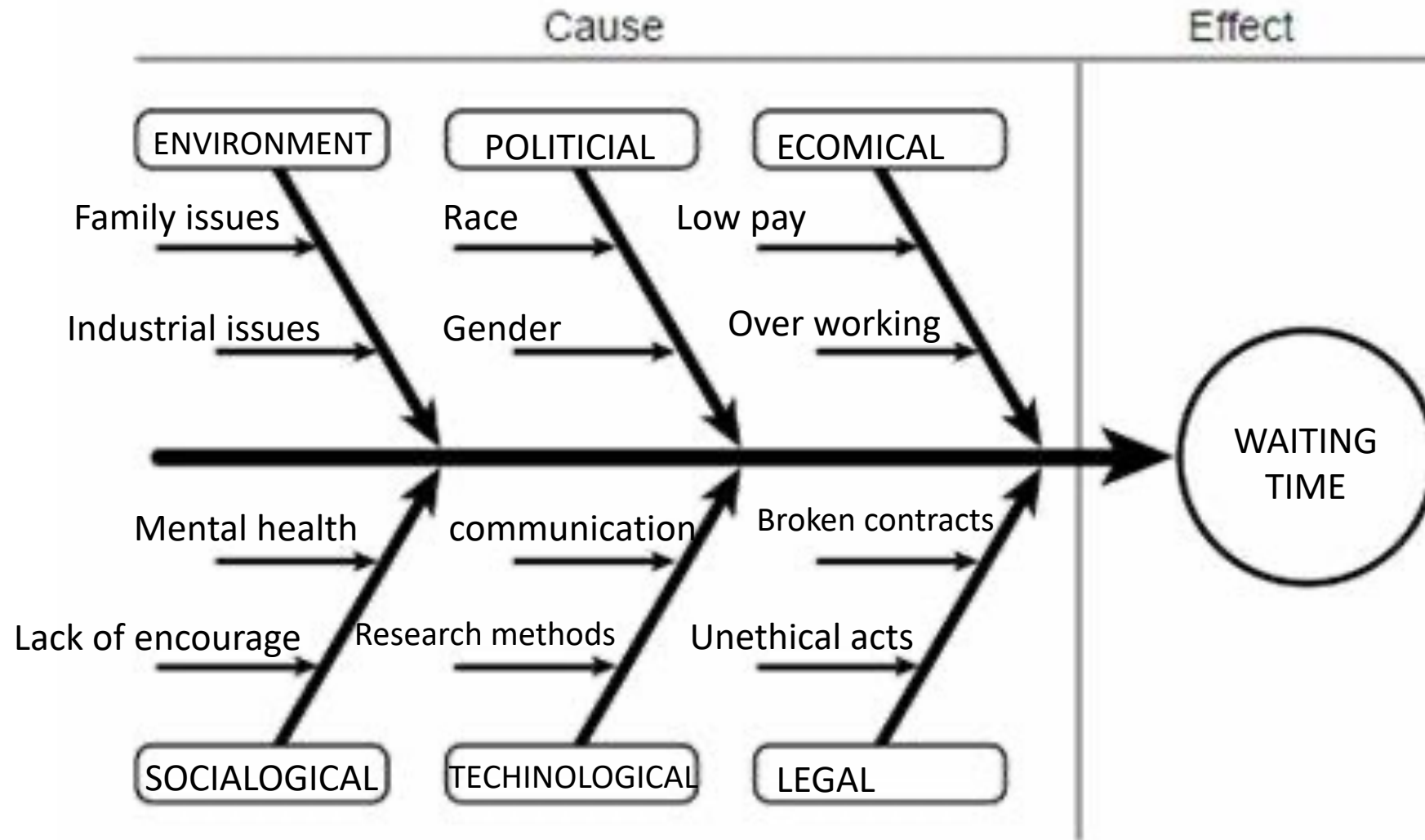
Case Study

“It is easy for an employee to disengage from their work when they feel that the company does not value them or they do not have incentives for job growth. If an employee feels as though they can never grow within the company and work toward a different role than what they are in now, there is no motivation for them to excel at their jobs. When an employee feels as though they are working toward something better, they tend to work harder and enjoy their jobs.”

Definition of Problem "No Room for Growth"

- Personal, family and work life could be the root to poor performance from employees
- Company does not value the employees and the other issues outside their work life
- Company don't appreciate and encourage the employee when their working
- Discouragement leads the employee to lack motivation to work
- employee feels as if there is no end goal, no better opportunities
- No validation= poor performance
- When employees knows or feels as if they are working towards something they tend to put more effort in their work
- There would have to better opportunities, pay rise, promotions, aboard opportunities and etc in order to increase employees performance.

Problem Solving - Fishbone Diagram



Solutions

- Increase of encouragement
- Promotion
- Better opportunities
- Competitiveness for a higher role
- Positive end goal
- Reflection Time/Feedback
- Fair work schedule
- Work Support

Action plan

Awareness	Desire	Knowledge	Ability	Reinforcement
Lack of encouragement	Encouragement, strengthened Health and Social care community	Through the use of positive feedback of performance.	Kindness, understanding, words of affirmation	Weekly reminder of encouragement from all stakeholders.
Better opportunities, promotion	Awareness of bigger and better opportunities	Investing to make more employment roles as well as setting targets.	Present to stakeholders of the further opportunities when joining the industry.	Make an annual or monthly low percentage rise for every stakeholder wage. As well as set a worthy end goal for chosen high talented stakeholders.
Improvement on performance	Self reflection	Looking back at performance and point out the positive and negative outcomes	Reassurance, self reflection log for all stakeholders, considerate behavior not only for patients.	Obtain professional reassurance about performance daily. Weekly or daily reflection logs to help performance and mental stability for staff.

Evaluation of 'No room for Growth'

Throughout this analysis on "No room for Growth" using the problem-solving fishbone module to have a further understanding of the complex problems in the case study. This has shown that if there is no excitement, encouragement or motivation from those who own the organisation and important stakeholders there will be poor performance from the staff. This will recreate a domino effect on the patients; causing distrust and lack of knowledge between the patients and staff.

Conclusion

In my opinion the concept of no growth in a Health and Social care can result to no progression in the Health and Hospital environment.

To find that in every aspect like financial, ethical, psychological and etc in the Health and Social industry, there will be a lack of growth in the workforce and organisation.

There would be no progression resulting to a dead end. This would have a big impact to patients as the patients' needs come first.

Refereces

- Image 2- <https://mccoy.com.sg/smart-healthcare-iot-solution>
- Fishbone templet- <https://templatearchive.com/fishbone-diagram/>