

**Certificate of Higher Education Skills for the
Workplace (Health & Social Care)
Problem Solving & Decision Making in the Workplace
Term 2**

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Introduction

Problem-solving refers to an analytical process of solving issues or problems of an organization and decision-making is one of the processes of the problem-solving methods. This report will explain this topic with an example of a healthcare organization called the Care UK. It will give an overview of all the problems in the UK's healthcare. And discuss the one problem and its solution. It will also explain the impact of that problem on the stakeholders of the Care UK. This report will also show the uses of decision-making techniques and identify the appropriate solution to that problem. It will also explain the appropriate monitoring and review techniques to ensure the successful implementation of the solutions to the problems.

An overview of problems in healthcare.

Healthcare refers to nurturing people's health through treatment, diagnosis, recovery, and mental illness. This care is delivered by health professionals like doctors, surgeons, etc. via health organizations (Montgomery et al., 2017). Care UK is a health organization in the UK that provides healthcare services. There are a lot of problems in healthcare. There are some critical problems among all of these are given below.

Lack of transparency

The healthcare system is unopposed with fraud and cover-ups. Whenever a patient visits a doctor or goes for any investigation or operations they have to pay (Johnson, 2019). So here the providers give more treatment to earn more from the investors and the investors charge more rates from the consumers. Consumers get caught in the middle and suffer the costly experience in hospitals.

Difficulty finding a good doctor

Consumers face many difficulties when finding a good doctor (Gerrish et al., 2018). Hospitals don't allow access to detailed information about medical credentials and doctors' information to the consumers, because of this the consumers failed to find out the best doctor for their patient care. Sometimes the consumers face many unexpected experiences from the healthcare organizations and they can't even give a review about it.

High costs of care

Though the UK costs half rather than the US, still the UK has a huge cost in their healthcare organizations. Consumers experiencing many problems due to costly treatment. Sometimes it seems difficult for the middle-class family to get good quality hospital services and proper treatment. The Care UK has also the same issue as they are not out of the range of the UK. They also cost much to the consumers as the whole country is facing the problem.

Lack of doctor and medical equipment

The UK is suffering from a lack of doctors and medical equipment. Now they have an average of 2.8 doctors for 1,000 people (Kotera et al., 2020). They need more than 26,000 extra doctors to meet the UK's health. Also, they have a serious shortage of vital medical equipment. Due to the

Covid pandemic, they are facing many shortages of medical equipment like ventilators, oxygen cylinders, pumps, etc. The NHS is struggling to cope with these situations.

Define and discuss one problem in the workplace including its scope.

There are always some problems in any sector or workplace. Healthcare isn't different. There are many problems in healthcare (Astin et al., 2021). But the UK, therefore, The Care UK is facing the problem of lack of doctors and medical equipment mostly.

The UK was already facing a problem of lack of doctors for their population. Due to not having enough medical students thus, the UK couldn't train enough to be doctors. As per a survey, they had 2.8 doctors for 1,000 people while the European Union (EU) had 3.4 doctors for 1,000 people. But this has become a big problem after the Covid pandemic. The UK and The Care UK are both facing a problem of lacking in the number of doctors. The increasing number of patients and covid cases are pointing out the problem in the healthcare department as they don't have enough doctors to treat this huge number of people. The number of doctors The Care UK has is not enough to treat the huge number of patients admitting every day. So, the doctors of The Care UK are not able to have any sort of rest (Samuel and Kennett, 2020). Despite having a lack of doctors, the UK is also facing issues in medical equipment. They don't have enough ventilators, oxygen cylinders, pumps even the number of PPE for the doctors and healthcare workers is not enough. Which is not only putting risk on the doctors' life but also making it very difficult for the doctors and the healthcare to handle this massive and dangerous pandemic.

It is a national problem for The UK as they have not been successful in producing enough doctors and medical equipment the patients are facing many problems when they come for treatment. There are not enough beds and ICU to admit this massive number of patients in any healthcare including the Care UK. Even if some get admitted into any healthcare there are very few doctors to treat them. So, this is high time for the UK to identify these problems and take necessary steps so that enough doctors and medical equipment are in every healthcare including the Care UK to fight this pandemic and treat all the patients as they need (Sinfield et al., 2019).

Discuss the impact of the problem on all the stakeholders.

The party or person who has an interest in business or those businesses that get affected are called stakeholders. Patients, insurance companies, pharmaceutical firms, medical staff, physicians, and government are the main stakeholders of the healthcare sector. Stakeholders play an important role for any organization similar to Care UK. Internal stakeholders are more active rather than external stakeholders (Connolly et al., 2018). They play a major act in any project and help Care UK to implement the plans and move forward to success.

Service users are the external stakeholders. Patients, pharmacies, and other service users are the external stakeholders. Care UK gets benefited from patients, in other words, the patients are the earning source of them as well as for the whole healthcare sector. Pharmacies are also given a commission to the hospitals if they refer their medicines to the customers, so here they are also service users' stakeholders (Donnelly, 2016). Service users face problems due to a lack of doctors. Many patients die from the wrong treatment or don't get the facility to get proper treatment because of the lack of doctors and medical equipment.

Professional stakeholders are basically the partners of the health organizations as well as the doctors. Doctors, insurance companies, and the partners of the Care UK are professional stakeholders. Partners of the healthcare organizations are valuable internal stakeholders. They take important decisions when facing any problems or launching any project (Gray and Fordyce, 2020). Doctors are important stakeholders of any healthcare organization. Insurance companies are also effective external stakeholders for the Care UK. They make a contract with the organizations. But fewer doctors make it difficult for them. The partners are struggling to solve the problems of fewer doctors and medical equipment.

Regulators are the internal stakeholders or the healthcare organizations. Those who help to regulate healthcare like the Care UK are the important stakeholder of the organization. Medical staff, physicians, investigators are the regulator of any healthcare sector. These stakeholders are facing huge problems due to overpopulation in the UK. As they are already struggling with fewer doctors, they have to deal with all those patients with this. The medical staff is also struggling with these issues. Investigators facing a lack of medical equipment issues that must be solved during this pandemic.

Analyze the decision-making process including the relevant legislation.

In every healthcare, the doctors and the management often face some decision-making issues where they have to involve the patient or their carer in taking decisions of prevention or diagnosis of sickness (Grove et al., 2018). In this case, the NHS has provided some legislation so that this process doesn't get violated by anyone. Care UK must follow these legislations so that they can help their patients with the best option or choices for their treatment which will eventually help the patient to be confident about the treatment process.

The National Health Service Act of 2006, Section 14U states that CCGs shall encourage each patient, their guardian, and their representatives to participate in decisions about the treatment or diagnosis of a sickness, as well as their treatment and care (Van Herck et al., 2016). The Care UK must involve the patient if possible or their carer in the process of decision making.

CCGs shall act in the performance of their powers to enable patients to make choices about components of health care supplied to them, according to Section 14V. Sections 13H and 13I of the NHS Act impose similar legal obligations on NHS England in terms of patients' involvement and choice. Thus, the Care UK should give enough choices to their patients about the components they are supplying to them so that they can choose which component to use and which not to.

People with the ability to make informed choices and medication must be appropriately informed about their possible treatments and the risks connected with each choice, so they can make an accurate decision when granting or denying permission to treatment, according to civil law standards (Sapountzis et al., 2017). To put it another way, democratic decision-making practices must be practiced among both healthcare and patients. The Care UK must inform the patient and give them choices about the medication they are having. They should also inform them about the possible treatments and the risks that treatment has. In this case, the patient will be able to grant or deny any treatment they might be going through. So, these legislations must be practiced in the Care UK and also all over the country.

Propose a range of alternative solutions to the problem.

One of the biggest problems and challenges for UK healthcare has been the lack of doctors and medical equipment over the years. But during this covid pandemic, it has become reasonably a headache for the NHS (Keyworth et al., 2018). But to overcome this situation the UK healthcare has to come up with a quick and effective solution or else this pandemic can cause a lot of havoc all over the UK. Solving these issues, The Care UK will be able to have more doctors and medical equipment to work with much ease.

Increasing interest

In some recent surveys, it has been found that there are very few students who are interested in the medical study as a result there are very few doctors coming out for the country. So, they must do something so that students are more interested. They can give the doctors more facility and more social recognition (Montgomery et al., 2017). They can also make the curriculum much easier and interesting for the students so that they can feel much more confident and interested in becoming a doctor. Care UK can set some campaigns in the schools and colleges to increase the interest between students to be a doctor.

Costly

It is not easy for one to be a doctor. One must go through many trainings, studies, and processes to be a doctor for his or her country. But that is not the biggest issue. To be a doctor one must pay a lot of money which doesn't help the cause for students to be a doctor. By making this sector costly it is demotivating the students to study medical studies. So, the government of the UK should give proper funding in this sector so that all the students who want to be a doctor can fulfill their dreams and it will also motivate the students to be a doctor. The Care UK can also offer a scholarship to students who want to be a doctor to help their cause (Johnson, 2019).

Besides increasing the number in the UK, the government must keep in mind that they also have to increase medical equipment so that the doctors can have all the facilities to treat a patient. They can build more factories to produce more medical equipment for their healthcare. But as it is a long process, the UK can import those medical types of equipment for healthcare to get rid of this problem for now.

Use a decision-making technique to evaluate a range of solutions to identify the most appropriate option.

As the covid pandemic has taken over the whole world, the UK is also having all the consequences. But because of a lack in the number of doctors and medical equipment, it is not being easy to fight the pandemic.

It Has already been discussed that for increasing the number of doctors the Care UK must deploy interest among the students to be a doctor (Gerrish et al., 2018). By making the student understand about the facility and comfortable life they will have if they become a doctor, they can make them more interested in being a doctor. Setting campaigns in schools and colleges and showing the opportunities in this sector will also make the students highly interested. But this is a very long process where the Care UK needs a fast and effective solution. Thus, they can give more opportunities to doctors from other countries to come to the UK. They must give those doctors all the facilities they need so that they can fight this pandemic with ease. This might cost the Care UK some money but it will help the cause of fighting this covid pandemic.

For the medical equipment, the Care UK can build laboratories to produce that medical equipment. But this might be a very long process too. So, for the time being to fight this pandemic, Care UK can import this medical equipment (Kotera et al., 2020). They can also try to find out a system to recycle some of this equipment after using it which might solve the problem Care UK is facing for medical equipment.

Discuss how a solution can be implemented and communicated to stakeholders.

Nowadays the healthcare sector as well as the Care UK is facing a lack of doctors and medical equipment problems. These problems also affect the stakeholders of the company. So, this problem has to be solved by making proper and effective decisions (Astin et al., 2021). Stakeholders are an important part of the Care UK organization. So, when they go for making any solutions to these problems, they must inform the stakeholders of their organization.

Stakeholders have a significant part of the Care UK. So, when Care UK will decide to sort out the shortage problem of the doctors and medical equipment they have to discuss with their stakeholders and make good communication during implementing the decisions (Samuel and Kennett, 2020). Stakeholders have the power to change the decisions, and also, they get affected by the decisions sometimes. The major stakeholder of the Care UK is those who have high power and interest in the healthcare sector.

If the Care UK takes decisions to increase the interest of the students by taking seminars and campaigns, they must invite their stakeholders to those events. First, they must discuss to their stakeholders about these solutions, and take their opinion, if they have any better ideas regarding this problem-solving process, it will be more helpful for the organizations (Sinfield et al., 2019). They can also conduct some doctors to tackle the COVID pandemic situation with help of their professional stakeholders. They can give the scholarship or do the Ph.D. to the foreign countries medical students and give them the job opportunity with facilities in their organization. Regulator stakeholders the medical staff and the doctors can also participate in the campaign to encourage the students and the organization's partners can give the opportunity of a scholarship to the students so that they get more interest to be in this sector.

To tackle the medical equipment, issue the Care UK can import the necessary equipment from other countries with the help of their stakeholders (Connolly et al., 2018). Here the government can help them to fight the pandemic by providing oxygen cylinders, ventilators, and so on. So, these solutions can be implemented by the organizations and stakeholders also.

Assess appropriate monitoring and review techniques to ensure successful implementation of the solution.

Monitoring and review techniques refer to some activities such as proper guidance to the staff, observations, meetings, surveys, and so on. The Care UK can monitor and review the techniques to make sure the effective implementation of the solution of the problem.

When Care UK tries to solve the doctors' issue by taking seminars, campaigns, and social awareness they can observe the whole process during these situations (Donnelly, 2016). They can

review the output by taking interviews and surveys from the students to evaluate the implementation process. But as they need emergency doctors to tackle this current pandemic, they can hire doctors from foreign countries by providing good facilities. Monitor them and take surveys regarding this issue.

They can ensure the good and quality of medical equipment while importing from other countries and take reviews before using them. They can also take help from the government to tackle the current situation. If they want to make that equipment in their lab, they can use the professionals so that all the equipment is beneficial for the doctors to work comfortably and with ease as well as the patient would have secure treatment. During this process, the professionals of the organization can monitor the activities (Gray and Fordyce, 2020). They can build data update software to monitor the worker's efficiency. Also, they can review the techniques with the help of the equipment professionals. They can give proper guidance to their staff about solving these issues, and make them realize the importance of the situation. Care UK can evaluate the whole process through meetings, and interviews.

Conclusion

This report was about problem-solving and decision-making. It was successfully done by discussing the problems of the healthcare of the UK. It gives an overview of all the problems in this report. And this report discusses a problem such as lack of doctors and medical equipment with the example of the Care UK. It also identified the impact of the problem on all the stakeholders like regulators, professionals, and service users. It also analyzes the decision-making process using legislation. This report shows alternative solutions for arranging more doctors and medical equipment. And also discuss these solutions with the stakeholders, monitor them, and implement the appropriate solutions to solve the problem.

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