

Problem Solving and Decision Making

4004

Student Name: Sebastian Marian Matei

Id: 2111128

Lecturer: Akinseye Aluko

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INTRODUCTION

Decision making is being referred as the action of selecting amid two and more alternatives. it is a process of making choice amid what is right and what is wrong. Further, decisions are being made when there is some issue. It is a crucial skill for the business and life and thus, individuals need to be more attentive at time of taking decisions for enhancing the quality and solving the problem effectively (Corfield and et.al., 2020). Based on this, the current research report aims to recognise the problem-solving tools and techniques for determining as well as proposing solutions to a work-based problem and will also include analysis of the possible solutions. The organization selected for the present purpose is NHS, a publicly funded healthcare system in England. The report will define the complex problem in the workplace, propose solutions and use techniques for determining the suitable options. Further, plan for executing the solution will also be prepared and evaluation techniques will be used for ensuring successful execution.

MAIN BODY

Defining a complex problem in the NHS

Working in the health and social care services is not an easy task and there are different challenges and issues that might take place which can impacts the overall working and functioning of the healthcare system. National Health services (NHS), a publicly funded healthcare system in England is also coming across with numerous problems and difficulties. However, the most important among them is related with funds. The company does not have adequate funds for sustaining effective operations (Lanier, 2018). For running an effective business and healthcare system, there is a requirement of adequate funds but the company is facing issue regarding this. In addition to this, the quality of services being offered by the firm was also declining constantly due to obsolete policies and procedures being used by NHS. The firm is not in a position to cope up with the altering demands of the people.

Evaluating information on the determined problem for informed decision making

The significance of finance or funding in the health care business cannot be exaggerated. Funding is quite essential for NHS running the business effectively, offering quality of care to the patients, meeting the demands of the customers and expanding their

operations. however, the company is facing the issue of funds and are not having adequate financial capital for meeting their demands and carrying out their operations successfully. The day to day increasing demands is not been met by the company and thus, they need to adequate solution to this problem. In addition to this, the other important problem being faced by NHS is related with the quality of services. Being in a health care industry, quality plays a very crucial role for the company (Janssen, Van der voort and Wahyudi, 2017). It is obligatory on the part of the company to render effective services to the patient so that they can enhance their health. however, with the past few years, the quality of services of the firm is declining constantly and this is not a good sign as it might impact the reputation, brand image and overall existence of national health services. For evaluating the information on the determined problem, the PMI chart can be utilized for the purpose of having informed decision making. It is one of the most effective brainstorming, critical thinking and decision-making tool for encouragement of enhanced ideas and concepts and it is being explained underneath:

- *Plus* – NHS is making efforts to offer and deliver health care services to the people. Workers effectively participate in the important decision-making process through which the problems can be solved. Further, effectives services are being offered by the firm regarding adequate nutrition, facilities and diet. The services are being provided by the company at affordable prices with a view to have access by each and every people.
- *Minus* – The policies, strategies and the procedures being adopted by the company are quite obsolete, weak and ineffective because the operations of the firm are not being directed adequately (Govindan and et.al., 2015). Employees performance is required to be enhanced for making them more efficient so that they can compete effectively in the competitive market. furthermore, due to the funding issues, the operations are not performed appropriately by NHS. Services are not delivered to the patients adequately and this has reduced the number of customers visiting the healthcare and has also impacted the brand name and goodwill of the firm.
- *Interesting* – Innovative and interesting techniques are required to be adopted by the organization for developing and executing effective solutions of the issues of the workers. In addition to this, it is also important that the company must focus on development of training programs and campaigns for augmenting the communication and participation level of all the workers.

Range of alternative solutions to the issue

The healthcare organization is in great need to manage and solve this issue effectively and appropriately because it is significantly impacting different stakeholders. At times, when the company or individual looks for resolving any problem then there are variety of alternatives available for resolving the problem related to funding and quality of services of the organization (Mardani and et.al., 2015). There are varied solutions which can be utilized by NHS for addressing these problems and these are as follows:

- The organization can raise the funds from different sources such as bank loans, retained earnings, debt capital, equity capital, crowd funding and borrowing funds.
- The company can also collaborate with the private organizations for resolving their funding issues
- The firm can also emphasize on development balanced team for rendering effective services to patients
- New policies and procedures can be developed by the firm which helps in augmenting the quality of services
- Talented and skilled employees can be recruited
- Training and development programs for enhancing performance of the employees

Decision making techniques for analysing solutions and determining the most suitable option

Talking in relation with the decisions, it plays a very crucial role both in the business and in the life of an individual. It is important that the company should focus on each and every aspect at the time of making decision regarding resolving any issue. In the context of NHS, they are facing the issues related to funding and poor quality of services (Rawlinson, 2017). There are different techniques that can be utilized for evaluating the solutions and identifying the suitable option and these are being elaborated in the subsequent section:

- *Nominal group thinks* – In this technique, all the member of the firm participates in the decision-making process. through using this technique all the workers of the firm can share their viewpoints and express new ways of dealing with the problem. Since, the firm is facing funding issues and poor quality of services, with this technique ways of enhancing quality can be discussed effectively and strong team can be built for contributing towards the goal of the firm.
- *Delphi Technique* – This is another technique which can be utilized by the company for evaluating the range of solutions to the problem. It also involves taking ideas and opinions from the employees; however, it is not disclosed to anyone for elimination of

biasness and obstacles. Through this, conflicts among the workers can also be reduced. NHS is facing a complex problem and thus, this technique will support the firm solving the internal problem (Donohoe, Stellefson and Tennant, 2020).

- *Brainstorming* – Another important tool which is mostly utilized by the firm is brainstorming as with the support of this method different solutions for an issue can be discussed in a group. The company can find out creative ideas with this technique.

After analysing different alternative solutions being available with the NHS for solving the complex problem of funding and poor quality of services with these decision-making techniques it can be said that all the alternatives are feasible and the firm can adopt any of the solutions to solve both the issues. However, there are some important solutions that can be adopted by the firm that is bank loan and borrowings from private organizations for solving funding issue and training and development of the employees and formulating new strategies, plans and policies for improving the quality of services of the company. These solutions seem to be effective as they have higher potential to support the company in solving the issues they are facing (Gallagher, 2018).

Development for plan for executing the solution

In order to execute the solutions suitable, it is very essential for the firm to develop a plan so that they are being able to apply the solutions appropriately and successfully. The developmental plan is as follows:

Problem	Solution	Objective	Timeframe
Funding issues	The best option for NHS to solve their funding issues is bank loan and borrowing funds from the private sources	The main aim of the firm is to perform their daily operations effectively. Funds are quite essential for effective functioning of NHS.	3 months
Poor quality of services	This can be solved by offering training and development to the workers and	The major aim of solving this issue is to augment the goodwill, brand	4 months

	developing new strategies and policies which helps in augmenting the quality of services	name of the firm through augmented quality of services	
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Communication plan to stakeholders

It is quite essential for the NHS to communicate the plan to their stakeholders so that the solution can be implemented effectively and successfully. For communicating the plan, a meeting needs to be organized by the firm with the stakeholders (Hale and Booth, 2019). The plan is as follows:

Stakeholders	Information to be shared	Frequency of meeting	Location	Purpose	Mode of communication
Customers	Plans and policies of the company regarding improving quality of services	Twice in a month	Seminar hall	Discussion of the problems and issues	Verbal communication
Employees	New strategies being developed by the company and training and development details	Thrice in a month	Company	Offering training and development and discussion regarding major quality issues	Visual presentation, verbal and written communication
Private agencies	Policies and strategies of the company for making	Twice in a month	Meeting hall	Discussing the manners in which	Verbal and visual communication

	arrangements of funds			funding can be raised	
Bank	Plans, policies of the company for arrangements of funds	Twice in a month	Meeting hall	How problems related to funding can be minimized	Verbal and Written communication

Evaluating suitable monitoring and review techniques for making sure effective implementation of solutions

When the firm is executing the solution to any of the organizational or complex problem than it is crucial for the company to monitor and review the effectiveness of the solution for evaluating whether the solution being executed is adequate enough in resolving the organizational problem being determined. There are different techniques which can be adopted by NHS. Firstly, the healthcare organization should emphasize on collecting the feedbacks from the workers in regards with the training and development programs being arranged by the company. They should avail their opinion and suggestion whether they are effective enough in making improvement in the quality of services being rendered to the patients. Secondly, regular meetings should be arranged by the organization between the top-level management and employees for evaluating the working environment (Lewin and et.al., 2015). Thirdly, a survey needs to be conducted with the help of questionnaire to the customers for determining their experience in the health care organization. In addition to this, records and data are also being regarded as the good technique for monitoring the progress regarding raising funds from the banks and borrowing from the private organizations. it also includes recording and storing of documents, emails, minutes of meetings, risk resisters and evidence of online and press coverage.

CONCLUSION

Thus, from the above report it can be stated that there are varied types of techniques and tools which supports in evaluating the solutions of assortment of issues for example, Delphi technique, nominal group think etc. being faced by the NHS. In addition to this, the report has also explained the plan which is being formulated for executing the solutions and has included the monitoring as well as review techniques for making sure that the solutions is implemented effectively.

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