

Problem Solving and Decision Making



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1.Introduction

During life the human being has had to face a considerable number of problems and will also have to deal with many others, in which, you must carry out a series of thoughts, steps and ideas, which will lead you to make the right decisions, decisions to solve a series of problems.

Most of the time, we make decisions in a concrete and direct way, without thinking deeply in a logical and sequential way, that is, we do not realize the impact that our decisions could have or follow a mental process to arrive at the correct solution. There will always be problems, some larger than others.

Concern for patient safety is currently a reality in organizations health companies that are committed to improving the quality of assistance. One of the measures to carry out these improvements is related to other processes in constant changes, called technological development. Humanity is in a process of a tireless search for new technologies with the aim of making certain aspects of our daily lives easier, for example, increasing leisure time, production, avoiding human error...

This last example leads us to think of innumerable mistakes that have been made in the health sector and that could have been easily avoided by making use of these new technologies.

During this module, to identify and resolve the problems in this factor we learned tools such as fishbone diagram or PESTLE analysis. A PESTLE analysis studies the key external factors (Political, Economic, Sociological, Technological, Legal and Environmental) that influence an organisation. It can be used in a range of different scenarios, and can guide people professionals and senior managers in strategic decision-making

This report will focus on the lack of professionalism and technology in the health and social care system.

2. case study

One of the main problems that we will analyze in this center is the management of the set of methods, techniques, processes and managerial activities related to the management of information that affects the organization and data on the health status of patients and the way employees work.

we find ourselves in a situation in which each patient has a filing cabinet in their room, where the necessary information for their daily activities and especially the medication to be administered is located. This file has to be filled out each time the patient is treated, specifying what has been done at what time and by whom, and these data are written by hand. The problem that has been occurring among the workers is that sheets are lost or the information is not registered. Another of the problems that arises when trying to solve this situation is that we find ourselves with a group that has not had the opportunity to work with the new technologies that they want to adapt and the only way they have experienced is the one that is leading a case currently in this center.

3. Cause of the problem

Over the years, health systems have to serve more and more citizens, treat more diseases, record more information and probably use fewer and fewer resources, both economic and human. These aspects depend in turn on many different aspects, political, economic, technological, legal and environmental. Starting with politics, many of the public or private health systems are affected by laws approved by governments, such as data protection laws or budget approvals, on which they depend, especially in the public sector, on the money that is destined for the hiring of specialized personnel and purchase of necessary material to provide the patient with the best possible service. In the economic aspect we must point out that with the constant increase in population we must spend a lot of money to support current systems such as the use of paper, ink and large spaces to store data folders.... so we must seek new solutions more economical and practical as computers that take up little space and store a lot of patient information. Now with the implementation of computers we move on to the next aspect, the technological one. Technology is part of the lives of all people, so it is to be expected that as new machines and systems are created, step by step, they will be incorporated into different jobs and that some others will be forgotten and become obsolete. But a big problem with technology is that, in the end, machines replace people, which gives rise to the loss of employees. Furthermore, the fact that people live surrounded by technology does not mean that they know how to use it, which also causes layoffs and their Sometimes legal problems because it is to be expected that the people who lose their jobs see this situation as unfair. Finally, in the environmental aspect, we must add that we must not only seek the best for the health and care of patients, but also for the health of the planet on which we live. Computerization helps us reduce many of the effects of pollution in the office material factory, mainly deforestation and to reduce waste pollution, since despite recycling, unfortunately, we continue to have seas and rivers that are increasingly covered with paper.

4. Solutions

Once the problem has been analyzed, a series of decisions must be made to improve the system of this institution. First of all, we will start with the technological changes, the files written by hand by the nurses will no longer be used, tablet will be incorporated in each patient room where updated information will be available, which will be reviewed by a supervisor. For these changes we will have training for workers that will be given during working hours, likewise we will reinforce more workers so that the shifts of those who are in formation can be covered. And finally, we will incorporate a mailbox where employees can leave their feedback about the new changes, they can suggest proposals, etc. After a month we will analyze the situation again to see if the new changes are effective and if our workers are adapt to them.

5. Conclusion

Problems will always exist greater or lesser degree that is why, it must be prepared with the techniques and methodologies suggested by various authors, because they are based empirically, so it is essential know and define the problem to take it to a exhaustive analysis and process it in order to take an appropriate decision that satisfies the organization needs. Decision making is very important for solution of the problems, because of it depends on the survival of organizations, and there is evidence that large companies they have gone bankrupt because of their bad decisions in any sector.

In this type of case, I have come to the conclusion that it is necessary for nurses who are still reluctant to use ICT to reconsider their way of thinking, adopting an innovative attitude in the exercise of their profession. They must understand that technology is a neutral element, it is neither bad nor good, you just have to learn to use it, but it helps the exercise of the profession in every way.

The support and recognition of the institutions in which they work is also necessary to apply the innovative care and research of the innovation they carry out. The information needs of nurses have to do directly with decision-making and with the health of patients, in addition to the production of scientific information, therefore, health institutions must be involved in facilitating their nurses' acquisition of information literacy they need, both with courses and with accessible schedules, because this will influence a higher quality of care and nursing care and will help Nursing professionals advance with the advances of their time.

Reference

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