

Problem Solving and Decision Making

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Executive Summary

Here in this project an introduction regarding the NHS have been provided. The problems associated with the organization have been portrayed in the project. Introspecting on the scene, it has been evident that shortage of nursing staff along with the decline in the finances is a major part of the problem. In this project analysis of the problem has been done based on which the solution have been provided. Implementation plan has been made to resolve the problem. The suitability of the monitoring techniques have been discussed in order to scrutinize the scenario.

Introduction

The problem is defined as the perceived gap between desired and existing state with the formation of standards or norms. This lies in the situation or matter that makes the harmful and needs to be dealing with and overcome to achieve a positive result. There lies with the various issue that still formulates with the overwhelming that can help to break down the steps to meet the appropriate descriptions of related issues. This helps to deal with the process of verifying the stated problems and can be further analyzed for conferring on a peer. In this case, NHS has developed a continuous improvement process to resolve the problem faced by the organization through suitable adaptability of financial figures to develop the grim form of readings. The organization has perceived the negative impacts of a complex problem in providing of care among the people of U.K. The organization needs to solve out the complex issues to meet the set scope and to improve the health system in the country of U.K (Hesse et al. 2015).

The two main categories of a problem lies in the lack of crucial workers in NHS. The lack of funding and shortage of nurses would prove to create a huge damage to patient care. There are various policy that helps in adequate solving of scale on based problems. It lies as the major problems from lack of shortage of nurses and workers to carry out the entire process required to make the improvement of healthcare in U.K. The charitable trust main mission is implementing a better care facility among the patients on based analysis and evidence on healthcare. There forms with the suitable figure that helps to show around 7% of post are left for doctors and rest is completely vacant. This has been another serious problem for the charitable trust with the troubling of 11% of vacancy rate among the doctors to enhance mental health services. The management has long known this problem and hence there is a requirement to implement decision-making capacity. The extra funding needs to be introduced from NHS that helps to resolve the issues from healthcare (Stine and Foster, 2017).

However, NHS have adapted five W's to make the description of a problem and gets the proper solution. The first W relates to where the person is experiencing the problem from and the second W lies on something that is expected from the scope of issues. The third W formulates with the solutions that can be achieved from problems, which occurs at the happening of something. The fourth W lies with the occurrence of issues and the fifth W formulates with the error that has happened. The main impacts of this problems include with lowering down the quality of services required among the care service receiver. The problem has occurred the lack of care of nurses and inadequate workers. This error has happened because the organization has not been able to manage the required funds for managing the workers (Kazdin, 2017).

The decision-making and problem solving are the important areas that all the organizations need to focus to carry out the entire business. The basic steps in solving out the problems lie with defining problems, generating of suitable alternatives, implementing of appropriate solutions and selection of alternatives. Problem solving provides the analytical methods for the thinking process. The decision-making deals with the areas that make the suitable form of taking of judgments after thinking on required course of actions. The main aim of this report is to develop an effective process in solving out of problems and decision-making capacity by the NHS. However, National Health Service (NHS) would be able to solve the problem by describing with five W's to understand the happened problems. All the organization needs to meet the certain form of objectives through traditional views with maximization of profit and alternative views on stakeholder theory (Suor et al. 2017).

Main Body

In analyzing the scenarios it has been evident that the major problem that the organization NHS is facing is serious dearth of Nurses in the organization. In this regard it needs to be stated that the services of the organization is suffering due to it. In analyzing the problem it has been evident that major shortage of nurses has been because major shift of people's preference from social care sector to other sectors. This has proved to be a major reason for the dearth of nurses in the health and social care sector. The NHS is facing the same because of this factor.

Here it has also been evident that the higher wages and the lesser academic requirement for the people has helped in shifting the preferences of people from the sector. Moreover, it needs to be stated that in analyzing the problem it has been further evident from the facts that the postulate and the rules and regulations levied by the government and the NHS trust has also made it difficult for the organization providing care facilities to employ nurses and care workers (Torchia et al. 2015). This is because the government and the National health trust of the country has specific requirements that a person should have in order to take up the profession. This has posed difficulties for the organizations provided and others to employ and recruit nurses required for providing care facilities for patients and clients. The financial stability of the organization has also deteriorated the recruitment process due to the shortage of funds. This has compelled the organization to providing lesser compensation for the care workers further disorienting the employees from the organization and new recruitees from joining them (Walker and Brammer, 2018).

Here in this section it becomes important to inform the decision making body of the organization about the problem this will help in resolving the problem to a certain extent. It becomes evident that the problem is posed from multiple facades. The shifting preference is a primary concern in this regard. Rectifying this issue would be essential on part of the decision making body which would help in at least having a steady supply of recruit able nurses. Relating to this factor the poor compensation of nurses is a reason for the shift in preferences. Making the compensation of the nurses at par with the other developing sectors would be important and would help in increasing the number of people willing to join the organization and the sector. In this regard taking care of the finances of the organization would help in dealing with the issues of employment. Finding effective ways to deal with rules and regulations regarding recruitment of nurses in an efficient manner would help in further resolving the problem. Moreover recruiting people from abroad with specific qualification would help in resolving the problem of scarcity of nurses in the country.

Problem Solving Models

NHS needs to implement appropriate techniques to resolve the issues with suitable techniques. The faced problems can be solved by brainstorming and mind gap.

Brainstorming

The brainstorming provides techniques carried out among the groups in which the efforts are developed by getting a proper conclusion on specified problems. It helps to gather relevant ideas that contribute from the involved members. This assists the people to generate solutions and ideas of specific interest to resolve the happened problems in the organizations. The management of NHS can able to think freely and suggest appropriate solutions regarding the happened problems at the time of working. Brainstorming makes the combination of informal approach and relaxed form to solve problems on lateral thinking process. This helps to encourage a maximum number of people to generate new ideas and thoughts, which formulates to introduce creative solutions on issues. There held with the suitable brainstorming sessions among people to avoid the ideas on rewarding. It provides the open environment and free areas for providing of encouragements among the participants. This helps the team members to develop appropriate solutions for solving problems. It tries to increase richness on ideas that make the exploration at the time of getting better solutions from issues. Brainstorming provides the effective techniques to open several minds for the formulation of ideas and strategy to resolve the formed issues (García Peñalvo, 2015).

Mind mapping

The mind mapping is visual thinking process that is carried out by writing ideas down through graphical representation to achieve clear ideas on the based subject. The modern mapping process deals with the appropriate techniques based on learning, thinking, graphical and creative forms. From the problems that has been experienced by the organization it has been evident that, a suitable form of adaption on mind mapping would help the organization like NHS to resolve the issues. It is the collaborative techniques with the formations of sharing and learning concepts on the problems. It enhances the broader form of approach at dealing particular subject. Mind mapping provides a better way to make a record of all-important ideas that further helps to solve problems. This makes the visibility and develops a relationship with formed ideas. This is an adaptable process, hence ideas can be added as per required in the organizations to mitigate happened problems. Mind mapping provides suitable factors that need to be addressed regarding the political, economic, socio-cultural, technological, ecological and legal factors. This technique helps to resolve the issues lying on PESTEL (Palermo et al. 2016).

Political
Political factors lies with electorate on any sorts of reluctant to make the necessary changes
Economic
It lies on the increased form of investments from decreasing per head

Socio-cultural
The socio-cultural provides changing of demographics areas on the increasing number of people required the specialist on medical care.
Technological
The improved technology implements suitable medical devices and equipment to help the care service receiver (Van Aken and Berends, 2018).
Ecological
The requirements on a cost of healthcare service providers are the important ecological factors.
Legal
The legal factors lie with the following of safety and health laws on NHS.

Decision Making Models

The decision-making processes need to be generated in such a manner that helps to solve the problems by enhancement of appropriate solutions. However, decision-making is based on creative and rational formed approach to mitigate the issues.

The decision-making techniques are followed as:

i. Rational approach

The rational approach makes emphasizes on specific needs to develop the evaluation of the issues and constituent with the ordered manners. The rationale of decision-making lies with defining the specified problems in the organization, which arise from nurses and workers. Gathering of adequate information is the problems that help in making the suitable decision to resolve the issues. The organization needs to choose and evaluate on suitable options to generate decision from the ideas accumulated through brainstorming as well mind-mapping process. The major advantage of ration decision-making process lies on tested on conditions to solve the issues. Disadvantage forms with constrained on rationality bounded by resources limitations (Stadler et al. 2016).

ii. Creative approach

Creative approach lies with the innovation on less regulated and holistic forms. This process of approach begins with the preparation, incubation, illumination and verification. Creative decision-making lies with the less structured formed approaches and helps to develop favors on intuition. The main advantage of creative decision-making lies with the results for generating a better-formed solution. Disadvantage provides the less familiar and needs appropriate training on the alternative organizational culture (Salas and Martin, 2017).

iii. Nominal group techniques

The normal group techniques provide the suitable areas in which the entire team needs to be divided into smaller a group that helps to generate appropriate ideas. There arise with possible options that need to be noted down on team members to carry out the discussions on set possible choices that can be further accepted. Team members can able to make the vote and discuss the possible choice to resolve the issues. The decision-making is accepted from the maximum number of votes received from team members. NHS needs to adopt a nominal group of techniques to get the appropriate vote and discussion regarding the faced problems. At the staff members in NHS can able to provide suitable ideas at the end in which the management can choose the best process for providing better health care in the country of U.K (Björn et al. 2016).

iv. Delphi Methods

The Delphi methods lie in the decision-making process in which the facilitator tries to allow the employees to develop brainstorming and make the submission of ideas. The facilitator

plays the major role to gather all circulates and inputs for resolving the issues. This process is continued for long-term aspects until the facilitator makes the final decision. The facilitator needs to collect on the improved form of strategies that can be best suited in the organization like NHS to resolve the problems (Crego and Harris, 2017).

v. Multi-voting

The multi-voting is another important process that starts from the round of voting process in which all the staff members are able to cast vote as per the opinions. All the staff members can vote at a single time and there lies with various options to maximize voting. This process of the voting process is repeated to meet the clear option. This process provides the suitable techniques in which the individuals can able to generate own decision that helps to mitigate the problems in NHS (Greiff et al. 2014).

Developing of plan for implementing solution

The development of planning is a key factors that need to be focused by the staff members in NHS to meet the suitable solutions. There lies with the seven main steps in action planning to achieve appropriate solutions are followed as:

i. Defining the set problems

The company needs to evaluate the entire situation to conduct the possible amount of exploration that is involved among the interested individuals. Shortage of nurse would decrease the efficiency of the care provided in the suitable areas. The suitable decision-making capacity helps to resolve the issues (Giampaoli et al. 2017).

ii. Analyze and collect information

After identification of issues, the management needs to analyze the information to make the assumption on problems with the formed results. It lies in the gathering of feedback of care service receivers (Kazdin et al. 2014).

iii. Prioritize and clarifying the issues

There lies with more than one problems, hence management needs to prioritize issues that help to make the focus on important things. The lack of workers develops a huge problem from the inappropriate funding made by NHS.

iv. Developing of goal statements

The NHS needs to develop the set goals on the SMART framework that helps to evaluate and identify the specified problems (Fischer et al. 2015).

Specific

It lies in focused and clear ideas on specific data of the company that forms with the suitable set goals.

Measurable

It provides an indicator that retains success on the monitoring progress of the firm by mitigating the faced issues.
Achievable It formulates with responsibility and managing of resources among the staff members and management of the organization.
Relevant The relevant goals lie in the achieving set objectives required in the company.
Timely The attained goals lie on specified areas regarding the based time to meet the set objectives.

v. Implementing of suitable solutions

The fifth steps lie in developing of an action plan that helps to address on specified issues. The action planning provides the suitable techniques to meet the successful task.

vi. Evaluating and monitoring

The evaluation and monitoring process lies in the problem solving to make the design on the suitable methods for making the monitoring on outcomes (Kazdin, 2010).

vii. Refine the old issues

The successful process starts with the establishing new set problems to make the refinements on original issues upon the current information.

Stakeholder Analysis

Communicating plan for stakeholders

A stakeholder is a party that makes the interest for the organization and affects the growth of the business. The primary stakeholders include customers, employees and investors. It is based upon internal and external that makes the interest with the company by developing a direct relationship with the investors (Funke et al. 2017). The three categories of stakeholders are internal, connected and external. The lists of stakeholders in NHS on three formed categories are:

Internal	Connected	External
i. It lies with the staff members that formulates as the internal stakeholders.	i. The connected stakeholder lies with suppliers that make the suitable process to carry out the entire working in the company.	i. The external stakeholders lie with the consumers or community that gets the service or products manufactured by the company.

The stakeholder's matrix provides better relations with the NHS and specified places determine the particular functions carried out by the organizations. This can be determined by traditional views and alternative views among the stakeholders. Traditional views provide the basis for capitalization at the time of focusing productions factors. It enhances the organizations to seek maximize the amount of profit among the shareholders. The alternative views are formed with alternative theory with the seek at the time of serving interests on stakeholders (Sahler et al. 2014).

Level of interest

Low	High
A Minimal effort	B Keep Informed
C Keep satisfied	D Key players

The stakeholders lie on the four formed categories that formed with minimal efforts, keep informed, key players and keep satisfied.

The communication of stakeholders can be increased by following things:

i. Meetings:

In order to develop better communication among the stakeholders, it is necessary to conduct meetings. This helps the organization to enhance better communication as well as avoid the misinterpretation (Ugueto et al. 2014).

ii. Conference calls

The conference calls lie with the better formal process in communicating with the existing stakeholders by the company. It requires a cost of conference calls through advanced technology.

iii. Newsletter

The newsletter provides an important strategy for making the entire possibility of communication among the stakeholders. The immediate feedback provides valuable areas at the time of delivering the suitable communication process.

Assess suitable monitoring and techniques to ensure implementation of solutions

In order to develop a various range of information regarding the set solutions, this needs to be identified by NHS. It is necessary to conduct effective monitoring process and reviewing of suitable techniques to resolve the happened problems in the charity hospitals of NHS. The successful monitoring process helps to provide better delivery of appropriate data required to mitigate the issues. In this case, the nursing, lack of workers and inadequate doctors develop high problems and the firm needs to make the suitable decision-making capacity (Loutfy et al. 2015). The healthcare organizations need to adopt suitable process in the country of U.K that helps to develop better directions to track the entire progress on the formed results. The appropriate monitoring process lies on the continuous checking the service provided among the people for healthcare units. A Monitoring and review technique helps to meet the appropriate solutions arise through brainstorming process that needs to be implemented among the staff members to enhance proper ideas for decision-making capacity. This helps to resolve the set problems and formulates on the growth of the company through the better monitoring process.

Techniques carried out through performance monitoring lies with the understanding required in the healthcare sectors for the implementation of suitable services. The techniques help to develop the performance of nurse and introduce workers from funding received by NHS. The proper monitoring and continuous reviewing techniques process help to resolve the problems that the organization has received (Buchwald et al. 2017). This helps to formulate on clear understandings on the required solutions that help to identify the issues by managing it properly. The successful implementation techniques can be ensured from the proper continuous monitoring process. The NHS needs to develop suitable techniques in the decision-making capacity to resolve the formulated issues. However, by developing proper planning and formed the strategy, the company can be able to achieve positive outcomes. It is necessary to formulate on the continuous monitoring process so that the better service can be introduced to provide better care among the patients in the country of U.K (Funke et al. 2018).

Evaluation of the strength weakness opportunity and threats

Here in this regards it has been evident that the strength, weakness, opportunity and threats have been evident in the likewise manner which has been portrayed in the table. These would help in recommending changes and policy for the organization

Strength	Weakness
● Incorporation of health services within the trust. ● Offering unique clinical health services ● Largest charity chain in uk	● Constraints in times in deters from making new plans ● Limited geographical presence

Opportunity • Active volunteers • Patients suggestion help in improving the services • Opportunity to expand geographically	Threats • Confidentiality of patients at risk
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Figure 2: SWOT of NHS

Recommendations

Here in this regards it need to be recommended for the organization that it needs to carry on with their current set of activities. In order to help clinical health services. The active sets of volunteers provides opportunities to expand their services in new areas. Moreover, it needs to be stated that the company needs to make plan in expanding their services. This would help in providing benefits to patients and helps in catering masses in a better manner. It becomes essential to recommend that the confidentiality of the data of the people needs to be preserved. This would help in furthering the organizational cause for the company. Employment of new employees would also be essential as this would help in eliminating time constraints prevalent. This would also help in delivering the services in an opportunate and time efficient manner.

Conclusion

From the above scenario, it has been evident that the problem solving and decision-making are the key skills required among the staff members at the time of working in NHS. The appropriate information can be identified from the issues faced by the company, which further helps to make the decision making process effective. The management needs to introduce suitable solutions to resolve the problems in the brainstorming process. The suitable decision-making techniques help to reduce the problems with the range of solutions. The planning can be developed through implementing appropriate solutions and develops the better communications process among the stakeholders.