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<u>Module no</u>	Bmsk4003
<u>Module title</u>	Problem solving and decision making
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Introduction

I am writing to identify problems within various sectors of the NHS(national health service) as an organisation which branches into various parts of healthcare.I will be writing regarding patient treatment, diagnosis and other services where problems may occur through communication.I will provide possible solutions to various problems, using problem solving tools and techniques, to evaluate the situation and provide alternative action, which may have improved the outcome.I will also include problems from my personal workplace experiences of problems and methods which solved the problem.

Tone of voice

When communicating with patients, a health carer's tone of voice may appear condescending, when communicating with elderly patients and those who may have mental health difficulties or are hard of hearing. The NMC (Nursing and Midwifery Council) states that nurses should:

'7.2 take reasonable steps to meet people's language and communication needs, providing, wherever possible, assistance to those who need help to communicate their own or other people's needs'.

Using the swot analysis tool health care professionals are able to understand their patients needs through effective communication, which is done by asking questions in a clear and consistent tone, without appearing rude to the patient.

Please continue with

link: <https://docs.google.com/document/d/1JiEk5-MxH23UcD4jGoZrqxEw7OMGrxklxrkyWfEx2U/edit?usp=sharing>

Referencing:

Nursing & Midwifery Council. (2018). *The code: Professional standards of practice and behaviour for nurses, midwives and nursing associates*. Available at:

<http://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/revised-new-nmc-code.pdf>