

Problem Analysis Worksheet

**Resources:** pp. 139-140 in Ch. 6 of *Leadership for Health Professionals: Theory, Skills, and Applications* and pp. 124-125 in Ch. 5 of *Leadership for Health Professionals: Theory, Skills, and Applications*

**Review** the Week Five Case Studies and **select** one scenario.

**Complete** the table below for the scenario selected by providing the following:

* Identify the problem.
* Analyze the problem.
	+ What is the issue?
	+ Who does it affect?
	+ What is the appropriate model to analyze the problem?
	+ What are the ethical considerations within the problem?
* Create two to three possible solutions to resolve the problem.
* Analyze the potential positive and negative effects.

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| **Scenario Number:** |
| **Identify the Problem.** | **Analyze the Problem and Ethical Considerations.** |
| In this scenario, there should be an expressive and unbiased statement of the company's actual situation and state of affairs. It then begs the following question.What is the issue here?1. Workers feel that the administration does not understand their work and has failed to address their concerns.
2. Workers feel that they are pressured. They aggressively demand payment from patients.
3. They are demotivated, with most workers resigning from their jobs.

Whom does it affect?1. It affects coding and billing.

It affects patients, managers, and the entire management in the firm. | 1. This problem calls for an appropriate model to assess the issue by brainstorming. It equally needs a root cause analysis to determine the causative factors. In essence, using a triangulation technique is vital in establishing the factors contributing to this problem.
2. Because employees complain that the management underestimates their works, it is vital to consider each worker's workload and tasks.
3. Some of the essential questions to deliberate include the following;
	1. Is the administration aware of what each work in the company entails?
	2. Are there established rules, policies, and platforms for workers to voice their concerns regarding their work conditions?
	3. Is there a real pressure from the management to workers, which is forcing them to demand payments from patients?
	4. How do workers voice their grievances about their work situations?
	5. If workers' concerns are true, what could have caused a compliance breach from the company's management? The firm can be sued and suffer significant financial losses.
4. The low morale of workers seems to cause low productivity levels. It also appears to affect the firm's revenues.
5. The company’s reputation might be affected if workers quit their jobs and leave negative reviews in public.

de Zulueta (2016) says leaders need to practice compassionate leadership to drive healthcare changes. By this term ‘compassionate,’ it means that leaders must strive to have deeper awareness about the suffering of their workers, with the aim of helping them. He argues that showing compassion is vital in resolving issues in the workplace.  |
| **Solution #1** | **Potential Positive Effects** | **Potential Negative Effects** |
| Adoption of an open door policy approach or program (Hochstrasser et al., 2018) | * It will lead to peaceful interactions and relationships.
* It will equally lead to pleasant working conditions among workers.
* supports healthy working conditions
* facilitates cordial associations between workers and the management
* Creates easy access to management and other senior officers in addressing any concerns
* Encourages workers to look for help for better understanding and problem solving (Hochstrasser et al., 2018)
* It creates increased firm or organizational trust and fosters transparency.
* Workers understand that they can trust others for anything.
* Allows issues or problems to be resolved faster (Hochstrasser et al., 2018)
 | * It can lead to time wastage, especially management’s time.
* It can create a dependence on management, affecting workers’ initiatives in confronting issues.
* The firm’s chain of command can be significantly affected.
* Possible policy abuse, particularly by workers looking for promotion and competition (Hochstrasser et al., 2018)
* Might encourage workers to bring on board issues that they might solved on their own
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| **Solution #2** | **Potential Positive Effects** | **Potential Negative Effects** |
| Adoption of worker reward system, which can allow employees to be recognized and awarded  | * Encourages workers to do their best in their jobs
* Promotes workers’ morale and drive for work
* Produces high worker loyalty
* entails low financial costs
* prevents worker loss through quitting
* Makes workers more focused

Creates a sense of company pride among workers (Taylor & Alla, 2018) | * Can cause favoritism, where some workers are favored than others
* Can lead to increased financial costs
* Can lead to discords as well as factions among workers
* Might cause more confusion among workers, especially when it is not well outlined
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| **Solution #3** | **Potential Positive Effects** | **Potential Negative Effects** |
| Implementing federal regulatory compliance as well as a quality assurance policy | * Prevention of license loss
* Helps in preventing civil penalties, specifically when the federal false claims act has been violated
* Helps firms to avoid breaking regulations and laws
* Forces firms to comply with established acts
* Promotes adherence to ethics
 | * Bad debt creation
* Can lead to financial losses
* possible delays in billing and related processes
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**Submit** your assignment.

References

de Zulueta, P. C. (2016). Developing compassionate leadership in health care: an integrative review. *Journal of healthcare leadership*, *8*, 1.

Hochstrasser, L., Fröhlich, D., Schneeberger, A. R., Borgwardt, S., Lang, U. E., Stieglitz, R. D., & Huber, C. G. (2018). Long-term reduction of seclusion and forced medication on a hospital-wide level: implementation of an open-door policy over 6 years. *European Psychiatry*, *48*(1), 51-57.

Taylor, A. K., & Alla, S. (2018). Influence of reward systems on motivation-pros and cons based on current literature. In *Proceedings of the International Annual Conference of the American Society for Engineering Management.* (pp. 1-8). American Society for Engineering Management (ASEM).