

Problem Analysis Worksheet

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

**Review** the Week Five Case Studies.

**Select** one scenario.

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

* Identify the problem.
  + What is the issue?
  + Who does it affect?
* Analyze the problem.
* Select the appropriate model to analyze the problem.
* Analyze 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.** | |
| The problem selected for analysis is Case Scenario #2, which entails wrong evaluation of Smiley Hospital employees. According to the case, the hospital’s workers are complaining that their evaluations focus on outcomes that they cannot control. As such, they believe that the evaluations do not reflect their responsibilities and roles in the healthcare provider. As such, the wrong evaluations have led employees challenging the management team to develop performance appraisal systems that reflect their responsibilities. | The challenge that Smiley Hospital’s employees are facing is a bad performance review, which is emotionally demotivating. This is because the employees are being evaluated on outcomes they cannot control. As such, most of their efforts go unnoticed; hence, they do not receive praises that they deserve. Thus, an ethical issue that emerges from this issue is that the staff members feel that the hospital is using unfair tactics to undermine their importance. Therefore, the employees believe that a new performance appraisal system will allow the evaluation process to cover their responsibilities. | |
| **Solution #1** | **Potential Positive Effects** | **Potential Negative Effects** |
| The first solution that the hospital should use to address the challenge is involving employees in the evaluation process. | One of the benefits of this solution is that employees will contribute to the evaluation process(Doerr, 2018). Thus, they are likely to be satisfied by its outcomes.  Secondly, involving employees in the appraisal process will motivate them as they will feel valued and appreciated. | The main disadvantage of involving the hospital’s workers in their appraisal is that it will increase time needed for performance appraisals. |
| **Solution #2** | **Potential Positive Effects** | **Potential Negative Effects** |
| Allocating mentors to the hospital employees is the other strategy that the health care provider should use. | This approach will enable employees to feel motivated.  Mentors will allow employees to willingly address their performance issues. | Some employees might feel pressured or micromanaged by their assigned mentors.  Some workers’ decision-making skills might weaken due to being required to involve their mentors in all major decisions that they make. |
| Solution #3 | Potential Positive Effects | Potential Negative Effects |
| Initiating performance management is the other approach that Smiley Hospital can use to address employees’ complaints on the evaluation process. | The strategy will enable evaluations to focus specific performance issues, such as employees’ responsibilities.  The approach will enhance employees’ performance as it will address crucial issues affecting their performance(Half, 2019).  Performance management system will also enable the hospital to track employees’ performance. | Bad performance reviews can have devastating effects on workers’ morale.  Performance reviews are also time-consuming as performance reviews require systematic approaches. |

Reference

Doerr, J. (2018). *Measure what matters: How Google, Bono, and the Gates Foundation rock the world with OKRs*. New York: Penguin.

Half, R. (2019, Aug.2). What is the impact of a bad performance review? *Robert Half*. Retrieved from <https://www.roberthalf.com.au/blog/employers/what-impact-bad-performance-review>.