



BULE HORA UNIVERSITY MIDWIFERY DEPARTMENT

Description of the course

Course Title: **Health Policy Management**

Course Code: **SPHM-3132**

Credits: 4 ECTS

Semester : II

SECOND Year BSc MIDWIFERY Students

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2.5. Decision Making Process

Definition

- Decision-making is the selection based on some criteria from two or more possible alternatives".
- ✓ It is choosing the **best alternative** to reach the **predetermined** objective.
- ✓ Decision making considers various alternatives and **the most desirable alternative** is chosen to solve the problem or to arrive at expected results
- ✓ Decision making is rational. It is taken only after a *thorough analysis* and **reasoning** and *weighing the consequences* of the *various alternatives*.

Definition...

- Decision-making may *not be completely rational* but may be judgmental and emotional.
- Decision-making is goal-oriented.
- Decision-making is a mental or intellectual process because the final decision is made by the decision-maker.

Types of Decisions:

The organizational decisions are categorized into two based on the procedure followed.

a) Programmed Decisions:

- Programmed decisions are **routine and repetitive** and are made within the ***framework of organizational policies and rules***
- Programmed decisions have ***short-run impact***.
- They are, generally, taken at *the lower level of management*
- E.g. ***patient admission, scheduling, inventory, and supply ordering***

Types of Decisions...Cont'd

b) Non-Programmed Decisions:

- Non-programmed decisions are decisions taken to meet **non-repetitive problems**.
- Non-programmed decisions are relevant for *solving unique/ **unusual problems*** in which various alternatives cannot be decided in advance
- These decisions require much research and thought.
- Requires **Creative Problem Solving** because they are unfamiliar, Unique and non-routine
 - E.g. decision to expand, add or closes services

Process of Making Decisions

- The logical, stepwise approach that is used to
 - Make a choice between options,
 - To solve a problem, or
 - To resolve a dilemma.
- The process is one that is **logical and follows the orderly path** from problem identification through solution

The Process of Making Decisions...

1) Defining the problem:

- This is the initial step of the rational decision making process.
- First the problem is identified and then defined to get a clear view of the situation.

Cont.....

2. Setting Criteria for decision making

- **The second step in the decision-making process;**
- **To identify the decision criteria that will be important in solving the problem.**
- **In this step, the decision maker is determining what's relevant in making the decision.**

Cont....

3) Weight the criteria:

- The decision-maker weights the *previously identified criteria* in order to give them correct priority in the **decision**.

4. General Alternatives

- The decision maker generates possible alternatives that could succeed in resolving the problem.
- No attempt is made in this step to **appraise** these alternatives, only to list them.

Cont....

5. Analyze the Alternatives –

- The decision maker must *critically analyze* and *evaluate* each one.
- The *strengths* and *weakness* of *each alternative* *become evident* as they compared with the criteria and weights established in second and third steps.

Cont....

6. Choosing among the alternatives-

- Choosing which alternative(s) will best solve the problem based on the analysis that has been done.

7. Implement the Decision

- ✓ Is the act of carrying out the decision that has been made;
- ✓ often involves communicating exactly what is to happen based on the decision.

Cont'd....

8. Evaluation

- Receiving feedback about the decision that has been implemented
- Is it effective, efficient, appropriate, and adequate?

Decision-Making Styles

❖ Problem Avoider

- A decision-making style in which the person does not recognize a problem or chooses to avoid it;
- One who may make the choice not to make a decision.

Decision-Making Styles

- Problem Solver
 - A decision-making style in which the person recognizes existing problems and deals with them in a timely manner.
 - Reactive - A characteristic of a problem solver who acts on problems after they have become obvious.
- Problem Seeker
 - A decision-making style in which the person is proactive and deals with potential problems before they become obvious.

Decision-Making Styles...

- **Directive Decision Maker** - A type of decision maker characterized by
 - Being efficient and logical,
 - Requiring little information to make a decision, looking at few alternatives, and
 - Exhibiting a low tolerance for ambiguity.

Decision-Making Styles...

- Conceptual Decision Maker: A type of decision maker characterized by
 - Being open to new ideas,
 - Looking at many alternatives,
 - Having a high tolerance for ambiguity, and
 - Relying on **instinct** versus logic and reason

Decision-Making Styles...

-Analytic Decision Maker - A type of decision maker who enjoys solving problems, likes to seek alternatives and information, can tolerate ambiguity, and applies a rational, methodical approach to solve problems.

-Behavioral Decision Maker - A type of decision maker who uses intuition, feelings, and perceptions versus actual data, and who dislikes ambiguity.

Risk in Decision Making

Certainty

- A situation in which the outcome of a decision is known and expected.

Risk

- The unknown or uncertain factors or outcomes involved in making a decision.

Uncertainty

- A situation in which the outcomes of a decision cannot be predicted with any degree of accuracy.

References

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3. Leadership and management in Nursing. Anita W.Finkelman. India 2009

Thank you!!!