

External factors

[Business](#), [Decision Making](#)



Decision making is a broad term that applies to the process of making a choice between options as to course of action (Smith et al., 2005). There are many factors that are involved in decision making of any organisation especially in health and social care organisation. Following are the external factors that are affecting the decision making of health and social care organisation. (Blog NHS Website, 2005).

1. Legislation:

There are many set of rules and regulations defined by the government and health and social care sector is bound to obey these rules and regulations Such as “ The Mental Capacity Act 2005”, The Access to Medical Reports Act 1988, Blood Safety and Quality Legislation, The Census (Confidentiality) Act 1991, The Children Act 2004, The Civil Contingencies Act 2004, The Civil Evidence Act 1995, Commission Directive 2003/63/EC (brought into UK law by inclusion in the Medicines for Human Use (Fees and Miscellaneous Amendments) Regulations 2003), The Computer Misuse Act 1990, The Congenital Disabilities (Civil Liability) Act 1976, The Consumer Protection Act (CPA) 1987, The Control of Substances Hazardous to Health (COSHH), Regulations 2002, The Copyright, Designs and Patents Act 1990, The Crime and Disorder Act 1998, The Criminal Appeal Act 1995, The Data Protection Act (DPA) 1998, The Data Protection (Processing of Sensitive Personal Data) Order 2000, The Disclosure of Adoption Information (Post-Commencement Adoptions) Regulations 2005, The Electronic Commerce (EC Directive) Regulations 2002, The Electronic Communications Act 2000, The Environmental Information Regulations (EIR) 2004, The Freedom of Information (FOI) Act 2000, The Gender Recognition Act 2004, The Gender

Recognition (Disclosure of Information) and (England, Wales and Northern Ireland) (No. 2) Order 2005. (NHS White paper, 2007). Beside these rules and regulations, there are many set of rules and regulations that are defined by the privately managed health and social care sectors.

2. Technology:

There are many technologies that have made very positive impacts on health and social care organisation. There are many technologies such as video conferencing, wireless networks, IP cameras, IPTV networks, IP telephony, data storage networks, corporate websites and computerised data entry tools. These factors are cost effective and providing many advantages to many organisations. The adoption of these technologies is analytical, due to large number of products available in market from different manufacturers. The decision makers find it challenging to choose any technology depending on product life cycle, their usage and cost. (Baxter et al, 2008).

3. Weather Factors:

The weather is considered as vital factor during the decision making of health and social care organisation. The number of patients and care request increases during the severe cold weather and severe hot weather. The hospitals and care house have to take special care of their patients and have to manage these patients depending on the capacity of their organisation. (NHS White Paper, 2008).

4. Act of God (Natural Disasters):

This is the major factor that requires special consideration by the decision making teams of health and social care organisation. These factors can create emergency situations for health and social care sector. Therefore, decision makers have to make very quick actions or reserve a team force before the prediction of any natural disaster in any country. There were many examples of natural disasters in past such as Earth quack in Haiti, Tsunami in Asia, Floods in Kashmir, Pakistan. (Independent Evaluations Unit, 2006).

5. Supply chain:

The health and social care organisations are providing many facilities to their customers and patients. These facilities are provided with the combination of quality of service in terms of different products, medicine, transportation and accommodation. Therefore, these factors have higher impacts on decision makers to make such policies that can provide quality of products and services to their customers and patients. The supply chain and medical instruments are important element of any health and social care organisation, therefore supply chain of specially these products should be made with higher level of standards in health and social care organisation. (Smith et al, 2005).