DECIDE Decision-Making Model

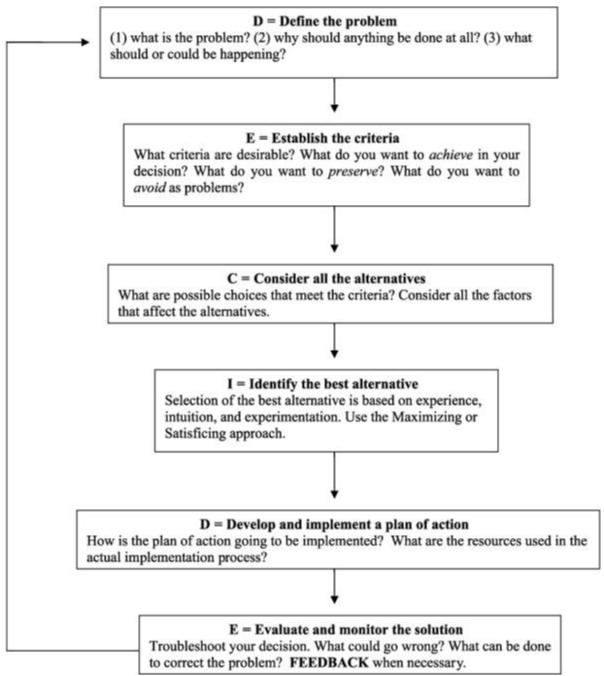


Figure 1. DECIDE: a model of the decision-making process.

- 1. D = define the problem.
- 2. E = establish the criteria.
- 3. C = consider all the alternatives.
- 4. I = identify the best alternative.
- 5. D = develop and implement a plan of action.
- 6. E = evaluate and monitor the solution and feedback when necessary.

To assist managers in making decisions, **Figure 2** is an application of the DECIDE model using a health care example.

D = **Define the problem**

Overcrowded emergency room (ER) at Horizons Health Care System. Some patients have minor cuts and bruises, and others are trauma cases. Patients and families are complaining about the long wait, and hospital personnel are doing their best to ease the overcrowding. Everyone expects management to find a solution to the overcrowding problem.

E = Establish the criteria

The established criteria must be consistent with the hospitalis values, mission, and families, more motivated staff. Preserve: quality of patient care provided;

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