



UNIVERSITY OF WALES  
**Trinity Saint David**  
**London**

## **Digital Skills And Research Methods**

Task 1

Henriette Afoua ADOM

Student ID 2018715

Lecturer: Toyin Adisa

MODULE CODE: BMSW4003

## Table of contents

|                                                                        |     |
|------------------------------------------------------------------------|-----|
| Introduction.....                                                      | 3   |
| The use of contemporary technology in healthcare .....                 | 3   |
| The use of technology during Covid-19.....                             | 3/4 |
| The use of digital communication, collaboration and participation..... | 4/5 |
| Digital identity well-being and safety.....                            | 5/6 |
| The use of digital literacy for professional career development.....   | 6   |
| Conclusion.....                                                        | 6   |
| References.....                                                        | 5/7 |

## **Introduction**

In recent years, technology has taken a great place in the health sector. From digital through robotics, the sciences are innovating to provide better treatments to patients, patients are more and more connected. Another important field is disrupting the relationship between patients and medical personnel: e-health. These are the set of health-related services that use new information and communication technologies. The new technology is used in hospitals, at the GP, in community care.

## **The use of contemporary technology in healthcare**

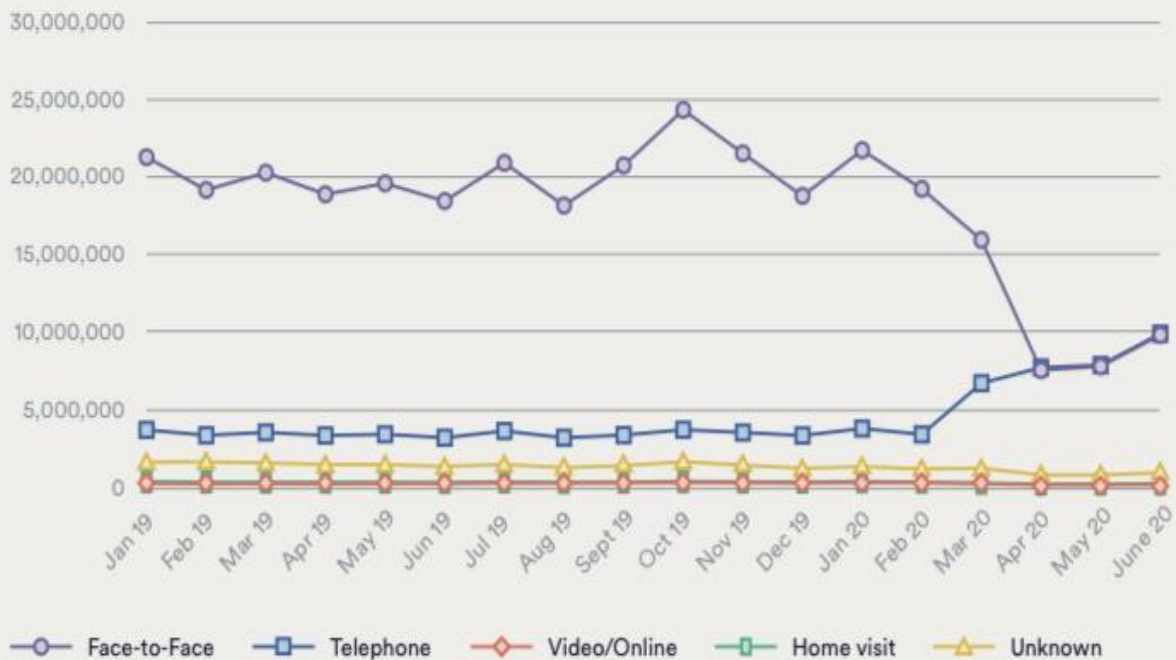
Now days, digital tools, particularly through connected objects or devices, measure, analyse, store and sometimes share our health data: this is called e-health. The use of e-health has become essential regardless of the patient's age or state of health. With the proliferation of websites devoted to health, more and more patients are increasingly seeking information online and on social networks, with uneven success. Faced with this mass of information, medical Centers are developing their own sites to provide relevant information to patients. Care assistants use an application on the phone, it can be "Care Planner" for example, they use it as time shift and to add a note regarding, they clients.

Although technology has its benefits in the health sector, there are also disadvantages for some people. the digitization of health involves the use of the internet, cell phone or computer, which is what will create a contribution to disparities in health care, internet is much more used now but depending on your social class, not everyone has the possibility to access it.

## **The use of technology during Covid-19**

In these very difficult times of the Covid-19 Crisis, the use of technology is very much utilized either by patients or by patients. The COVID-19 pandemic has disrupted the practice of medicine and medical services around the world. It is ironic that the urgent deployment of social distancing has opened the door and created an unforeseen demand for telemedicine as a critically important technology that can be used to assess, manage and track certain COVID-19 patients, without the need for an in-person examination. Beyond virtual consultations, healthcare providers have deployed telemedicine solutions and video collaboration tools in a wide variety of use cases, gaining experience with these tools and integrating them into their daily routine.

**Figure 1: Appointments in general practice, January 2019–June 2020, by mode of appointment**



Since COVID19 the NHS has increased adoption of new technologies and platforms, such as the NHS app for appointment booking and access to patient records.

The Health Foundation said (In our survey of UK adults, conducted 26–28 October 2020, around two-fifths of respondents (39%) said that they had either ‘received NHS care for any health condition’ or that they (or their carer) had ‘communicated with the NHS about their health’ since the first lockdown began at the end of March 2020. And nearly all of this group (97%) said they had used technology in some way in doing so (defined broadly to include phone, video link, web, email, messaging, apps and medical devices).

### The use of digital communication, collaboration and participation

Collaboration and communication are two essential factors for the success of a business or for everyday life. It allows you to communicate with others using different media such as email, social media, photo sharing, presentations and videos, Digital communication, therefore first applied to the web, social media and mobile devices. Communication terminals have mainly become screens... Smartphones, PCs, tablets. Individual and touch screens. Digital communication signals the disappearance of media and passes through:

| information channels                                                                                                                                                            | Digital communication tools                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>▪ Social networks</li> <li>▪ Website</li> <li>▪ Blog</li> <li>▪ Newsletter</li> <li>▪ Mobile app</li> <li>▪ Connected objects</li> </ul> | <ul style="list-style-type: none"> <li>▪ Email</li> <li>▪ Mobile phone</li> <li>▪ Mobile applications</li> <li>▪ Websites</li> <li>▪ Social media</li> <li>▪ Web conferencing</li> </ul> |

|  |                                                                                                 |
|--|-------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>▪ Clous services</li> <li>▪ Instant messaging</li> </ul> |
|--|-------------------------------------------------------------------------------------------------|

Digital technology is now an option for managing a range of business functions. Practitioners use:

- Data bases and spreadsheets to plan and monitor performance.
- Client information systems to record interventions.
- Microsoft products such as Word, Excel and PowerPoint and Projectix.
- Office 365 applications such as SWAY, TEAMS and Yammer.
- Skype and webinar technology to manage meetings.
- SharePoint One Note and Google Drivexx for collaborative working and file sharing.
- Adobe Sparkxxi for creating newsletters.
- Yammer for maintaining communication between team members.
- Eventbritexxi for managing events.
- Barcode scanners to monitor attendance at lessons or sessions in schools, colleges or universities.
- Apps to manage and record the time spent on different projects.
- Global positioning system technology (GPS) and other navigational tools to plan journeys.

This represents a large pool of expertise and indicates the direction of travel in terms of business management. There is clearly a responsibility for employer organisations to ensure that their staff are trained to use these applications where their use is a requirement of people's jobs.

Companies that have gone digital testify that using high-performance tools can offer many advantages:

- time saving
- superior performance
- better communication internally and externally
- centralization of information
- improved user experience.

### **Digital identity, well-being and safety**

Every day we enter personal information on websites, or register in the data of GPs, Hospitals, Digital identity is at the heart of digital trust. The concept of identity has imposed itself and has become common, because without identity our society cannot recognize the existence of rights such as property, access to administrative, social, financial services, or observe the proper performance of duties. Proving your digital identity is made even more necessary by the proliferation of electronic transactions, which in essence are carried out remotely and not face to face. Digital identity has become the object of fraud, for example when you are making an online purchase. To pay, you can opt for payment by credit card,

providing the information Card number, validity date and security code. Digital identity is a daily reality: it is an identifier plus a password, an email address, all the information that the Internet user has communicated concerning him. If the identity is not secure, the probability of occurrence of fraud will increase, the consequences associated with this fraud will be increasingly detrimental to users of digital services.

### **The use of digital literacy for professional career development (teaching, e-learning and self- development)**

The use of digital literacy can vary greatly by source even to the point of confusion digital literacy encompasses 21st century skills related to the effective and appropriate use of technology, digital literacy as the ability to use information technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills. It's important to understand that even digital natives who know how to send a text and post to social media are considered digital literacy by any means. Digital literacy in education, learning, teaching encompasses so much more for example we as students must have specific skills when reading online text that may contain embedded resources such as hyperlinks, audio, clips, graphs, or charts that require students to make choice. As students we need to create, collaborate, and share digital content and to do so responsibly. For these reasons, principals, school librarians, and teachers understand the importance of digital literacy skills, students who use both cognitive and technical skills to find, evaluate, create, and communicate information are certainly on their way to becoming digitally literate.

### **Conclusion**

The research sought to determine the extent to which digital technology could be used to deliver career development services. Technology is increasingly used to deliver services to clients however, this is not the only way that practitioners and their organisations use digital technology. Applications are used widely to manage various aspects of work and practitioners noted that this is making them more efficient and cost-effective in delivering their services. Digital technology enables practitioners to work remotely and enable services to be delivered to clients who would otherwise be unable to access them due to their remote 21 location. However, some practitioners noted that technology was not always the best solution and its use depended not only on the skills and confidence of the practitioner but also of their clients. Technology is now being used to deliver both personal and group guidance through applications such as webinar technology and communications technology such as Skype. One interesting finding has been that the importance of creating the correct visual spaces for this type of activity which are equipped with the necessary technology. This helps to improve the experience for both clients and practitioners and a requirement of any organisation who expect this type of technology to be used to deliver services. The research notes the growing use of LinkedIn as an online alternative to the traditional CV. This is an interesting finding with implications for practitioners who now need to be fully versed in the use of LinkedIn, not just for their own use in promoting their online presence but so that they can support their clients to develop their own.

### **References**

Monique Ellis, 27.02.2019

NHS digital, June 2020

Rachel Hutchings, august 2020

Health Foundation long read, 16 March 2021

The Signaturit Blog, *March 31, 2021*

Mark Brown November 9, 2017

Rachel Hutchings, 27/08/2020

Derby.openrepository.com