

LCHS4007

Digital Skills and Research Methods

Title - Improving Staff Communication at Riverdale Nursing Home Using Microsoft PowerPoint

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Introduction

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Introduction

- Staff work across two buildings on rotating shifts, making effective communication crucial but difficult.
- Confusion over which Microsoft 365 tools to use has led to duplicated work and late messages (Wynn *et al.*, 2023).
- This report focuses on the staff communication task and justifies Microsoft PowerPoint as a suitable tool.



The employees at Riverdale Nursing Home operate in two buildings on rotating shifts, which complicates effective communication, although it is crucial. The lack of clarity on which Microsoft 365 tools to use has resulted in duplicating work and sending messages late (Wynn *et al.*, 2023). The present report dwells on the workplace task of staff communication and justifies why Microsoft PowerPoint is an appropriate tool.

What the Task Involves

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What the Task Involves

1

Sharing information

Shift messages, policy updates, care procedures, health & safety, and training.

2

Clear & accessible

Messages must be easy to read so all staff get the same information on any shift.

3

Safer care

Good communication reduces mistakes and supports carer–nurse collaboration (Persson *et al.*, 2023).

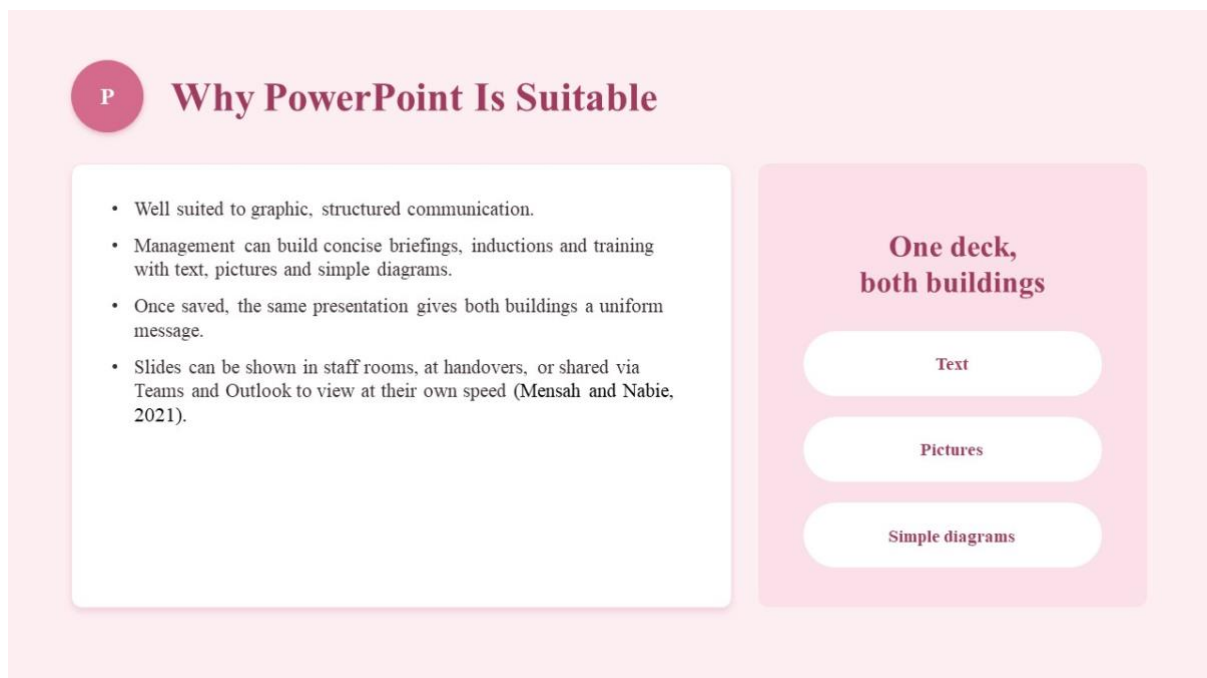
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Reliable format

Needs a professional, consistent and understandable way to reach everyone.

Staff communication consists of sharing significant information like shift messages, policy messages, care procedures, health and safety messages and training. The messages should also be easy to understand and read since the staff do not work all the time and at the same building, meaning that all the staff should get the same information irrespective of what shift they are on (Persson *et al.*, 2023). Communication also helps to reduce mistakes during care delivery, collaboration between carers and nurses and administrative reports to the relevant people. The work then requires a reliable way of presenting information in a professional, consistent and understandable way to all the employees.

Why PowerPoint Is Suitable (Microsoft 365 tool)



PowerPoint would be very suitable for communication that will be graphic and structured. The management can prepare an effective and concise briefing in the form of a slide presentation, induction and training presentation, which can be inclusive of text, pictures and simple diagrams (Mensah and Nabie, 2021). After saving, a presentation may be implemented in both buildings, whereby the team members would have the same uniform message. To project the slides in the staff rooms, during handover meetings or even in Microsoft Teams and Outlook so that the staff can view at their own speed.

How It Improves Efficiency and Communication



How It Improves Efficiency

- Saves time — no need to repeat everything verbally during busy shifts.
- Standardised format lowers the chance of missing or misreading key information.
- Visual slides are easy to digest; files stored in SharePoint or OneDrive reach all staff in both buildings.
- Helps remove confusion, duplicated effort and lost messages for clearer, more reliable communication (Hellzén *et al.*, 2022).



PowerPoint will also save time since one will not have to go through all the things verbally when there is a busy shift on. Information is presented in a standardised format, thereby minimising the likelihood of overlooking important information or misinterpreting information (Hellzén *et al.*, 2022). Information can be easily digested by the staff in visual slides, and files can be stored in SharePoint or OneDrive, which means that the information will be accessible to all staff members of both buildings. This may assist in removing confusion, duplication of effort and lost messages that the management would prefer to avoid and instead have more concise and reliable communication throughout the entire organisation.

Advantages and Limitations



Advantages & Limitations

Advantages

- Easy to use, presentable and attractive.
- Reusable and easily updated.
- Ideal for training and briefings (Patil and Jadhav, 2021).

Limitations

- Not for real-time, two-way chat or emergencies — Teams or Outlook suit better.
- Good slides take time to make.
- No guarantee staff will actually read the information (Wolfe *et al.*, 2024).

Advantages: PPT is easy to use, presentable and attractive. The presentation is reusable, can be easily updated and should be used in training and briefings (Patil and Jadhav, 2021).

Limitations: It is incapable of applying to real-time, two-way chat or emergencies, and in those instances Teams or Outlook will be more suitable. Better slides are made over time, and being in possession of PowerPoint does not guarantee that the personnel will read the information or not (Wolfe *et al.*, 2024).

Conclusion



Conclusion

PowerPoint is a valuable tool for staff communication at Riverdale Nursing Home — especially for briefings, training and policy changes that suit a clear, visual, reusable format.

It works best when used alongside other Microsoft 365 applications.



Microsoft PowerPoint would come in handy in staff communication in the Riverdale Nursing Homes, particularly for briefings, training and policy changes that would be more appropriately presented in a clear and visual, reusable format. Even though it is best utilised in conjunction with other applications.

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