

Module: Digital skills and research methods
Module code: BMSW4003

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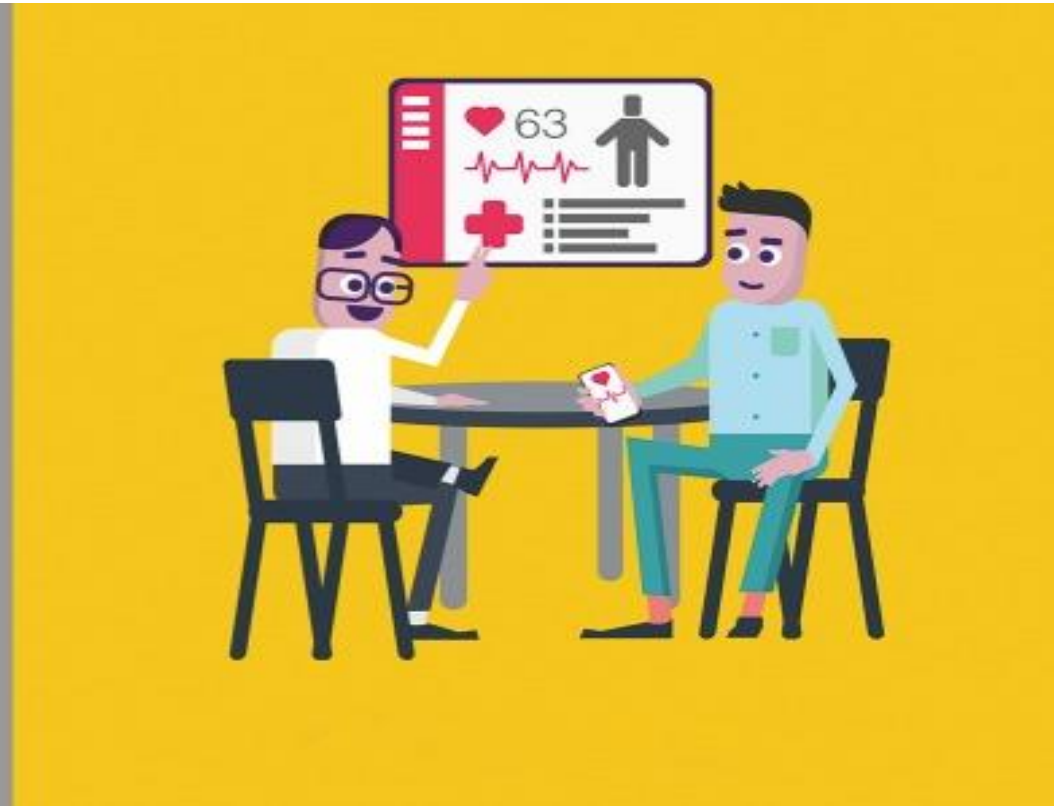
The use of digital communication, collaboration and participation in health and social care:

In the pass



Currently

(Mesko, et al 2017)



Digital Communication, Collaboration and Participation between professionals and patients:

- Video-conferences via Social-Networking (medical consultations, professional conferences)
- Instant messaging tools (medical appointments)
- E-mails (sending medical results, prescriptions)
- Blogs and websites (sharing information and knowledge)

(Matijas, T. 2021) (Wertens, L. 2021)

Key digital communication skills for health and social care workers:

- Knowledge to use digital technology.
- Ability to interact with co-workers to develop better communication, collaboration and participation in the workplace.
- To know how to use privacy policies ethically.
- Capacity to create an effective communication, participation and collaboration with patients.

(Montero, J. et al.2019)

The use of digital communication, participation and collaboration in health and social care

- ADVANTAGES:

- Reduce time between appointments.
- Better collaboration between professionals.
- Further access to the information.

(Montero,J. et al. 2021)

- DISADVANTAGES:

- Insecurity in some diagnoses.
- A sector of the population lacks basic digital knowledge.
- Fear of lose face to face medical consultation.

(Flannery, T. et al. 2021)

CONCLUSION:

- The use of digital technology in health and social care has improved in the last century.
- The last two years have been crucial in the use of technology in health and social care.
- Digital technology is improving and growing every day in health and social care.
- The future of technology in health and social care.

References:

Flannery, T. et al (2021) “Physiotherapy after COVID19-Zoom or room”, *Haemophilia*,27(4),pp476-478,[online].available from: <https://doi-org.ezproxy.uwtsd.ac.uk/10.1111/hae.14166>. (Accessed: 28 November 2021)

Matijas, T. (2021) “Digital connection to integrated health and social care services-Review of inter-sectoral cooperation of Health Care Center Zagreb and Rehabilitation Center Zagreb”, *International Journal of Integrated Care*, 21(S1),p36,[online].available from: <http://doi.org/10.5334/ijic.ICIC20424>. (Accessed: 28 November 2021)

Mesko,B. et al (2017) “Digital health is a cultural transformation of traditional healthcare”, *mHealth*,38(3), [online] available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5682364/>. (Accessed: 23 November 2021)

Montero,J. et al. (2019) “Key digital competencies of health and care professionals”, *Medical education*, [online]. Available from: <https://www.elsevier.es/es-revista-educacion-medica-71-avance-resumen-competencias-digitales-clave-profesionales-sanitarios-S1575181319300956> (Accessed: 22 November 2021)

Wertens,L. (2021)*Top Social Networks For Doctors, Nurses, And Healthcare Professionals* [online]. Available from: <https://upcity.com/experts/top-20-social-networks-for-doctors/> (Accessed: 28 November 2021)

Information and records handling in health and social care with practical skills

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Table of contents



INTRODUCTION



CHALLENGES



MODERN
METHODOLOGY



CONCLUSION



REFERENCES

Introduction

In the area of health and social care the need of confidentiality with data and information management is increasing important especially the process of gathering and retrieval of information that satisfies the needs of a service user.

Challenges

Health and social care professionals needs high level of skills in handling information as their duty to share information and protect confidentiality.

- Members of care team protect service users
- Organisations policies to ensure confidentiality
- Train needed staff with right technical professional skills

Conclusion

Regardless of one position the future of health care demand that risk should be overcome or avoided. In the implementation of digital health care records, Confidentiality should be consider when sharing patient information.

References

<https://help.open.ac.uk/skills-you-can-develop-health-social-care>

<https://digital.nhs.uk/services/national-data-opt-out/understanding-the-national-data-opt-out/confidential-patient-information>

A close-up, blurred image of a pen writing on a document. The document features a line graph with a dotted trend line. The pen is positioned at the top right, and the graph shows a series of peaks and valleys, with the dotted line indicating an overall upward trend.

THE USE OF TECHNOLOGY DURING COVID-19

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**Module: Digital skills and research methods
Module code: BMSW4003**

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THROUGHOUT THE COVID-19 PANDEMIC, THERE HAS BEEN A GROWING ON THE USE OF TECHNOLOGY TO LEARN, LIVE, AND STAY CONNECTED. MY COLUMN WILL EXPLORE HOW TECHNOLOGY BECAME A ESSENTIAL DURING A TIME OF ISOLATION AND SOCIAL DISTANCING AND WAS USED TO LEVERAGE AND MAINTAIN WELLBEING FOR EVERYONE THE IMPACT OF COVID-19 ON THE USE DIGITAL TECHNOLOGY IN THE NHS

Main point). The Covid-19 pandemic has resulted in the rapid adoption of digital technology in the NHS and significant changes in the delivery of services more widely – to free up space and capacity in acute hospitals this shows that we are able to book gp or even hospital appointments online and we are more likely to get more medical attention when we book it online due to Covid restrictions it also reduces the risk of infection transmission in NHS settings. Primary care in particular has seen a huge increase in remote appointments.

- 1). Drones transporting medicine and equipment between medical sites in Scotland.
- 2) Symptom tracking apps, such as that created by UK academics and start-up company ZOE.
- 3) Robots used in hospitals in China and elsewhere for basic tasks such as delivering food.
- 4). Facial recognition for checking people's temperature at Chinese airports and railway stations.

(Lydia harris ,et, al , 2021)



DIGITAL IDENTITY, WELL-BEING , AND SAFETY

. Digital security

I understand basic rules for sharing data and data security e.g. information governance.

I can create and use secure passwords, e.g. apply characteristics

of strong passwords.

I am aware of simple encryption and the purpose of encryption, e.g. to send sensitive data more securely

Health and well-being

I know the importance of balancing screen time with other parts of my life.

I can identify different forms of bullying, including cyberbullying, and suggest strategies for dealing with it, e.g. screenshot, block, report.

Identity, imagine and reputation

I understand that any comment or image I post online can stay in the public domain and contributes to my digital footprint (a digital footprint is the information about a particular person that exists on the internet as a result of their online activity).

I can identify the benefits and risks of presenting myself in different ways online, e.g. professionally and personally.

I use my digital footprint to showcase my skills and professional experience

(HEE digital literacy domain descriptors)