

GROUP POWERPOINT PRESENTATION

Enhancing Workplace Communication & Daily Updates via Microsoft Teams

A Strategic Digital Improvement Plan for Ashford Community Care Service

MODULE LEAD & LECTURER

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PROGRAMME

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Ashford Community Care Operational Context

Multi-Disciplinary Care Workforce

Examples of Home Care, Supported Living and Office staff who fall under the category of Support Worker, Nurses, Care Coordinators & Administrators.

Communication Bottlenecks

Use of various tools which lead to missing out on care alerts, redundant efforts, confusion in shifts rosters and delayed emergency alerts.

Strategic Digital Goal

M365 standardization of the tools for consistency and better teamwork.

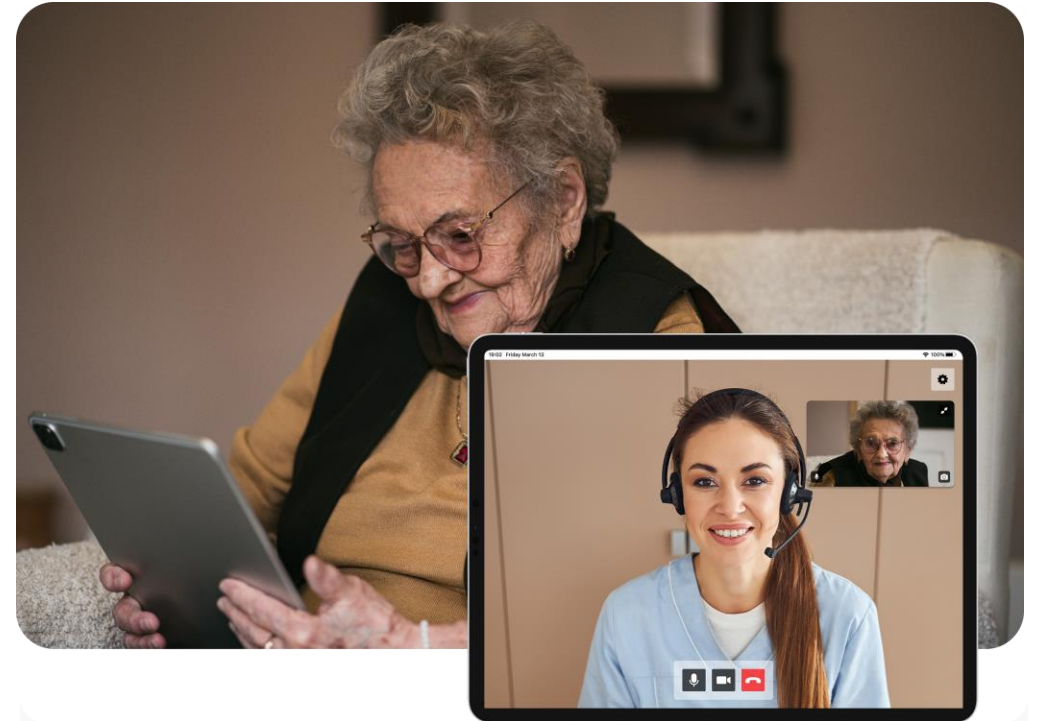


Image Source: Healthcare Digital Media (2024)

Staff Communication & Daily Updates



Image Source: Community Care Fieldwork (2024).

1 Shift Handovers & Daily Huddles

Information exchange about important morning statuses between the field staff and the office staff.

2 Urgent Care & Medication Alerts

Instantaneous information exchange about any important changes in medication or visitation.

3 Policy & Organizational Announcements

Management process at the center to ensure equal opportunities for both remote and office staff.

Microsoft Teams Solution Overview



Structured Channels

Channel Conversation used for internal communication, emergencies, or shift turnovers.



Instant Chat & @Mentions

Emergency Conversation either one to one or group.



Mobile Integration

Mobile apps for iOS and Android providing access to the updates to field workers.



Virtual Meetings

Video Chat and Record Chat for shifts of employees.

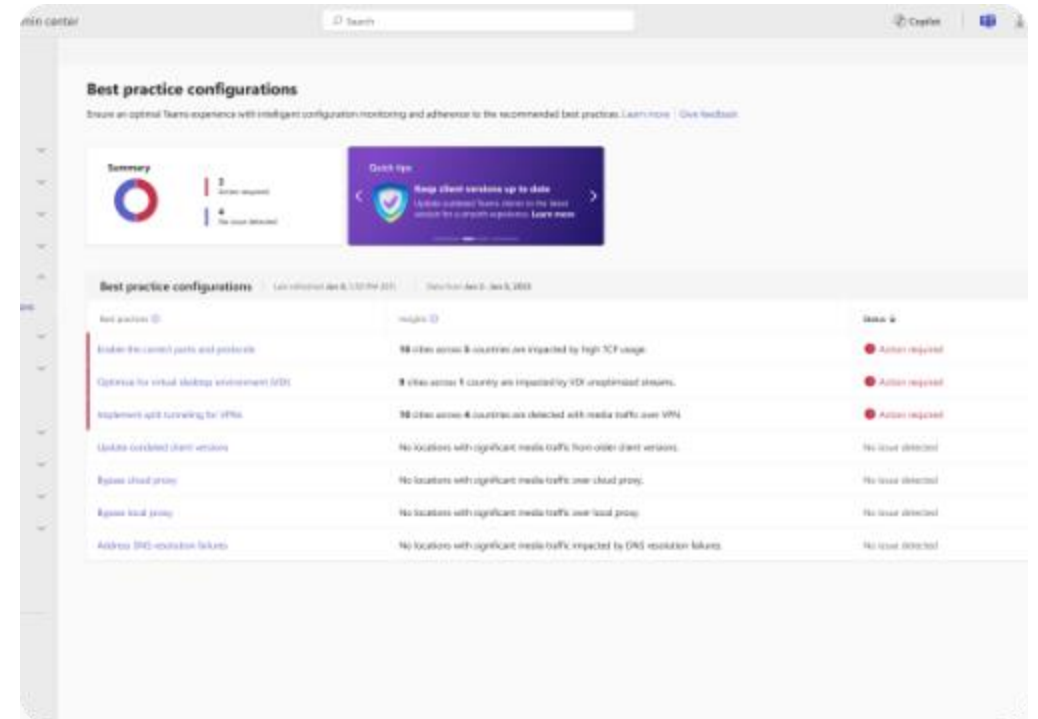


Image Source: Microsoft 365 Architecture Preview (2025)

Why Microsoft Teams Fits Ashford's Needs & Is Suitable For The Task



Image Source: Digital Care Operations Journal

Unified Hub for Hybrid Care Teams

Brings field nurses, home health workers, and office workers together into one space.

Replaces Fragmented Channels

Gets rid of the risks of using WhatsApp, missing out on paper memos, and unread emails.

Seamless Microsoft Ecosystem Integration

Integrated with OneDrive files, Outlook calendar, and Word documents.

Why is Microsoft Team suitable for the task?

- It is useful because:
- It make communication easy.
- staff can attend online meetings.
- staff can share files and documents.
- It helps staff and the team work together.
- It can be used from different places.
- It helps save time and effort.
- It can discuss problems and find solutions.
- It can share information with many people.
- Microsoft Team is suitable for teamwork because it helps people stay connected and share ideas easily.
- People can chat, make video calls, and share documents with other team members.
- It helps to organise group activities.
- It allows to keep track of important discussions.

For Example:

- People can use Microsoft Team to discuss their assignments, share notes, and complete group project together

How MS Teams Improves Workplace Efficiency

-40%

Handover Delays

Makes shift change over easy with efficient communication lines.

100%

Audit Visibility

Search conducted centrally for patient medical files and status changes on daily basis.

Elimination of Duplicated Work

Avoids any kind of duplication of information about patient's status since it is only done once.



Image Source: Business Process Optimization Report (2024)

How does it improve efficiency or communication?

- Microsoft Teams improves efficiency by saving time and making work easier. Staff do not need to physically communicate every time.
- Staff and the team can discuss our work online.
- It helps in the following ways.
- Easy communication: We can talk through chat, audio, or video calls.
- Teamwork : Everyone can share their ideas.
- File sharing: can be sent and received easily.
- easy working: People can work together from home,
- Better organization: messages, files, and meetings in one place.
- It helps us save time and reduce extra effort.
- Staff can exchange message and information quickly.
- It improves cooperation between different people and staff within Ashford.
- Staff can share ideas and opinions with team members easily

For Example,

Staff , members can discuss their work, share information, and complete the tasks on time using Microsoft Teams.

Conclusion:

Microsoft Teams is a useful tool for communication and teamwork. It makes life and work easier, saves time, and helps everyone to stay connected with others.

Transforming Multidisciplinary Communication



Image Source: Digital Health Today Field Case (2023)

High-Priority Priority Notifications

The alerts regarding urgent care repeat the messages after two minutes, until the alert gets confirmed by the on-hand staff members.

Contextual Threaded Conversations

Discussions are carried out on the basis of the topics that concern specific users/services and/or shift topics.

Real-Time Presence & Status Icons

"Coordinators have immediate access to know the status of the member being 'in visit', 'available' or 'off duty'."

Key Advantages for Ashford Community Care

Enterprise Security & GDPR Compliance

Data encryption while transferring confidential data of the service user, not consumer applications.

Cost Efficiency (Existing Licensing)

There will be no cost for any additional software license since Ashford has already paid for M365.

Enhanced Mobile & Offline Capability

They will still be able to see the changes even on their mobile phones when they come back online.



Image Source: Digital Health Security Review (2022)

Advantages of Microsoft Teams:

- **Allocating tasks clearly:** Tasks can be distributed to staff individually or as a group so everyone is aware of their responsibility.
- **Improves teamwork:** staff can share their work plans with their team members and keep them updated
- **Organise work in one place:** All the relevant information can be organised and kept in one place such as Tasks, work deadlines, checklists and any other relevant information.
- **Monitor progress:** Team leaders can keep a track of completed tasks, in progress tasks or any other task that would need attention.
- **Keeping Track:** Using Microsoft Teams and help keep track of every task and Due dates so there are no delays with anything.
- **Avoid duplicate work:** Using Microsoft team can help staff see which task has already been assigned or completed.
- **Prioritises:** Microsoft teams can help staff identify urgent or priority work.
- **Save times:** Having tasks organised in one shared folder can save time spent searching through messages, emails or paperwork.

Limitations & Potential Adoption Barriers



Image Source: Journal of Adult Care Practice (2022)

Digital Literacy Disparities

Different levels of technical confidence among the support personnel will demand ongoing training.

Information & Notification Overload

Improper use of the channel will cause alert fatigue and will fail to notice the important message.

Mobile Connectivity Reliance

Mobile cellular connectivity is essential in the rural area where the clients are attended.

Limitations of Microsoft Teams

- **Staff Training:** Most staff members will require extra time to learn to use MST.
- **Internet access:** MST require a WiFi connection to work with; some staff members might not a WiFi connection out of workplace to check and keep updated and will only be able to access at work.
- **Keeping it up to date:** MST will require it to be used and updated regularly to update task status.
- **Complicated:** Using MST can be complicated to use of some people specially for elder generation as they might not be aware of technology as much as current generation.
- **Confidentiality Concerns:** Information needs to be handed carefully, with minimal personal information included.
- **Technology Problems:** Internet disruption, device or MST 365 problems could prevent staff accessing information and causing delays.

Ashford Implementation Roadmap

- P1

Governance & Channel Protocol (Weeks 1-2)
Identify mandatory channel setups and notification requirements.
- P2

Staff Champions & Training (Weeks 3-4)
Train key careers as technology advocates for the field workers.
- P3

Pilot Rollout in Supported Living (Weeks 5-6)
Test daily updates on one team before rolling out to all teams.
- P4

Full Organization Launch (Week 7+)
End informal communication and require using Teams.

Five Years Technology Implementation Roadmap for Business

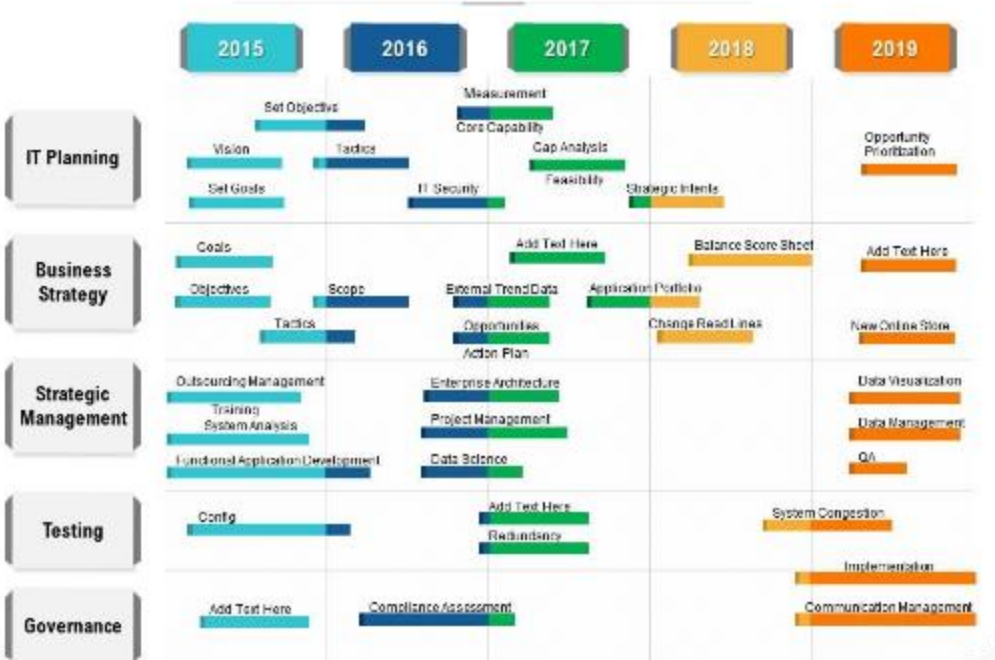


Image Source: NHS Digital Transformation Framework (2025)

Summary & Recommendations for Ashford Management



Image Source: Healthcare Workforce Today (2024)

✓ **Mandate Teams as Primary Channel**

Ensure that the Microsoft Teams will become the primary platform for all the communication that takes place.

🛡️ **Implement Clear Usage Governance**

Establish guidelines about how employees should behave in the channels, emergencies, and data security.

📈 **Monitor Adoption & Care Outcomes**

Review the feedback of the employees about the communications on a quarterly basis.

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