



DIGITAL SKILLS AND RESEARCH METHOD

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Introduction

The absence of digital literacy within an individual can cause setbacks in career progression within many organizations, hence the importance of digital skills for employability. Digital skills can be defined as “a level of ability to manage information through the usage of various “digital devices, communication applications, and networks” (Anon., 15/03/2018). The importance of digital skills is highlighted by this current changing environment of Covid-19. As the world changes more job role has shifted to working from home hence the significances of digital skills in relation to employability unquestionably in obtaining digital skills career prospects improves significantly. Fundamental digital skills such as the Microsoft Office proficiency and various software tools are becoming a common requirement for jobs over various skill level. Digital skills are often said to be key the entering in the job market, this statement is supported by a 2019 UK Government statics showing over 75% of Job openings at different level (Low, Middle and High-skill roles) require baseline digital skills (Nightingale, 2018).

To capitalize on job prospects in this current environment, job seekers are required to go beyond the necessary fundamental the Digital literacy skills. This report will reflect upon the use of technology in health care, the effectiveness of digital tools and techniques and change and impact of digital skills has provided in this current environment. This report will also highlight how relevant digital literacy is for health and social care professionals and its impact of their daily lives.

The impact of technology on healthcare

Digital Skills

The influence of technology in our lives is growing constantly, its present in ever aspect of over lives both personal and professional. The basic definition of Technology is “the study and knowledge of the practical, use of scientific discoveries such as computer technology” (Cambridge Dictionary , n.d.). Although technology can be defined by an individual dependent on their perspective and experience, it also progresses into understanding how knowledge can be implemented creatively to a task requiring people and machine to achieve feasible objective. Technology influences people the same way people

influences technology, it allows people develop digital skills as it has a set way of performing a task. It covers various interface between the machine or devices being used and the person and system who uses it. Technology is used to develop various digital devices which provides it fair share of benefit.

Prior to the appearance of Covid-19, the Health Care systems record for implementing digital technology at a larger scale was considered poor. In the efforts to fight the pandemic the health care system promptly implemented new technology-based tools which acted as a base point for the delivery of health care where physical contact restricted. Many these diagnostic, administrative and care support technology adapted to combat this pandemic where already recognized but wasn't commonly used. The roll out of administrative and care support technology has been instrumental in the prevention and treatment of the pandemic, it allows patients to virtually communicated with the required medical provider. The support technology also provides easy digital solutions for simple task like ordering repeat prescriptions, booking appointments and checking medical records. Where pre covid-19 these tasks require communicating with numerous parties over the phone, this task can be achieved in a matter of minutes with the recent resources.

The noticeable implementation of digital tools in healthcare such emails, instant messaging, mobile phone apps has also become instrumental in fighting the pandemic. The mobile phone apps have now been developed to track and let people record their travels and compare them to those of known patients with covid-19, using filtered data given via national departments of public health. Additionally, the person will also be asked if they are infected, providing a way to identify potential transmission. The use of allows the person to be informed when and if the Covid-19 vaccination is available for the respected group.

Numerous app has been created to assist in the fight of Covid-19 such as apple COVID-19 which assists in screening users. It also offers an online screening tool and some guidance on when to seek testing of COVID-19 (The Jornal of mHealth , 2020).

Digital literacy

The incredible advancement of technology has permanently impacted every aspect of over lives the constantly developing digital world has provided us tremendous benefits like various platforms enabling the connection and collaboration of countless levels of information. It extends the limits of new and important opportunities and empowers innovation. Digital Literacy can be defined as "having the skills required live, learn and work in a society where communication and access to information is increasingly through digital

technologies like internet platforms, social media, and mobile devices” (Western Sydney University , n.d.). In developing digital Literacy, it is important to improve upon the ones critical thinking. This is essential for when tackling the vast information presented especially when presented in various formats.

Like most industry technology has both improved and changed the health and social care sector in ways inconceivable few ago. The new wave of technology enabled care such as mobile devices and digital applications which enable service delivery is rapidly impacting our day to day life's. The constantly improving technological innovation within health and social care is expanding at such a rate that health and social care professionals may find themselves having to change to meet the demands in this digital age. The constant surge in technology is changing how health and social care professionals carry out their everyday tasks and interact with patients and clients. The importance of digital literacy has never been more urgent than ever as it is essential for communication collaboration in the world of health and social care. Noticeably Patients are becoming more comfortable turning to the Internet and social media for medical information and using digital devices/apps to take control of their health. digital literacy is important for healthcare practitioners and professionals as its helps bridge the gaps in their knowledge and help equip the with skills thus helping to provides better care for patients. They can also assist their patients to gain better understanding of health tools and where to find this valuable health information's (Health Eductaion England-NHS, n.d.).

Ultimately digital literacy impacts health and social care professionals living, learning, working, participating, and thriving in a digital society. Training staff to improve on their digital literacy can will be very value to the healthcare industry, by equipping stuff with the right digital skill will have an overwhelmingly positive impact in their job satisfaction and influence staff retention.

Conclusion

The growth and evolution technology has brought about a drastic shift in the health and social care, these advancement in technology has provided the opportunity to reconsider what was once good quality and effective health care. Technology can help improve access information which allows health and social care professionals to makes better decision for an individual thus enabling individuals to have more control and knowledge about their health. It

is important that health and care system not to lose sight of the human need driving use of technology to improve outcomes, quality of life. The increase of staff digital literacy and digital skills levels and improve their attitudes towards their daily productivity, thereby increasing staff engagement with patients and resulting in safer and more high-quality care being provided.

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