

**THE USE OF TECHNOLOGY, DIGITAL TOOLS AND TECHNIQUES TO IMPROVE
EFFICIENCY IN THE HEALTH CARE SECTOR.**

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INTRODUCTION

The aim of this report is to discuss the use of technology, digital tools, and techniques to improve efficiency in the health care sector. The relevance of digital literacy for health care practitioners and professionals and how it impacts their living, learning, working and thriving in a digital society will also be discussed. The use of technology before and after COVID-19 will also be covered.

The use of technology and digital tools in the health care sector

Technology allows many opportunities for improving and healthcare such as: reducing human errors, exceeding clinical outcomes, care coordination, improving practice efficiencies, and tracking data over time. Many industry analysts have discovered that enlarged accessibility of treatment is one of the biggest ways that technology has developed and changed health care over the years.

Health care technology opens many more directions of exploration and research, which helps experts to make healthcare more operational and successful than it has ever been.

3 benefits of technology in health care are: improved care coordination, improved population in health management and improved patient education.

The use of digital technology in health and social care can ameliorate quality, organisation and patient experience as well as upholding more integrated care and improving the health of a population.

Technology allows Care homes, Schools, Nurseries, GP Surgeries, Hospitals, Rehabilitation Centres and many more health care sectors to operate and run as smoothly as possible especially when using things such as: self-booking systems, self-cancellation systems, phone appointments. Self-systems like these listed allow patients to book themselves in reschedule and cancel appointments on their own terms.

Technology in places such as Care homes, GP Surgeries, Hospitals, Nurseries / Schools, Rehabilitation Centres and many more allows confidential information to remain private and allows it to be updated when necessary. Personal information now being kept extra private by technology also allows each patient and student to remain safe.

Techniques to improve efficiency in Health Care

In health care successful efficiency allows evaluation of comparative value for money interventions with directly comparable outcomes.

Here are some ways that the health care sector can stop wasteful spending and increase efficiency of care: Identify cases of overtreatment, reduce clinical errors, strengthen care coordination, accelerate medical research efforts to reduce prices, fight fraud and abuse.

When physicians act on unreliable practices and provide immoderate treatment for their patients, the outcome of this is expensive and often harmful since they are being over prescribed medication. For example, prescribing medication for the wrong issues or recommending surgeries for things medication can sort is wasteful and careless. Frequently overtreatment is the outcome of careless and wasteless expenses. Some physicians over treat patients in order to achieve a turn in a greater profit.

Mistakes are bound to happen as it's a part of a learning process and a part of life, however mistakes in the health care sector have a strong potential to be fatal and deadly. Plan of actions and treatments that are directed to heal can end up in significant difficulties when confirmed operation instructions are not followed such as incision site infections and incorrectly prescribed medications. Even though mistakes are natural, mistakes such as these are life-threatening, high priced, and far too repetitive. Errors cannot, not be made but diffusing and encouraging measurable successful practices can improve the confidentiality of health care delivery vastly.

In the health care sector patients usually get treated by multiple people such as multiple doctors, nurses, care home workers and many more. This happens especially if a patient is visiting more than one specialist. When care is not fully planned and uniformed deadly mistakes can happen such as miscommunication between doctors or nurses and can lead to false diagnoses, toxic drug intake and many more. Most of health care related communication errors happen during handoffs between providers. Errors of care plans harm the patient and add to the wasteful spending of health care.

When patients are forgetful and forget to take their medication, their health is at risk of becoming worse and are more likely going to require even more medication down the line this contributes towards wasteful spending. For manufacturers this means increasing the price of production costs. This can lead to exorbitant initial prices.

In order to save life saving money for treatment every party involved in the health care sector needs to come together as a team to fight wasteful spending seen as its starts from the smallest errors such as over prescribing and patients being forgetful, encouraging organisation and your patients to take their medication adds to stopping wasteful spending.

Importance of Digital Literacy for Health Care Professionals

The use of digital literacy skills in health are known as Digital Health Literacy or e-Health Literacy. Digital literacy is look, find, understand and appraise health care information from electronic recourses such as computers and apply knowledge when addressing or solving a health care issue.

Digital literacy is important because being able to over pass the gap between a physician and patient these technologies increase patient engagement and education at every movement of their health plan.

The successful use of information and digital technologies is a top enabler in delivering health and social care now and in the future. The influence of technology and the possibility it must transform care is a professional situation touching care delivery, practice, education and research.

Health literacy is compulsory for patient safety, self-management and effective health and social care relationships with patients, families and carers. Improving and supporting health literacy can result in: Improved health and health outcomes for patients. Better patient and professional relationships.

Four requirements / skills required for digital literacy is: reading, listening, analytical and decision-making skills, these skills need to be applied to health situations. Digital literacy means having the skills you need to live, learn, and work.

Use of Technology during COVID-19

The use of technology during covid-19 has increased due to the outbreak. During the peak times of covid everything came to a stop and stand still for example restaurants, schools, nurseries, retail shops, parks and play areas were all closed.

Grocery shops were open but instead of walking in doing your shopping, paying and leaving like you normally do, you now had to line up outside the shops, get your temperature checked and hand sanitised and then you were allowed in, if you were not wearing a face mask you were not allowed in.

Schools being closed meant students were missing out on learning, but because of technology students were still able to attend their classes, submit their work and communicate with their classmates and teachers. Students used their laptops or phones to download an application called zoom or teams and would connect with their teachers and be taught at the same time their classes would happen if it was in physical contact. Registers were still able to be taken to mark attendance, students still had their breaks too.

When restrictions were slightly lifted students were able to go back to school physically but only for 2-3 days a week, depending on the school and what year they were in. Weekly covid tests were required and temperature checks in order to attend school along with facemasks.

Restaurants were fully closed down and would only accept deliveries, there was also a scheme called 'leave at door' meaning once the customer had ordered their food instead of the deliverer handing it to them in their hands, they will knock and notify them using technology to alert them that their order was ready at outside of their door, this stopped the risk of covid spreading seen as most people developed systems 2 weeks after catching the virus.

GP Surgeries stopped allowing walk in appointments and every appointment needed to be booked online or by phone, unless the appointment was for something serious patients were told to have a detailed phone appointment where they would speak to their GP Surgeon in detail and would be prescribed with medication if needed or advised. For less serious situations they were advised to call 111 to get the help they needed, technology allowed help to still be given and allowed things to still run smoothly even during a pandemic.

When coming in for a face-to-face appointment everybody waiting had to sit separately to maintain the social distancing rule. Once patients arrived at their appointments, their temperatures were checked using a device that allowed the worker and patient to keep separate while undergoing essential procedures, hands were sanitised, and social distancing was applied. This was to protect the safety of the patient and workers. Technology allowed everything to run as usual and still keep a 2-meter social distance.