

Digital Strategy for Riverdale Nursing Home

Module: LCHS4007 – Digital Skills and Research Methods

GROUP MEMBERS

- [Student 1 Name:] (ID:) – Staff Communication
- [Student 2 Name] (ID:) – Secure File Storage
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- [Student 5 Name] (ID:) – Staff Training

LECTURER

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INTRODUCTION

- ✓ **Background:** Riverdale is a 24/7 nursing home with staff working across two separate buildings.
- ✓ **The Problem:** Staff struggle with missed messages, lost paperwork, and confusion during shift changes.
- ✓ **Current Situation:** Microsoft 365 is available, but the team does not know how to use it properly.
- ✓ **Aim of Presentation:** To suggest the right M365 tools for daily tasks to make the staff's work easier and faster.

Project Objective: To evaluate how Microsoft 365 applications can be strategically implemented to improve communication, record management, scheduling, training, and operational efficiency within Riverdale Nursing Home.



TASK 1 - STAFF COMMUNICATION

Workplace Task: Managing daily shift handovers and urgent alerts between nurses.

Chosen Tool: Microsoft Teams & Outlook.

Justification: Effective communication is essential in nursing homes to ensure safe patient care and smooth shift handovers. Research shows that structured digital communication systems improve information sharing, reduce misunderstandings, and support better teamwork among healthcare staff (Hoben et al., 2020; Kay et al., 2023).

- ✓ **Efficiency:** Reduces time spent locating staff members and ensures urgent updates can be delivered immediately.
- ✓ **Advantages:** Read receipts and message tracking increase accountability.
- ✓ **Limitation & Mitigation:** Alert fatigue. Staff should configure settings and use quiet hours outside shifts.

Care Home Integration: Keeps staff connected across both buildings securely.



TASK 2 - SECURE FILE STORAGE

Workplace Task: Storing care plans, legal policies, and staff records safely.

Chosen Tool: Microsoft OneDrive.

Justification: OneDrive provides encrypted cloud storage, version control, and role-based access permissions which support secure handling of sensitive healthcare records (Ko, Wagner and Spetz, 2018).

- ✓ **Efficiency:** Stops staff from using or losing outdated paper copies.
- ✓ **Advantages:** Secure access controls mean only authorized staff can open private files.
- ✓ **Limitations & Mitigation:** Needs internet. Turn on offline mode for important folders.

Care Home Integration: Allows nurses in both buildings to open the same patient files instantly.



TASK 3 - CARE DOCUMENTATION

Workplace Task: Writing daily patient logs and incident reports.

Chosen Tool: Microsoft Word.

Justification: Accurate and consistent documentation is essential for maintaining high-quality resident care; digital tools improve coordination (Wu, 2020).

- ✓ **Efficiency:** Standardised digital templates improve record accuracy and reduce administrative workload.
- ✓ **Advantages:** Multiple managers can review the same document at the same time.
- ✓ **Limitations & Mitigation:** Users may alter formatting. Lock the template format.

Care Home Integration: Ensures all carers follow the exact same standard when writing medical notes.



TASK 4 - STAFF SCHEDULING

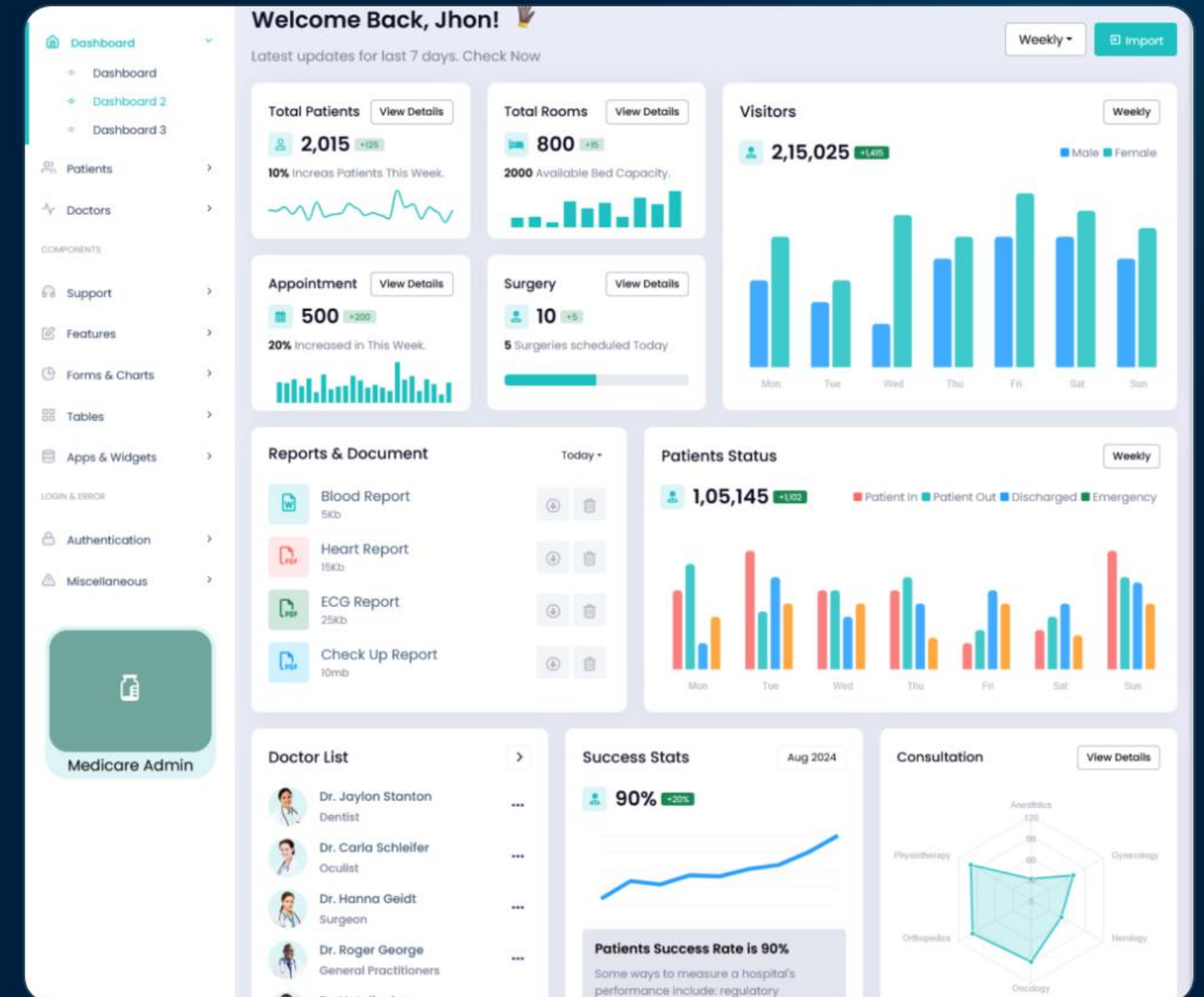
Workplace Task: Planning shift rotas for the whole nursing team.

Chosen Tool: Microsoft Excel.

Justification: Digital workforce management tools help organisations organise staff schedules and allocate resources more effectively (Ko, Wagner and Spetz, 2018).

- ✓ **Efficiency:** Automatically calculates weekly working hours, reducing manual errors.
- ✓ **Advantages:** Color coding helps managers spot missing shifts instantly.
- ✓ **Limitations & Mitigation:** Formulas can be deleted. Password-protect the main sheet.

Care Home Integration: Easily manages the 24/7 shift cycles for Riverdale's day and night staff.



TASK 5 - STAFF TRAINING

Workplace Task: Training staff on health and safety rules.

Chosen Tool: Microsoft PowerPoint.

Justification: Continuous training is essential for patient safety. PowerPoint enables standardised delivery of materials (Ko et al., 2018; Langley et al., 2022).

- ✓ **Efficiency:** The same presentation can be used for different shift groups to save time.
- ✓ **Advantages:** Can be shared via Teams so staff can learn remotely.
- ✓ **Limitations & Mitigation:** Loss of focus. Add short quizzes at the end of slides.

Care Home Integration: Allows continuous training without stopping daily patient care.



STRATEGIC IMPACT FOR RIVERDALE

Unified Tools

Teams/Outlook (Communication),
OneDrive (Storage), Word (Care Docs),
Excel (Scheduling), PowerPoint (Training).

The Result

Transitioning from fragmented paper-based processes to an integrated digital environment that enhances efficiency.

Main Benefits

Secure records, fewer handover mistakes,
and more hours for direct resident care.

Next Step: We recommend a 2-week small test run with just the morning shift staff before full rollout. Together, these Microsoft 365 tools will support higher standards of resident care at Riverdale.

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IMAGE SOURCES



https://media.istockphoto.com/id/2155531255/photo/smiling-nurse-in-hospital-scrubs-using-digital-tablet-in-modern-medical-facility.jpg?s=612x612&w=0&k=20&c=a_ujnK_WeU_F5-18Mo4jFm22ZaVgOdtQwinpLeutcU=

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