

LCHS4007 Digital Skills & Research Methods Assessment 1

LECTURER: ANIKA TASHIN AHMED
EDWIGE TATY-BITEMO (2511480)

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BENEFITS OF MS TEAM

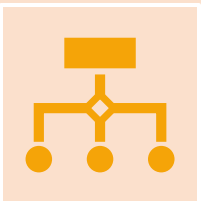
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Centralised Communication: Team communication and collaboration in the healthcare home can be enhanced through secured chat, video calls and voice.



Dedicated Channels: MS Team is good in sharing updates and information. Therefore, fostering improved patient care with virtual appointments (Metha *et al.*, 2023).



Workflow management: Teams is effective in designing the schedules and conducting the virtual visits. Simplified the workflows for the clinicians and staffs.

Microsoft teams Pros:

1. Excellent Chat Feature
2. Collaboration Tools
3. Strong Security

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- Mehta, J., Yates, T., Smith, P., Henderson, D., Winteringham, G., and Burns, A. (2023). Rapid implementation of Microsoft Teams in response to COVID-19: one acute healthcare organisation's experience> *BMJ health & care informatics* ,27(3), pp.23-3. Available at: <https://pmc.ncbi.nlm.nih.gov/articles/PMC7661347/>

LIMITATIONS OF MS TEAMS



Risk of Data Breaches: Inadequate knowledge and improper set-up can increase the risk of sensitive data breaches (Clavelou, 2024).



Lack of dedicated IT support: Specialised IT support and resources at healthcare settings are not available easily.



Complicated Data Governance: The multiple data generated in Teams are stored in different location and thereby increases the challenge to manage and monitor (Azbeg *et al.*, 2022).



Unplanned user training: Lack of proper training can create issues for the health care

Microsoft Teams Cons:

1. Runs slow at teams
2. Confusing Interface
3. Performance Issues

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- Azbeg, K., Ouchetto, O. and Jai Andaloussi, S. (2022) ,BlockMedCare: A healthcare system based on iot, blockchain and IPFS for data management security', *Egyptian Informatics Journal*,23(2). Available at: <https://doi.prg/10.1016/j.eij.2022.02.004>.
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