



UNIVERSITY OF WALES TRINITY SAINT DAVID

Digital Skills In Healthcare (BMSW4003)



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Course: Certificate in Higher Education Skills for the Workplace: Health & Social Care

The impact of technology and communication systems for care delivery AB home

Technology refers to the ability to create different kinds of products and services, a collection of technologies, scientific methods, or the solution of scientific problems as used in People's Welfare. Technology in the workplace refers to the use of technology for the effective management of an organization it is widely used in almost all types of organizations in the technical, communication, production, control, management, account, or information sectors. Since the application of technology is business Not only those skills are important, but they are also very important to any organization. Workplace skills can help you expand your business in a fast and effective way.

Technology can play many important roles in modern hospital activities. The technology can improve the effectiveness of hospitals and improve the quality of care for patients. However, some medical technologies are quite expensive. In addition, the process of integrating new technologies is complex and affects the operation of administrators and physicians. This chapter presents an innovative analysis framework to determine and analyse important factors - administrative, legal, and medical factors - must be reviewed to prepare and facilitate the integration of hospitals and documents.

In this assignment I will research about the impact of the technology in hospitals, I'm going to use the secondary research to show some information about it. this assignment include introduction, objectives, methodology, secondary data analysis and conclusion.

Rationale

The purpose of the research is to show how technology is developed in all health departments, especially hospitals, to prove and verify that my research is correct. I will use some charts and some probabilities to understand its evolution.

Objectives

Technology facilitates communication between providers and patients through online portals, text messages and emails, thus contributing to patient-centred care. It also increases access to information such as online medical records, which can improve patient self-monitoring and comfort.

It is natural for patients to feel apprehensive about their health and wellbeing, yet a survey in 2016 found that only 38% of adult inpatients who had worries or fears could 'definitely' find someone in hospital to talk to about them (Care Quality Commission, 2017). There are numerous barriers to effective communication including:

- Time constraints.
- Environmental issues such as noise and privacy.
- Pain and fatigue.
- Embarrassment and anxiety.
- Use of jargon.

- Values and beliefs.
- Information overload.

Good communication skills are essential for patient safety, health, and overall efficiency of busy medical institutions. The Cambridge Boxhill Language Assessment is of great interest to this issue as it co-owns the OET (Occupational English Test), a widely used international English test for healthcare professionals. Earlier this year, we commissioned a study with JCI (Joint Commission International), a leading medical certification body, to investigate the issue of clear communication with patients. Next, what are the highlights in the white paper?

This treatise emphasizes not only linguistic problems, but also serious problems that can occur due to poor quality communication. For example, a typical patient meets with different medical professionals during treatment and presents different communication problems in multiple environments. The variety of professional communication skills and understanding of a patient's health can lead to lack of context, completeness, and accuracy, which can often lead to confusion and potential harm. For example, in the United States, hospitals and medical practice failed to communicate and were (at least partially) responsible for 30% of all malpractice claims, resulting in 1,744 deaths in five years. Incurred a medical malpractice cost of \$ 1.7 billion. Harvard Medical Institution.

This thesis focuses on the serious problems that can arise from language as well as poor quality of communication. For example, a typical patient will see a variety of health care professionals during treatment, each presenting different communication challenges. When the quality of professional communication skills differs, the understanding of a patient's health condition can lack context, completeness, and accuracy, and can cause confusion and potential risks. In the United States, for example, communication disruptions in hospitals and healthcare institutions are (at least in part) the cause of 30% of all malpractice claims, resulting in 1,744 deaths and \$1.7 billion in medical costs over five years, according to the Risk Management Foundation. Harvard Medical Institution.

Patients and their families expect to have the information they need to understand their treatment goals and make informed decisions, but as patients move through the health care system, and patients are discharged. Communication can be further compromised if the patient has low English and knowledge skills or limited 'health knowledge' that affects understanding of important instructions or explanations. Other challenges include cultural barriers, responsiveness to specific words, concepts, or metaphors, and age-appropriate communication. Oral misunderstandings can also be a problem and can cause confusion when accents and dialects are pronounced differently, especially when the names and numbers of certain drugs are very similar.

In the modern era when different people are involved in patient care, it is inevitable to have an appropriate communication system, because everyone needs to share patient information effectively and instantly. Therefore, people are paying more and more attention to and using information and communication technologies to support health services. Although communication is an important part of hospitals, we often see that it is the most overlooked aspect of many hospitals. The communication methods are as follows: person-to-person person-to-machine or machine-to-person machine-to-machine Hospitals have different communication methods, as listed below:

Oral communication: Oral communication is usually used by patients and doctors to explain problems or illnesses and treatment.

Non-verbal communication: Non-verbal communication refers to the way you express your concern by making eye contact or not bowing or crossing your hands.

Formal communication: Communication here is done through written documents or notes, everything is specified and there is no margin for deviations.

Informal communication: Informal communication is the communication between the nurse and the patient, which makes the patient feel at home.

Signs and Signs - Many hospitals display signs for patients and others to communicate about facilities and infrastructure.

The communication systems are as follows:

Telephone System: Commonly known as an intercom system, it is the most widely used and effective communication method in the hospital. Each department is connected, and any work related to the patient can be communicated. This provides greater accessibility and speed of communication, patient safety and classification management, and flexibility.

Integrated Services Digital Network (ISDN): ISDN can be used to send voice, data, or video over digital phone lines or traditional phone lines. This system is very useful when transferring patient records such as images, files, or reports.

Public Address System-This system has an amplifier and microphone, which can be used to speak to the crowd together. This system is very useful in any emergency when everyone needs to be alerted. **TV:** TV can not only entertain patients, but it can also be used to promote or promote hospital facilities.

CCTV: Installing CCTV cameras for surveillance, which not only provides security, but also makes bystanders aware that they are being monitored, reducing antisocial.



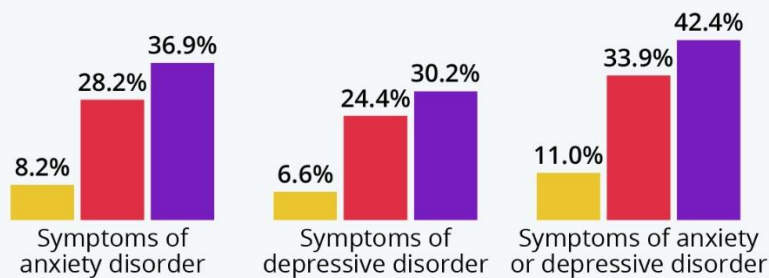
This reliance on digital technology has raised concerns among parents, teachers, governments, and young people themselves that digital technology and social media are exacerbating Add feelings of anxiety and depression, disrupt sleep habits, lead to cyberbullying, and distort body image.

Social media and mobile devices can lead to psychological and physical problems, such as eye strain and difficulty focusing on important tasks. They can also contribute to more serious health problems, such as depression. The overuse of technology can have a greater impact on the development of children and adolescents.

Pandemic Causes Spike in Anxiety & Depression

% of U.S. adults showing symptoms of anxiety and/or depressive disorder*

■ January-June 2019 ■ May 14-19, 2020 ■ December 9-21, 2020



* Based on self-reported frequency of anxiety and depression symptoms. They are derived from responses to the first two questions of the eight-item Patient Health Questionnaire (PHQ-2) and the seven-item Generalized Anxiety Disorder (GAD-2) scale.

Sources: CDC, NCHS, U.S. Census Bureau



statista

Methodology

I have used several websites and book references to look at some statistics and supplement my research on new technology and its impact on the whole world, especially on health. Technology has its advantages but unfortunately it also has its disadvantages, causing certain mental illnesses, such as depression, which can only be cured by the will of the patient.

Conclusion

In this evaluation of the module, I learned that technology is very important to the healthcare world, both for patients and for healthcare professionals.

As I mentioned in the assignment, the technology has its disadvantages, which can harm the population a lot, but it also has facilities in terms of health. Without technology, we would not discover cures for many diseases and from the year 2020 onwards, the beginning of a pandemic that affected the entire world, we can notice that it helped immensely, and its evolution was very fast.