

Assessment 2

Research skills for healthcare

“Impact of technology on modern health care management: A study on Moreland Care Home”

Abstract

This is a research report which will focus on describing the impact of technology in modern health care management. This research will be conducted from the perspective of Moreland Care Home. This research will be qualitative research which will provide a descriptive analysis of the topic. both secondary and primary data will be gathered for the successful accomplishment of the research. Regarding this, a questionnaire survey will be conducted for gathering primary data and literature will be reviewed for acquiring secondary data. Descriptive analysis will be given on the basis of both primary and secondary data. Some recommendations will be given for utilising workplace management of Moreland Care Home.

Contents

Abstract.....	2
Introduction	4
Rationale	5
Research Objectives.....	5
Research Methodology.....	5
Literature review	6
Home care and modern technology.....	6
Technologies used in the Home Care sector	6
Effectiveness of technology usage in the health care sector	7
Analysis and Discussion	8
Secondary Data Analysis.....	8
Conclusion and Recommendations	8
References	10

Introduction

The health care system is generally involved in providing assistance to the vulnerable people of our society. The outbreak of COVID-19 around the world has messaged us about the importance of a robust health care system in a particular country. In this era of the fourth industrial revolution, every organisation including health care sectors is inclining towards adopting effective technology regarding their organisational effectiveness. This research will be conducted to assess the impact of technology usage on workplace management (Abugabah, Nisamuddin and Abuqabbah, 2020). The study will be conducted from the perspective of Moreland Care Home which is renowned for better service for their client. This research will find out the ways how modern technologies can benefit this organisation to manage their daily activities effectively to ensure better service to their patient.

Rationale

Organisations are getting highly dependent on modern technologies as these are providing higher level efficiency regarding their operation. The health care sector is a vital part of our life as it involves ensuring our well-being. So, higher efficiency is crucial in this sector to ensure the well-being of the people of our country. Adoption of effective technology can help this sector to ensure proper service for the clients. So, understanding the effectiveness of technologies in modern health care management is necessary (Mohamadali and Garibaldi, 2010). From this perspective, this research will be carried out to find out the different positive impacts of technological usage in the modern nursing home. In this regard, Moreland Home has been chosen to conduct the study.

Research Objectives

There are some objectives for carrying out the research. The objectives of the research are:

- To define the rationality between the home care system and technological adoption.
- To identify the areas and technologies which are used in modern home care.
- To assess the effectiveness of technological adoption in modern home care's workplace management.

Research Methodology

The nature of the research will be descriptive which will provide descriptive analysis of different facts and findings. In this regard, both primary and secondary research data will be collected to go to the conclusion and find the result of the research. For gathering primary data for the research, a questionnaire survey will be conducted. In this regard, sample size of the questionnaire survey will be 50. The samples will be collected from different stakeholders of Moreland Care Homes. For example, staff, management, and clients of the organisation will be selected to carry out a questionnaire survey (Snyder, 2019). For selecting the sample, a random sampling technique will be adopted which will help to reduce biases in primary data collection. Besides, for the purpose of collecting secondary data, secondary data will be reviewed. For example, related journals, articles, research papers, organisation's reports will be reviewed for gathering authentic data.

Literature review

Home care and modern technology

The importance of home care can be ignored as it contributes greatly to our well-being. So, proper effectiveness in this sector is necessary for maintaining our health fit. Modern science is continuously blessing us with modern technologies and different technologies among them are used in the modern home care systems. Moreland Day Care also uses different types of technology regarding their workplace management as these technologies provide great effectiveness regarding their activities. Moreland care homes are highly reliant on modern technologies as these technologies help this sector to bring higher efficiency regarding their operation. According to Dash et al., (2019) adoption of technologies in this organisation helps greatly to provide effective and efficient service. For example, diagnosis technologies of Moreland Care Home are used for diagnosing the exact problem of the client as well as providing medication. However, technologies in this organisation are used for manifold usage that helps the organisation to bring effectiveness in their workplace (How Latest Technology is Helping in Healthcare Industry with Benefits, 2021). It is not likely that technologies are only benefitting the organisation regarding their workplace rather it is also helping the client to have flawless and accurate service from the organisation.

Technologies used in the Home Care sector

There are several areas of the modern health care system where modern technologies are used for bringing excellence in workplace management and client service. Moreland Care Home also uses different types of technologies regarding workplace management and client service.

Tele-medicine: This service is massively used in the pandemic situation when the client could get their service during this pandemic situation staying at home. This technology has great importance to have health-related service staying at home. Moreland Care Home also provides this service for their clients in this pandemic situation (The Ten Hottest Medical Technologies - What to Know, 2021). However, their clients also can take this service staying at their home.

Big data: Losing essential data may incur a huge cost for an organisation . regarding health care sector, these organisations have to deal with different types of data and information for ensuring appropriate service for the client. In this regard, data breach can impose great threat for the sector. For proper management of data, regarding health and social care sector, big data technology can be essential for this sector. Moreland Care Home can use his technology as to their successful data management.

Artificial intelligence and machine learning: Both human touch and artificial intelligence can help the health care sector to ensure effective service for the client. At present, AI technology is massively used in the care home sector for providing effective service for the client (Healthcare Technology: What It Is + How It's Used | Built In, 2021). For example, Moreland Care Home can utilise robotics technology for serving the client by providing medicine at the exact time or carrying out different services of the client which are critical.

Chatbots technology: This technology is massively used in business organisations for ensuring better customer service. This effective technology can also be used in the health care sector for ensuring better client service. In this regard, the clients of Moreland Care Home can use this technology to communicate perfectly with the organisation to inform their health condition and get effective service from the organisation (The Impact of Technology in Healthcare, 2021).

Advanced social media: It requires little to describe the role of social media in the business sector. This tool is effectively used for manifold purposes. Healthcare can also ensure their presence in social media platforms for informing the clients about their services. This effective tool can be also be used for marketing purposes. Social media marketing is gaining ground among the business world and Maryland Care Home can also take this benefit.

Effectiveness of technology usage in the health care sector

At present organisations cannot think of their operation without the touch of effective technology. In the above different technologies have been described which can be used in the health care sector. Each of the technology has distinct features and can service the individual purpose of a health care organisation (Thimbleby, 2021). Accurate service is the main benefit of using these technologies in the health care sector. The rate of error of these technologies is very low and they can work unerringly for managing the activities of the health care sector. Robotics is used in critical surgery for ensuring higher effectiveness where working with people can create errors. Another effectiveness of technological adoption in the health care sector is improving the quality of service. This part carries a great role for the clients of the health care sector (How Latest Technology is Helping in the Healthcare Industry with Benefits, 2021). For example, the adoption of technologies in the health care sector is helping the clients by a proper diagnosis of their disease, appropriate medication, and service. Effective technologies are also helping this sector to invent new medicine and medication for critical disease. For example, innovative technologies helped to invent the vaccine of COVID-19 within a very short duration.

Analysis and Discussion

For the purpose of the research questionnaire survey has been conducted among the 50 people. All the samples of the samples were selected from the stakeholders of the organisation. These samples provided different crucial information and data regarding the technological usage in Moreland Care Home. The organisation uses different types of technologies for managing its daily operation. This technological usage has brought great efficiency regarding organisational performance. Adoption of innovative technology has lessened the periphery of working of the employees of this organisation. Besides, employees are now happy to ensure quick service to their clients. Management of the organisations are also satisfied with the usage of technology in their organisation. They opined that technology usage has helped them to manage their workplace perfectly. This also helps them to work unerringly for their clients that is auspicious for increasing their goodwill in the market.

Secondary Data Analysis

For the purpose of the research, secondary data has been collected from sources. different journal reports and articles have been reviewed for achieving information about the topic. secondary data shows the effectiveness of technology usage in the health care sector. Data shows that there is a positive relationship between technology adoption and organisational effectiveness. In this regard, different related reports and articles have been reviewed for acquiring potential information about the topic. The secondary data mainly focuses on discussing the roles of technology in modern healthcare management. From this, manifold usage of technologies has been reviewed for collecting information.

Conclusion and Recommendations

Usage of technology in organisational management has been a must-do task for the organisation. The health care sector isn't exceptional in this regard. In this research report, different usage of technologies has been described from the perspective of Moreland Care Home. This research also discusses the effectiveness of technology usage in this sector. According to the survey, it has been found that technological adoption in this organisation can upgrade the performance to a great extent. In this regard, organisation should provide higher priority regarding the service of

the clients. The following recommendations will be helpful for Moreland Care Home for utilising innovative to manage their workplace perfectly.

- The organisations should focus on adopting cutting-edge technology for usage within their organisation.
- Before adopting any technology, organisation should focus on analysing the costs and benefits of the technology. This analysis can help the organisation to use the technology profitably.
- Organisation should remind that human touch can be replaced by technological touch. So, the organisation should not focus on every area of their service.
- Proper management of technology should be prioritised by the organisation as technological glitches can bring great havoc for the organisation.

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