

Module Title and Code: Digital Skills and Research
Methods: LCHS4007_BIRM

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Presentation Outline

- Introduction
- Excel
- MS Teams
- Digital Safety Action Plan
- Conclusion

Introduction

Goal - Improve work efficiency, Communication, and Digital Safety

Greenfields recently adopted Microsoft 365 to improve:
Communication, Scheduling, and Documentation.

Exploring how digital technology can improve:
Efficiency, Data safety, and Staff collaboration

**Microsoft 365 – a productivity service, that includes apps such as:
Word, PowerPoint, Excel, Outlook and Teams.*

How Excel Can Be Used

- Overtime calculations and payroll calculations
- Medication administration record trackers (MAR)
- Staff scheduling rota
- Client visit tracking
- Incident tracking dashboard
- Can pick up on trends
- Real-time updates

Date	Day	Tme Started	Time Stopped	Tme Started	Time Stopped	Total Hours
11/15/2021	Monday	8:00 AM	11:00 AM	1:00 PM	5:00 PM	7:00
11/16/2021	Tuesday	8:30 AM	11:00 AM	1:30 PM	4:00 PM	5:00
11/17/2021	Wednesday	8:21 AM	11:00 AM	1:00 PM	4:30 PM	6:09
11/18/2021	Thursday	8:00 AM	10:45 AM	1:00 PM	7:00 PM	8:45
11/19/2021	Friday	8:00 AM	11:00 AM	1:00 PM	5:00 PM	7:00
11/20/2021	Saturday	8:00 AM	10:00 AM			2:00
11/21/2021	Sunday					0:00

Employee Name:	John Doe	Week Starting:	11/15/2021
Manager Name:	Jane Doe		

Employee Signature:	Total Hours	35:54
Manager Signature:	Rate Per Hour	\$18.00
	Total Pay	646.2

Employee 1 (Blank Template) ▾	Employee 1 (Sample) ▾	Employee 2 (Sample) ▾
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Figure 1: Staffing Rota (therapeia,2025).

Current Challenges

- High administrative workload for all members of staff.
- Manual input required for:
 - Care plans, medication, mobility needs, staff rotas, incident reporting, visit logs and other day-to-day details.

Paper Records = Limitations = Risks (delayed care)

- Misplaced, misread, difficulty tracking changes, limited visibility to onsite staff, open to human error or damaged.

Manual systems demonstrate low process maturity and poor integration. (Antoun et al., 2020)

How it improves Efficiency + Benefits

Research shows that integrated digital information systems improve operational efficiency and support faster, more accurate organisational decision-making (Shi & Yang, 2025).

Before:	After:	Benefits :
Manual calculations	Automatic formulas	Saves administrative time
Phone calls to check availability	Real-time shared rota	Reduces scheduling errors
Paper filing / Lost Files	Secure cloud storage	Enhances digital record keeping
	Conditional formatting to highlight missed visits	Improves communication and increases accountability

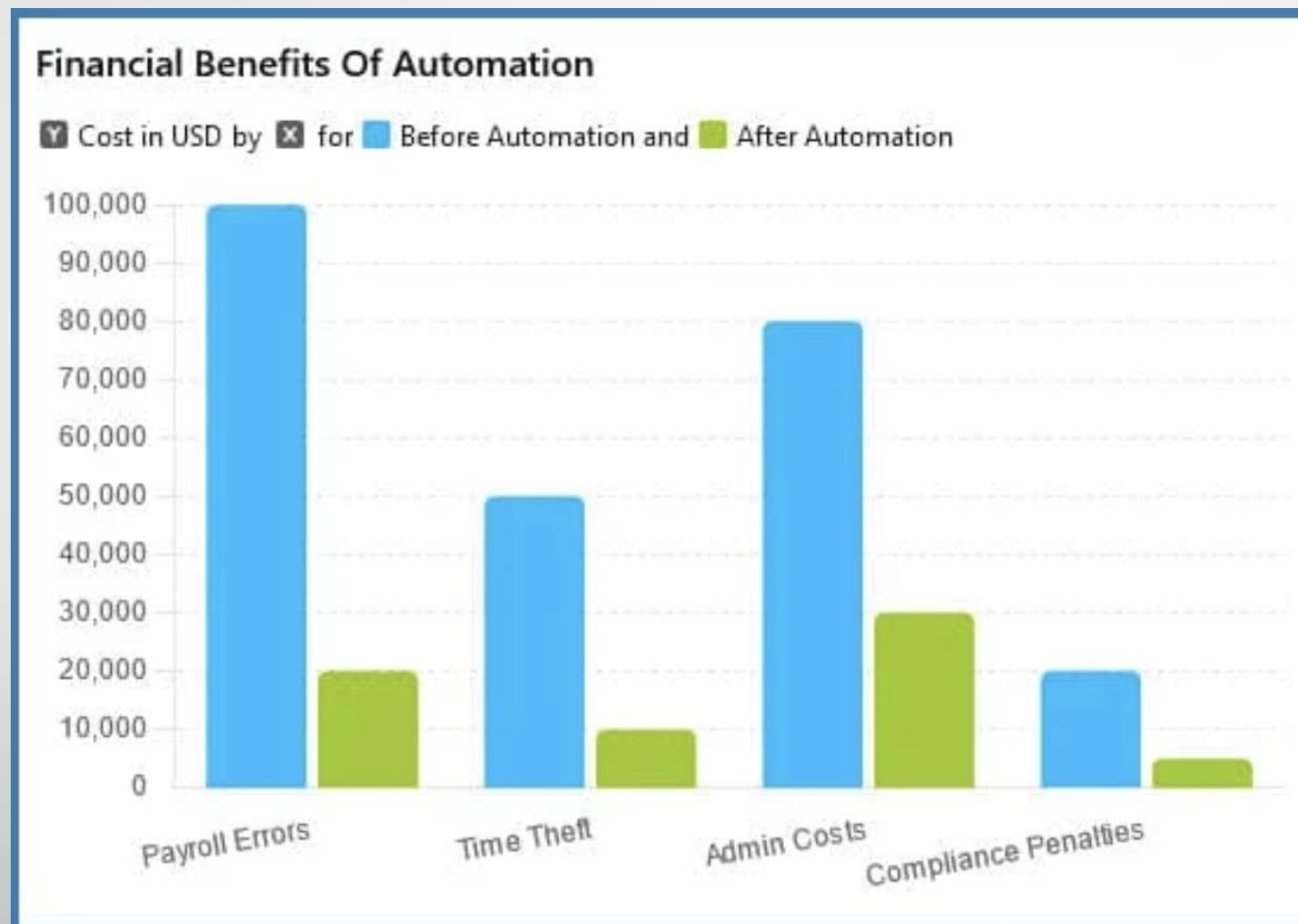


Figure 2: Automated Time Tracking (lifehcm,2025).

Limitations

- Errors in formulas can affect results
- Spreadsheets and use of formulas can become complex
- It relies only on the input of staff. Not integrated directly with clinical records
- Staff may lack confidence in their capabilities

Research suggests that the biggest challenge organisations face isn't picking which technologies to use; it's getting people to use them.

A 2020 report analysed data from 1,000 digital transformations over the past 20 years and revealed the most frequently cited challenge was, “organisational change and the ‘people’ part of the transformation.” (Learningpool, 2025)

Microsoft Teams

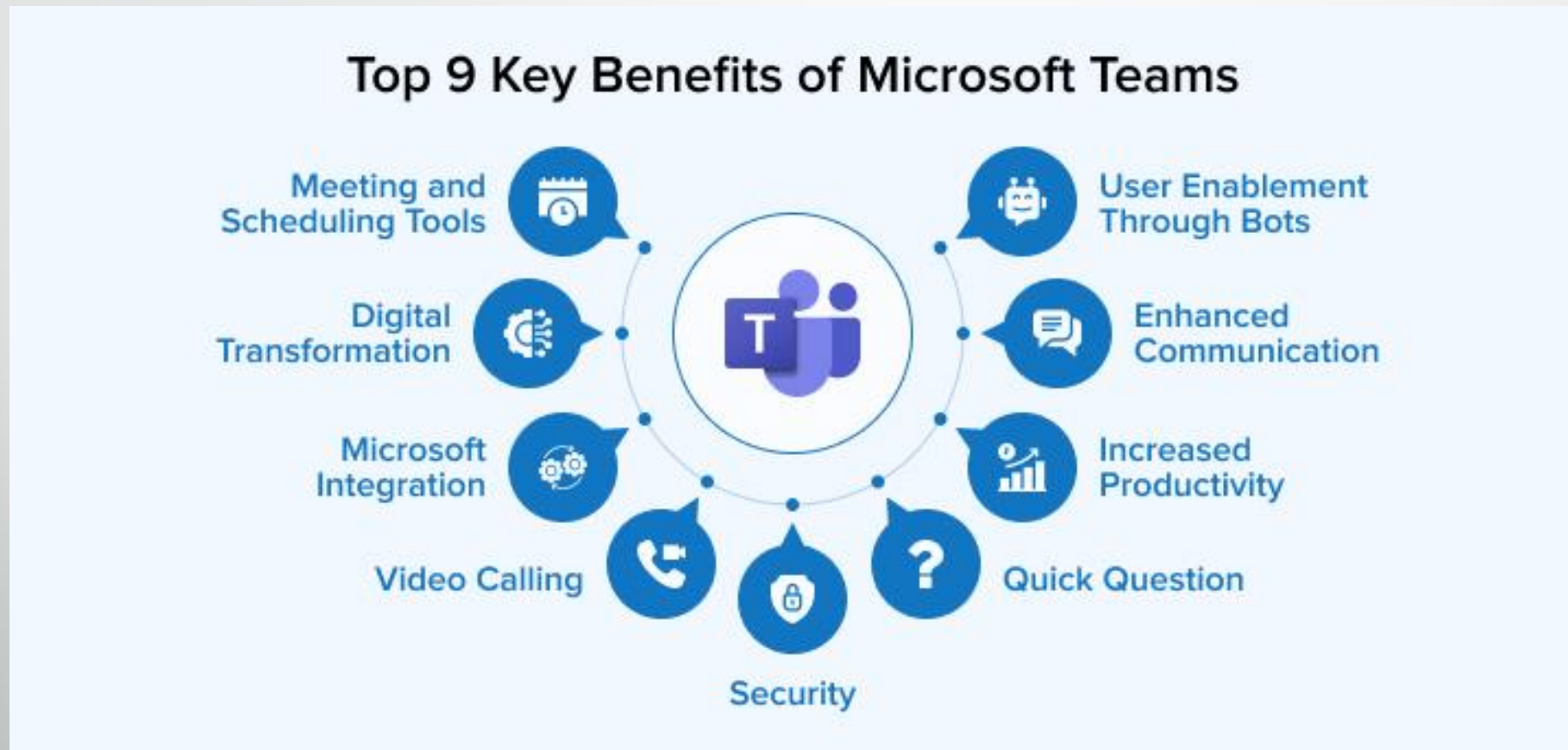


Figure 3: Top 9 Key Benefits of Microsoft Teams (ilink-digital,2025).

Current communication gaps at Greenfield

Current struggles -

- Impersonal and non-visual communication
- Reliant on just Phone calls and emails
- Delays in response
- Unstructured information transfer
- Misinterpretation of information

Effective communication is essential to ensure safe and person-centered care (CQC, 2023).

What Teams can offer

- A more personal and engaging approach
- Mobile app for field staff
- Collaboration between field staff and the main office
- Instant feedback and visual presence
- Video conferencing for remote coordination
- Integrated file sharing & notifications (eg. Screen sharing)

Advantages and Challenges

Advantages	Challenges
Reduces daily overload	Notification overload
Supports multi interaction (chat, video, call)	Fragmented conversations (conversations can spiral)
Immediate feedback	Technical issues (lack of wifi, storage etc).
Shared identity and transparency	Staff will require training

Digital Safety Action Plan

Goal	Secure Access	Email Awareness	Data Management	Confidentiality and compliance
Key Actions	• Strong passwords – updated every few months) • Multi-factor authentication (eg. Password, fingerprint, face id) • Role-based access • Auto lock screens on devices	• Phishing training (to be able to spot junk/hacking emails) • Secure email handling • Clear reporting procedures to suspicious emails • Avoid unsecured attachments (knowing what not to open).	• Files can only be saved on regulated platforms, such as OneDrive or SharePoint • Automatic backups • Secure deletion of outdated records • Work phones/ laptops to avoid data being saved to personal devices.	• Follow UK GDPR principles • Encrypt sensitive documents • Annual staff training on data protection • Only share information if it is on a need-to-know basis

Conclusion

Sytem	Result
Excel	Efficiency
Teams	Communication and collaborative working
Digital Safety	Protection - Without training, even secure systems can be compromised.

Success depends on digital literacy, structured policies, and leadership support.



References

- Online image Figure 1: Therapeia. (2025) Staffing rota (Online). Available at: <https://therapeia.org.uk/staffing-rota/> / (Accessed 12 Feb 2026)
- Online image Figure 2: Lifthcm. (2025) [automated-time-tracking](https://lifthcm.com/article/automated-time-tracking-payroll-errors/) (Online). Available at: <https://lifthcm.com/article/automated-time-tracking-payroll-errors/> / (Accessed 12 Feb 2026)
- Online image Figure 3: Tatvasoft. (2025) Top 9 Key Benefits of Microsoft Teams (Online). Available at: <https://www.tatvasoft.com/outsourcing/2021/10/benefits-of-microsoft-teams-for-businesses.html> / (Accessed 12 Feb 2026)
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