

Name: Shamsul Alam

Student number: 2212365

Lecturer name: Suneth Fernando

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Introduction

The study attempts to show how to choose each topic and use a variety of sources to get data for performing research. The report will go over choosing a research topic as well as choosing a subject for the investigation. This report will also explain the rationale behind the topic selection. Along with the justification, the explanation of the research methodology and the topic selection will be stressed. This study will also cover how to locate reliable sources for data collection and research. In this report, the sources of data for the study's issue will then be highlighted.

Research topic

Choosing a research topic

The first stage in conducting research is selecting a research topic. It is necessary to conduct research on a specific topic or issue. As a result, the topic is essential since, without it, there would be no subject, matter, or issue on which to base the research (Hegarty et al., 2019). There are many methods one may use to find a study topic. A student can first look through the reference book and course outline to determine the topics that are covered in the document. Then decide which research topic he is most interested in. Reviewing secondary research and published publications and highlighting any difficulties that were not addressed there is another method for identifying a research topic. Additionally, the constraints of every secondary source might help determine what area of study is best (Pardue et al., 2021). Along with these two methods, picking a study topic can also be based on current events or any uprising-related topics. You should conduct a web search on the subject to find a variety of subtopics and niches that you may use for your study. By performing research, one can determine the research topic.

The effectiveness of using technology in hospitals to offer the general public digital healthcare services has been selected as the research topic. The topic was chosen due to the growing popularity of this service. In recent years, hospitals have begun to provide the general public with digital healthcare services (Ruggiero, 2021). Although technological utilization in the healthcare industry is still relatively new, a growing number of patients are taking use of this medical service. There has been a lot of research on this subject. While some ranchers asserted that the customers benefit greatly from this advanced digital health care system, some researchers countered that this was not the case. As a result, the success of the digital healthcare service was not clearly stated. Research must be done to determine the efficacy of the computerized healthcare service. Therefore, the issue was picked for the research in order to make it clearer how beneficial the digital healthcare service is (Chaki, 2021).

A concise overview of the research topic

The availability of smart healthcare services and their usefulness to the general population is the chosen research topic. During the Covid-19 pandemic, the general people used digital healthcare services primarily. People had to stay in their apartments for many months during the outbreak. The pandemic virus can, however, infect anyone who comes in contact with it (Gulliford et al., 2021). As a result, people spent more time using technology to avoid making direct eye contact. Demand for healthcare services was also very strong at that time. The doctor advises taking the medication even for minor illnesses like the flu or cough in order to prevent infection. However, it was difficult for them to visit the doctor because they were all confined to their homes, and leaving would put their health at risk from Covid-19 (Khan, 2022). Therefore, hospitals concentrated on employing technology and offering digital healthcare services in order to meet public demand and deliver healthcare services from a distance. People can now order prescription drugs and healthcare advice online thanks to digital healthcare services. As a result, there was an increased need for digital healthcare services. A study found that 38% of healthcare during the COVID-19 outbreak required patients to use digital health facilities in order to receive care and make a commitment to maintaining their health (Sayed, 2020). As a result of the Covid-19 outbreak, many people had to rely on digital healthcare services for their treatment and advice on their health. People discovered that digital healthcare services are incredibly convenient and extremely accessible even after the pandemic was over and the shutdowns were lifted. They kept utilizing this hospital service. Some research was done to determine whether or not digital healthcare facilities are useful for patients. The research used a number of criteria in their work, including the provider's reaction time, the calibre of the digital healthcare facilities, and others (Phua, 2020). The majority of the clients thought the service was effective, the researchers discovered after analyzing the data they had collected. The quality of digital healthcare facilities is not very high and is not as comparable to actual doctor treatment, some researchers have discovered. The experts assert that clients discovered that the treatments are insufficient to lessen the effects of the sickness. The researchers also discovered that doctors assert they are unable to properly evaluate a patient's physical status because some treatments need closer supervision (Hipp, 2022). As a result, the researchers' findings did not clearly state whether or not digital healthcare facilities are useful for the general public because some studies suggested they are and others did not. Digital healthcare services are crucial because they enable consumers to obtain care quickly and to order equipment and prescriptions from doctors at odd hours. Determining the performance of digital healthcare services is, therefore, necessary to ensure that they are efficient

and safe for consumers to use and take pharmaceuticals and receive healthcare services using digitalized technologies (Chaki, 2021).

Methodology

Out of the qualitative and quantitative research methods, the qualitative research method was chosen here. A qualitative method means the collection and analysis of non-numerical data (Gulliford et al., 2021). This method was chosen because qualitative data is easy to collect and interpret while they are also vastly available in books, journals, and articles, so this method was chosen.

Out of the primary and secondary methods, only the secondary method was chosen for this research. The secondary method means collecting data from already conducted research (Pardue et al., 2021). This method was chosen because as no first-hand data is collected here, both time and cost are low here. Again, this data can be collected in gigantic amounts, therefore, this method was chosen.

In this research, a descriptive research approach was chosen. A descriptive research approach means the explanation of a research topic by analyzing all the characteristics and features of the topic (Ruggiero, 2021). This approach was chosen because the topic of the research was not anything enigmatic and therefore, evaluating the characteristics and features of the topic was easy.

In this research, various ethical considerations were taken into account. For instance, all the data were collected from credible and authorized sources, meaning there was no menace of facing any legal issues. Again, all the data have been critically analyzed by more than two sources for assessing their viability of application.

Explanation of the selection of credible sources and delineation of real sources

Credible sources for data collection refer to the resources from where data can be collected and used undauntedly since they are accepted worldwide (Hunter, 2020). Credible sources are collected from different search engines and there is a specific process for doing so. To illustrate, the search platforms must be academically accepted and such platforms are Google Scholar, Oxford Academic, JSTOR, and so on. The sources must be recent. Not older than 5 years to be precise so that the relevance of the research does not get jeopardized. The background of the author is scrutinized then because it provides information about his prudence in writing such an academic journal (Phua, 2020). The final process is evaluating some data from more than two sources because it ensures the credibility of the sources by a thorough examination.

The following are some sources that have been used in this research.

Chaki, J. (2021) “Introduction to Digital Future of Healthcare,” *Digital Future of Healthcare*, pp. 1–10.

This journal has been found in Google Scholar. It is quite a credible resource because it is linked with a trustworthy search engine like Google Scholar. Again, the author of the journal – J. Chaki – is a venerable name in the technology world and she has worked rigorously on image processing and Artificial Intelligence, linking them to the benefit of the healthcare sector successfully (Rosenbäck et al., 2022). Also, the journal was published in 2021, denoting it is a recent publication and appropriate for the research topic. The secondary research method has been used here for finding the resource.

Phua, K.H. (2020) *Healthcare*. Singapore: Institute of Policy Studies.

This book was found in Oxford Academic by using the secondary research method. This book is a credible source for using data because it is written by K. H. Phua, a venerable name in the healthcare sector. Being an Information Technology Engineer, K. H. Phua has researched extensively on the digital transformation of the healthcare sector and published many books and journals on that (Gulliford et al., 2021). The source of the book, Oxford Academic, also states the same. Again, the book is only two years older, therefore, its data can be used without a second thought.

Sayed, A. (2020) “Shortfalls to the healthcare system and recommendations during the COVID-19 crisis,” *Public Health Open Access*, 4(1).

This journal is entirely relevant to the research topic and was collected from Google scholar. The credibility of the search engine ensures the plausibility of the resource as well. Moreover, the journal is penned by Abida Sayed, a professor School of Medicine at Avalon University, denoting she has profound knowledge to write anything on this topic (Sayed, 2020). Last but not the least, the credibility of the journal was analyzed by evaluating the data from two other sources.

Hegarty, F. et al. (2019) *Healthcare Technology Management: A systematic approach*. Boca Raton, FL: CRC Press, Taylor & Francis Group.

Oxford Academic was used to find this book. Given that Oxford Academic provides only authentic sources while the book provides data on the use of technology during the Covid-19 pandemic,

this book was chosen for the research. Furthermore, all the writers of the book are respectable names in the healthcare sector with high academic degrees, therefore, this source was collected (Godbole, 2019). Again, the publishing year is also 2019, meaning it is not too old to get avoided.

Secondary data

According to Khan (2022), digital healthcare facility denotes the use of technology in healthcare services for making the process easier and more effective. During the Covid-19 pandemic, hospitals have used telemedicine, mobile applications, live streaming, and other digital methods of healthcare service mostly as offline services were almost unavailable at that time (Pardue et al., 2021). In the UK, 38% of the first preferred patients were offered Mobile Health service during the pandemic period, observation research conducted by Hipp (2022) on 5 British hospitals showed. Again, people were worried about social distance maintenance during the pandemic and therefore, preferred digital healthcare services (Rosenbäck et al., 2022). A survey of 7493 people in the UK conducted by Godbole (2019) revealed that 49% of the participants were worried about the health problems that could occur due to the offline service and therefore, hospitals were compelled to employ digital services mostly.

Research and findings

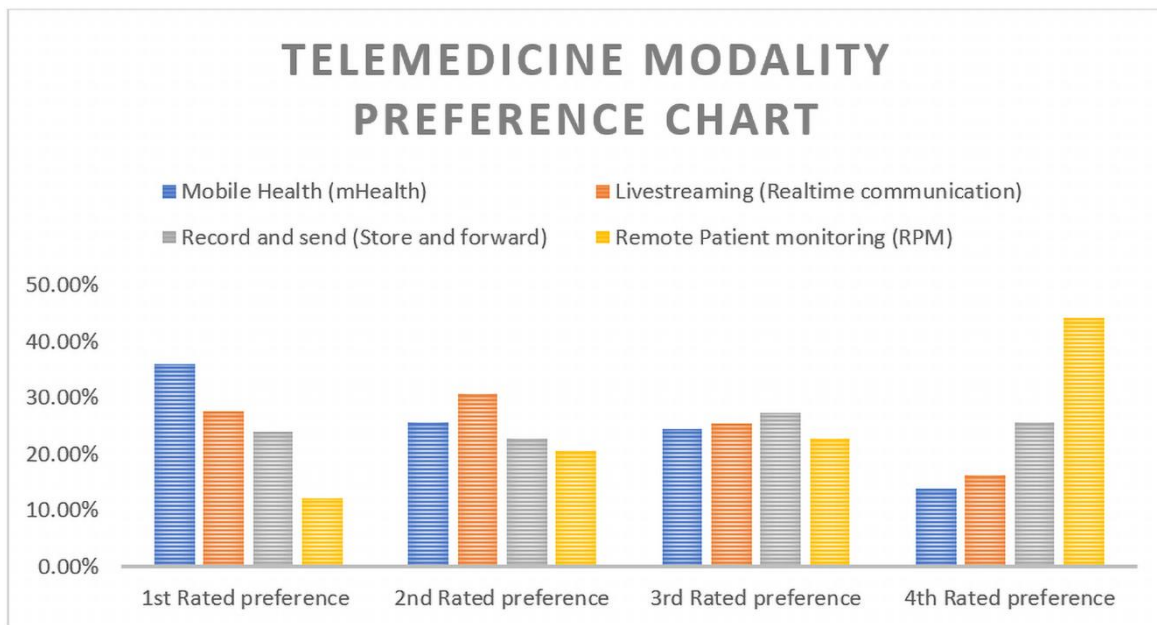


Figure 1: Telemedicine modality preference chart.

Source: (Sayed, 2020).

Hospitals used digital healthcare facilities predominantly during the pandemic. In the UK, 38% of the first preferred patients were offered Mobile Health services during the pandemic period.

Livestreaming and Remote Patient Monitoring were also used vastly since these services could aid patients' needs properly and safely (Hunter, 2020).

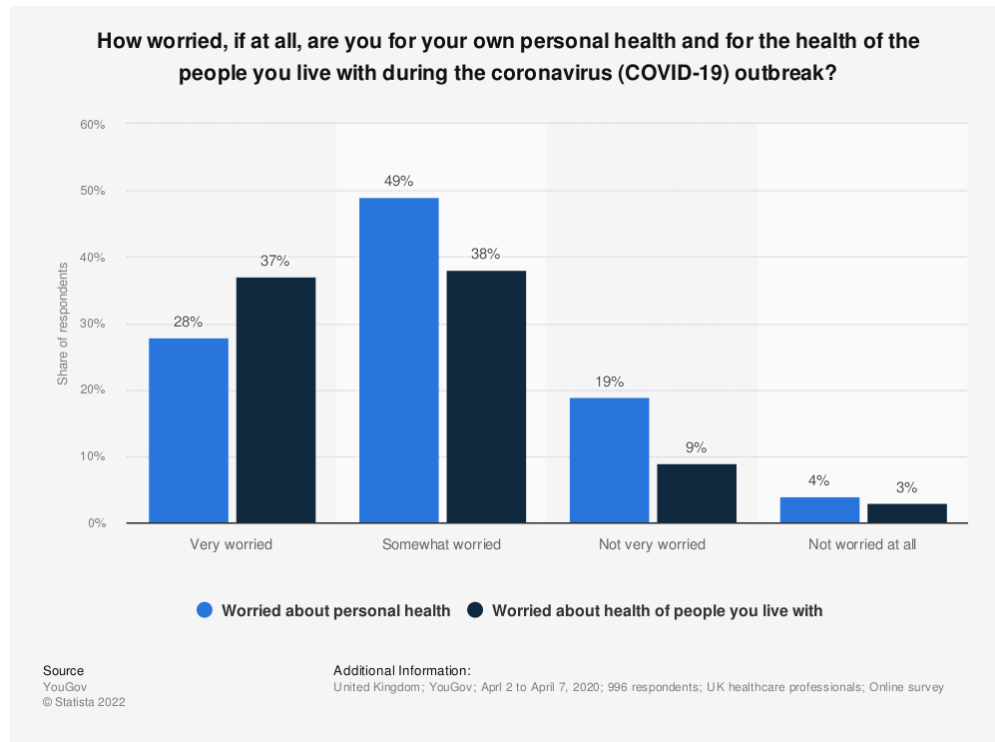


Figure 2: Patients' anxiousness about their health.

Source: (Chaki, 2021).

in the UK 49% of people were worried about the health problems that could occur due to the offline service and therefore, hospitals were compelled to employ digital services mostly (Ruggiero, 2021). People opposed the offline services as lockdowns and travel bans hindered their chances to avail of those facilities. Therefore, digital healthcare facilities aided their purpose at that time.

Conclusion

The effectiveness of using technology in hospitals to offer the general public digital healthcare services was the research topic here. Hospitals used digital healthcare facilities because providing offline ones was difficult. Again, patients were also in favour of the decision since they feared the contagious virus at that time and therefore, were satisfied with the service. So, digital healthcare services can be called successful as they aided public health perfectly.

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