

Digital Skills and Research Methods

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1- Staff Communication (Nisha Kauser Iqbal)

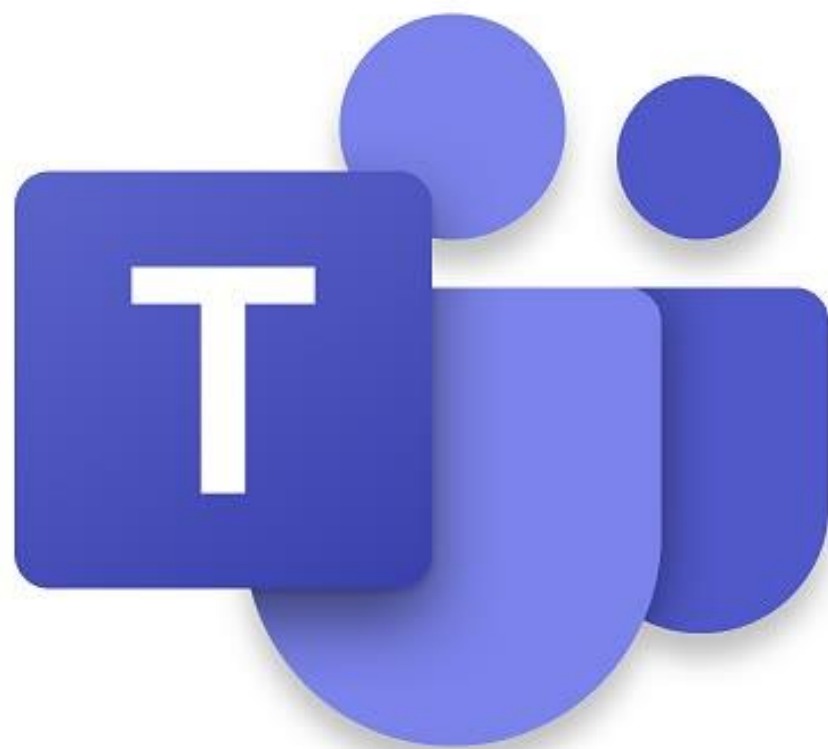
What is Staff Communication?

Staff communication in Healthcare is the exchange of information, of empathy and understanding for treatments whether standard care or critical care is being delivered.

Communication helps us build relationships, facilitate collaborations, resolve conflicts and enhance understanding and clarity. In our everyday lives we communicate one way or another whatever the language and whatever the way.

It encourages patients to share information and the communication itself can be a reminder that care and support is the priority of the health and social care workers.

According to the General Medical Council's guidance for Healthcare Workers 'Good Medical Practice' is all about the patients, partnerships and communication.



WHY ?



- ✓ According to 'UC Today' an online publication for Unified Communication and Collaboration Technology, they say that "Microsoft Teams for Healthcare is the Teams Solution specifically designed for healthcare brands"
- ✓ 'UC Today' also publishes that Microsoft Teams is currently amongst the most popular UCaaS Tools in the world. The 'Unified Communication as a Service' is defined as a cloud-based platform that integrates multiple communication and collaboration tools in one system.
- ✓ This provides companies with an effortless way to keep colleagues connected wherever they are.

Carter, R. (2021 July 18)

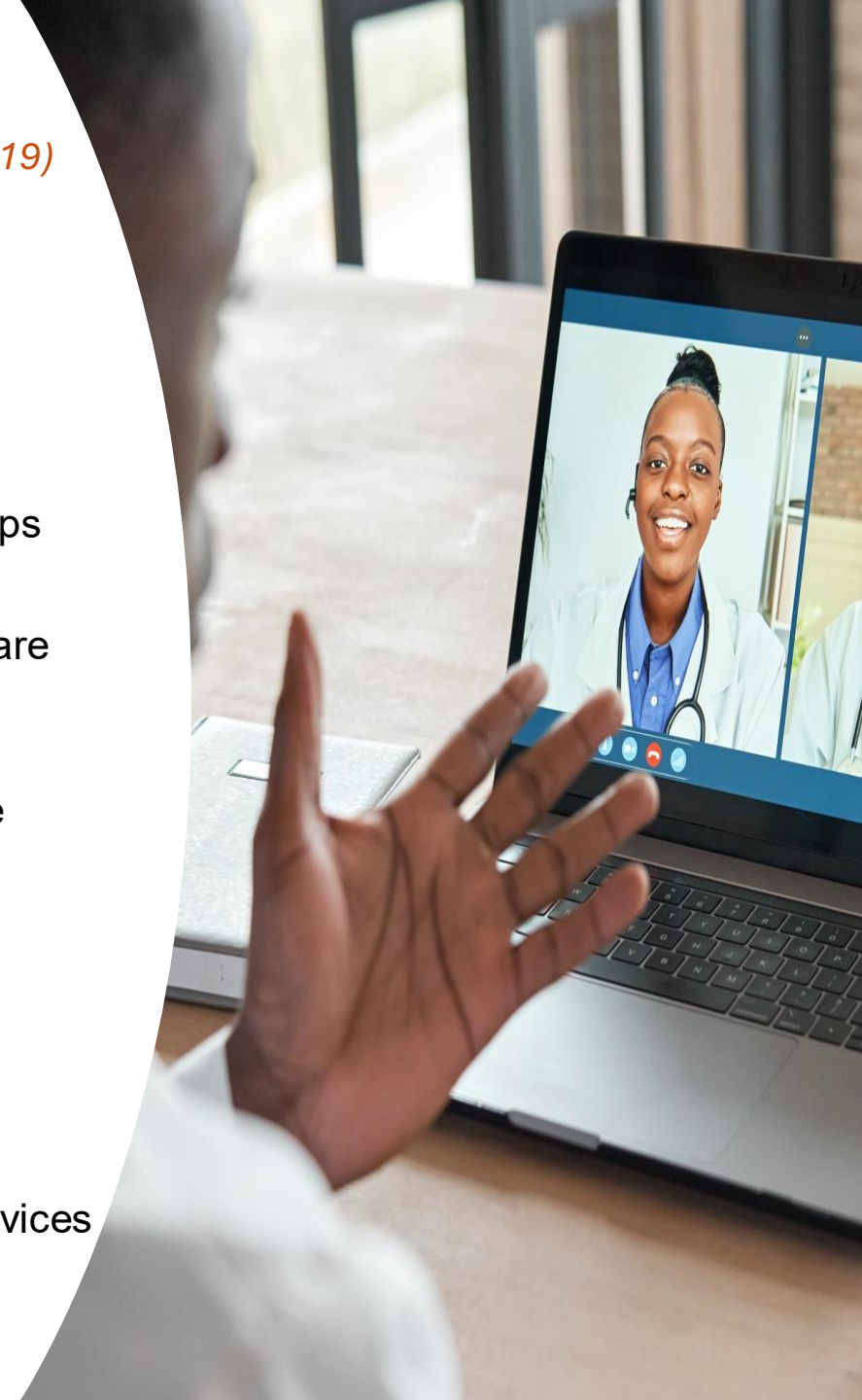


The NHS website itself had provided 'Benefits of Microsoft Teams' which included a wide range of benefits for staff and for employing organizations.

They observe that :

NHS England (2023 January 19)

- It is a free and efficient tool for the NHS staff which supports remote working
- Online meetings can be scheduled ahead of time or instantly
- Teams allows the set up and use of chat rooms to divide work between multiple groups
- Provides options to communicate with colleagues via messages, voice notes and share files before, during and after meetings
- Provides the ability to allow captioning of messages during the meeting which can be particularly useful for people with a hearing impairment
- Sensitive information is protected with data encryption at rest and in transit
- Provides support for multi-professional collaboration
- Free secure cloud storage ensures information is always available across various devices
- Meetings can be recorded in case of staff who were unable to attend



Case Study: Riverdale nursing home



Riverdale nursing home supporting older adults who require daily personal care, medication support, and monitoring. Staff work in shifts within the two different buildings and include carers, senior carers, nurses, and administrative staff. The Organization uses **Microsoft 365**, but staff are unsure which tools should be used for different workplace tasks. This has led to confusion, duplicated work, missed messages, and inefficient ways of working.



Management wants to improve efficiency and communication by matching the correct Microsoft 365 tools to specific workplace tasks

How it improves Efficiency or Communication ?

- **Teams can help make life easier for the individuals in the care home from staff to residents by instead of juggling multiple appliances, notes or equipment in order to reach another staff member either from a different building or having a resident need to communicate with family or staff. Teams communicate with a direct impact.**
- **The staff struggled with duplicated work, missed messages and overall inefficient ways of working. With Teams you can collaborate on documents in real time, automatically see the latest version of a file and give out messages on the move. This would help their problem with accidental duplications and missed messages because there would be an immediate and common ground where everything is communication in real time.**
- **You can connect to Staff members between buildings and because there are staff with different roles that means their responsibilities would be different which would also mean their personal resident-staff confidentiality would mean that not everyone should be getting private information-which teams helps secure by being able to create their own groups and teams; where they can hold calls, messages or send through important and confidential files.**
- **This Software allows independence and organisations to work in an order and even self managed way. Therefore, no matter the different shifts, buildings or responsibilities within Riverdale Care Home, staff and residents will be able to take control on a platform which invites a solution for many potential issues that have arisen and may arise.**

ADVANTAGES	LIMITATIONS
<i>Integration with Microsoft 365</i> Teams seamlessly integrates with other M365 apps like; Word ,Excel, Powerpoint & overdrive. Allows easy file sharing, editing and collaboration within the Teams interface.	<i>Cost</i> There might be associated costs if additional features or integrations are required or wanted
<i>Third Party App Integrations</i> Teams supports integrations with various third-party apps & services enabling customization and extending its functionality. This can enhance productivity by connecting tools your team already uses.	<i>Limited Offline Access</i> Although some offline functionality works, its full capabilities are best experienced when connected to the internet
<i>Remote Collaborations</i> Teams is well suited for remote work scenarios offering a virtual office environment where remote team members can collaborate effectively helping to bridge geographical gaps.	<i>Learning Curve</i> Adapting to 'Teams' interface and various features might require a learning curve, particularly for those who are new to collaborative platforms



Nisha's References

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Rota's and staff sheduling .

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AMINA HUSSAIN



Riverdale case study

Staff needs to use digital tools **confidently**.

What this task involves: the situation of **Riverdale** home sector shows three main **PROBLEMS..**

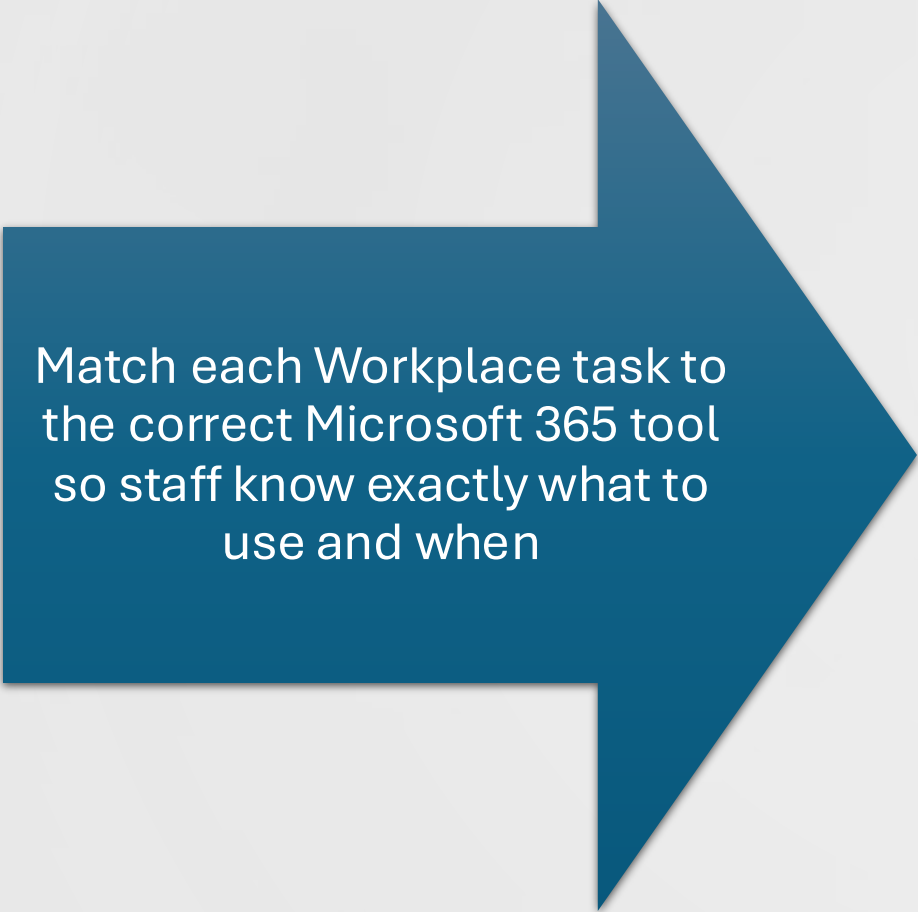
1. Staff don't know which Microsoft 365 tool to use.
2. This creates duplicated work
3. Missed messages
4. Confusion
5. Poor communication



Riverdale job role needs different TOOLS...

- **“We can’t expect staff to use digital systems effectively without structured digital-skills training.”** (*National Care Forum, 2023*).
- Carers, senior carers , nurse, and admin staff all have different task, but they are not using the right Microsoft tools for those tasks.
- **Inefficient ways of working :**
 - Because tools are not matched to tasks staff waste time and essential information gets lost.

Solution for RIVERDALE Staff !



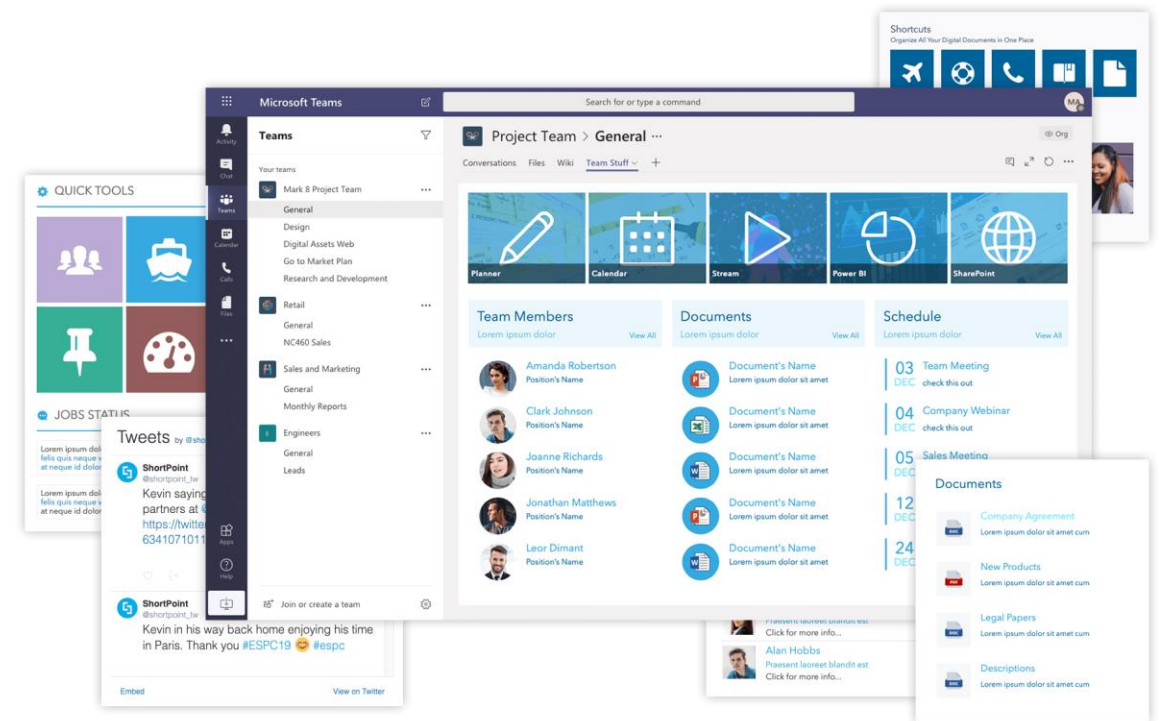
Match each Workplace task to the correct Microsoft 365 tool so staff know exactly what to use and when



“Microsoft Office 365 enables healthcare teams to work productively, collaboratively and securely from anywhere.” *(The Health Informatics Service, 2022)*

Correct Microsoft 365 tool for Riverdale care Home

- Microsoft **SHIFT** (inside teams) is the right tool for rota scheduling in two main buildings.
- **What it is used for ...**
- Rota for both buildings.
- Shifts swaps.
- Annual leave
- Open shifts
- Clock – in / out



Why staff rotas are hard to get right in care homes...?

- Staff rotas are difficult to get right because care work changes all the time, staff availability is not always stable, and many homes still use manual systems that are slow and easy to get wrong. Good rota planning is important because it affects the quality of care, staff well-being, and the smooth running of the home however, many care managers say that creating a rota is one of the hardest parts of their job (**Drink water, 2026**).
- Care homes must also follow **legal rules**, such as the Working Time Regulations. These rules say staff must have rest breaks, limits on weekly hours, and safe working patterns. If a rota does not follow these rules, the home could face legal problems or concerns from the Care Quality Commission (**iStaff Rota, 2025**). This adds extra pressure to get the rota right.
- Many care homes still use **paper rotas or spreadsheets**, which are slow to update. When changes happen, managers must rewrite or reprint the rota. This can lead to mistakes, such as double-booking staff or forgetting to record changes. Manual rotas also make it harder to track hours correctly, which can cause payroll problems and disagreements about pay (**One Advanced, 2025**).

Microsoft TEAMS is the best tool for a BERDALE care home ??



- According to **Caldwell,2025**
- **Microsoft teams** have emerged as a powerful solution that helps many workers in the healthcare industry with reliable, secure and efficient tools for communication and collaboration.
- When it comes to Improving **collaboration** in healthcare with Microsoft Teams this tool improves **EFFICIENCY** in different ways :
- **Microsoft Teams** is a simple place with Doctors nurse specialists and an office staff that can work together.
- People can **share** files, edit documents at the same time, and video call So everyone stays connected even if they are in various locations.
- This is **very useful** for remote consultations , for example when a doctor needs a second opinion from a specialist somewhere else.

Disadvantages of Microsoft TEAMS for Riverdale ...



Too many features : Teams has lots of tools, which can feel confusing for new users, training helps.

Uses a lot of power : It can slow down older computers especially during video call or big file sharing.

Too many notifications : Many chats and channels can cause constant alerts. settings needs adjusting.

External access harder : Working with people outside your organisation can be tricky to set up.

Needs internet : Most features only work properly when online.

Different devices vary: Some features work differently on phones, tables or older systems.

Extra costs: Teams is included in Microsoft 365 but some ads- on may cost more.

"References for rota's and scheduling "

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STAFF TRAINING

Kausar Saleem

What is Staff Training?

Definition

Employee training is a methodical approach where the intent is for employees to be provided with all the abilities and information, they need to do their job effectively (Noe, 2017). Nursing Home Employee Training: Skills, Communication, Regulations

Riverdale Context

Riverdale Nursing Home Staff Training:

- Elderly Care
- Conflict Resolution & Medication
- Communication Procedures
- Technology Application, Including Microsoft 365

As stated by Smith & Johnson (2023), proper training of nursing home personnel would minimize mistakes, thereby enhancing the quality of patient care and communication within the workforce.



Why PowerPoint for Staff Training?

Visual Communication

The use of text, graphics, and illustrations is employed in this tool to communicate difficult training material (Mayer, 2021).

Microsoft 365 Native

This software is built into Microsoft Teams, making it easy to share and collaborate (Microsoft, 2024).

Easy to Update

Editing of presentations is simple according to the changing regulations and rules (Chen, 2022).

Suitability for Riverdale

PowerPoint is particularly suitable for Riverdale because it:

- Can be accessed on any computer using OneDrive
- Can conduct training either offline or online
- Easy to standardize for different shifts and two buildings at Riverdale (because we have two buildings).
- Does not require any further skillsets



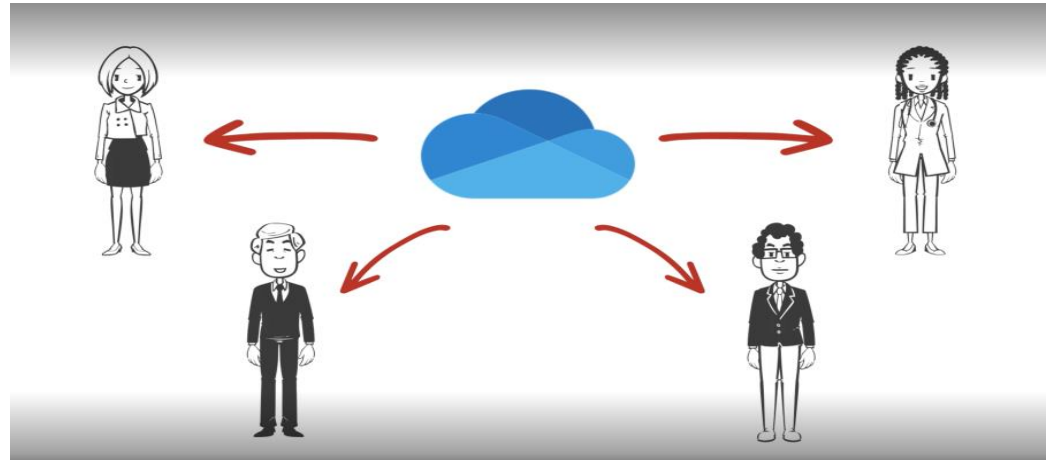
How PowerPoint Improves Efficiency

Challenges at Riverdale (Current State) Solutions with PowerPoint

- Training material is insufficient
 - Training inconsistency between shifts
 - Manual update is slow
 - Limited staff on material
 - Problems with monitoring training progress
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- Library of central training material
 - Presentation for everybody
 - Quick update process via OneDrive
 - Access to materials at any time via cloud file sharing
 - Automatic attendance tracking on the training via Teams
-



Results: As Bloome & Khan (2023) stated, technology in training reduces onboarding time by 30% and increases learning effectiveness by 25%.

Advantages of PowerPoint for Riverdale

Cost-Effective

It's built into Microsoft 365 and doesn't require any additional software.

Flexible Delivery

Presentations may be delivered in person, recorded or online.

Engaging Format

The use of multimedia increases the attendance and encourages the retention of information (Mayer, 2021).

Standardization

This way everyone gets the same message; there are no differences.



Limitations of PowerPoint

Passive Learning Risk

It lacks interactivity, making it boring to attend such a presentation (Chen, 2022).

Technical Dependency

It needs computer technology and may thus be difficult for older and less technologically-savvy workers.

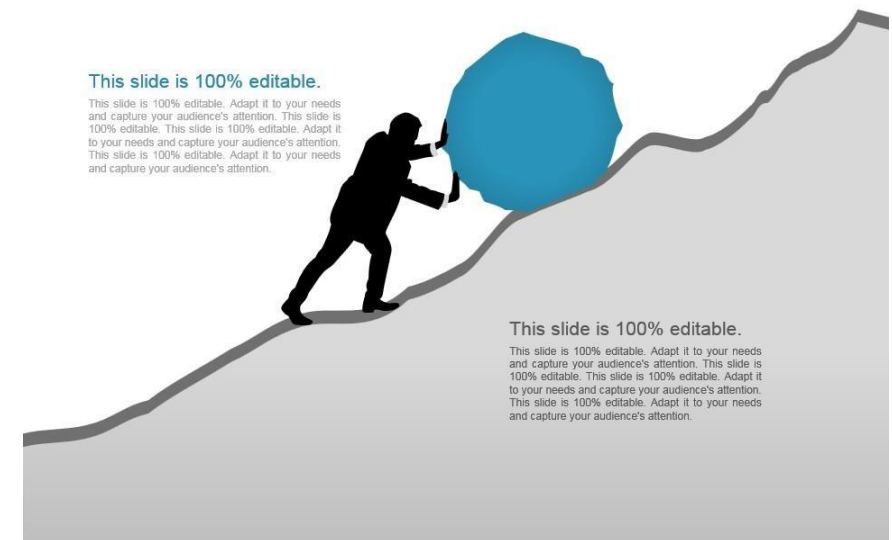
Hands-On Skills Gap

PowerPoint cannot assist in learning anything practical since it requires physical demonstrations.

File Management

Problems may arise where different people edit the file at the same time.

Limitations Example PPT Presentation



Recommendations for Riverdale

1. Hybrid Approach

Incorporate PowerPoint presentations with demonstrations and activities and use Teams to answer questions raised after reviewing video recordings (Bloome & Khan, 2023).

2. Accessibility

Provide training material in multiple forms like video, print, or mobile applications for users who access training using their smartphones.

3. Policy on Multiple Presentations

Ensure that one person will handle all the presentations in OneDrive and pinned documents in the Teams channel for clarification.

4. Training of All Staff Members

Organize short training programs on how to use PowerPoint and Teams.

5. Questions to ask yourself

Include assessment questions in your PowerPoint presentation and keep an eye on their completion in Teams.

6. Revising Training Documents. Keep revising training documents in every quarter.

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