

Digital Transformation in the Health and Care Profession

Assignment Title: Component 2: Viva Voce (Inclass Presentation)

Module code: BMHP6026

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Introduction: Electronic Health Records (EHRs)

National Health Service is using electronic health records (EHRs) to improve how patient information is recorded and shared

- ▶ EHRs support more efficient, coordinated, and patient-centred care
- ▶ Tools like digital patient records and apps improve communication and decision-making
- ▶ Benefits: faster access to data, safer care, and greater patient involvement
- ▶ Challenges: data security, system compatibility, digital skills, and health inequalities

TOP 10 BENEFITS OF EHR SYSTEMS



Impact on Workforce

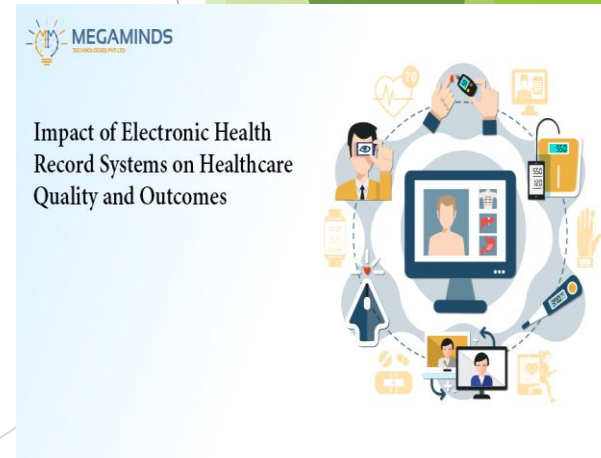
- ▶ EHRs and digital tools **improve access to patient data and support teamwork** (NHS England, 2023).
- ▶ **New positions have emerged**, such as clinical informaticians and digital health specialists (Health Education England, 2022).
- ▶ **Staff must develop** digital literacy and data management skills to use systems effectively (Health Education England, 2022).
- ▶ Challenges **include resistance to change, adjustment difficulties, and workflow disruption** if systems are poorly implemented (Topol, 2019).

Impact on Service Delivery

- ▶ eHealth **extends care** beyond clinics to homes and community settings (Greenhalgh et al., 2020).
- ▶ Digital platforms **allow flexible, on-demand access** to healthcare (Greenhalgh et al., 2020).
- ▶ Shared electronic records **enhance coordination** and informed clinical decisions (Topol, 2019).
- ▶ Remote monitoring and automated alerts **support early detection and preventative care** (NHS England, 2023).
- ▶ Reliance on digital tools **can create barriers** for those without access or digital skills (NHS Digital, 2022).

Impact on Patients

- ▶ eHealth **improves access** to care through telehealth, online consultations, and digital platforms (NHS England, 2023).
- ▶ Digital tools like mobile apps, wearables, and the NHS App **empower patients** to monitor and manage their own health (World Health Organization, 2021).
- ▶ Access to personal health records allows patients to book appointments, request prescriptions, and **make informed decisions** (World Health Organization, 2021).
- ▶ Challenges include reduced face-to-face interaction, digital exclusion, and **barriers for those with limited digital skills or connectivity** (NHS Digital, 2022).



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Impact on Community

- ▶ eHealth **improves healthcare access** across communities, including rural and underserved areas (NHS England, 2023).
- ▶ Digital tools **support family members** and caregivers in coordinating care (World Health Organization, 2021).
- ▶ Platforms **enable community involvement** in service design and feedback, enhancing care delivery (World Health Organization, 2021).
- ▶ Population health data from eHealth **supports public health initiatives** and targeted interventions (NHS Digital, 2022).

Challenges of the eHealth / EHRs

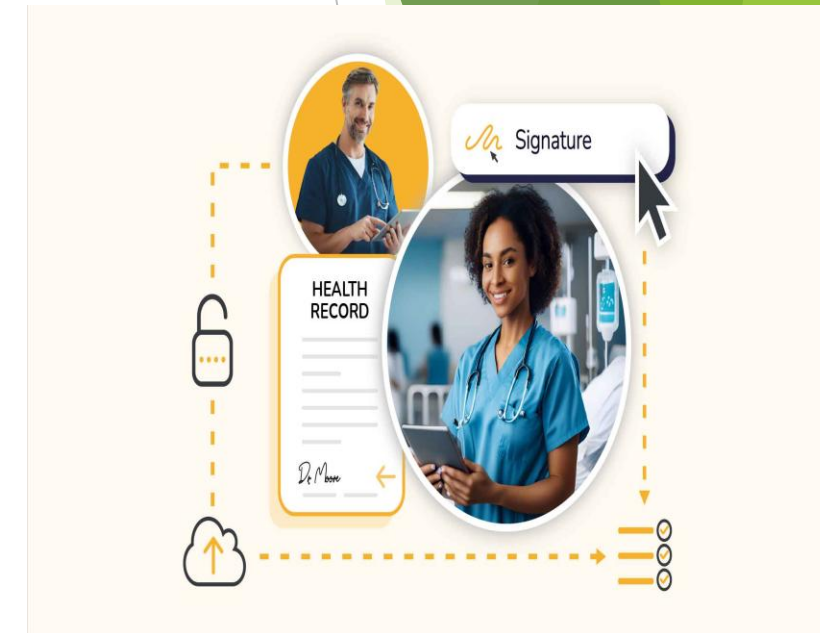
- ▶ **Digital Literacy:**
- ▶ **Data Security & Privacy:**
- ▶ **System Interoperability:**
- ▶ **Digital Exclusion:**
- ▶ **Resistance to Change:**



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Recommendations

- ▶ Provide **ongoing digital training** for staff to improve adoption and competency (Health Education England, 2022).
- ▶ **Strengthen data security** and privacy measures to build trust among staff and patients (Topol, 2019).
- ▶ **Enhance system interoperability** to allow seamless sharing of patient information across platforms (NHS England, 2023).
- ▶ **Promote patient engagement** by educating users on EHRs, apps, and remote monitoring tools (World Health Organization, 2021).
- ▶ **Monitor and evaluate impact** to continuously improve digital health services and address challenges (NHS Confederation, 2025).



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Conclusion

- ▶ The UK's health system is evolving through eHealth technologies like EHRs, telehealth, and mobile apps.
- ▶ Workforce adaptation requires digital literacy, data skills, and organisational support (Health Education England, 2022).
- ▶ Patients and communities gain improved access and tools for self-management.
- ▶ Challenges include digital exclusion, data security, and reduced face-to-face interactions (Health Education England, 2022).
- ▶ Effective eHealth implementation depends on planning, training, and ethical safeguards.

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