

Use of Technology, Digital tools and Techniques to improve efficiency in Healthcare.

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Introduction

This report will be based on the use of technology, digital tools and techniques to improve the efficiency in healthcare system. We can all agree on the fact that modern technology is not necessarily a luxury anymore, in fact it has become more of a necessity of today. The reason for this is, as we live in the 21st century technology is constantly evolving to increase efficiency and comfort in both social and work-related areas. This has caused us to rely more heavily on our digital devices, such as smartphones, computers, tablets and other robotic machinery in our daily lives. Due to this statistics show there has been a high increase in social media usage for both leisure time and work-related activities.

The use of contemporary in Health Care

Contemporary technology is an advancement of old technology. The impact of contemporary technology in modern life is simply immeasurable (1).

Contemporary technology holds a lot of importance as it has become an everyday necessity in our day-to-day lives. An example of this is when you consider how many times a day you use a digital gadget to complete a range of different tasks throughout the day; calculating the time you spend altogether, you will notice how dependent we are on technology.

Diagnostic- Diagnostic Healthcare is healthcare that provides a wide range of diagnostic services to the NHS and private providers. Diagnostic care delivers high quality care by bringing the latest technology and continually assessing and improving the quality of the services provided. (2)

Administrative- Administrative technology has become a very mainstream practice in a lot of popular hospitals and clinics. The advancement in technology has helped service users find practitioners who can cater to their specific needs as well as empower practitioners and professionals to promote excellent care. Healthcare services in the UK understand how technology can revolutionize their practices if they invest in it. Ease of access to records & contacts have greatly enhanced efficiency and record keeping overall.

Care support- Digital Technology is improving the way people provide care and treatment for service users across the world. The benefits can be huge – for people who use services, families, carers and providers. But it is important technology and innovation never come at the expense of high-quality, person-centred care. (3)

The use of technology during COVID-19

I believe Covid-19 has caused a substantial change within the service of care that practitioners provide for service users, specifically in the NHS. "The NHS was forced to shut down and significantly reduce many areas of non-COVID care during April, May and June 2020" (4). Due to this there has been an abrupt change of digital technology within places of

care such as the NHS that have had both positive and negative impacts on practitioners and professional's work.

Covid-19 has caused healthcare practitioners and professionals to undertake a lot of services of care remotely "including registrations for the NHS App, NHS login and e-prescription services." (5). An additional way in which Covid-19 changed the use of technology has been through the range of services which have now been changed to online services.

Before social distancing restrictions were put in place service users had the choice to freely enter any hospital, GP and Clinic for walk-in consultations but, due to the pandemic this has now been stopped. In its place things have been moved to an online service where service users must fill out a form online in order to have an online consultation which in rare cases has been detrimental to the care in which practitioners wish to give. This is due to some service users not having access to/knowledge to use digital gadgets such as smartphones and computers which does not enable them to have an appointment when needed.

The use of digital communication, collaboration and participation

Digital communication has had a major influence on our lives in multiple ways. Research says "Young people with long-term health conditions often disengage from health services, resulting in poor health outcomes. To address this, NHS clinicians are using digital communication to reverse this" (6) from my findings this source of research has been unclear to whether the outcome of this research has been effective or not.

However, I believe the use of digital communication in reference to healthcare services if used appropriately can and will benefit a lot of young service users, allowing them to see the importance and ease of taking care of their health. Young people are constantly on a variety of digital devices for the duration of the day, with the use of regular texts and emails healthcare services can update individuals on a range of health issues which I believe will help the efficiency in healthcare for practitioners and professionals alike, making their job easier.

The use of digital literacy for professional career development

Roles within the healthcare sector are being affected by digital technology which, in turn, is having an influence on the work and personal lives of practitioners and professionals. However, this influence can be both good and bad. As technology is evolving there are some instances where several jobs are being made obsolete, which in turn means people are losing their jobs or having to be assigned lessons in order to keep up, this shows how these changes influence the personal lives of workers.

On the contrary the positive impact digital literacy has on professionals are things such as "Nurses and midwifery staff are now using technology to co-ordinate care and identify information needed to improve clinical decision making. Pharmacists can now use a Prescribing Simulator, a formative assessment tool, to develop their prescribing skills".

Teaching- With the use of technology it has made it easier for professionals to train new members of their staff. Resources can be shared more easily between multiple people ensuring the same quality of teaching for all.

E-Learning- E-learning is also known as electronic learning there are many examples of electronic learning such as online classes for colleges/ university, apps for learning languages such as Duolingo. E-learning is beneficial in a healthcare setting as it allows practitioners to teach newcomers even from a great distance, especially now with the social distancing and quarantine/self-quarantine restrictions.

Self-Development- Self-development in healthcare can give care workers an awareness of the skills they need to develop their knowledge, skills and understanding so that they can improve over time. Self-development within care touches on how practitioner and professionals should not allow their personal beliefs and opinions to influence the quality of service they deliver to service users. Digital technology has made it easier for practitioners to implement services of care for service users outside of a health care sector online information and advice, lifestyle apps and wearables, online symptom checkers, digital triage and integrated electronic health records.

Self-development is a constant, from practitioners assessing themselves and striving for self-improvement to implementing new ways to increase ease of access to service users with the research of new technology and techniques.

The relevance of technical proficiency for information, data handling

Technical proficiency is using devices, applications and software for a range of nursing tasks staying up to date with evolving technology. Technical proficiency is also the ability to provide feedback on technology articulating benefits and risks (7). Data handling however, is when you have access to such things as- confidential information of service users, this can be health care records, familial health history documents and much more. Due to the advancement of digital technology, there are new resources that have been created to keep service user's information more secure and orderly. However, with each technological leap there can be gaps in security that can hamper the systems in place.

Conclusion

To conclude this report, I found this module remarkably interesting. This module has opened my mind to how influential modern technology is on our day to day lives. From doing research, class discussions and topics, I now understand how technology has become so interconnected in with of our lives & how it can be used in several ways to benefit people in the health care system. With proper use can be a great way to connect professionals to service users, giving a new way to access all offered resources.

Reference list

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