Communication & Collaboration Technologies

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Session Summary

Computers and the internet have transformed the way we communicate and collaborate. This session explores the application and audience participation in technologies, including e-mail, instant messaging, and several web applications collectively referred to as Web 2.0.

Session Objectives

Upon completion of this presentation, the participant will be able to:

- define informatics competencies;
- identify competencies related to Web 2.0 tools;
- describe the following terms/Web 2.0 tools and identify two or more examples of each tool;
- discuss ways to use the following tools as a nursing professional:
  - Wiki
  - Podcasting
  - Web Conferencing
  - Social Networking
  - Social Media

References


Session Outline

See presentation handout on the following pages.
COMMUNICATION AND COLLABORATION TECHNOLOGIES

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Objectives

- Define informatics competencies
- Identify competencies related to Web 2.0 tools
- Describe the following terms/Web 2.0 tools
- Identify 2 or more examples of each tool
- Discuss ways to use tools as a nursing professional
  - Wiki
  - Podcasting
  - Web Conferencing
  - Social Networking
  - Social Media

Technology Informatics
Guiding Education Reform (TIGER)

- Standards & Interoperability
- National Health Information Technology (IT) Agenda
- Informatics Competencies
- Education & Faculty Development
- Staff Development
- Usability & Clinical Application Design
- Virtual Demonstration Center
- Leadership Development
- Consumer Empowerment & Personal Health Records

Informatics Competencies

1. Basic Computer Competencies
2. Information Literacy
3. Information Management (EHR)

Recommendation for Basic Computer Competencies (p.8):
- January 2011: All practicing nurses and graduating nursing students gain or demonstrate proficiency in ECDL modules 1, 2 and 7, as well as ECDL Category 3.1
- January 2013: ECDL certified or equivalent

Web 2.0 (Appendix A, pp.18-25)

1.4 ICT in Everyday Life
- 1.4.2.4 Understand the term feed. Underneath, "Understand the term RSS feed."
- 1.4.2.5 Understand the term blog.
- 1.4.2.6 Understand the term podcast.
- 1.4.3.1 Understand the concept of an online (virtual) community. Recognize examples like social networking websites, Internet forums, chat rooms, and online computer games.
- 1.4.3.2 Know ways that users can publish and share content online: web logs (blogs), photos, video and audio clips.

7.1 The Internet
- 7.1.1.7 Understand the term feed. Underneath, "Understand the purpose of subscribing to an RSS feed."
- 7.1.1.8 Understand the term podcast. Underneath, "Understand the purpose of subscribing to a podcast.

7.5 Electronic Communications
- 7.5.1.6 Understand the concept of an online (virtual) community. Recognize examples like social networking websites, Internet forums, chat rooms, and online computer games.

Evolution of the Web

Web 1.0
- One way
- Static content
- Web pages for:
  - Distribution
  - Delivery
  - Consumption

Web 2.0
- Interactive
- Push/pull/share content
- Dynamic web pages for:
  - Collaboration
  - Connectivity
  - Producing

Mastrian et al., 2011, p.180)
A collaborative medium, a place where we [could] all meet and read and write . . . Tim O’Reilly, 2004

**Wiki** (What is it in Plain English?)
- Interactive web page on which everyone with access can change the content
  - Easy to use
  - Online collaboration
  - Building / sharing knowledge
  (Bozarth, p.169)

**Wiki: What tools can be used?**
- Google sites
- PBWORKS

**Wiki: TIGER Competencies Example**
- Collaborative teams formed to “accelerate the action plan” for each of the 9 key TIGER topic areas.
- Teams identified best practices from both education and practice
- Each team used PB Works to create a wiki and collaboratively researched their subject with the perspective of “What does every practicing nurse need to know about this topic?”

**Wiki: HIMSS ePrescribing Example**
- Used PB Works to help promote implementation of and collaboration among organizations implementing or considering implementation of e-prescribing.

**Wiki**
- Opportunity to Participate
Podcast: What is it?
- Distributing audio (and sometimes audio/video) files online for playback on a variety of devices (MP3 players, tablets, mobile devices, etc.)
- Often referred to as a series or collection of audio/video files, where users can subscribe to the series and receive automatic downloads as new content is added.

Podcast: What tools can be used?
- To find podcasts:
  - Websites you frequent often (library, professional organizations, EHR provider, etc.)
  - Podcastalley.com
  - Podfeed.net
  - Ipodder.org
  - iTunes
    - Using iTunes to Find, Subscribe, and Listen to Podcasts

Podcast: Available on iTunes

Podcast: What tools can be used?
- To Create Podcasts:
  - How to create a podcast. [Link](https://itunesu.boisestate.edu/trainingandsupport.asp)
  - Computer (or tablet, mobile device)
  - Microphone (preferably a headset)
  - Audio editing program (such as Audacity)
  - Enhanced audio/video podcasts also need other equipment/software

Podcasting: In Education & Practice
  - Beneficial to their learning
  - Used to reinforce concepts covered in class, clarify information, help with note taking, and review for exams
  - Availability of the podcasting may influence student’s choice of class
  - Perceive that the “better professors” podcast their material
  - Podcasting did not affect classroom attendance

Podcast: HIMSS ePrescribing Example
- Electronic Prescribing – Ready, Set, Help!
  - Dr. Patricia L. Hale discusses the recent focus on and interest in e-prescribing.
  - She provides an overview of the various incentives and multitude of resources available to physicians considering adoption
Podcast: eNeonatal Review Example

Web Conferencing: What is it?

- A web-based service that allows conferencing events to be shared with remote locations (Wikipedia)
  - Chat
  - Presentation
  - Audio/video
  - Screen sharing
  - Whiteboards
  - Polling
  - Group areas
  - Recording, etc

Web Conferencing: What tools can be used?

<table>
<thead>
<tr>
<th>Commercial Tools</th>
<th>Free Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebEx</td>
<td>Skype</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>GoToMeeting</td>
</tr>
<tr>
<td>Blackboard</td>
<td>Microsoft Lync</td>
</tr>
<tr>
<td>Collaborate (Elluminate)</td>
<td>Etc...</td>
</tr>
</tbody>
</table>

Social Networking: What is it?

- Social Networking in Plain English by Common Craft

Web Conferencing Example

Google Hangout Example

Podcast

Demo iTunes and eNeonatal Reviews
Social Networking: What tools can be used?

- Facebook
- LinkedIn
- Google+

Social Networking: Examples

- Caring Bridge
  - http://www.caringbridge.org/story/spirits.lifted.by.community
- Premiebabie101: How Facebook saved my Sanity
  - http://www.preemiebabies101.com/2013/01/how.facebook.saved.my.sanity/

Social Media: What is it?

- Online materials produced by the public (not professional journalists, mass media, etc.) for:
  - Communication (blogs)
  - Collaboration (wikis)
  - Communities (Facebook)
  - Reviews/opinions (Amazon)
  - Multimedia (YouTube)
- Sometimes used to refer to the tools themselves (Bozarth, p.8)

Social Media: Second Life Examples

- Second Life Nursing Simulation Boise State
  - http://www.youtube.com/watch?v=G2jN7L80bH8
- Duke University School of Nursing in Second Life
  - http://www.youtube.com/watch?v=sL3D-59MbnY

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Summary

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