

ITAC 09 Abstract
Jodie Rugless, RDNS

Mobilising Community Health: An Innovative Solution to Increasing Efficiency and Effectiveness of Community Health and Care Workers

In 2007 the Royal District Nursing Service (RDNS) of SA commenced a project aimed at replacing the manual, paper-based in-field processes with mobile, real time technology.

Leveraging common technologies such as Microsoft Windows, Microsoft Exchange, ActiveSync and Web Services, the solution is in the process of being rolled out to 440 mobile health and care workers across metropolitan Adelaide.

This presentation will discuss the key aspects of the project from inception through deployment. Particular points for discussion will include:

- Why mobile technology
- Establishing the business case
- Solution design and architecture
- Integration with back office applications
- Deployment model
- Deployment to date
- Project Learning's
- Next steps

With an ever increasing, aging population with a higher instance of chronic health conditions, it is imperative to maximise the efficiency and effectiveness of the health workforce. The mobile solution being implemented by the RDNS does this by leveraging existing, common technologies and has proven to provide tangible benefits in a real time scenario.