



Mobile Remote Workforce

Background

Before Mobile Remote Workforce, nurses faced obstacles to spending more time with their clients, including incomplete and inaccurate referrals and time-consuming administrative tasks. The MRW pilot project reengineered the day-to-day work processes for Public Health Nurses and administrative staff. Involving the workforce from the start was crucial to getting them on board with the changes.

The role of technology in the project became more apparent as discussions continued. The goal was to put technology to work for the Agency, not have the Agency work for technology. The Agency's Chief Information Office and the County's Technology Office were enlisted to brainstorm on what the nurses could use, in the field, to support the redesigned function and structure resulting from MRW. This was another step toward e-Government, an overall County goal.

The measurable impact of Public Health Nurses on the community was a driving force behind the MRW project. Skyrocketing healthcare costs are a continuing burden on communities, and one function of Public Health Nurses is to help keep those costs down by providing services and resources that eliminate the need for emergency services in the future.

The result of MRW is a 75 percent reduction in the time elapsed between case referral and customer contact and a 25 percent sustainable increase in productivity of Public Health Nurse visits in the field. An estimated 2,400 additional clients will be served annually, without adding staff, when the pilot is fully implemented countywide (scheduled for September 2006) and a savings to taxpayers of approximately \$8.5 million is anticipated within a three-year period. Other County departments and programs are expected to put the project into practice, improving cost effectiveness, increasing efficiency and enhancing customer service countywide.

MRW has been beneficial to the County's partners, too. Referring agencies (hospitals and clinics) can more easily track clients in accordance with Joint Commission on Accreditation of Healthcare Organization (JCAHO) requirements.