



Mary's Story

The story of Mary, 25, a domestic violence victim, who is pregnant with her second baby, illustrates how the Mobile Remote Workforce has improved how clients receive services.

Mary went into early labor during her first pregnancy. The hospital understands the need for prenatal care and has requested services for her. But Mary has moved to a new apartment, and the hospital clerk referring her to the San Diego County Health and Human Services Agency Public Health Center for a home visit forgets to provide an apartment number.

As a result, the Public Health Nurse, Gerri, has to take extra time trying to find Mary. This delays completing other tasks, including sending in a timecard and seeing other clients. Mary is never found and never receives needed services.

Now, thanks to MRW, referring clinics must fill in required fields in the new Web-based referral system. Public Health Nurses receive referrals in the field with new electronic tablets that were introduced as part of the MRW.

As a result of MRW, Mary's story changes dramatically. Gerri gets the right address for Mary the first time, receiving it on her electronic tablet while on a home visit with another client. She fits in Mary's visit that day – which now happens an astounding 11 percent of the time, thanks to MRW. Gerri doesn't have to return to the office to fill out her timecard. Gerri connects Mary with Domestic Violence Services, where she can get the help she needs and has a better chance of delivering a healthy baby.