

Mobility in the local government

presented by

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Mobile field workers

- It's not about technology
- It's not about using the latest and the greatest
- It's not a new way of life
- It's not a revolution
- It's not magic

It's all about people and how they work together !

The challenge of the local government

100.000 field workers in Denmark is doing 500.000 visit - every day

- The number of elderly people are raising dramatically
- There are limited ressources and tax funds available
- The employees wants a more flexible workday
- Protection of sensitive citizen information is a demand
- Huge information need is raising
- Higher service level for the elderly people
- A demand of registration for transport and administration time
- The number of days absence are increasing
- Missing ability to atract new employees

Conclusion = We are ALL getting older, a lot older !

MobileCare - A very simple way to improve costs

- Instead of meeting every morning in the local authority, the social care workers drive directly to the citizen and save administration and transport, and increase time with the elderly



Benefits of introducing MobileCare to local government

- Reduce transport time to the local authority
- Reduce administrative work
- Better communication between employees
- Faster reaction on emergency calls
- Better documentation on each visit and services being delivered
- Fewer number of mistakes when dosaging medicine
- Less stress among the field workers
- Better attraction of new employees
- Less sickness and enhancement of flexibility of the working hours
- Do more with same number of employees

INCREASE "Face to Face" time with the elderly people

Functions in MobileCare

- Fully updated driving- and assignment list
- Citizen data with information about relatives, doctors, latchkey placement, "last visit by" and other relevant information
- Online access to journals of the citizen, and changes are updated directly in the central care system
- Historical information on previous and present medicine consumption, with information of side effects
- Internal message system between employees and local authority, with detailed log
- Online look-up of citizen information in emergency situations
- Data are accessible without being online, due to the fact that data initially are replicated to the terminal

A video from a local authority in Denmark

Choice of mobile terminal

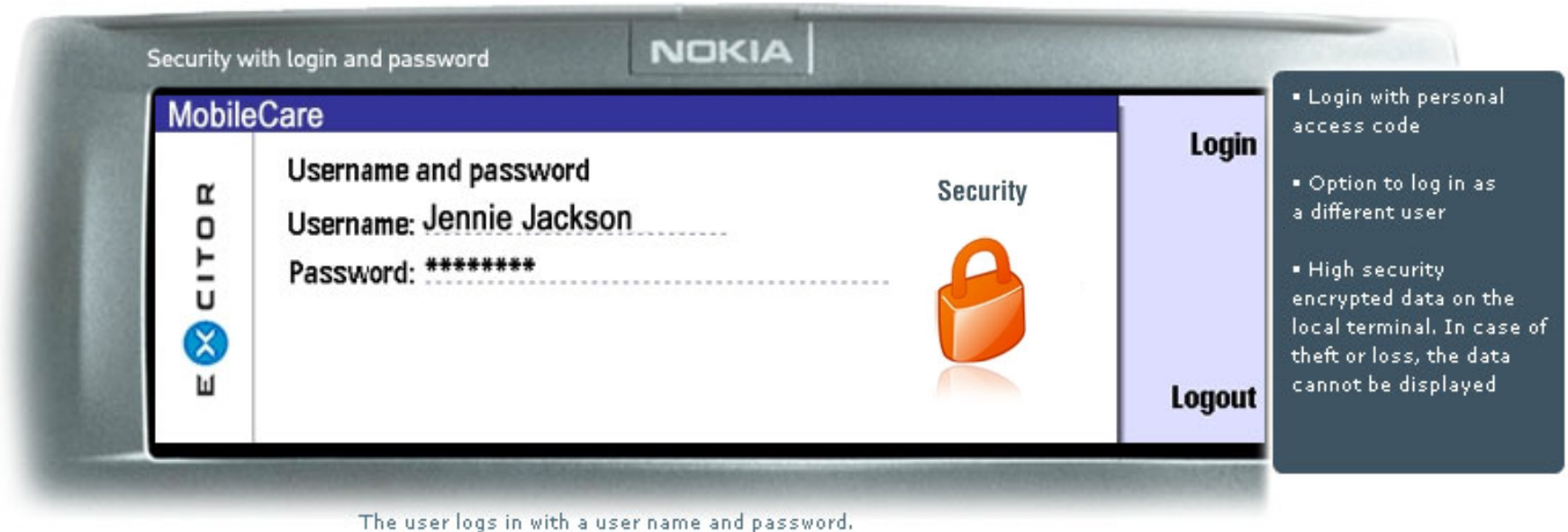
Nokia Communicator

Mobile phone with built-in keyboard, and large screen for ease of use.

- **Large, easy to read display**
CONVENIENT FOR INPUT AND READING DATA
- **Integrated hands-free**
CORRESPOND WITH A LOCAL AUTHORITY OR PHYSICIAN ON SITE WITH THE CITIZEN
- **Built-in camera**
RECORD IMAGES OF INJURIES OR LIVING CONDITIONS
- **GPRS/ Wireless LAN**
CONNECT TO YOUR PHONE ANYTIME AND ANYWHERE



High security with local encryption and login



Daily To-Do list

Task list with the day's assignments.

NOKIA

Organizer: Monday 3/8 - 12:14		
08:00 - 09:00	Sofia Wall	Oak Street 37
09:30 - 10:00	Jennie Jackson	Cardigan Street 58
10:30 - 11:50	John Franklin	Carls Road 71
12:30 - 12:45	Tina Lindbeck	Hyacint Road 15
13:30 - 14:20	Thomas Mark	Stanfield Road 70

Citizen

Start

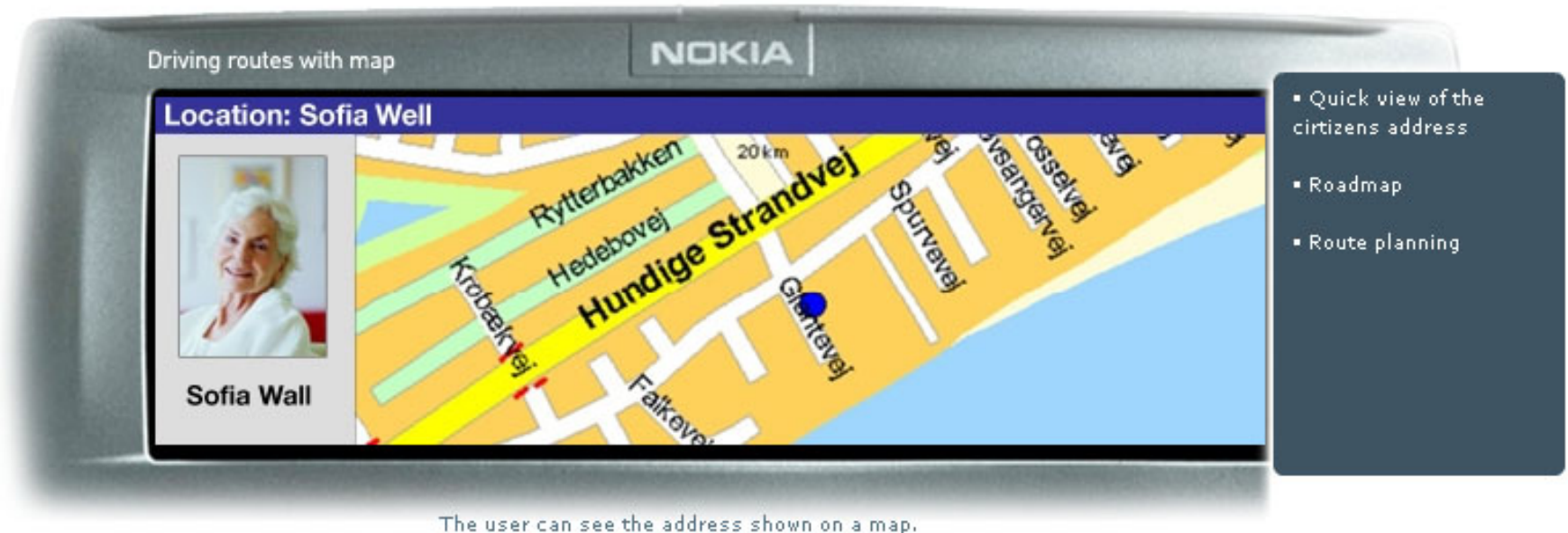
Call

Services

- Task and assignment list
- Updates when the terminal is switched on
- Data can be updated on the fly
- Easy to read information

The task list updates, when the home care worker starts their visit, and automatically when a task is finished. All information is stored locally, so nothing will be lost.

Route directions- and planning



Medicine journal with dosage information

Medicine and dosage information

NOKIA

Medicine: Sofia Wall

Drug	Strength	R	06	08	12	18	22	24
Abbodop	10 mg.			1			1	
Acinil	15 mg.			1			1	

Citizen
Create new
Edit
Info

- Medicinal overview
- eliminate the risk of dosage mistakes
- Information about the drug and possible side-effects
- administer a drug directly on location with lookup into an official medicine catalog

Info **2 Schedule** PN

See an overview of the citizens medication, showing the correct dosage amount and when it should be given.

Services to the citizen

Visitation with detailed service information

NOKIA

Visit: Sofia Wall		Visit status: Normal	Citizen
Time: 08:00	- 09:00		
Service	Time	Service status: Normal	Start
Help with clothes	00:30	Remark	
Cleaning kitchen	00:30	Be carefull with her legs.	
Total: 01:00			Organizer
			Change status

- Overview over various tasks
- View a full task description
- Keep track of time spent on various tasks
- Document if any changes occur during the visit

Detailed overview of all services that need to be performed during the visits.

Access to full citizen journal

Detailed citizen journal

NOKIA

Journal: Sofia Wall		
Date	Organisation	Category
3/21/2004	Visitation	Mental condition
Text Sofia is starting to forget about her family.		
2/10/2004	Nurse	Physical condition
Text Sofia is feeling much better, and is able to walk by her self.		

Citizen
Medicine
Organizer
Add new

- View and edit journal records
- Relay a message to the next home care worker

At the end of a visit, the user can input new journal entries which are saved in the system.

Important elements in the solution

- Choice of an optimal terminal for the job
- Performance of application on terminal
- Easy to use
- Sufficient training of staff
- Attitude and motivation
- Integration to the central care system of the local authority
- Security and encryption of data on the terminal, and "in the air" transmission
- Central administration with detailed user log and automatic software update on the terminals
- Anti theft system for protection of data

Thumbs up within the IT department

- High security with full encryption all time
- Use existing login and password from internal network
- Device management with terminal software update and log
- Full control of all devices with inventory information
- Runs on existing IT infrastructure

<i>Terminals</i>	<i>Users</i>	<i>Log</i>	<i>Software</i>	<i>Statistics</i>	<i>Messages</i>	<i>Server settings</i>	<i>Terminal setup</i>
IMEI number	Phone model	Operating system	Current User	Last login	DME Version		
▶ 350840102553018	Nokia 9210i	Symbian 6.0	<u>DEMO</u>	27.08.04/14:17	DME Client 1.3.7		
▶ 353383007902920	Nokia 6600	Symbian 7.0	<u>JD</u>	18.09.04/01:26	DME Client 1.1.0		
▶ 353387000173199	Nokia 7610	Symbian 7.0	<u>JS</u>	17.09.04/20:03	DME Client 1.1.0		
▶ 353777002827497	Nokia 6260	Symbian 7.0	<u>JD</u>	02.09.04/10:05	DME Client 1.1.0		

Why is it a success ??

- MobileCare gives the local authority a solution to service more elderly people with the same amount of employees
- More flexibility within the normal work hours
- Less meetings in the local authority
- Very easy to use interface
- Correct choice of mobile terminal
- Political support and backup
- ROI within 11 month (government case study)

Mobility = Less administration costs

The future opportunity

- 22 local authority has bought the solution to be delivered 2005
- There are approx. 80 local authority in contract pipeline
- A new market for Nokia Communicators
- Expansion to other social care markets
- Scandinavian market in progress – over 700.000 mobile workers

**We are ALL getting older and need new ways
to take care of YOU & I in the future !**

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Excitor is a danish mobile development company located in copenhagen.

MobileCare



MobileCare uses the latest in DME technology to help homecare workers keep updated on the go.

Secure email & Sync



Organize and synchronize your email, calendar and contact lists with DME's PIM synchronization unit.

Mobile CRM



Access customer data and modify information anywhere - without being tied down at the office.

ServiceCare



Access and modify data from anywhere. Ideal for service industry users always on the go.