

VERBUNDPROJEKT

KOLEGE

INTERAGIEREN • KOORDINIEREN • LERNEN

Chancen und Herausforderungen der Digitalisierung
in der ambulanten Pflege

Mobil
informieren

Unterwegs
austauschen

in der Praxis

Digital
lernen

Im Netzwerk
zuverlässig
Informationen
teilen

Mit
Technikhilfe
gut
arbeiten



Making Work in Outpatient Care Services More Attractive With Mobile Digital Devices

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GEFÖRDERT VOM



Bundesministerium
für Bildung
und Forschung



EUROPÄISCHE UNION

Zusammen.
Zukunft.
Gestalten.

Project KOLEGE

Basic Information

- Appr. 3.5 years (Sept. 2016 – Dec. 2019)
- Funding: Federal Ministry of Education and Research + European Social Fund in Germany
- Cooperation between 3 planning partners and 2 practice partners:
 - University of Bremen - Institute Labour and Economy: Coordination and researching changing labour conditions
 - Nursing school of wisoak gGmbH: Concepts and contents for E-learning modules
 - Qualitus GmbH: Technical implementation and app development
 - Bremer Pflegedienst GmbH: Outpatient care service without prior MDA use
 - Johanniter-Unfall-Hilfe e.V.: Outpatient care service, experienced with common business software for mobile use
- Aim: Developing concepts, practice guide and app

Outpatient Care in Germany

Background

- German care sector: shortage of skilled personnel and lack of young people working here/being interested in it
- Demographic change: society „growing older“

→ Growing gap between supply and demand

- Working conditions in outpatient care:
 - Time pressure
 - High responsibilities while being on tour alone
 - Low pay level
 - Working shift system that does not allow sufficiently for recreation

→ High level of labour turnover, sick staff and part time employment in outpatient care

Outpatient Care in Germany

Background

- Working environment is changing through increasing inclusion of digital devices
- Offices are equipped with digital technology and specific software (affects mainly managing personnel)
- MDA (= Mobile Digital Assistants) are common means, but by far not used in every German outpatient care service, yet
 - MDA distribution increases
 - MDA affect outpatient care service workers
 - Cultural clash: profession that is traditionally focussed on interaction with patients and digital media „between“ them (particularly in care sector for elderly)

Connection of Working Conditions and MDA

Standard use of MDA

- Process financial statements
- Time tracking
- Pass on planned tours

Digital technology beyond efficiency

- Improve **communication** options
 - Support with **information** at hand on tour
 - Establish **learning** opportunities on diverse levels (from learning nuggets on tour to E-learning units)
- Improve carer's certainty in their actions**

Digitalisation in outpatient care: Introducing MDA

Meaning

- Comprehensive and profound change in working organisation and conditions
- Requires:
 - Establishing new structures
 - Establish new rules
 - New task distribution
 - New skills
- Needs to be planned beforehand with representatives of every group who will be affected by it!

Central stumbling blocks

Management

- Not planning the process beforehand, but just buying technology
- Not consulting with those who are expected to work with the technology beforehand
- Not granting continuing resources (time, personell) for accompanying the introduction and integration of new technolgy into the existing structures

Care workers

- Not accepting digital media as working material
- Not accepting need for connected changes and developments
- Violation of legal regulations (e.g. guarranteed rest periods or data protection)

Prerequisites for successful digitalisation

- Change management based on participation, starting with regular meetings before a decision is made, ...
- ... not ending with technology introduction
- Planning the process:
 - What needs to be digitalised? What must not?
 - Do not change everything at once, but do it stepwise
 - Do not aim at a process that exceeds the company's resources
- Pointing out sense/improvements aimed at
- Organise regular training units for heterogenous staff
- Making rules transparent, comprehensible and available for every one

Thank you!

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