Technology Mediated Collaborations for the Professional Service Sector

Souren Paul
Northern Kentucky University
souren.paul@gmail.com

Nilmini Wickramasinghe
Swinburne University and Epworth HealthCare
nilmini.work@gmail.com

Today, the professional service sector, including: healthcare, legal services as well as banking and finances, is facing significant challenges and opportunities afforded by the embracement of collaborative technologies. Some areas within this sector are more advanced such as banking and finance while other areas are still slower to fully embrace the full potential of the numerous technologies currently available. For example in banking it has been possible to access and transfer funds electronically anywhere in the world for many decades while in healthcare we still struggle to transfer an electronic medical record from one healthcare organization to another within the same city. However, for all the industries making up the professional service sector it is not just essential but a competitive necessity as we move forward in the 21st Century that they conquer technology and effectively embrace the tools techniques and technologies of the digital age. Further, we believe it is useful to look at developments in the various industries which make up the professional service sector as there is merit to compare and contrast successes, challenges and learnings to enable all areas to best utilize collaborative technologies to their fullest.

In order to achieve successful and superior delivery of services it is necessary to consider people, process and technology issues; i.e. to have a socio-technical perspective. To do this effectively and efficiently and thereby have a higher success it is also necessary to be cognizant of the primary stakeholders including: customers, employers, organizations, administrators, regulators and researchers who form the basis of any partnership. Successful collaborations depends on pertinent information, relevant data and germane knowledge being expeditiously and

appropriately shared to the right people at the right time in the right form so that critical and effective decision making can take place. This also requires essential security and privacy to be ensured as well as accuracy and integrity of the content to be assured. The efficacy of the architecture will determine the efficacy of the system, and the efficacy of the system will determine the efficacy of the strategy.

The paper in this minitrack “A closed-loop medication administration system” by Kou et al highlights an important example of technology mediated collaboration in the healthcare context. In recent years, the serious consequences of medical error are realized by both healthcare practitioners and the public because of the critical direct injury towards the involved patients and the high indirect costs subsequently all around the world. The utilization of information and communication technology in this field is recognized to have the potential of improving the quality of clinical treatment and reducing medical errors. To achieve safe and high-quality healthcare service, a closed-loop medication administration is an efficient solution since all the processes are monitored and recorded by the system. Among all the clinical staff, nurses play the most integral role in the whole patient care process in hospitals, including medication administration process with the potential of the medical errors to be recognized, handled and prohibited by nursing staff. The proffered mobile nursing system may have the possibility to improve the efficiency and patient safety through the achievement of closed-loop medication administration.