

Social Distancing Supported by Digital Technologies and Adapted Workflows



During the COVID-19 Pandemic
in the Offices of Andrija Stampar Teaching Institute of Public Health

[Mipro.hr](https://mipro.hr) | [ICT-20 @ COVID-19](#) | [Online conference](#) | 27-28 May 2020

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Activities During the Coronavirus Epidemic in the City of Zagreb

supervising infected persons



testing for COVID-19



health care for persons
in quarantine

psychological help

public informing

Ongoing Projects

Food Safety and Quality Centre



Strong Community Nursing



Logistics and Other Activities in the Offices of the Institute

- activities: bookkeeping, procurement, payroll, public relations, legal affairs
- other (and also important) activities: research, publishing, management
- office work mandatory by orders of the minister and the director

Social Distancing

- between workers (office and health)
- between workers and external collaborates
- sharing the same spaces: entrances, hallways, toilets
- from a point of view of an office worker (not a decision- or opinion-maker) – his or her experience

Social Distancing Supported by Using Digital Technologies

- new technologies – simple and easy to use
 - instantly procured under a limited budget
 - rapidly implemented
- existing technologies
 - installed
 - reconfigured
- on the fly

Social Distancing Supported by Adapting Business Rules and Workflows

- new business rules created or existing adapted:
IF <condition> THEN <consequence>
- workflows adapted:
step 1 > new step > step 2
- simple, predictable, on the fly

Example 1

Workflow: Arriving at Work

- problem: how to prevent visitors, collaborators and other persons from freely entering the building
- solution: using an electronic lock
- the new business rule:
IF <the person enters the correct code>
THEN <unlock the sliding door>
- workflow adapted

Workflow: Arriving at Work – New Technologies and Business Rules

electronic lock



non-contact thermometer



*IF <the person enters the correct code>
THEN <unlock the sliding door>*

*IF <the person stands three meters in front
of the thermometer>
THEN <measure the temperature>*

Workflow: Arriving at Work

Before COVID-19	During COVID-19
	Unlocking the door by entering the code
Entering the building	Entering the building
	Disinfection of hands
Recording arrival at work	Recording arrival at work
	Measuring temperature
Going to office	Going to office

Example 2

Workflow: Meeting

- existing technologies: phone, e-mail, cloud, teleconferencing platform (Microsoft Teams, Zoom)
- adapted business rule:
*IF <possibility to collaborate by using digital technologies>
THEN <avoid meeting>*
- adapted workflow
 - frequently phone or e-mail conversations
 - sharing documents by using e-mail or in cloud

Example 3

Workflow: Publishing an Article on the Web site

- existing technologies: smartphone, notebook, e-mail, CMS, Web browser
- adapted business rule: doing it at home (at weekends) – teleworking:

IF <possibility to use digital technologies AND at home AND at weekends>

THEN <publish an article on the Web site at home>

Results of Activities During the Coronavirus Epidemic

supervising infected persons	testing for COVID-19
more than 35,000 phone calls, detected more than 470 infected persons	more than 7,000 COVID-19 tests during March and April 2020

health care for persons in quarantine	psychological help	public informing
health care for persons in the Hotel Tomislavov Dom	psychological help for more than 2,200 persons via phone and social networks	organized media conferences; published 25 articles on the Web site

other activities
published Health Statistics Yearbook and Review of Professional and Scientific Articles

Conclusion

- social distancing supported in the offices
 - using digital technologies – existing and new
 - creating new or adapting existing business rules
 - adapting workflows
 - simple and predictable changes
 - on the fly, without interruptions
- possible improvements: e.g. non-contact lock
- results achieved with zero COVID-19 positivity