

Representing time in calendar and scheduling systems – on scheduling and temporal coordination in home-care work

Magnus Nilsson, PhD student

Computer Science



Roskilde University

HCT seminar talk
University of Sussex

20 October 2006

Agenda

1. Home-care in Denmark
2. Calendar and scheduling tools
3. Findings from field studies

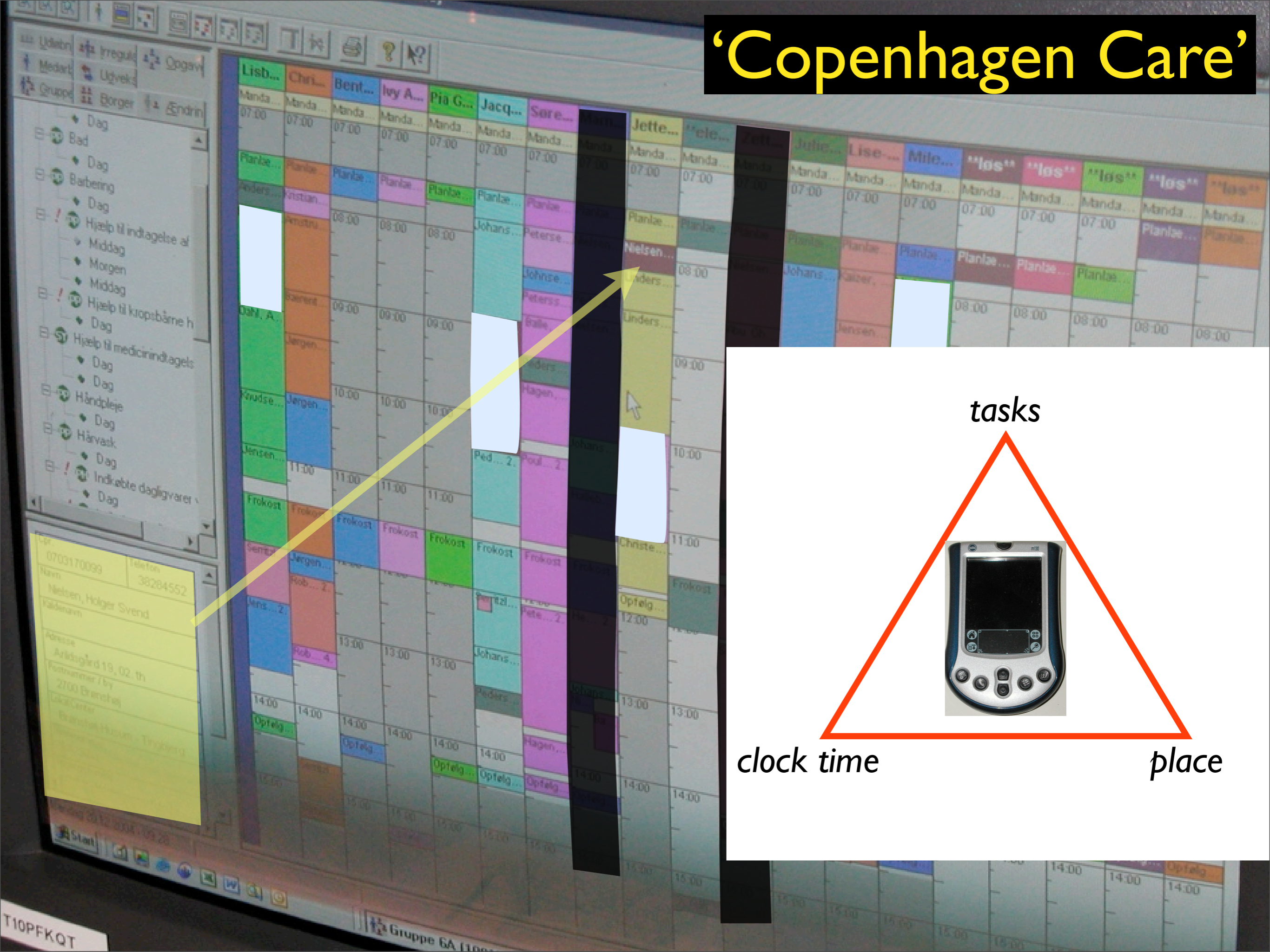
I. Home care in Denmark

- Home care is free
- 24,6% of +65 receives home care
- Tight organizational borders between *delivery of care and assesment of needs*
- A govermentel push to implement calendar and scheduling systems

2.

Calendar and scheduling tools

'Copenhagen Care'



tasks



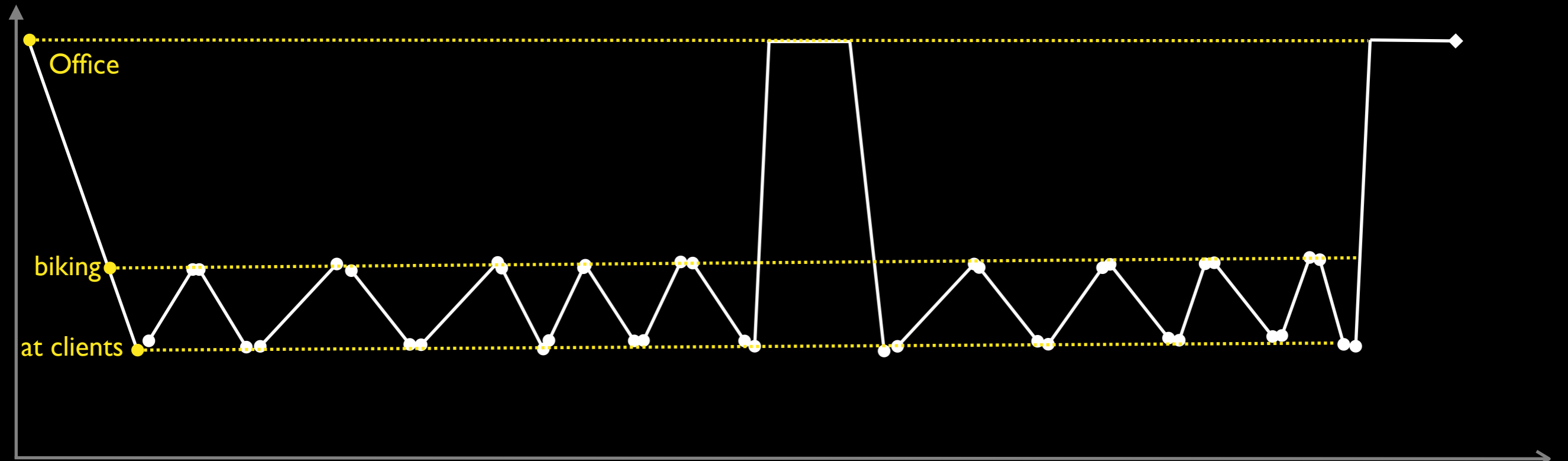
clock time

place

3. Fieldwork observations & analysis

the major **temporal** structuring

place



time

7:30am

2/3:30pm

- daily exceptions, added visits, and modifications to the work schedule
- keeping track of time and visits was a collaborative effort
- did not constantly check to the PDA
- the schedule got ‘inside of the head’

fieldwork observations

excerpt

“Well the thing is... with this system [the scheduling system and the PDA front-end] we don’t know our plan [the schedule] before we arrive for work. That’s why it’s important that your schedule is filled out with regular clients. In that way you almost know what to expect. But... after a while, you easily remember it [the schedule]. It gets inside your head.”

Nurse - originally trained as a home-care worker

spatio-temporal regularities

- home-care workers are thoroughly familiar with their regulars (quirks and idiosyncracies)
- configured an efficient the route through the district
- group-formation bike ride in the morning
- put an effort into being present at lunch

rhythms

"Rhythms structure events by providing temporal cycles. Rhythms punctuate the continuous flow of activities with periodically recurring events and thereby offer ways of condensing myriad individual events into patterns exhibiting at least some regularity and predictability."

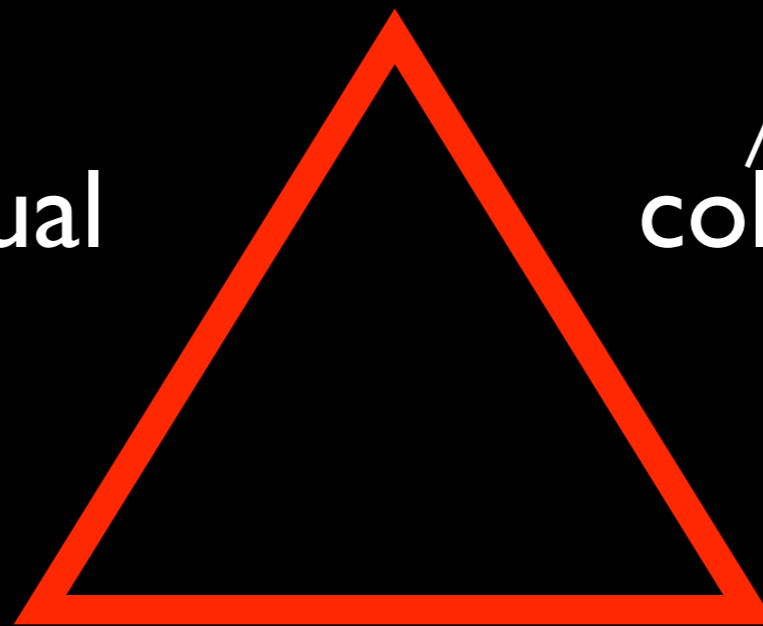
rhythms

home-care workers' schedule,
their route through the district,
and the everyday life of the clients

the meshing of both home-
care workers' and clients'
individual rhythms

individual

collective

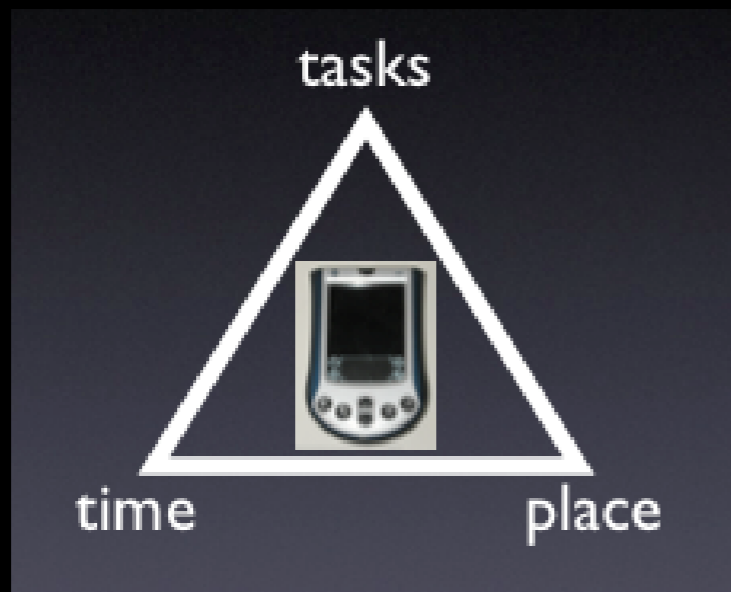


social

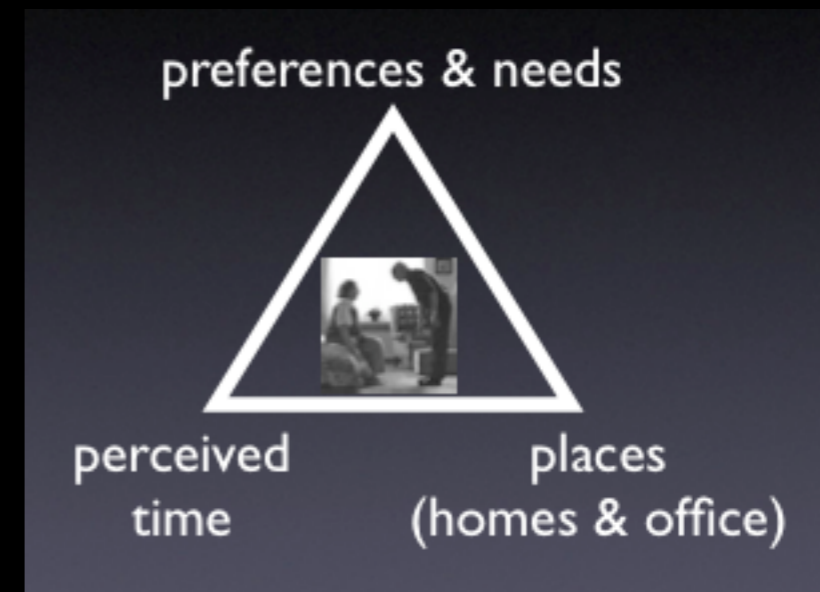
special opportunities and
expectations for recurrent, collocated
moments

clock-time & rhythms

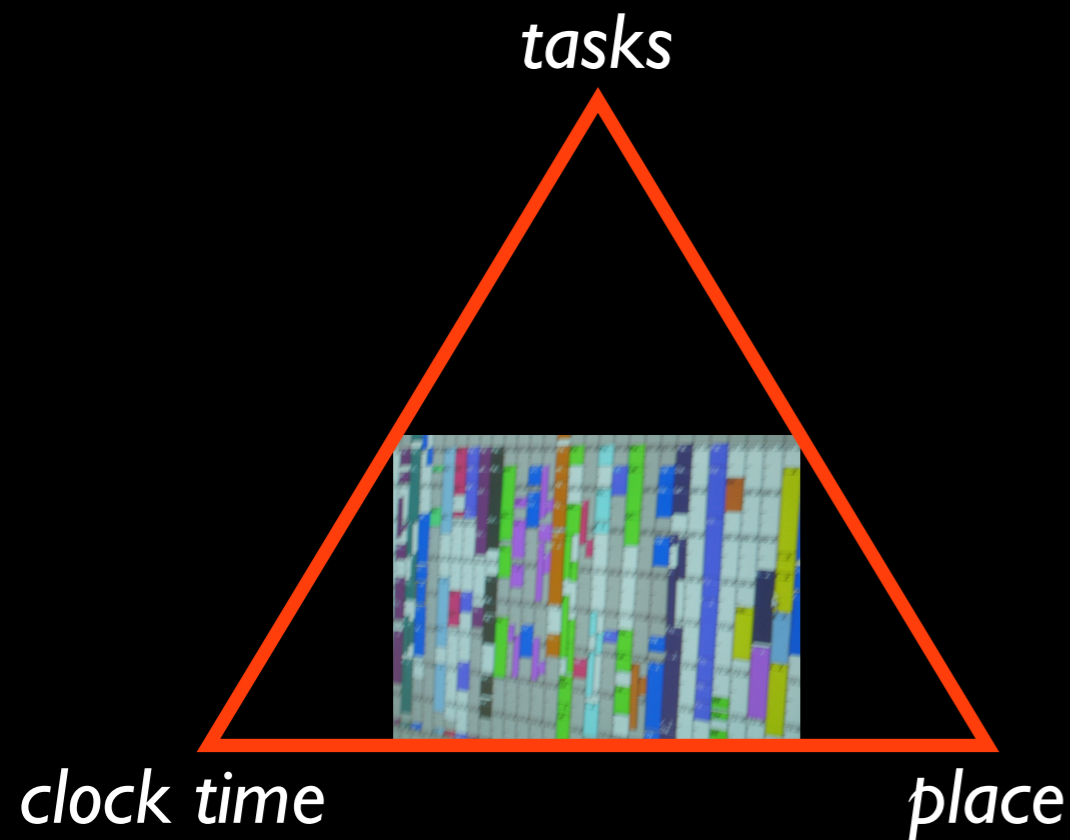
how are they related?



vs.



bridging the gap



the scheduling system

versus

the elders needs, habits, and preferences



home-care work as an on-going practice

categoryical differences

- the items (the care to be delivered) on the PDA needs to be interpreted
- an interpretive 'reading' of the elderly
- the reading must also be communicated to other home-care workers
- the regular home-care worker has a ownership over the reading
- the 'reading' and the items on the PDA belong to two different categoryical systemes.

Care vs. documentation

temporal boundary objects

“[...] timelines function as temporal boundary objects that make time concrete and negotiable for various groups of participants. Unlike other boundary objects that have been previously identified [...] timelines embody the key elements of narrative: a beginning, a middle, an ending, and a focal topic.”

Yakura (2002).

temporal boundary objects & temporal horizons

(Reddy, Dourish & Pratt, 2006)

“rhythms themselves do not do any work; rather, it is people who in the course of different recurrent activities have different temporal horizons”

- different recurrent scheduled activities have different temporal horizons
- some horizons are flexible (cleaning), while others are not (preparing food shortly after an insuling injection)

Representing time in calendar and scheduling systems – on scheduling and temporal coordination in home-care work

Magnus Nilsson, PhD student
mail: magnusn@ruc.dk
web: www.ruc.dk/~magnusn

HCT seminar talk
University of Sussex

20 October 2006