

Abstract: Radio Frequency Identification Technology (RFID) has been explored for various process enhancements in clinical contexts, particularly hospitals, for asset tracking. The technology has been accepted in such environments, as it is inexpensive and, in principle, uncomplicated to integrate with other clinical support systems. It is perceived to offer many benefits to currently resource critical/strained clinical environments. This research investigation focuses on the exploitation of the potential of the technology, to enhance processes in clinical environments. In this paper, the researchers aimed to uncover if the technology, as presently deployed, has been able to achieve its potential and, in particular, if it has been fully integrated into processes in a way that maximises the benefits that were perceived. This research is part of a larger investigation that aims to maximise the potential of RFID integration in hospitals.

BIO: Chandana Unnithan is a lecturer in Health Informatics in the Health Information Management Department. She holds a Masters by Research in Business Computing and an MBA. Before moving into an academic career in late 1990s, she held varied positions in the ICT sector ranging from Project Manager to Knowledge Manager, in the Information Systems area, with global organisations such as IBM. She also teaches Information Systems at Deakin University.

Her research interests are in health systems implementation in hospitals; evaluating potential of mobile applications and information systems in maximising quality of care in hospitals/community health services; and technology induced process enhancements in hospitals. She has special research interests in developing knowledge management systems that harness indigenous knowledge in predicting climate change, and e-governance approaches within democracies involving Web 2.0 and Second Life and information systems that maximise the quality of life among migrant communities. She is part of the International Congress for Electronic Governance (ICEG), and member of Australian Computer Society, Australian Institute of Management, Health Informatics Society of Australia, PHAA, IRMA, AIS and Australasian Tele-health Society.

Her doctoral research investigates the implication of RFID in public hospitals, evaluating their impact on process enhancements, which will result in improving the quality of health care offered to patients.