



Client

Rural Workforce Agency Victoria

Location

Victoria, Australia with branches in Bendigo and Shepparton and the head office in Melbourne.

Company Profile

Rural Workforce Agency Victoria (RWAV) is a not-for-profit organisation working with communities that have under-serviced health needs.

RWAV do this through a number of initiatives that recruit, support and advocate for the health workforce throughout rural and regional Victoria.

Priorities include recruitment of rural doctors including specialist outreach services, supporting doctors who have been recruited and their families, and providing ongoing support as long as they remain in rural practice.

Software Overview

RWAV have implemented the Polymorphic Solutions' product ChilliDB. While they utilise most of the modules of ChilliDB, their main focus is on the Case Management Module. RWAV also work with the ChilliDB Microsoft Outlook Plug-in.

Recruiting Rural Doctors Made Easy with ChilliDB

“At RWAV we have been working with Polymorphic Solutions to develop a case management tool that fits our business needs. ChilliDB is feature-rich, competitively priced and easy to customise and use. We have found ChilliDB has made the process of recruiting doctors much more manageable and easy for all staff involved.”

Bill Clancy - Business Information Manager, Rural Workforce Agency Victoria

Business Needs

Rural Workforce Agency Victoria were using Access databases to capture their business needs. They recognised that this was quite limiting and they needed something more powerful that was going to meet their needs.

Rural Workforce Agency Victoria began using ChilliDB in 2006 to help staff through the recruitment process and placement support of rural doctors.

The recruitment of rural doctors is a lengthy and detailed process. It requires different staff to be involved and can go through several different stages. The process typically includes:

- 1. Candidate Screening**
- 2. Recruitment**
- 3. Assessment**
- 4. Placement**
- 5. Support for new Doctor in a Practice**

How ChilliDB can help your Organisation

For more information about ChilliDB or any of our modules, please contact Polymorphic Solutions by phone on **1300 657 243**, email sales@chillidb.com or visit our website at www.chillidb.com



Solution

Utilising the Case Management Module in ChilliDB, Rural Workforce Agency Victoria successfully manages the recruitment of rural doctors. This is achieved through three staff roles including the Case Manager, Case Workers and General Staff.

Case Manager

The Case Manager creates and manages the Case Templates. Setting up the Case Templates is very important as it allows you to define the activities in the Case, whether a case follows a time line, which activities need to be escalated and to whom.

Workers

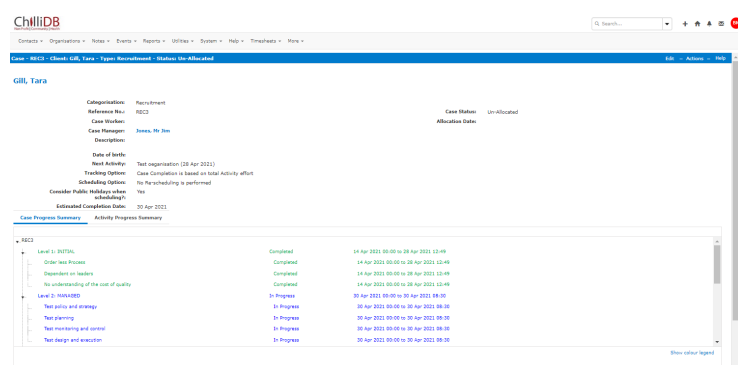
A Case Worker works through each Activity in the Case. This can include recording case notes, surveys and attachments against the candidate's case.

Emails or alerts are automatically sent to certain people when an Activity has been completed. At the conclusion of the Case, an email or alert is sent to a Case Worker. The Case Worker is notified so they can start work on the next process (for example assessing the doctor).

General Staff

General staff obtain information about the doctor's case, for example receiving the candidate's CV. The staff are able to create a Note in the system and attach it to the Case. This can be achieved by directly creating a Note, or using the Outlook Plug-in to store a Note against the candidate's case.

This is quite an important process as the general staff may not be involved with the day-to-day activities of the case, but they may receive information that is relevant to the case.



Benefits

The benefits of using ChilliDB are substantial for Rural Workforce Agency Victoria.

The recruiting of rural doctors is only one business area for Rural Workforce Agency Victoria. ChilliDB not only makes this process a lot easier but it also benefits other programs and stores their data centrally.

The Information Management system replaces redundant Access databases, while being easy to use and customisable.

The system also has extensive reporting capabilities through advanced searching, querying using the Data Mining Module and through Crystal Reports.

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