

**Palvelukeskus
Helsinki**

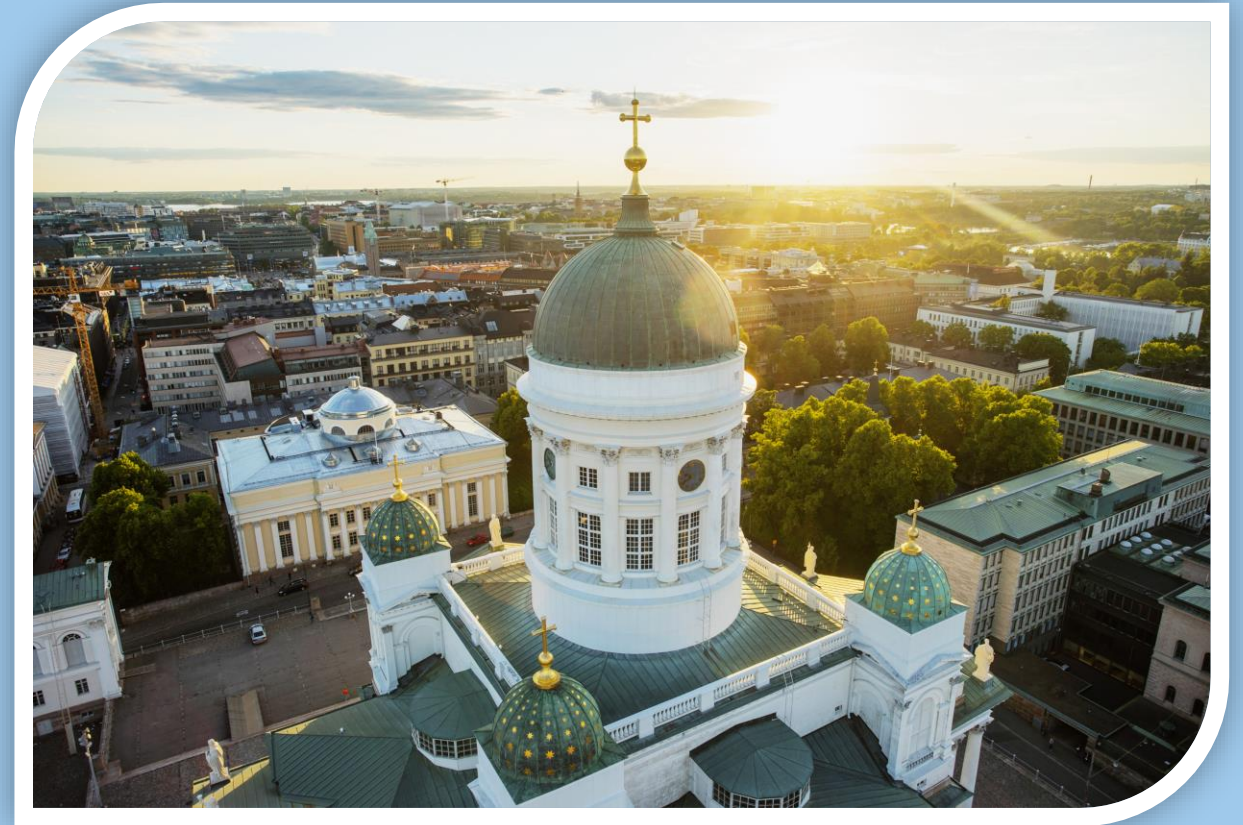
Helsinki

Service Centre Helsinki

Welkom

Introductions

- Dutch Housing & Care executives
- Service centre Helsinki personnel
- <https://www.youtube.com/watch?v=KfL2NCtP-fg>



Agenda

1. Healthcare system in Helsinki, Finland (Meri Koskela)

2. Service Centre Helsinki (Marianna Mäenpää)

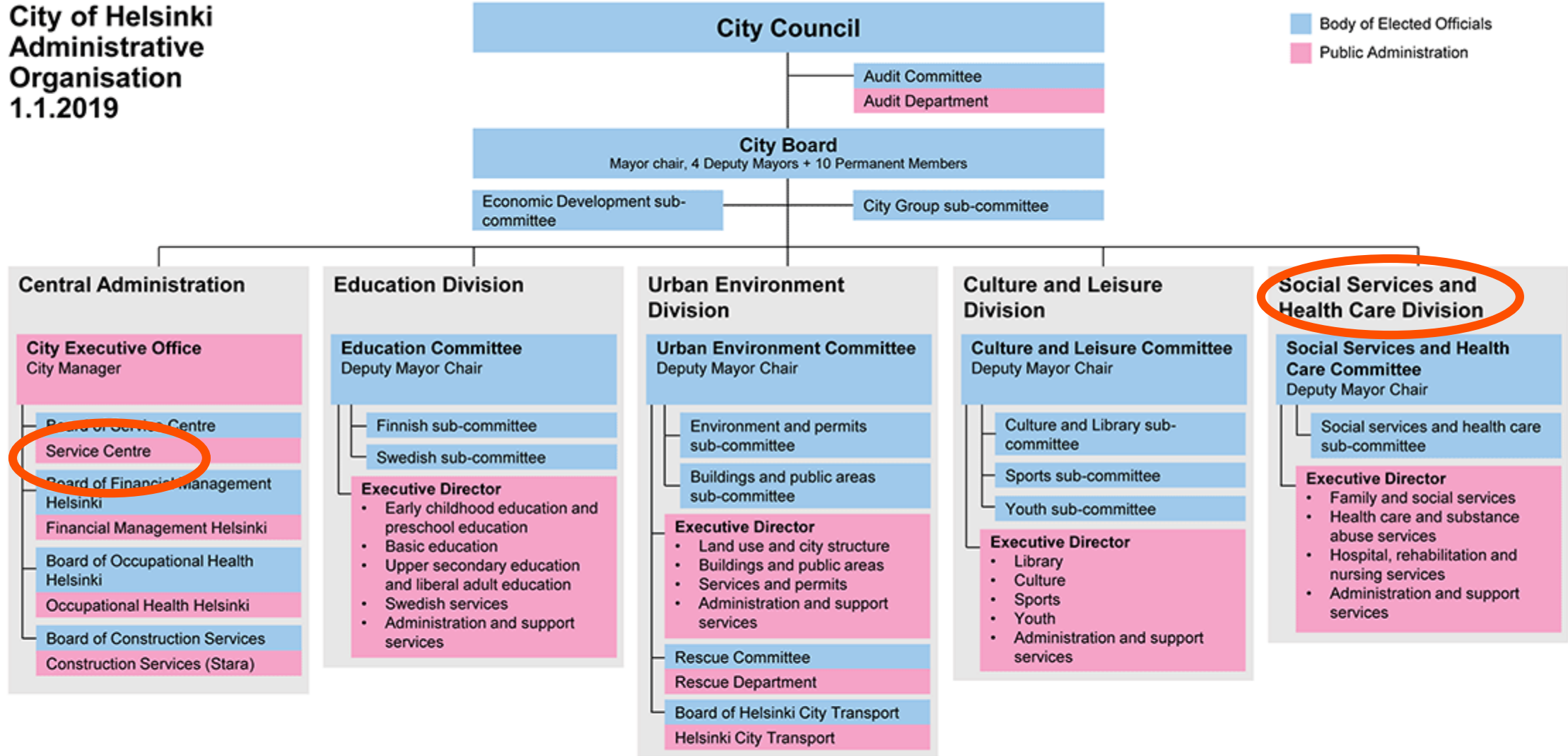
3. Care and wellbeing unit (Meri Koskela)

4. Development (Tuomas Rantala)

Healthcare system in Helsinki, Finland

- The Finnish healthcare **system is based on public healthcare services** to which everyone residing in the country is entitled. According to the Constitution of Finland, the public authorities shall guarantee for everyone adequate social, health and medical services. In addition, numerous private healthcare services operate in Finland.
- In Finland, municipalities are responsible for organising and financing health care. A municipality can organise services by providing them itself or in collaboration with other municipalities or purchasing services from private companies or from organisations.
- The duty of the Social Services and Health Care Division is to provide wellbeing, health and social security for the residents of Helsinki.
- The citizens are encouraged to take responsibility for their own and their loved ones' wellbeing and health, while the services of the Division guarantee continuous help, when necessary.
- In the service locations of social services and health care, 15,000 professionals of the field serve the customers. Helsinki uses 2.1 billion euros a year on organising social services and health care.
- The Home Care Services Unit of the Helsinki Health Centre organises nursing, care and the **necessary support services** in order to maintain the health and functionality and offer care in cases of illness or disorders of the elderly, convalescents, patients suffering from chronic illnesses and disabled people over the age of 18. The objective is to secure the customer's active and safe living at home.
- Sources
<https://www.eu-healthcare.fi/healthcare-in-finland/healthcare-system-in-finland/>
<https://www.hel.fi/helsinki/en/socia-health/elderly/home/>

**City of Helsinki
Administrative
Organisation
1.1.2019**



■ Body of Elected Officials
■ Public Administration

Service Centre Helsinki

Service centre provides services for example to:

- city schools
- daycare centres
- senior centres
- service homes
- Hospitals

We deliver more than 100,000 meals every day and we also provide cleaning services.

We develop and produce telephone and well-being services for various sectors and public utilities of the City of Helsinki, and support living at home with diverse technical solutions and services.

We employ approximately 1,400 people

Telephone and Wellbeing Services Unit

Telephone and Wellbeing Services Unit offers professional and solution-centred customer services. The Unit handles approx. 250,000 contacts every month and provides services on every day and hour of the year.

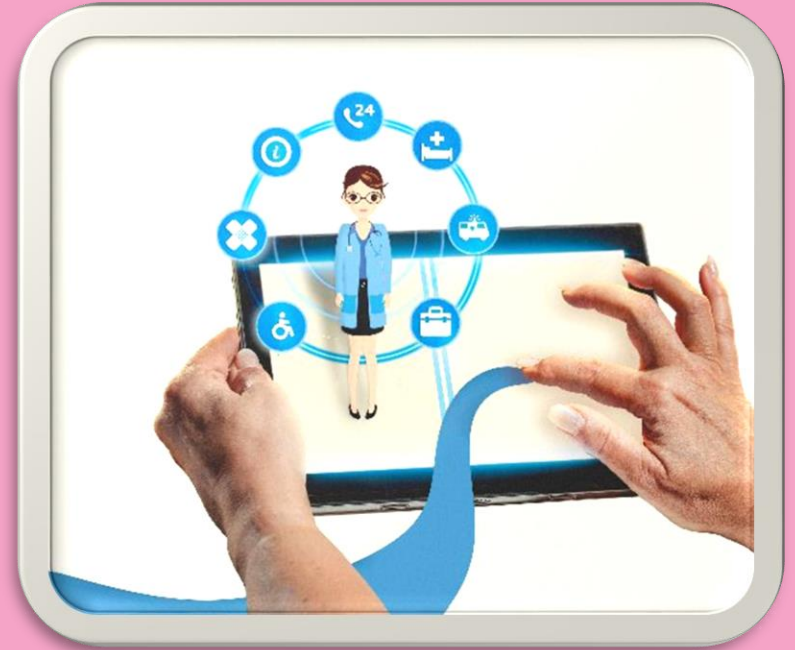
Well-being services support Helsinki residents in their safe living and well-being at home whenever help is needed.

Services includes:

- ✓ home meals
- ✓ transport booking
- ✓ safety phones
- ✓ door alarms and smart lighting
- ✓ locator wristbands
- ✓ electrical locks
- ✓ tele care transmitted by video and audio

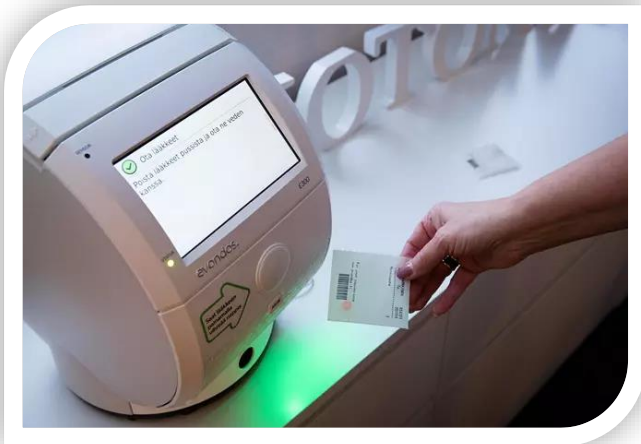
Care and wellbeing

Digital services for home care clients



Services supporting home care clients' living at home

- ✓ Wearable alarm systems (bracelets)
- ✓ GPS tracking bracelets/watches
- ✓ Virtual Care
- ✓ Evondos automated medicine dispensing service



Telecare (Virtual Care)

https://www.youtube.com/watch?v=KfL2NCtP-fg&feature=emb_logo

- The telecare service started in 2013-2014 as a small pilot with only a few clients. Today, in 2021, there are over 1000 virtual care clients receiving altogether 37 000 visits monthly.
- Driving forces: ever growing number of homecare clients, clients with higher age and with more disabilities and illnesses, **limited home care resources**
- Time and attention to clients, whose condition demand more physical care and regular homecare with the objective to secure the customer's active and safe living at home.



Telecare service model

- An individual service and **care plan** is prepared for each customer of the Home Care Services, recording the services provided by the Home Care Services team. The plan is prepared together with the customer and their relative/other trusted person.
- Telecare is provided via a tablet device. It involves video- and audio-transmitted care, where a healthcare professional contacts the client remotely at the agreed-upon times.
- The Service Centre's virtual care includes the tablet device (11"), installation visit at client's home, 4G connection and technical support.
- The client may also contact the Service Centre nurses using the tablet device, when/if needed. However, the virtual visits start and end automatically – the client doesn't have to know how to use any technology.
- The service is always based on the client's needs and follows the treatment plan.
- All visits are made by licensed and registered Healthcare professionals.
- The monthly fee for continuous home care services is determined by the number of services, the gross income of the household and family size.

New Service Development: Case Evondos



Picture: Juhani Niiranen / HS

Automating medicine-dispensing in Home Care

- Medicine-related visits (reminders, supervision) are a huge part of the regular Home Care visits. Some clients have several visits every day, which need to happen at the right point of time to ensure a high standard of pharmacotherapy. For example the early mornings are challenging time to be able to provide each client the visit right on time.
- To find out possible benefits of a medicine-dispensing robot, a pilot with was conducted. This was done with a small amount of robots in a limited area in Helsinki.
 - Who benefits the service the most? When and how is it cost-efficient? How to deliver the service to the client (set-up, programming, alarms)? Patient safety?
- A public tendering process takes some time, but in early 2020 we were able to start building a stronger service model with Home Care and Evondos.
- Home Care, Evondos and Service Center have each their own responsibilities in the ecosystem and delivering the service to the client. Today there are over 400 Evondos robots around the whole Helsinki.

Questions?

Tack!

Gracias!

Merci!

Спасибо!

Paarkiba!

dank je

Kiitos!

Giitu!

شُكْرًا

Aitäh!

Danke!

Mahadsanid!

Thank you!

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