

Introduction to Päijät-Häme region, the welfare reform and the current state of technology in elderly care and rehabilitation

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Päijät-Hämeen
hyvinvointialue

Wellbeing Services County of Päijät-Häme



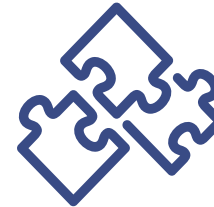
Serves over
200 000 inhabitants



Is responsible for the organisation of
social, health care and rescue services



Employs circa
7 600 personnel



Unites the region's current
social, health care and rescue
services as one entity



Resident participation via
regional elections, committees
and other participatory
activities



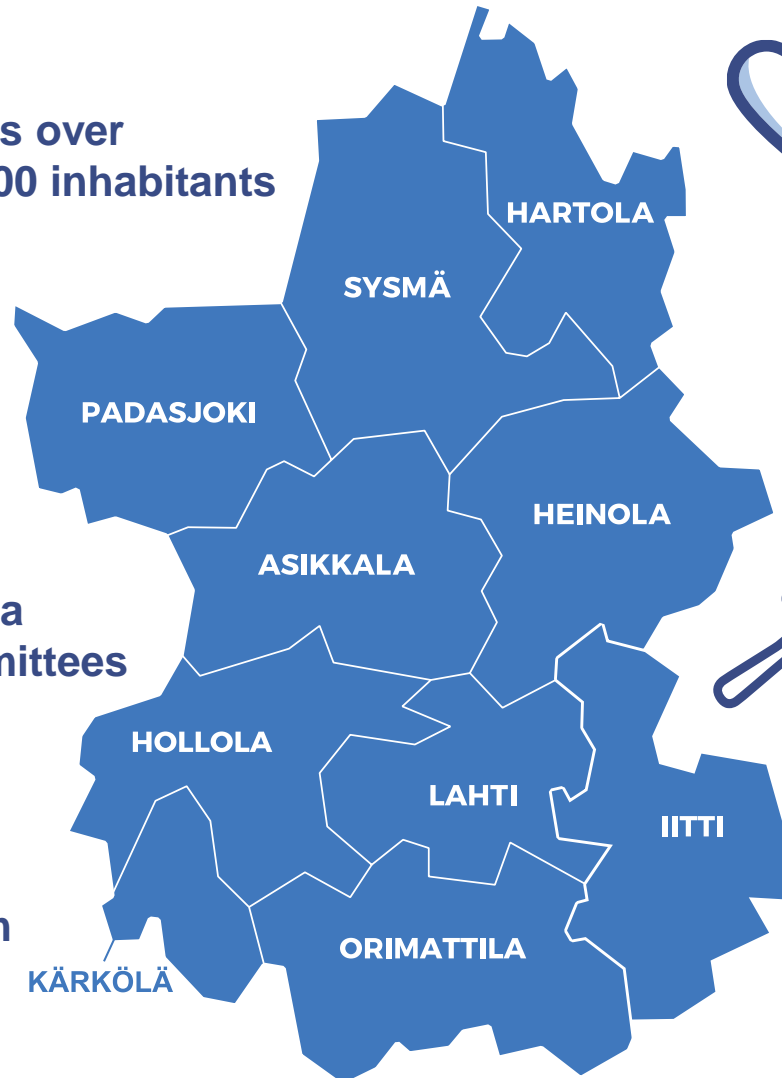
Led by an elected County
Council



Organisation
responsibility from
1 January 2023
onwards



Own budget, principal
financing from the state



Prioritising home care, enabling living at home

- ✓ The policy aims to enable older people to continue living at home for as long as possible, even until the end of their lives
 - ✓ **The goal for 2025: 94,5% of people over 75 years old are living at home**
- ✓ At old age living at home requires e.g that housing solutions and living environments are age-friendly, accessible and safe
- ✓ New kinds of solutions combining living and care are available
- ✓ Healthcare and care through distance spanning solutions

- Home care and distance spanning solutions: own provision and purchased service
- Family care
- Communal housing
- Service housing with 24- hour assistance



Our journey

- Decades of pioneering work & strong organizational co-operation
- Past challenges: strengthening integration of services, designing services from a regional point of view, harmonization of establishment
- KOHTI project (Technology for Assisted Living and Care at Home) aimed to develop & deploy technology to support independent & safe living at home. Key findings: *Best advantage from medicine dispensers, use of virtual reality glasses in personnel orientation*
- National KATI model [Finnish Institute for Health and Welfare]:
 - Describes actions wellbeing services counties need regarding usage of age-technology
 - Presents how technology is being used in different phases of clientship
 - How older people can be *supported prior the need for homecare*
 - Kati- model can be utilized by leadership, management and frontline staff



Current state of technology in elderly care and rehabilitation



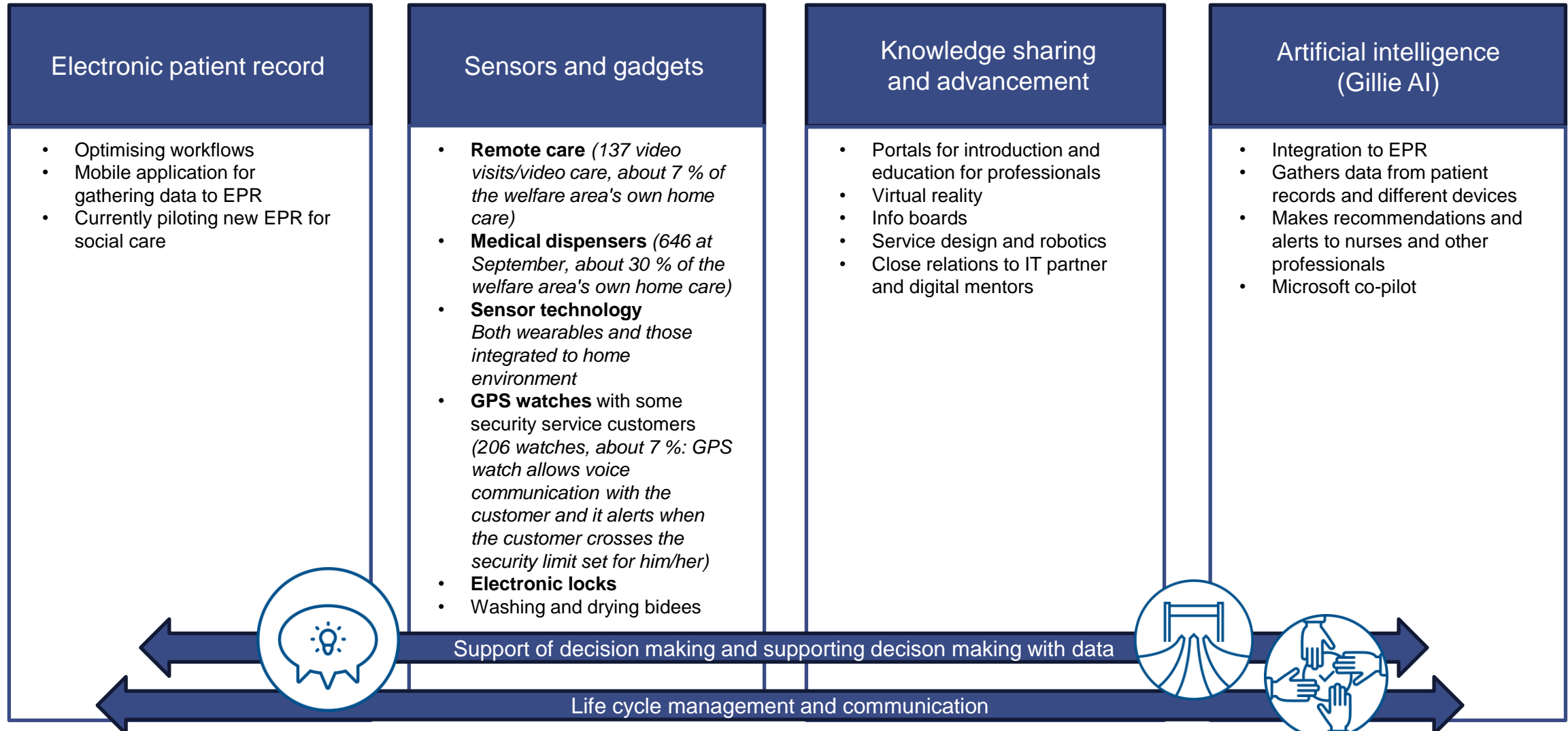
COMMUNICATION AND KNOWLEDGE SHARING



COMMON OR SHARED GOALS



TRUST BETWEEN ACTORS



Getting the understanding of current situation, using home care customer path as a reference

Workshop I:

- Using personas to create user stories about a one day (24 hours), using storytelling (eläytyvä tarinointi)
- Using user stories to identify needs, wishes and possibilities of personas
- Using user stories to identify factors enhancing or decreasing the use of technologies of personas

Workshop II

- Identifying drivers and signals of alternative futures
- Selecting two main factors effecting the futures
- Creating four scenarios based on selected factors using ChatGPT, and selecting one of those as "realistic vision" future
- Identifying customer xx on customer journey, based on the selected future and KATI-framework


Iiro Ikiliikkuja

- Age: 83 v
- Retired, former teacher

Life motto
"We only live once"

Living and family relationships
Lives in an apartment building in the center of Otimattila. Divorced, 2 adult children who live elsewhere.

Lifestyle
Iiro is social and engages in a lot of fitness activities. A cleaner visits once a month, no home care services. He has a positive attitude towards things.



Creating personas for customer segments that were selected by project team

Iiro Ikiliikkuja: Technology use

Enhancing factors:

- Good technological skills
- Reaching friends through technology
- Finding new relationships
- Positive attitude
- Possibility to trial use
- Fulfillment of wishes
- Teams – meeting family
- Easy to contact professionals
- Päijät-Sote app

Hindering factors:

- Costs

"I am Iiro, an 83-year-old pensioner from Otimattila, Finland. I live on the third floor of an apartment building without a lift. Walking up the stairs is one of my forms of exercise. I also go to dances during the day and do my shopping on foot and by bike. I also help my ex-spouse with shopping etc. as she is less mobile than me. My weekdays are spent in hobby groups, but in the evenings I feel lonely. Then I pick up and call my children, one of whom lives in the capital and the other in London. I use Teams calls when talking to abroad.

As a former teacher, I am used to a strict daily rhythm. In the mornings I get up at 5am and start with a morning jog. I eat a healthy breakfast while watching morning TV. I have second morning coffees with old colleagues in the market in summer and in a café in winter. Then I go shopping and, if necessary, take my ex-wife's shopping with me on the same walk. At home, I prepare a healthy lunch and take a short nap. Afternoons are spent at the gym and daytime dances, for example. After my hobbies, I'm at home, relaxing by watching my favourite shows and heating up the sauna. I also take time to do a bit of tidying up and cleaning around the house.

I go to bed at 8.30 after the news. For the most part, I sleep well. Occasionally I'm woken up by the need to go to the toilet. What matters to me in life is my own well-being and that of my loved ones, and a regular and healthy lifestyle. I dream of going to London in about six months when my son has his first child. What scares me most is the loss of health and ability to function. In fact, over the past year I have realised that I need more rest. I've had to change my dancing from polka to slow waltz.

Needs	Wishes	Opportunities
Doctor's visit	Trip to London	Communal living
Friends	Health	Adding services as needed
Hobbies	To see his grandchild	Technology as an aid to reduce loneliness

Creating a service blueprint for two personas (service blueprints can be found in later slides)



<p>Scenario 1 Searching for Balance</p> <p>Work tasks and work models remain as they are currently.</p>	<p>Scenario 2 Human-Centric Technology</p> <p>Work tasks change physical work demands decrease.</p>
<p>Scenario 3 Sustainable Misery</p>	<p>Scenario 4 Automated Future ★</p> <p>Savings measures and adaptation continues, limiting the development and organization of services.</p>

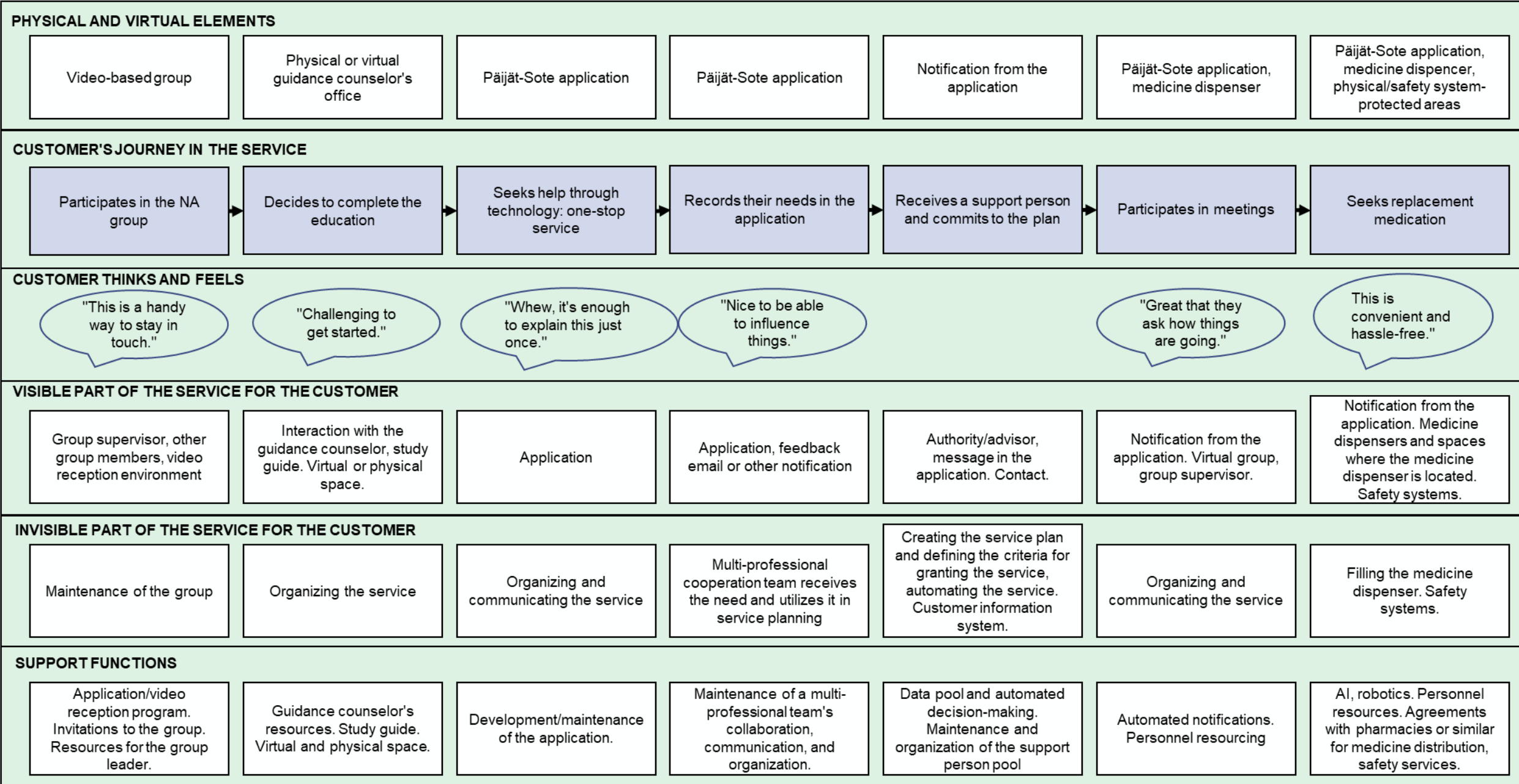
Yritys 1

1. teknologian tuottaminen palvelusysteemeiksi

	Itäisen alueen	Neuvontapalvelut	Palvelutarpeen arviointi	Asiakassuunnitelma	Käsitöntehtävät	Palvelujen toteuttaminen	Palvelutarpeen uudelleen arviointi	Palvelun lopetus
Yrityksen sisäinen								
Asiakas								
Yhteiskunta								



Pate: Service blueprint



...And next: The technology group of the welfare area continues development work. The purpose is to map and scale existing technology, find new technology and make purchases together. The goal of 2025 is a common technology showroom for all customers, where preventive solutions are also presented.



Thank you! ❤️

