



# *iHAC Call 2 – 13 projects*

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*Outcome - Impacts, learnings and reflections*

# iHAC Call 1: Ten projects during 2024 + three networking projects\*

	Organisation	Country
1	Southern Karelia Welfare service county	Finland
2	Päijät-Häme wellbeing service county	Finland
3	Welfare area of central Finland	Finland
4	Kanta-Häme wellbeing services county	Finland
5	Municipality of Vadsø	Norway
6	Region Jämtland Härjedalen	Sweden
7	Town of Mariehamn	Åland
8	Greenland - WHO, Regional office for Europe	Greenland
9	Elva and Tartu Municipality Government	Estonia
10	Ministry of Health	Lithuania



\*Three networking projects received funding for participation at iHAC-networking meeting in Storuman November 2024 (in connection to iHAC final conference); Bornholm Denmark, Agder Norway and Veltek Iceland.

# iHAC call 2 – projects 2024

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## 1. Wellbeing services county of South Karelia, Finland

Creation of multi-stakeholder model to the development and production of content for digital group activity sessions for the elderly.

## 2. Wellbeing Services County of Päijät-Häme, Finland

Preventive technology that supports living at home for customers of all ages.

## 3. Wellbeing services county of Central Finland

Creation of a new care pathway model for the elderly with activity bracelet as part of rehabilitation monitoring

## 4. Kanta-Häme wellbeing services county

Digital care delivered to home: a unified model for Kanta-Häme

## 5. Municipality of Vadsø

Project Finnmark and Nord-Troms - common process and roadmap for DHO (Digital Home Monitoring)

# iHAC call 2 – projects 2024

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## 6. Region Jämtland Härjedalen, Sweden

Digital collaboration with municipalities pre- and post surgery in Östersunds sjukhus.

## 7. Mariehamns stad and Lemlands kommun, Åland

Collaborative, digitalization project in home care services.

## 8. WHO, Regional office for Europe - Division of Country Health Policies and Systems, Greenland

Support to implement solutions and establish necessary conditions for integrated healthcare and care through distance spanning solutions in Greenland

## 9. Elva and Tartu Municipality Government, Estonia

Integrated healthcare and care in Elva and Tartu regions - Participation in study visits and workshops

## 10. Ministry of Health, Lithuania

Participation in study visits and workshops - support to implement solutions and establish necessary conditions for integrated healthcare and care through distance spanning solutions

# Impacts and learnings from ten iHAC-projects

## 1. Governance for cross-sector collaboration - how to make it work

- Stakeholder participation is crucial in development and change management!
- The participating multistakeholder content producers' readiness to start action was very high and it was sparked into action.
- Trust between organizations is crucial.
- Process with anchoring and building common understanding is important

## 2. The importance of networking – on local/regional, national and Nordic level

- By taking inspiration from the iHAC method through study visits we can benefit from the experiences of others and apply relevant elements in our own project to promote success and innovation
- Knowledge sharing between municipalities, regions and iHAC-projects
- A Nordic platform for knowledge sharing
- Nordic countries governments and their agencies need to network and learn from each other. We need bold experiments to find and utilize suitable technology. This is why the experiences shared by other Nordic countries are very important.

# Reflections from 10 iHAC-projects managers

## 1. Organisational readiness and governance

- The participating multistakeholder content producers' readiness to start action was very high and it was sparked into action by psychologically safe workshop environment and trust.
- Process with anchoring and building common understanding is very important
- Customer centred service design (double diamond) and visual working methods (customer journey map and idea exhibition) were essential for participation, commitment and success

## 2. Inspiration visits to other regions in the Nordics

- Study visit was a great way to kick-off the work and understanding of everyone's part. (all parties didn't know we had medical dispensers available in the region – we are actually further ahead than we thought).
- Study visits: the shared practical examples and practices were interesting and useful. Networking with other professionals with similar interests helped to expand visions. Interesting discussions were held, both successes and challenges.
- We need to see other examples and suitable technology. This is why the experiences shared by other Nordic countries are very important.

## 3. Workshops - Stakeholder participation is crucial

- We recommend using the methodology developed by the iHAC project, with a focus on study visits and workshops, as an effective tool for other development and collaboration projects.
- Trust between organizations is crucial.
- Developing shared values and culture; 'Getting people on board'”
- Keeping up the facilitator perspective: helping the Nordic countries governments and their agencies network and learn from each other.



# Reflections from iHAC-management

- **Organisational readiness is crucial**
  - Organisational readiness in combination with knowledge sharing, communication, shared and common goals with citizens at core for building trust - are pillars for success.
  - The six critical components presented in the iHAC-publication Lippit Knoster Managing Complex Change are useful in valuating an organisations readiness for change
  - The Norwegian Roadmap for Service Innovation and the theoretical framework from iHAC publication on Nordic model areas for integrated healthcare and care through distance spanning solutions stands out as evident to secure high quality development and implementation.
- **Networking works – Survey with 23 answers and networking meeting with 12 networking regions wants to continue networking**
  - In connection to iHAC final conference 22 participants from 12 networking regions met and clearly stated the value of Nordic networking and a strong wish to continue networking 2025-2026. iHAC management also performed a survey during 2024 with 23 answers clearly stating the need for continuing Nordic Networking.
  - Networking for learning and knowledge sharing between Nordic existing model areas and model areas under development demonstrated the clear need for networking opportunities to speed up and improve quality of development and implementation.
  - It is possible to transfer solutions and knowledge from different areas to be used in other geographical context, with adaption to local and regional contextual differences.