



# RENEWING HeALTH

REgions of Europe Working  
toGether for HEALTH

## *Integration of Services, South Karelia District of Social and Health Care, Finland*

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# South Karelia District of Social and Health Services



Lappeenranta

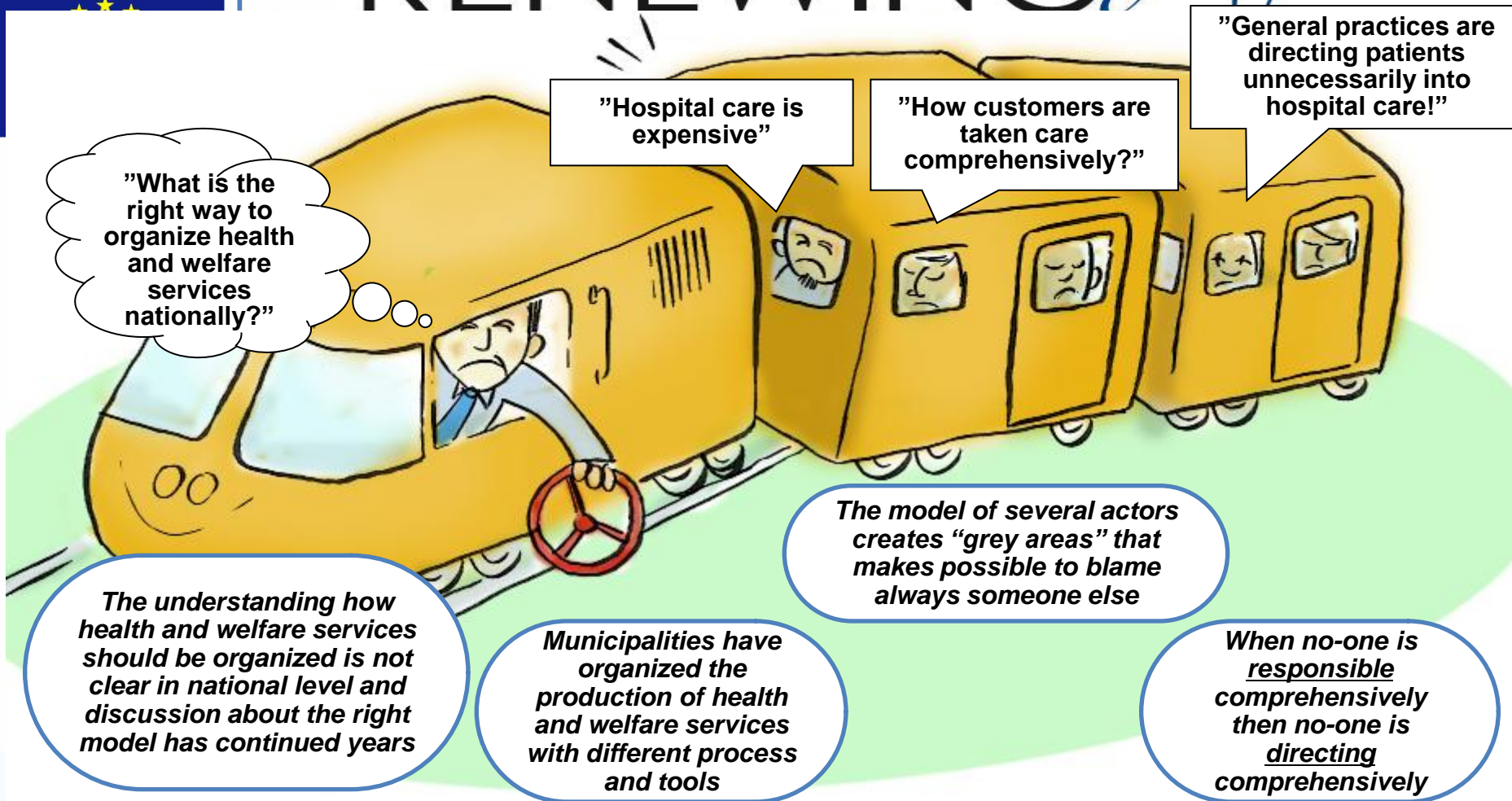
## SOUTH KARELIA



**Helsinki  
220 km**

**Russian border 35 km  
Saint Petersburg 230 km**

# RENEWING



"What is the right way to organize health and welfare services nationally?"

"Hospital care is expensive"

"How customers are taken care comprehensively?"

"General practices are directing patients unnecessarily into hospital care!"

*The understanding how health and welfare services should be organized is not clear in national level and discussion about the right model has continued years*

*Municipalities have organized the production of health and welfare services with different process and tools*

*The model of several actors creates "grey areas" that makes possible to blame always someone else*

*When no-one is responsible comprehensively then no-one is directing comprehensively*

**DISTRIBUTED OPERATION MODEL IS NOT ALTERNATIVE IN SOUTH KARELIA ANY MORE!**

# RENEWING



**We are**

- the pioneer of increasing well-being and health all over the province
- the best contributor to increase peoples ability to operate
- the most skilful organization to distribute technology to the professionals and to the homes
- the most successful actor considering cost effectivity
- the most inspiring and joyful work community

## Mission



Considering the development of our newly born district, it is essential to develop our operations and processes. Constructing only organizational management layer it is not the answer!  
- Pentti Itkonen, CEO of Eksote -

**Renew service production and distribution**

## Strategic goals

**Reduce institution based care**

**eServices are taken in use in all the areas**

**The development on mobile services and self services (eServices)**

## Critical success factors



## Values

- Customer orientation
- Responsibility
- Justice
- Openness
- Productivity

Finance a

Districts fir  
is adopted  
financial capabilities

The continuous improvement of financial aspects and productivity

Right and sufficient information about operations and finances

Responsibility based contract negotiation process between district and municipalities

needs

Utilize partners for proving services to customers

Supporting customers excess and possibility to choose service providers openly

Influential and first-rate services

people and skills

ed values based organization culture

Professional and sufficient staff

The governance that endorses development and enjoying of work

The place of work with multiples possibilities and working opportunities

# RENEWING

*The production of health and welfare services will be more diverse in the future and the roles and responsibilities of different actors participating into processes will change*

*Different parties are working together with integrated tools*

*Old models do not work. Operations can be spared into dead but probably this is not the wanted solution.*



*The change is not fast and requires daring from healthcare organizations, national actors as well as decision makers of municipalities.*



# RENEWING *The citizens* HeALTH

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Before surgery  
at home

**Time reservation**  
**Paying**  
**Consent**  
**Pre information**

In the doctors  
office

In the hospital

How do the citizen participate to  
the professional's work process?

Follow-up  
treatment at home

**Viewing patient data**



## **Service for the intervention group:**

- *Telemonitoring and health coaching 12 months per patient*

### *Health coach (nurse)*

- *Every patient has a personal Health Coach who will call them once a month*
- *Motivate patients towards self-care*

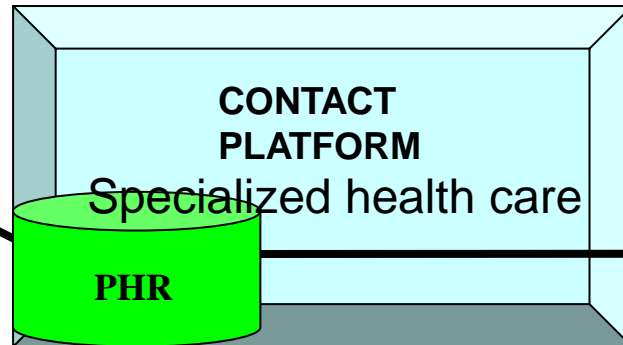
### *Telemonitoring*

- *Blood pressure*
- *Blood sugar (DM)*
- *Weight*
- *Activity(HD)*

- Equipments
  - mobile phones, Nokia 5230, 405 pieces,
  - Blood pressure monitors, 400 pieces, Stabilo graph SBPM-CONTROL mobil via Bluetooth
    - Use SMS based protocol
  - Weight scales, 10 pieces
  - Pedometers, 205 pieces



Patient



Health coaching



Professionals




Reports (Preve)

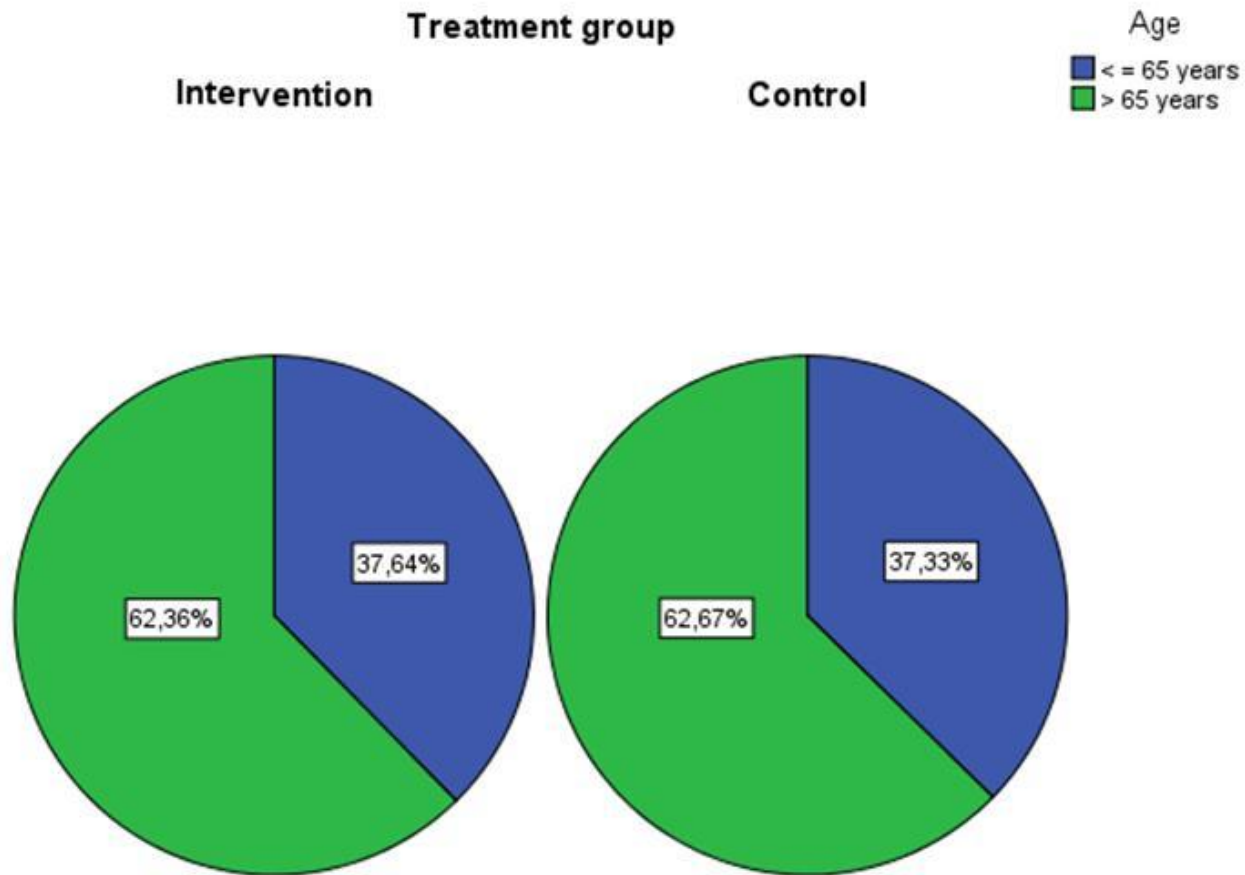


# Patient status

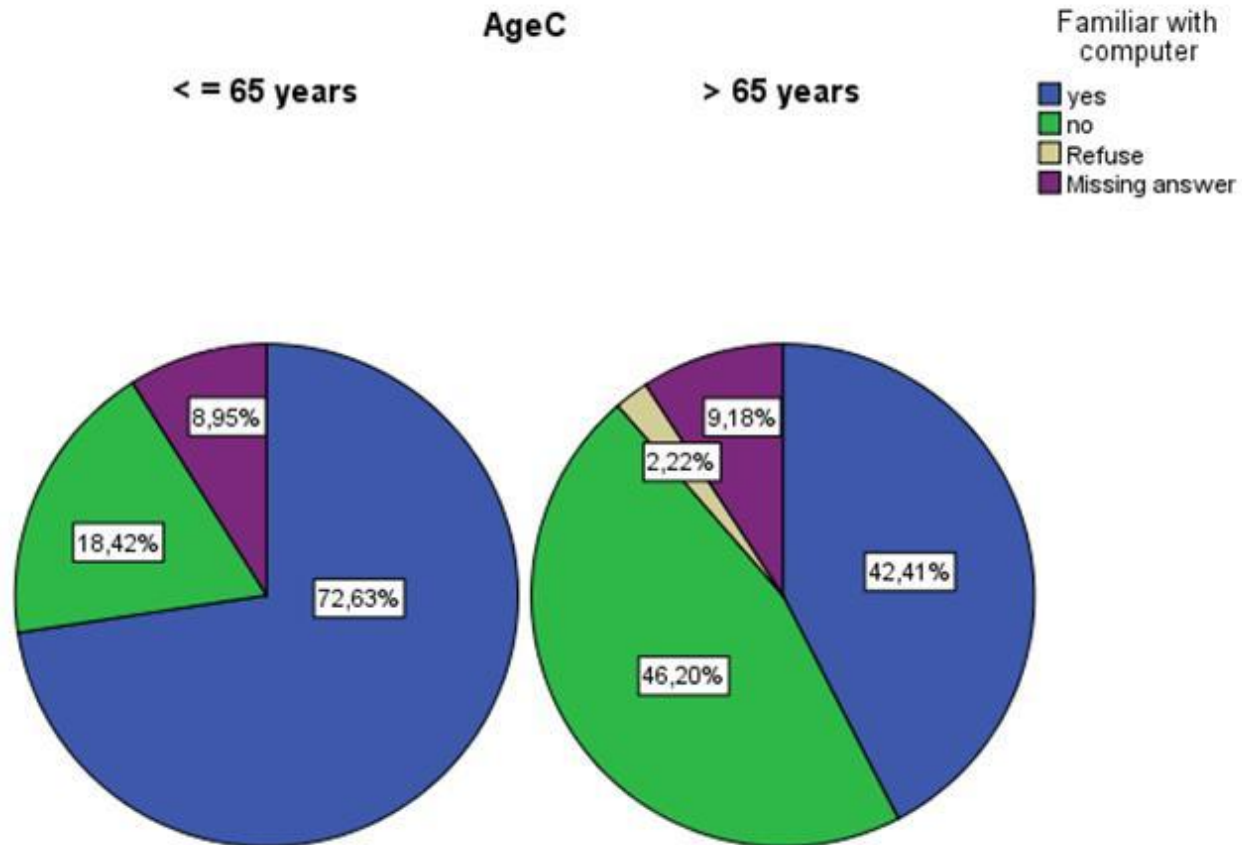
## October 31st, 2011

Patient group	Randomized	Included total	Included in treatment	Included in control	Withdrawn from treatment
	308	271	190	81	11
Type 2 diabetes	269	235	166	69	11

# Age distribution



# Are you familiar with using a personal computer (PC)?



- Integration
- Usability
- Better safety in medication
- Cost effectiveness

**WE MIGHT OFFER FOR EVERYONE:**

- **BETTER HEALTH AND QUALITY OF LIFE**
- **JOY AND BETTER CONTROL OF HEALTH**



*Comments, questions ?*

**Thank you for your attention!**  
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