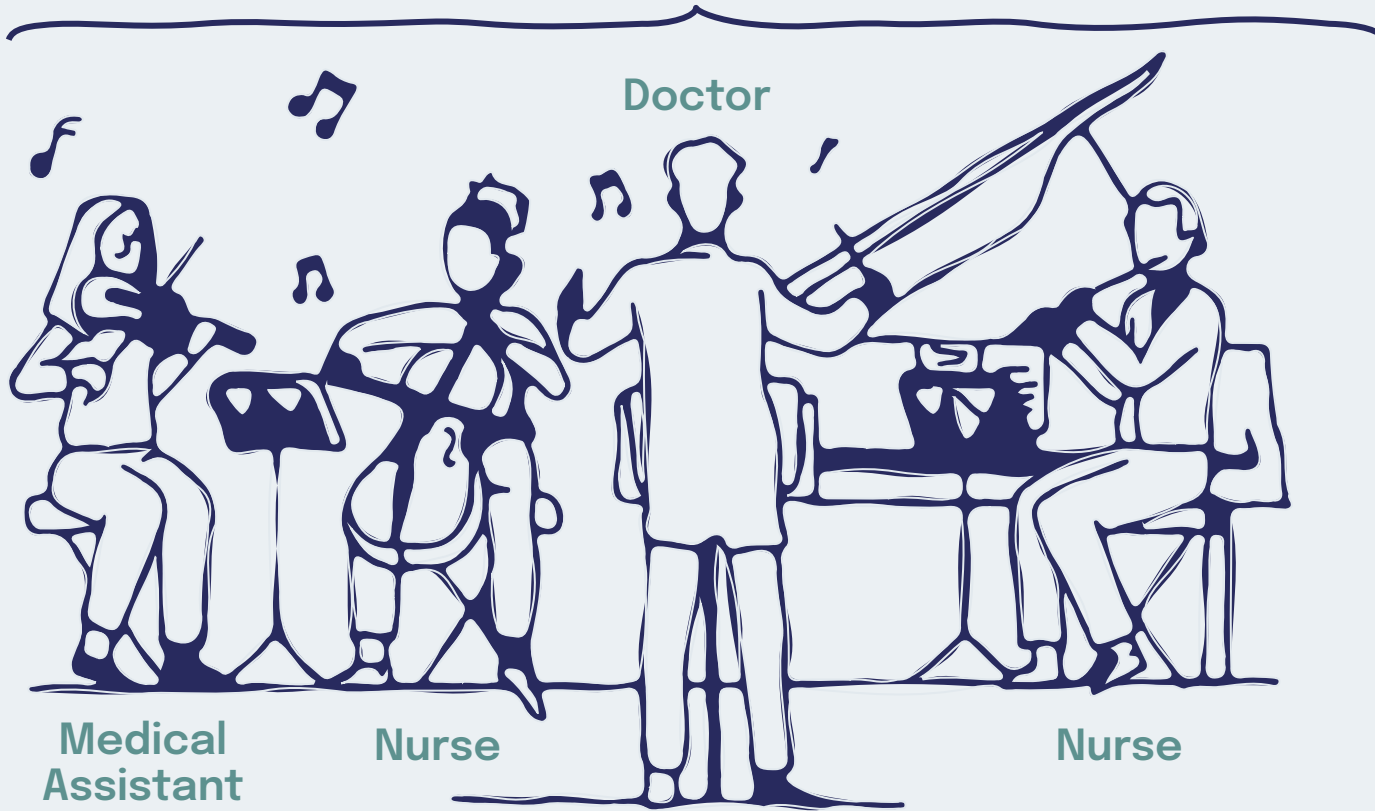




[Vivaldi's *Four Seasons* playing]



PATIENT CARE





CARE for CARE

Administrative Perspective

Our Team:



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Context

13.7% of doctors experienced a lot of **work pressure** and little control over their work in 2021, compared to **6.5% in 2015**, meaning that the number of doctors suffering from work stress has more than doubled during the observation period.

(Eskola et al. 2022), *STM's Omalääkäri 2.0 Paper*



Challenge



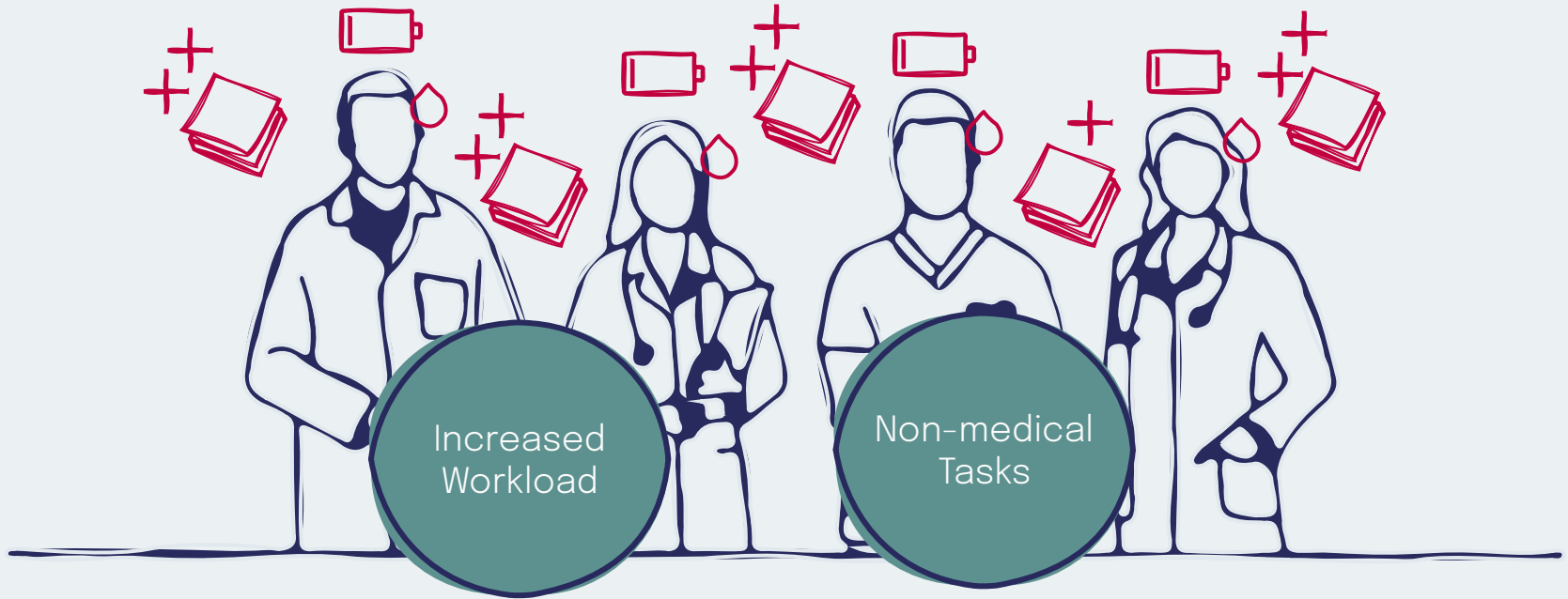


Challenge





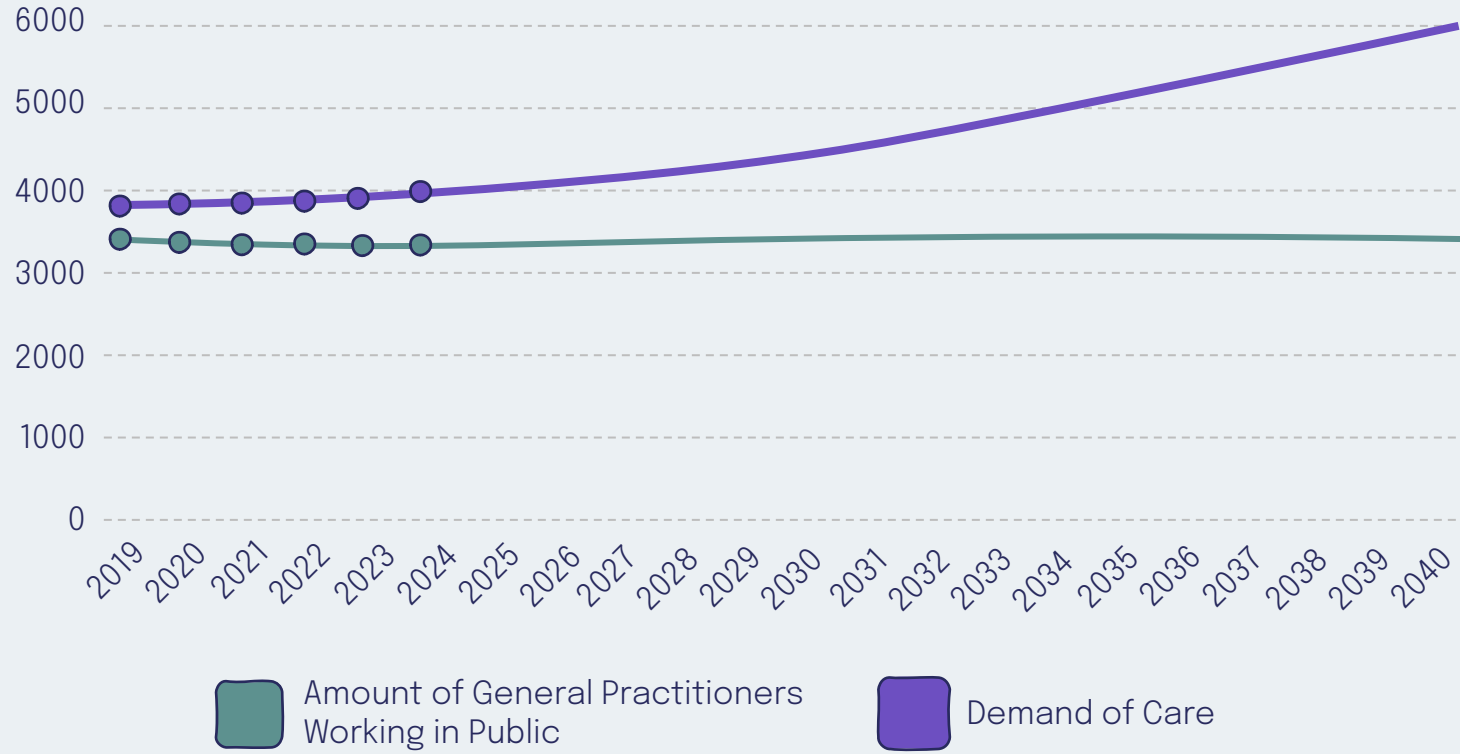
Challenge

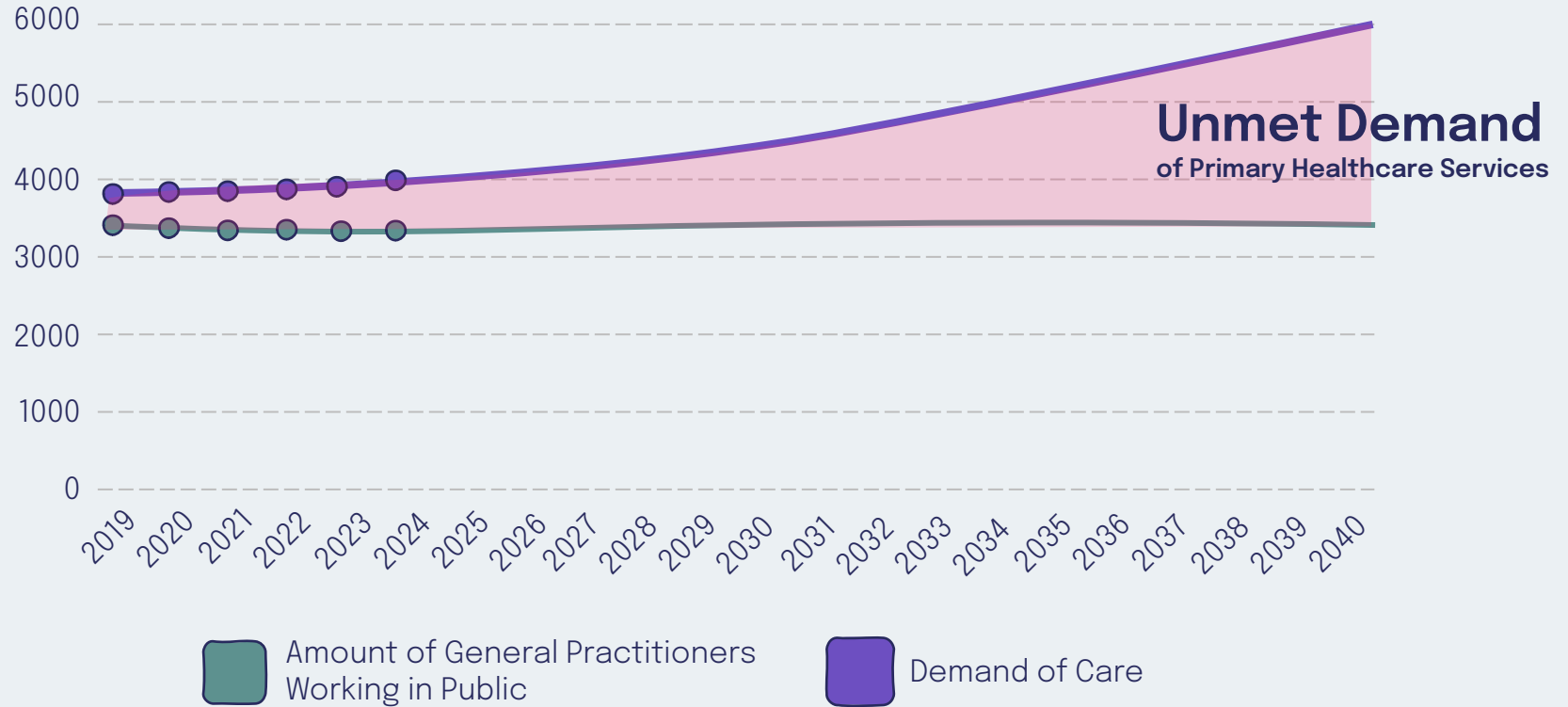




Challenge









“Even if we got a thousand new doctors tomorrow, I don't think it would lead to lasting results unless we change our practice....”

STM Paper - Doctor **Lara Juvonen**, Helsingin Sanomat 20.10.2019



Proposal

Team-Based Care



Doctor - Workday (8-16)

30 min/Patient

4,5h

Patient examinations

5 min

Preparation of room

8 min

Patient examination

8 min

Filling out forms, report

7 min

Update online medical records

2 min

Searching for things, balance time

1,5h

Calls and Consultations

1h

Finalizing forms, medical records, renewing prescriptions

30min

Administrative meetings and education

30min

Break

8 h

9 Patients

Nurse - Workday (8-16)



3,5h

Answering Calls/Documentation

1 h

Acute face to face meetings

1,5h

Digital patient portal

40 min

Administrative meetings and education

45min

Ordering and restocking medical supplies

30 min

Break

30 min

Booking, scheduling appointments

8 h

Doctor - Workday (8-16)

4,5h	Patient examinations
5 min	Preparation of room
8 min	Patient examination
8 min	Filling out forms, report
7 min	Update online medical records
2 min	Searching for things, balance time
1,5h	Calls and Consultations
1h	Finalizing forms, medical records, renewing prescriptions
30min	Administrative meetings and education
30min	Break
8 h	9 Patients

30 min/Patient

Nurse - Workday (8-16)



3,5h	Answering Calls/Documentation
1,5h	Digital patient portal
45min	Ordering and restocking medical supplies
30 min	Booking, scheduling appointments
1 h	Acute face to face meetings
40 min	Administrative meetings and education
30 min	Break
8 h	

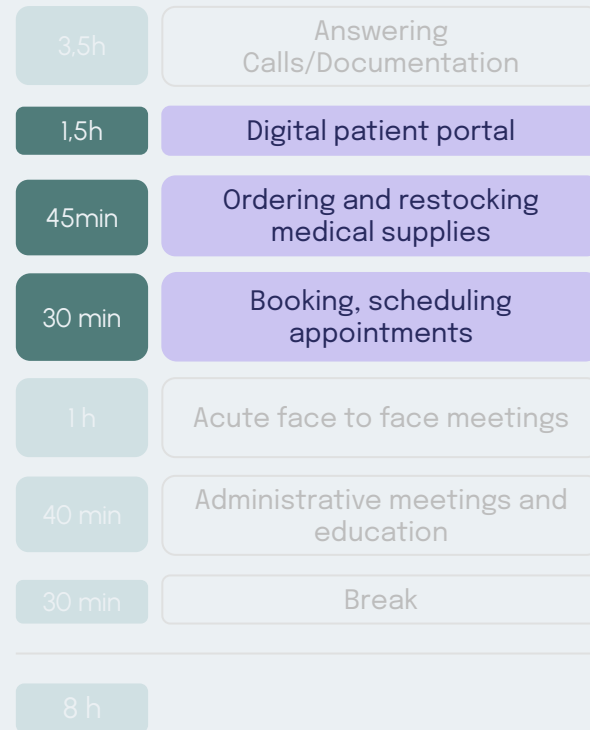
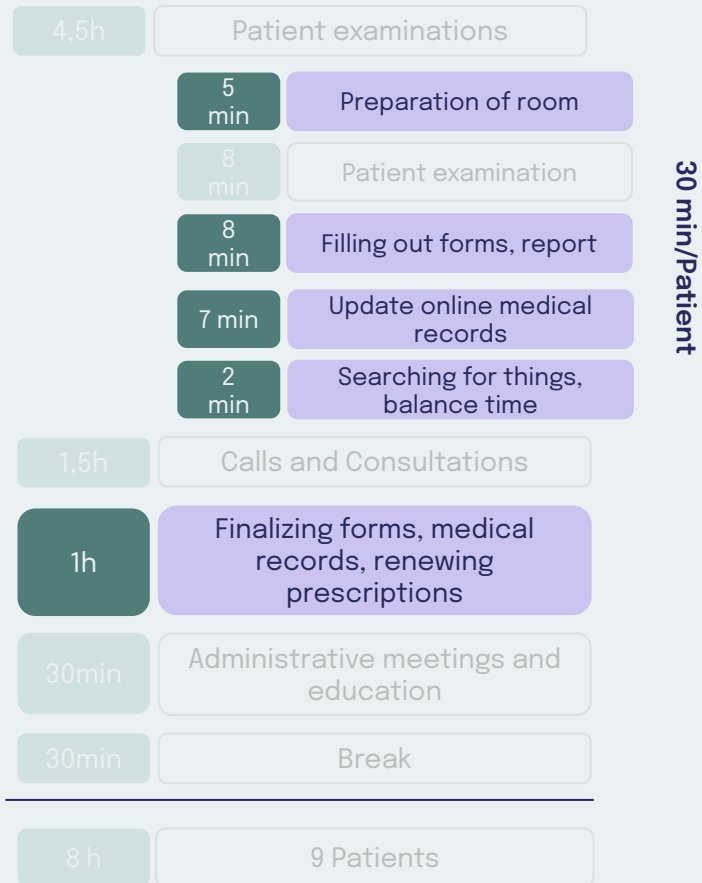
Doctor - Workday (8-16)



Nurse - Workday (8-16)

4,5h	Patient examinations	30 min/Patient
5 min	Preparation of room	
8 min	Patient examination	
8 min	Filling out forms, report	
7 min	Update online medical records	
2 min	Searching for things, balance time	
1,5h	Calls and Consultations	
1h	Finalizing forms, medical records, renewing prescriptions	
30min	Administrative meetings and education	
30min	Break	
8 h	9 Patients	

3,5h	Answering Calls/Documentation
1,5h	Digital patient portal
45min	Ordering and restocking medical supplies
30 min	Booking, scheduling appointments
1 h	Acute face to face meetings
40 min	Administrative meetings and education
30 min	Break
8 h	
	Task that can be assistent with others



Doctor - Workday (8-16)

5 h

Patient examination

15 min

Patient examination

4 min

Filling out forms, report

3min

update online medical records

1,5h

Calls and Consultations

30min

Administrative meetings and education

30min

Break

8 h

15 Patients

22 min/Patient

Nurse - Workday (8-16)



2,5h

Answering Calls/Documentation

45 min

Digital patient portal

3 h

Patient care
(about 10 min/Patient)

1 h

Acute face to face meetings

40 min

Administrative meetings and education

30 min

Break

8 h



Implementation



Implementation: Pilot *“Symphony”*





Implementation: Pilot “*Symphony*”

Piloting area:
Demographic that
represents Finland in +10
years





Implementation: Pilot “*Symphony*”

Piloting area:
Demographic that represents
Finland in +10 years

Varying demand of care to
test adaptiveness





Implementation: Pilot “*Symphony*”

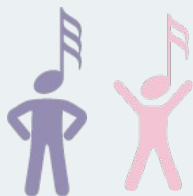
Piloting area:
Demographic that represents
Finland in +10 years

Varying demand of care to
test adaptiveness





Implementation: Pilot “*Symphony*”



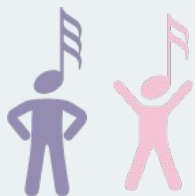
Medical Director



External Consultant



Implementation: Pilot “Symphony”



Medical Director

+

External Consultant

Nurse

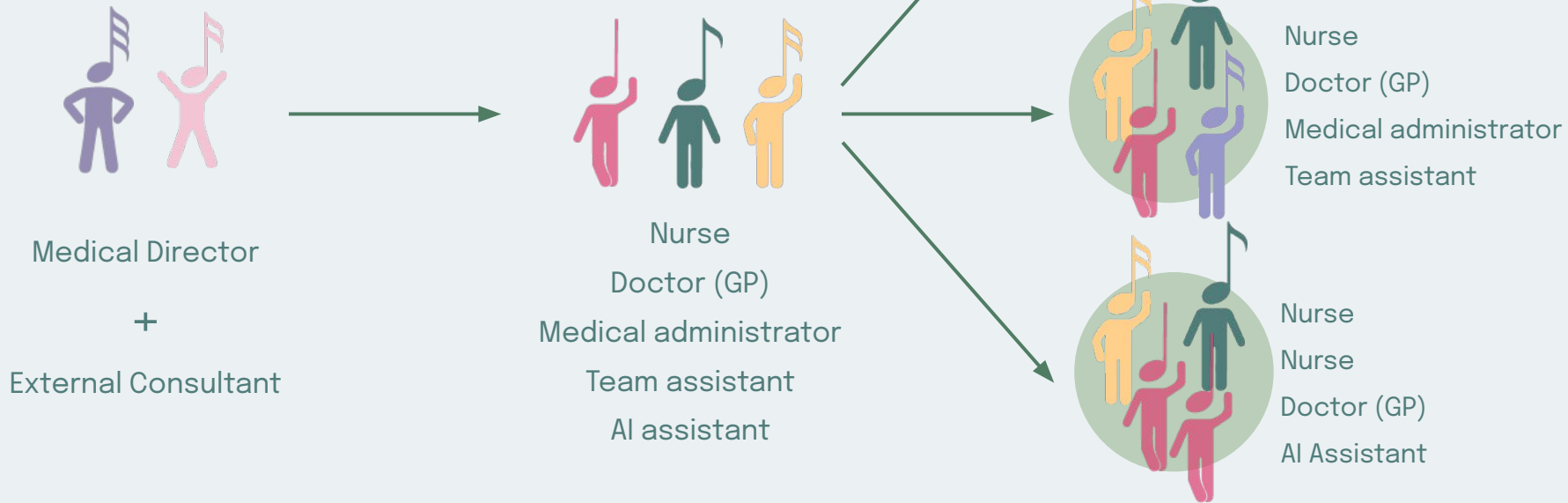
Doctor (GP)

Medical administrator

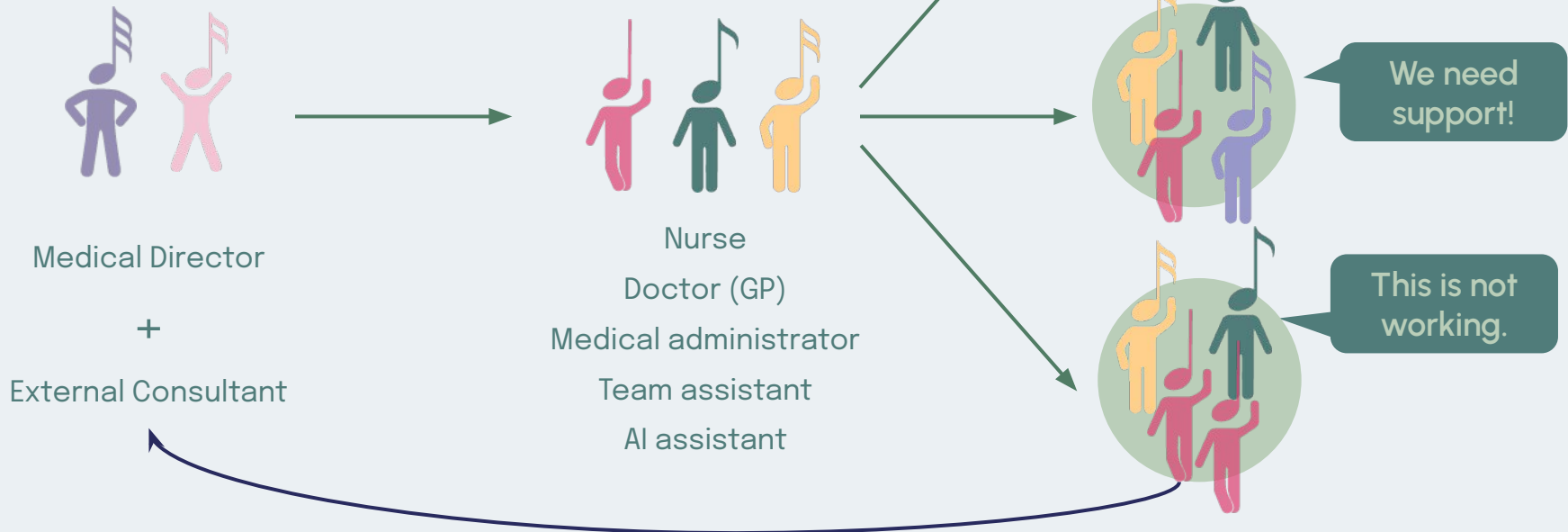
Team assistant

AI assistant

Implementation: Pilot “Symphony”

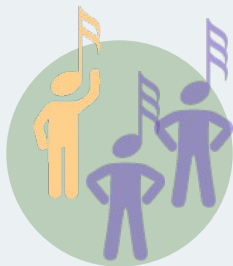


Implementation: Pilot “Symphony”

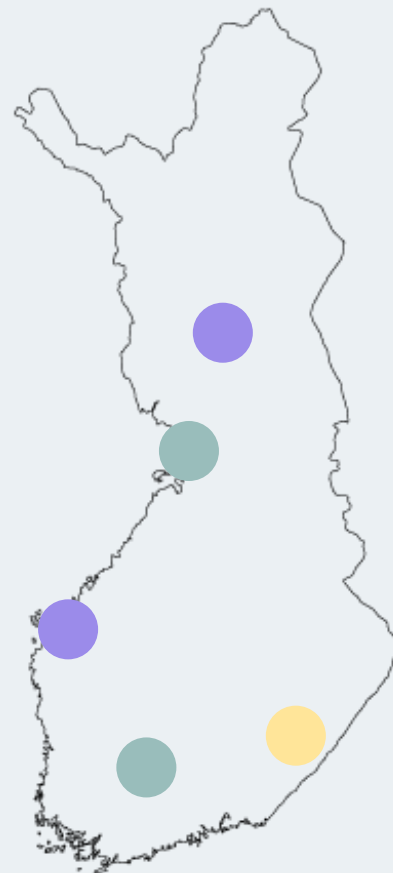
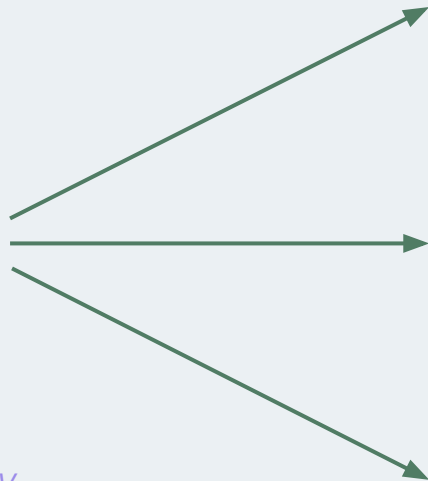




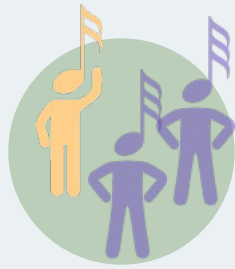
Implementation: Scaling up.



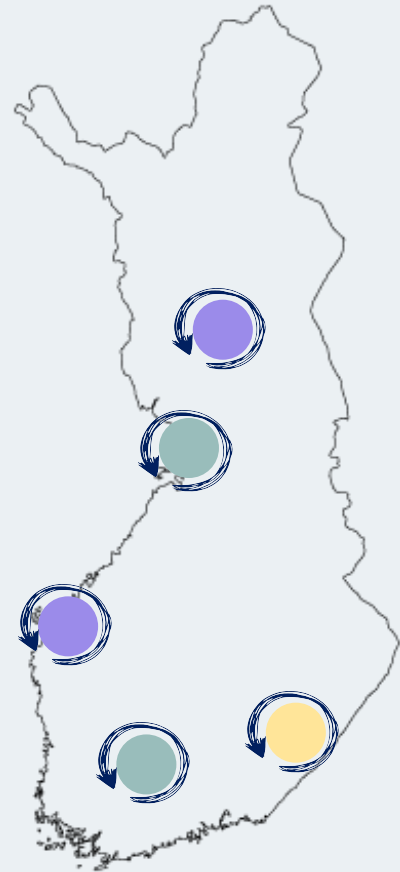
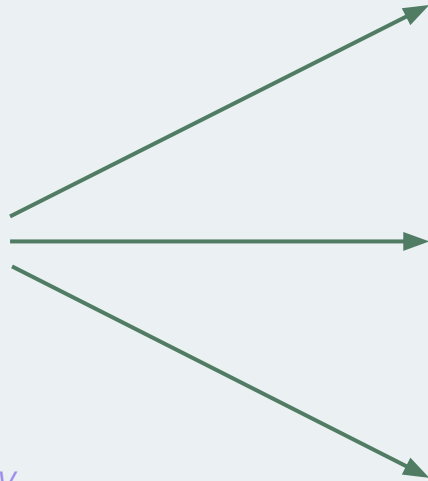
Team Symphony



Implementation: Scaling up.

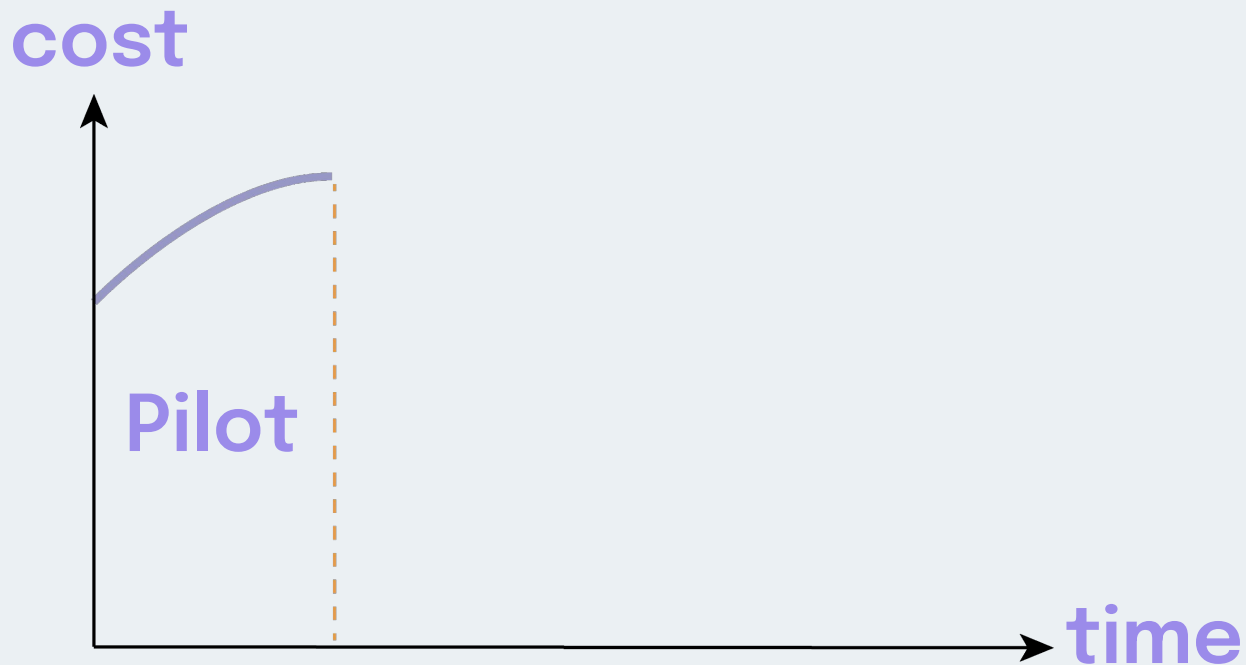


Team Symphony



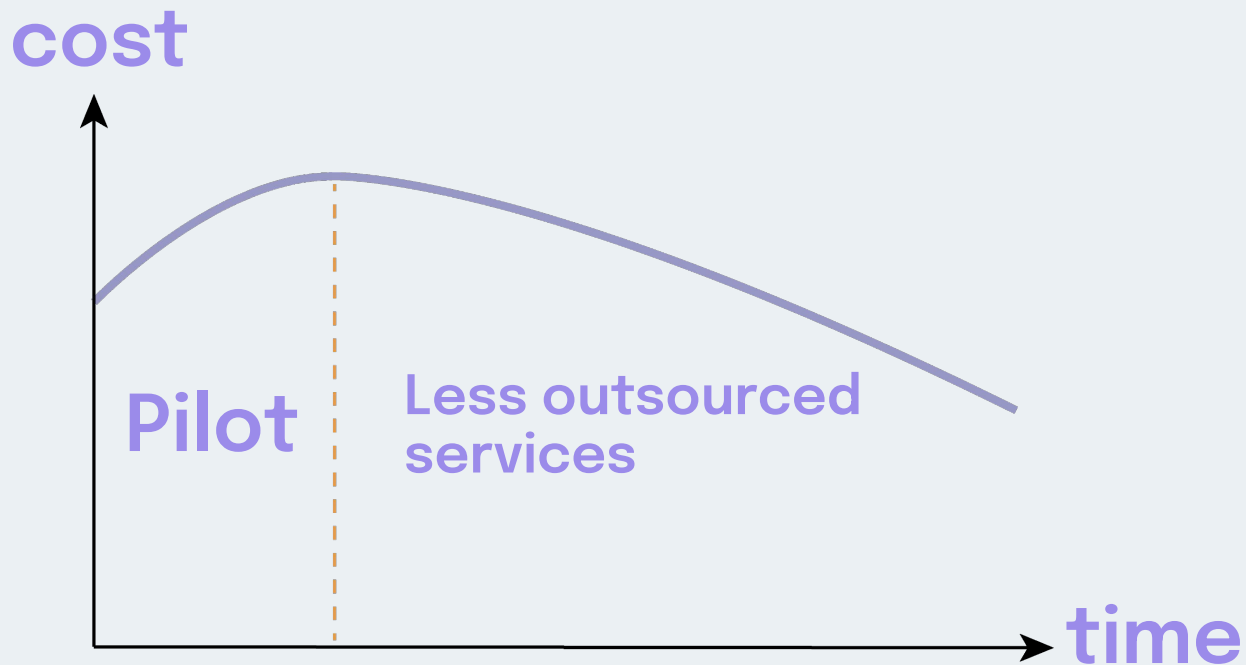


Implementation: Scaling up.





Implementation: Scaling up.



Implementation: Benefits





Implementation: Benefits





Implementation: Benefits





Implementation: Benefits





Future Vision



Future Vision:



Pilot: “Symphony”



Scaling up



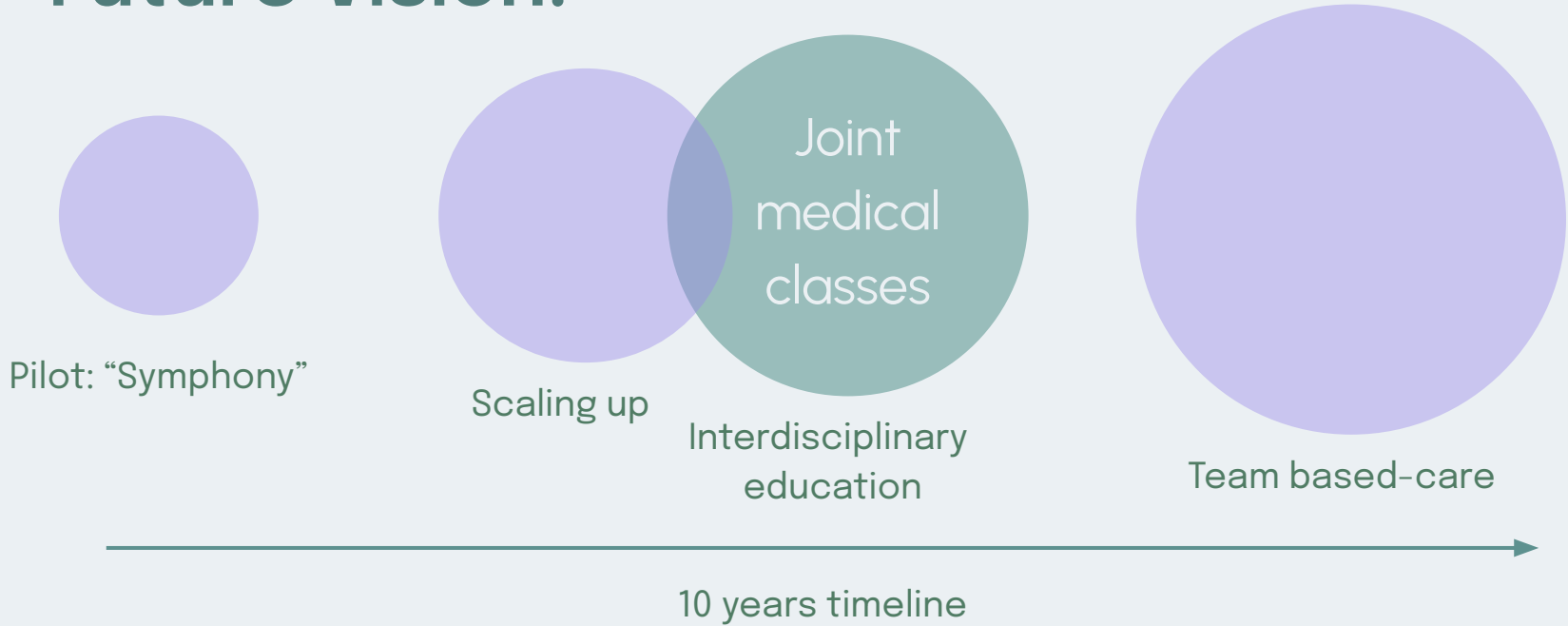
Team based-care



10 years timeline

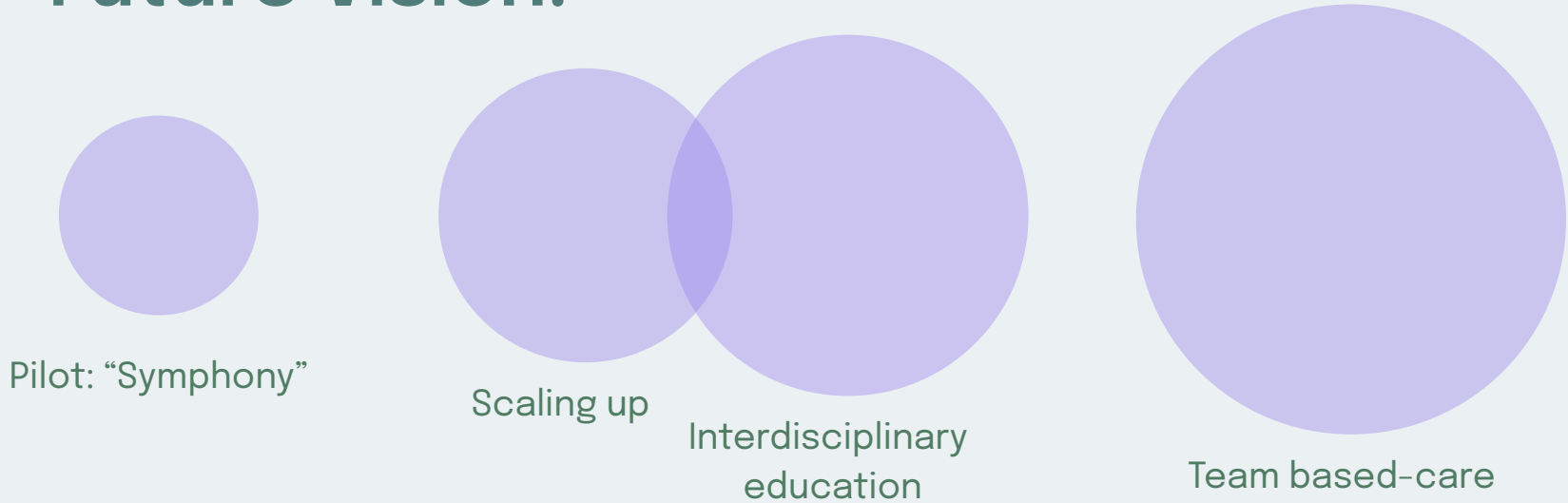


Future Vision:





Future Vision:



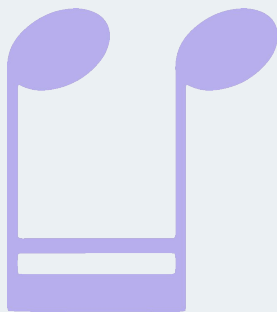
We provide a trustworthy and sustainable healthcare system that fosters collaborative and meaningful care for patients and staff in a society where everyone feels cared for



Future Vision:



Pilot: “Symphony”



Scaling up



Interdisciplinary
education



Team based-care

We provide a trustworthy and sustainable healthcare system that fosters collaborative and meaningful care for patients and staff in a society where everyone feels cared for



CARE FOR CARE

Thank you



CARE FOR CARE

Thank you