From *Sickcare* to Healthcare

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Our Team

Robert Hartmann | Heidi Mäkitalo | Devayani Mohanraj | Sofia Pascolo

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From *Sickcare* to Healthcare

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Sickcare

- system is overburdened
- no capacity for prevention
- a lack of trust between patients and healthcare staff

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Sickcare

- system is overburdened
- no capacity for prevention
- a lack of trust between patients and healthcare staff

Healthcare

- more capacity
- time for preventive care
- better overview of *superusers* with complex issues
- trust and co-operation between patients and healthcare staff

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“Sometimes [I think] that the doctors are not feeling they are dealing with human lives but only with **sickness**.”

Patient with chronic illness, age 22

“There are no health checkups, it’s usually a sickness checkup. [It’s] not health work, it’s **sick work**.”

Doctor with experience of working in the public primary healthcare

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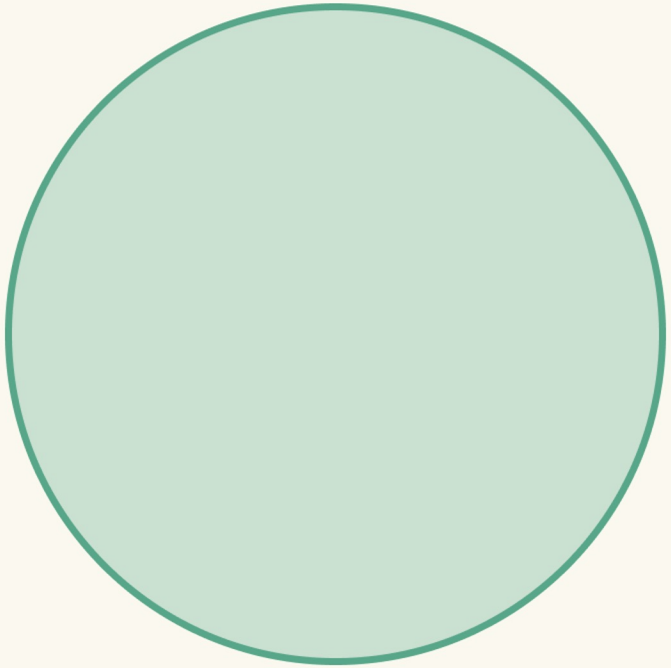
Current Situation in Public Primary Healthcare



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Current Situation in Public Primary Healthcare

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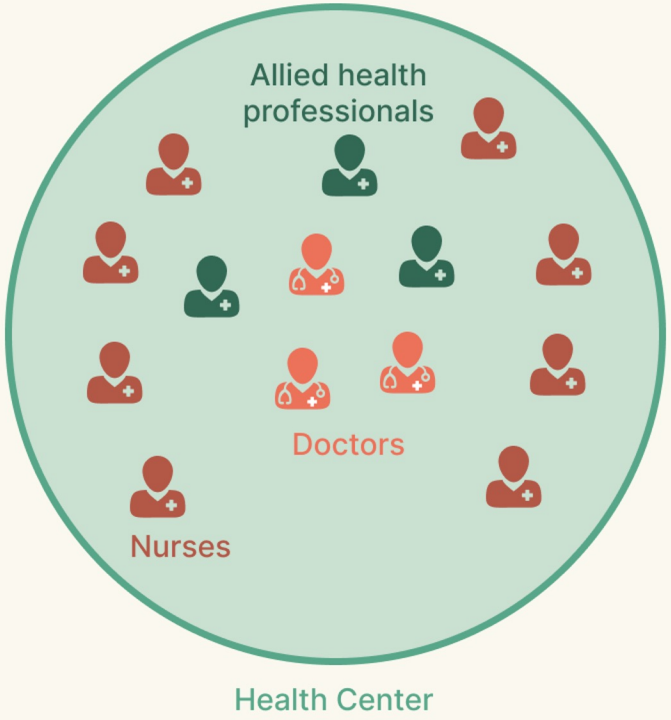

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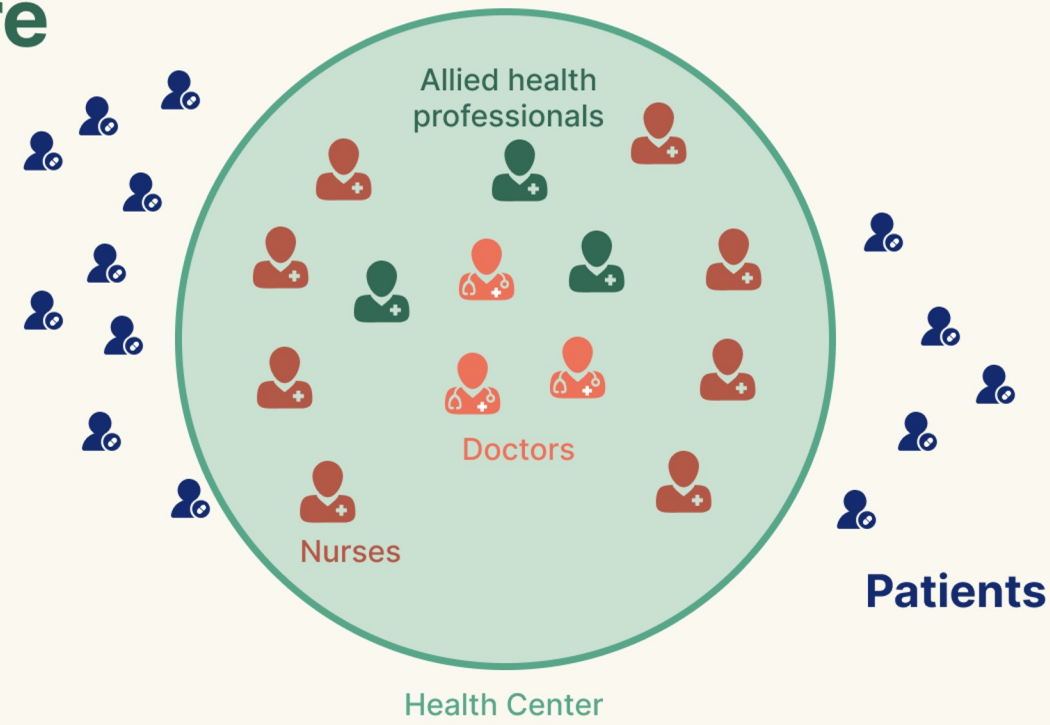
Current Situation in Public Primary Healthcare



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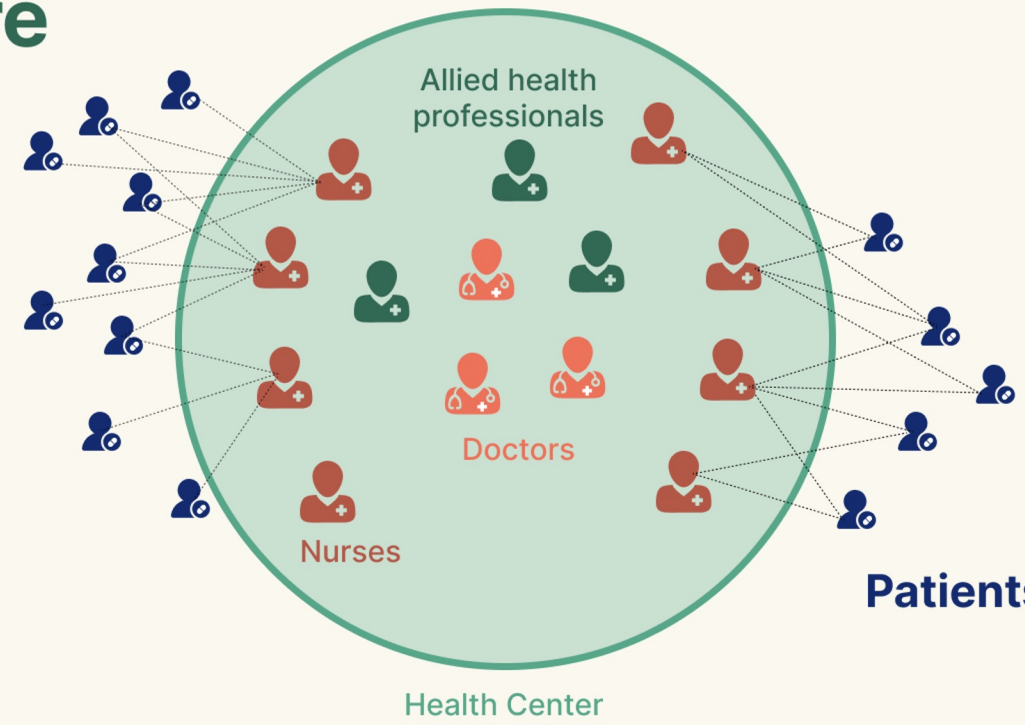
Current Situation in Public Primary Healthcare



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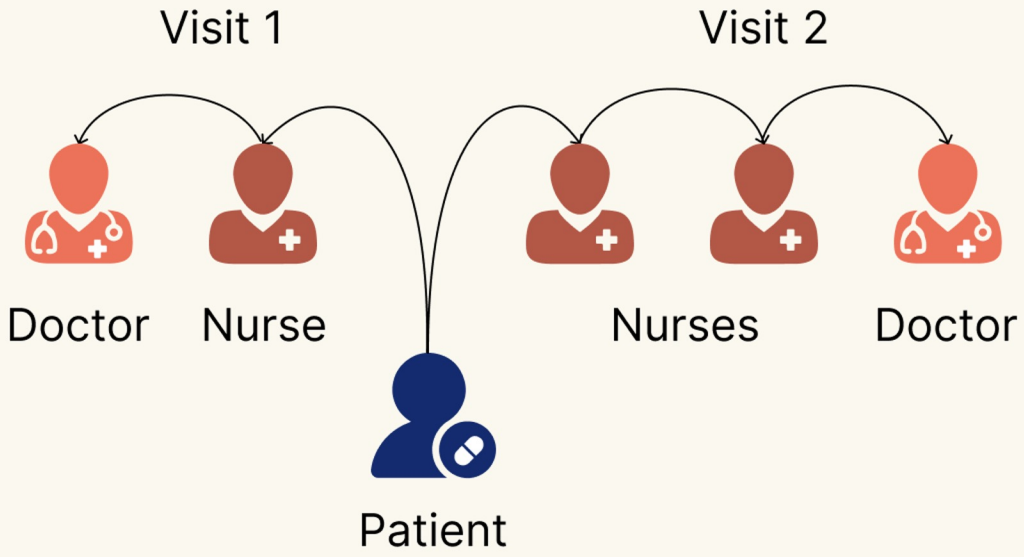
“Ping pong” role of patients

“ The patient has a ping-pong role, going from one professional to another ”

General Practitioner, Researcher at Tampere University



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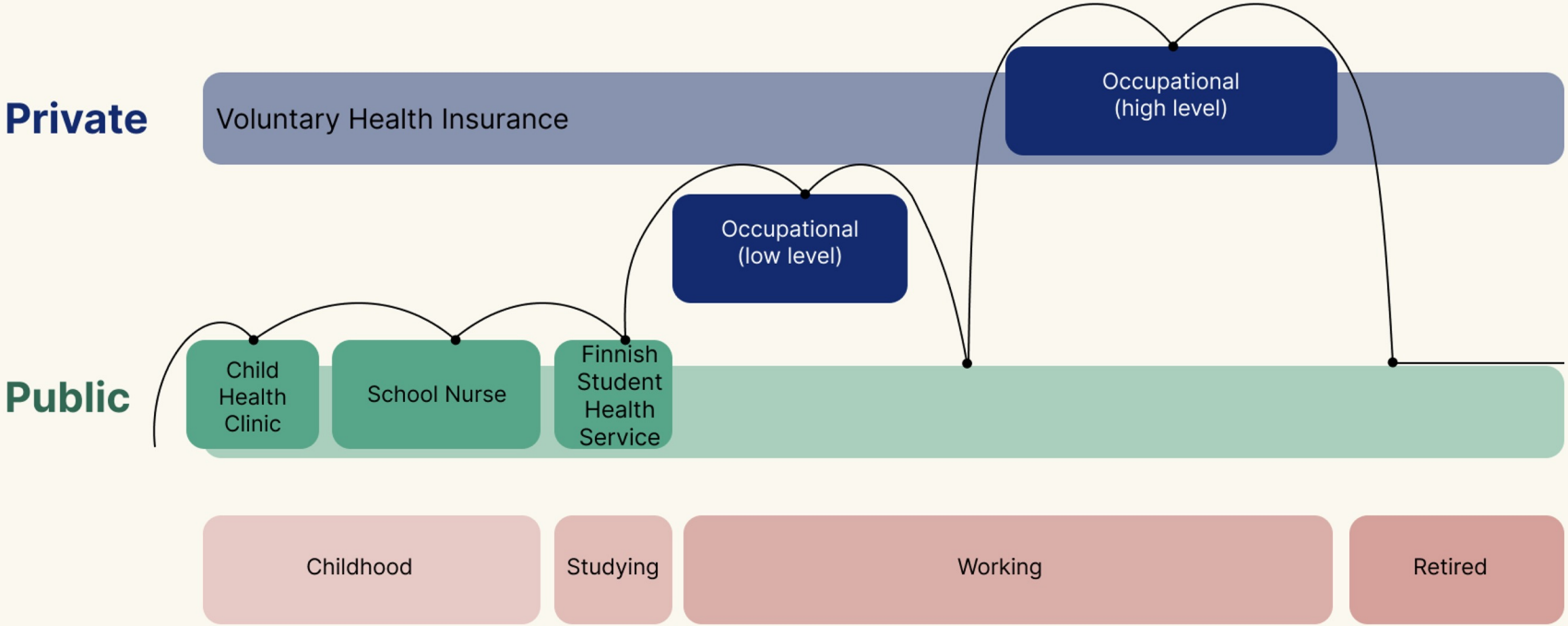
“Ping pong” role of patients

→ reduced Continuity of Care



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Continuity of Care

A cohesive patient journey that allows for a broader overview of the patient’s health.

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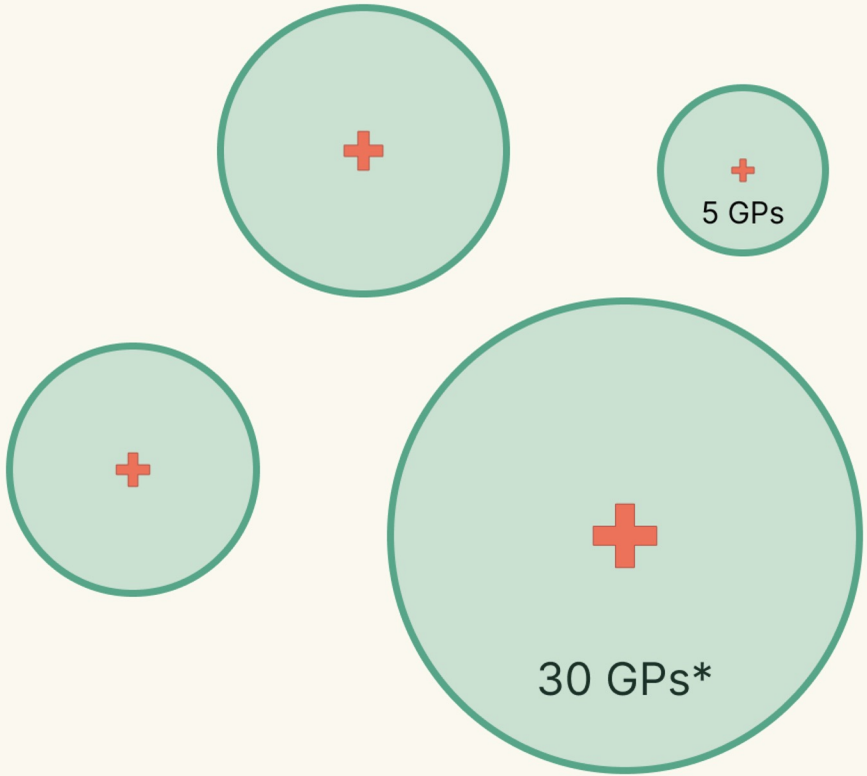
Health Centers



Different sizes

*Source: GP, researcher at Tampere University

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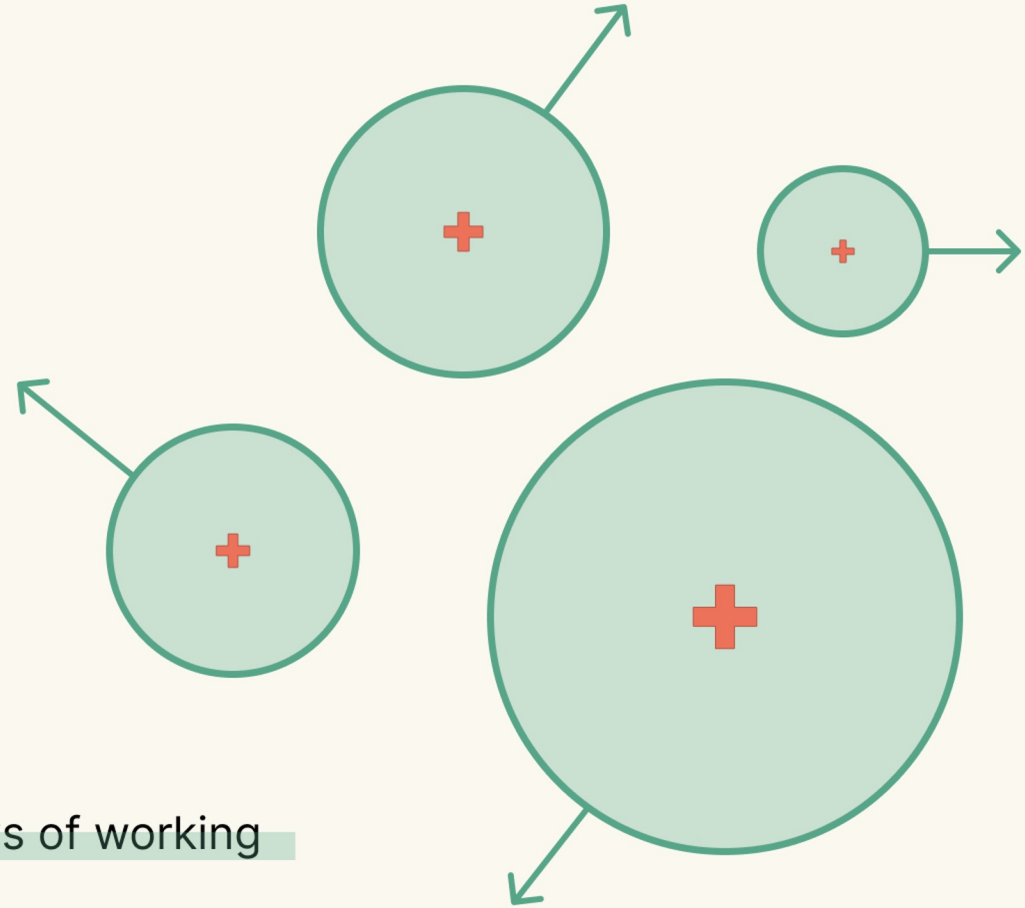
Health Centers

team model vs.
more individual work mode

different digital platforms
in use

Different structures and ways of working

Different sizes



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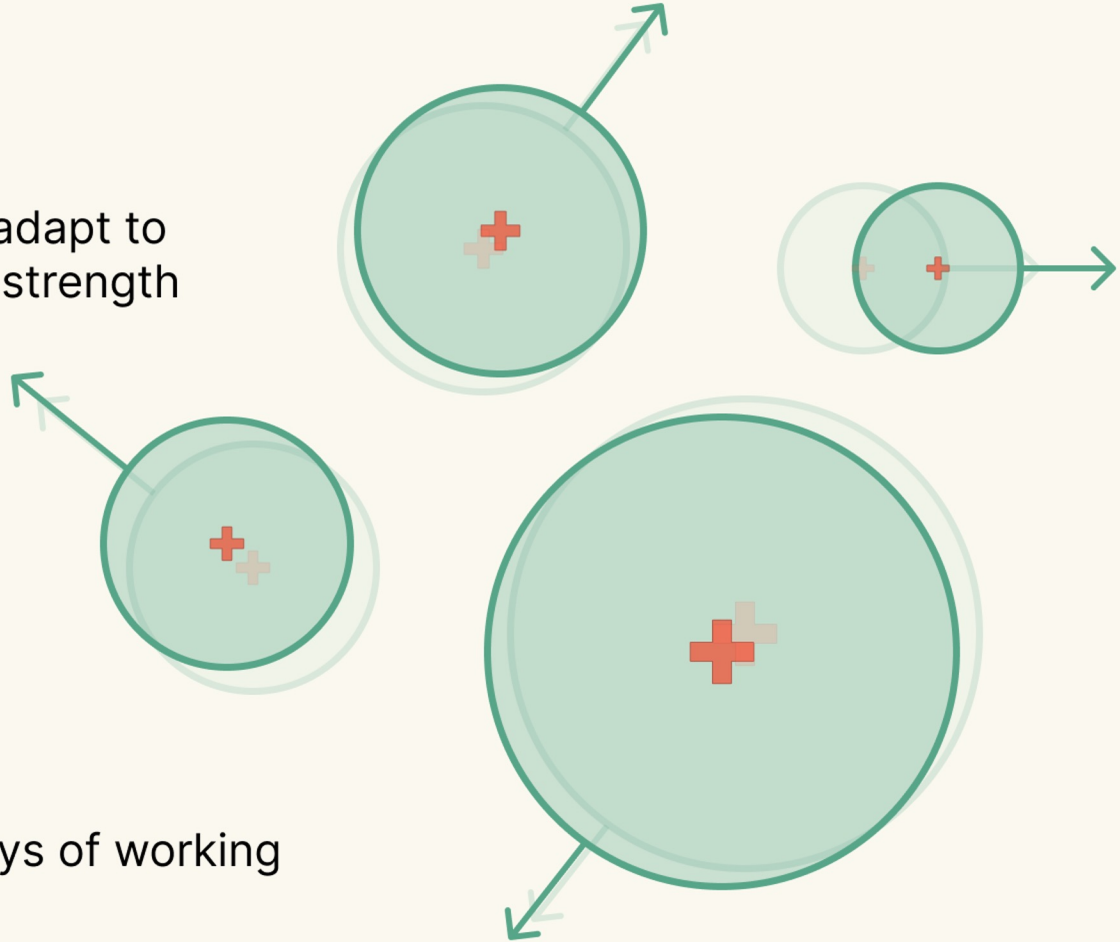
Health Centres are able to adapt to their population, which is a strength



Flexibility

Different structures and ways of working

Different sizes

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Northern Ostrobothnia and Lapland: personal nurse and/or doctor

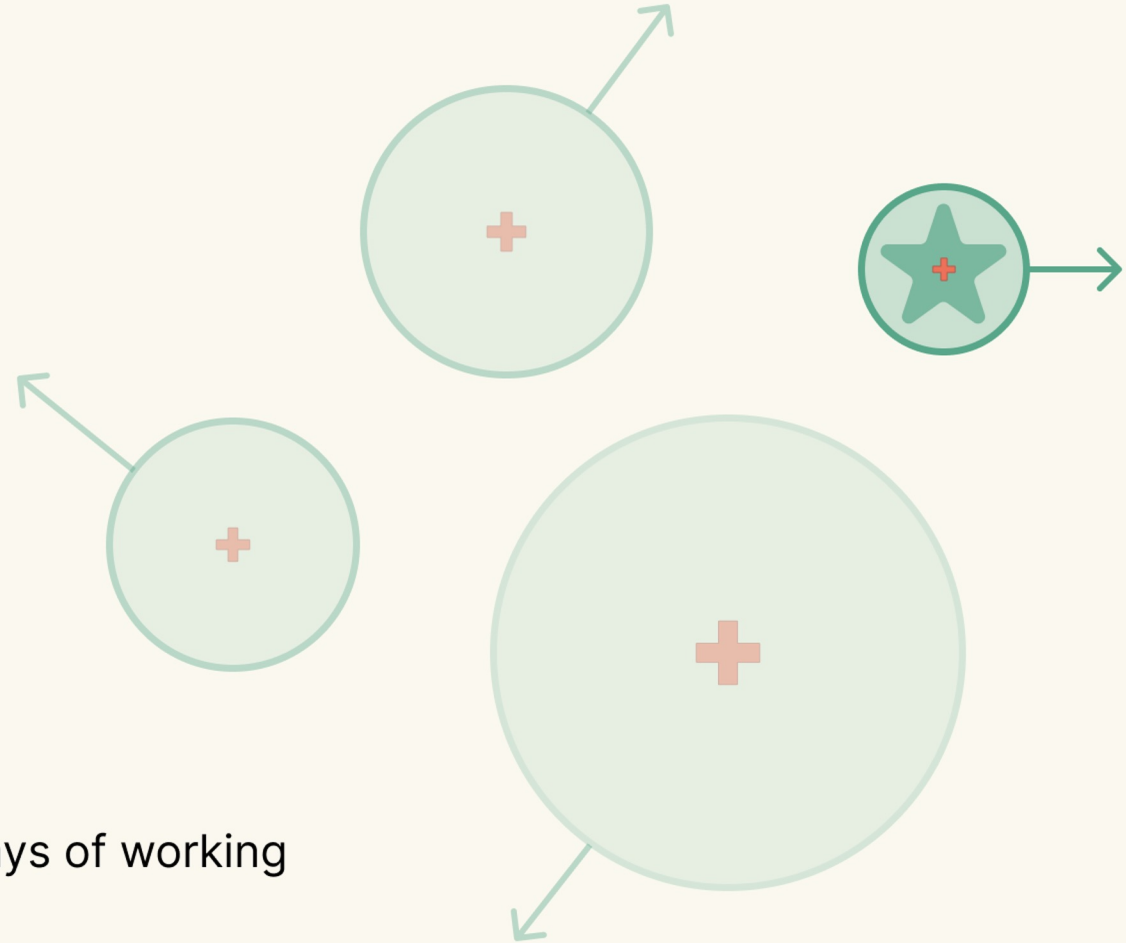
healthcare teams

Best practices

Flexibility

Different structures and ways of working

Different sizes



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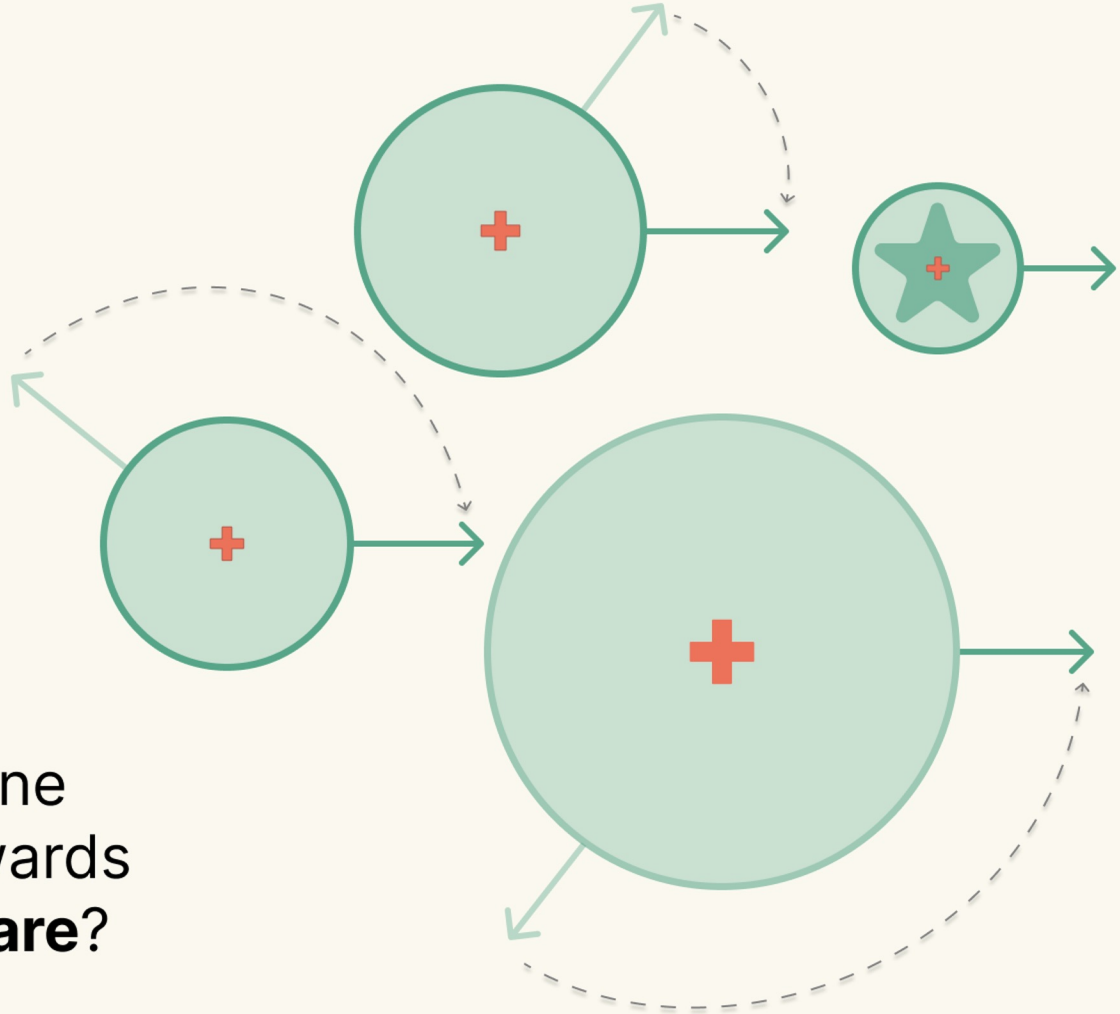
How can we streamline **all Health Centers** towards more **Continuity of Care**?



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Action Plan

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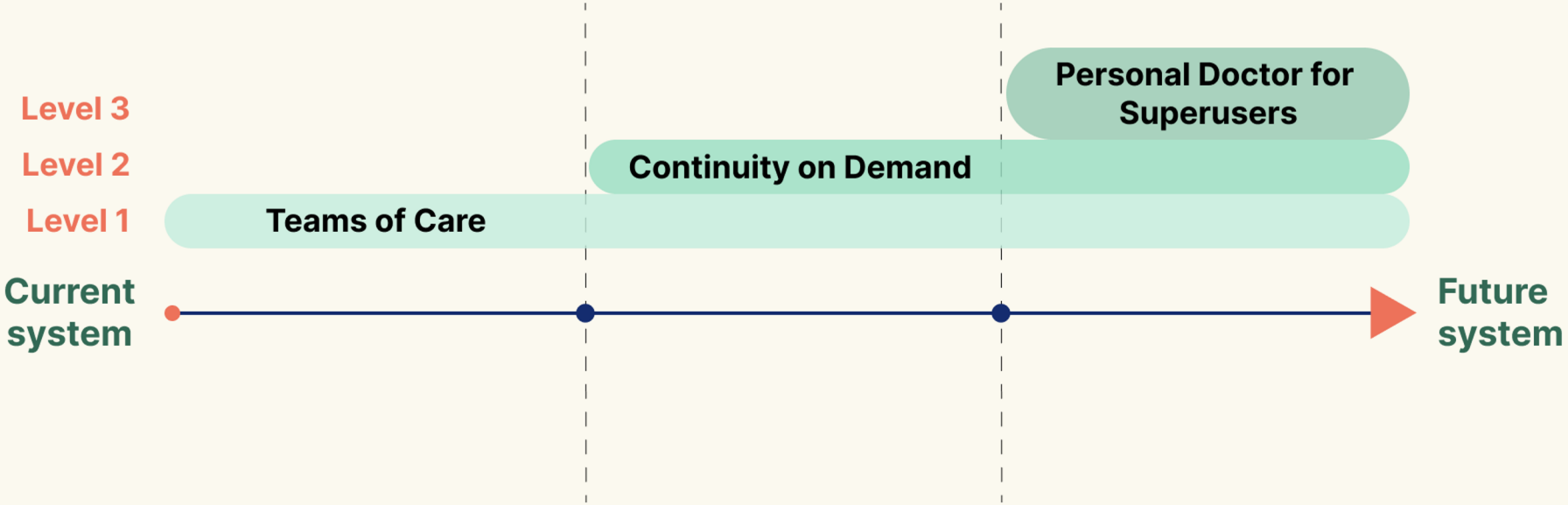
Action Plan



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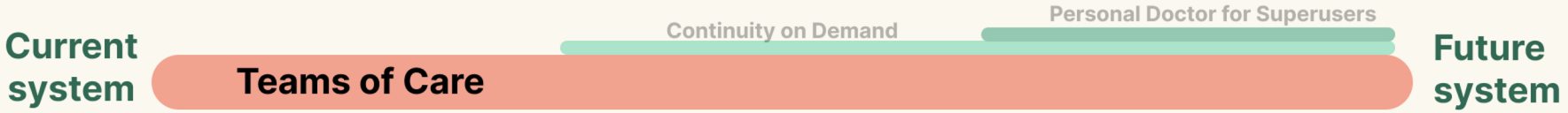

Current system
Continuity on Demand
Personal Doctor for Superusers
Teams of Care
Future system

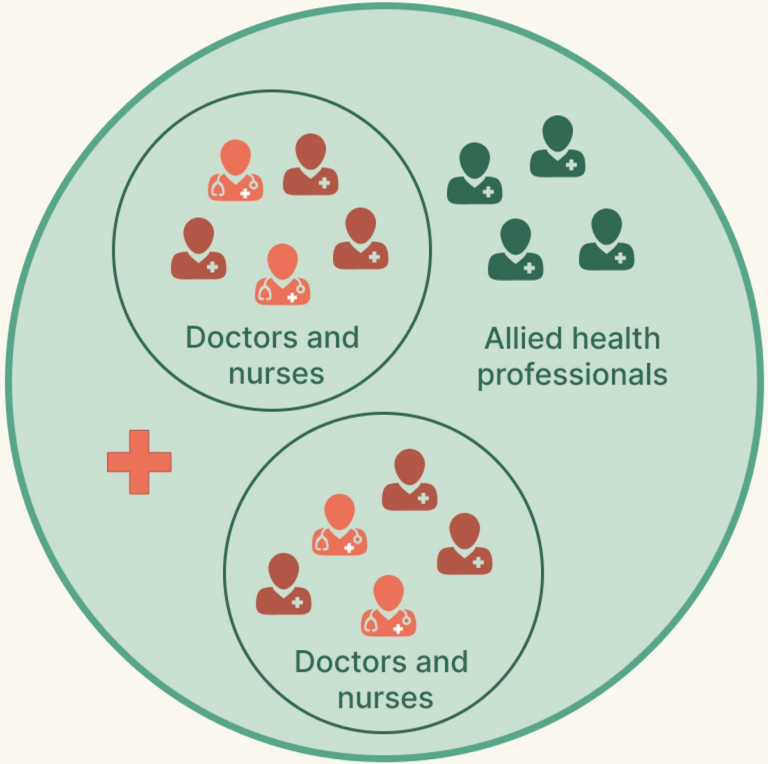
Current system

Continuity on Demand

Personal Doctor for Superusers

Future system

Teams of Care



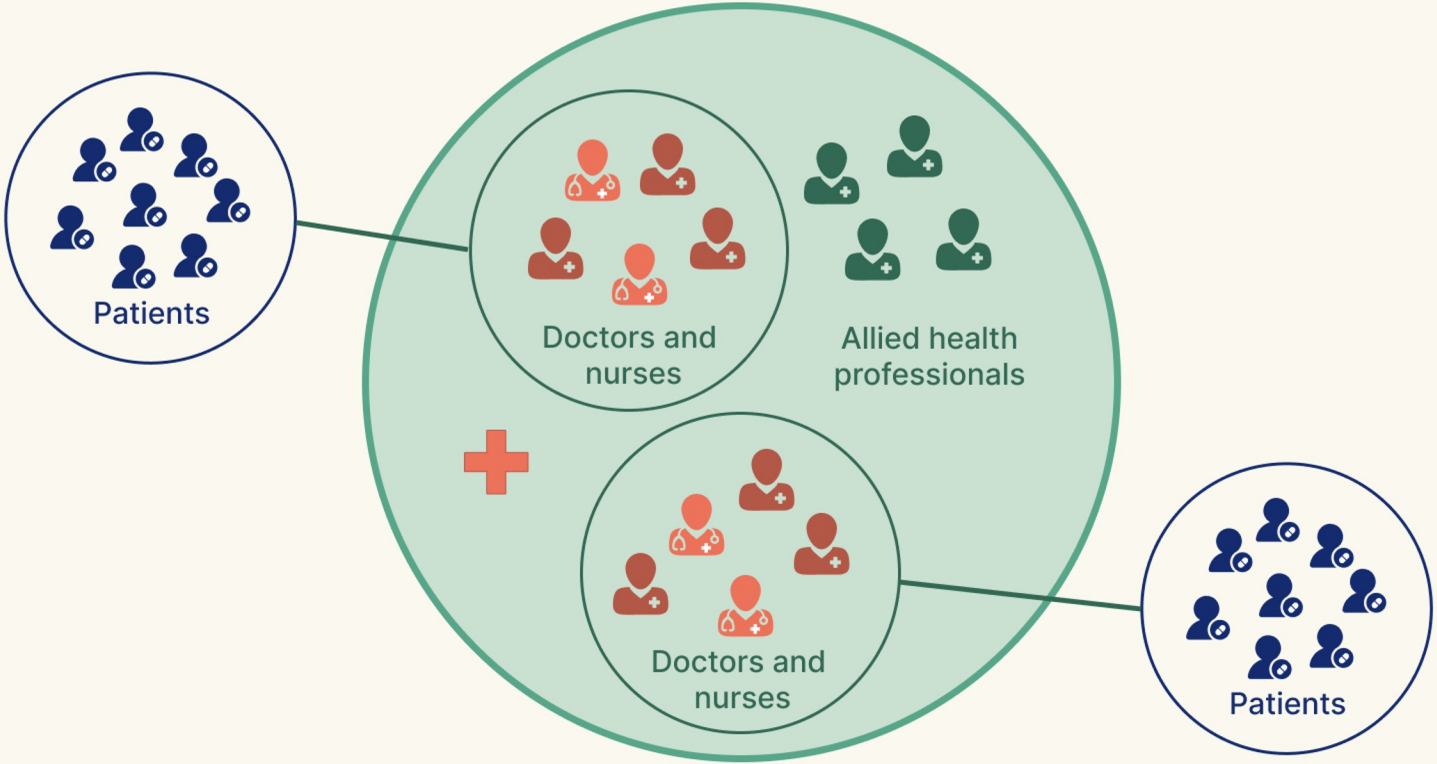
Current system

Continuity on Demand

Personal Doctor for Superusers

Teams of Care

Future system



Current system

Continuity on Demand

Personal Doctor for Superusers

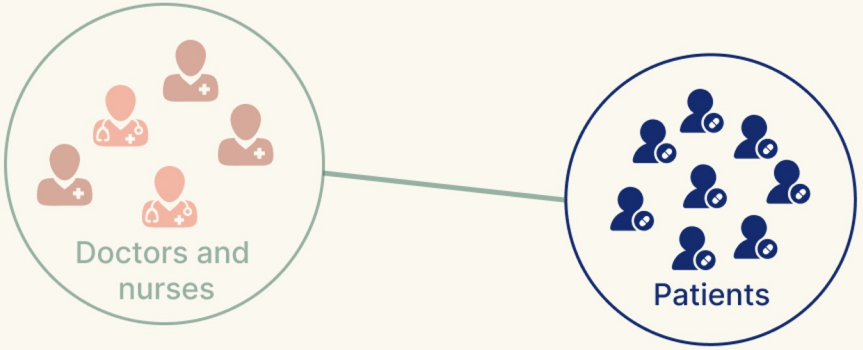
Teams of Care

Future system

More likely to see the same doctor

Encourages accountability for health

Familiarity promotes feelings of care and security and increases trust



Current system

Continuity on Demand

Personal Doctor for Superusers

Future system

Teams of Care

Better support and collaboration

Enhance satisfaction through observing patient progress

More meaningful work

“Many of the issues being taken care of in healthcare centres need specific expertise. One doctor cannot manage all the information, and is not the best professional in all situations.”

Helsingin Sanomat, 2022

Current system

Teams of Care

Personal Doctor for Superusers

Continuity on Demand

Future system

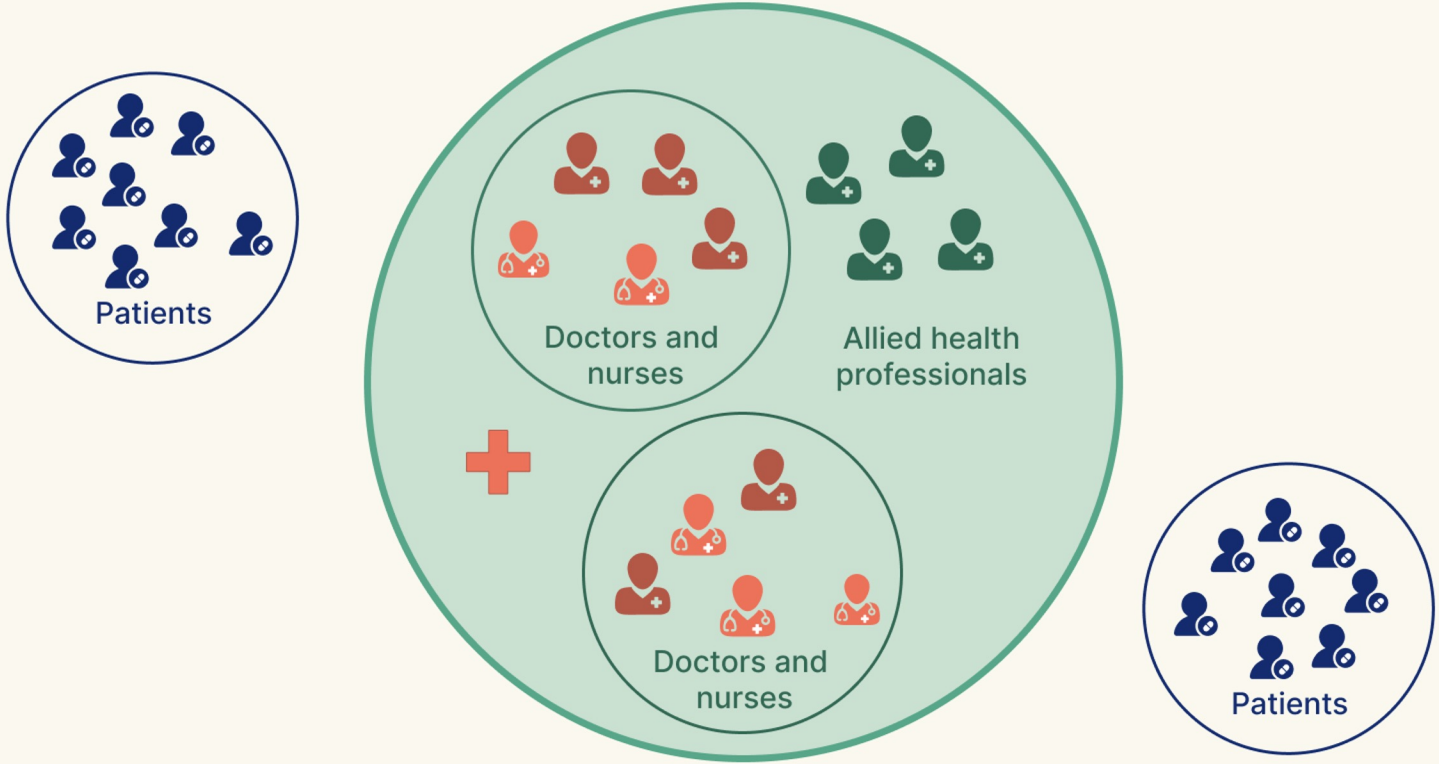
Current system

Teams of Care

Personal Doctor for Superusers

Continuity on Demand

Future system



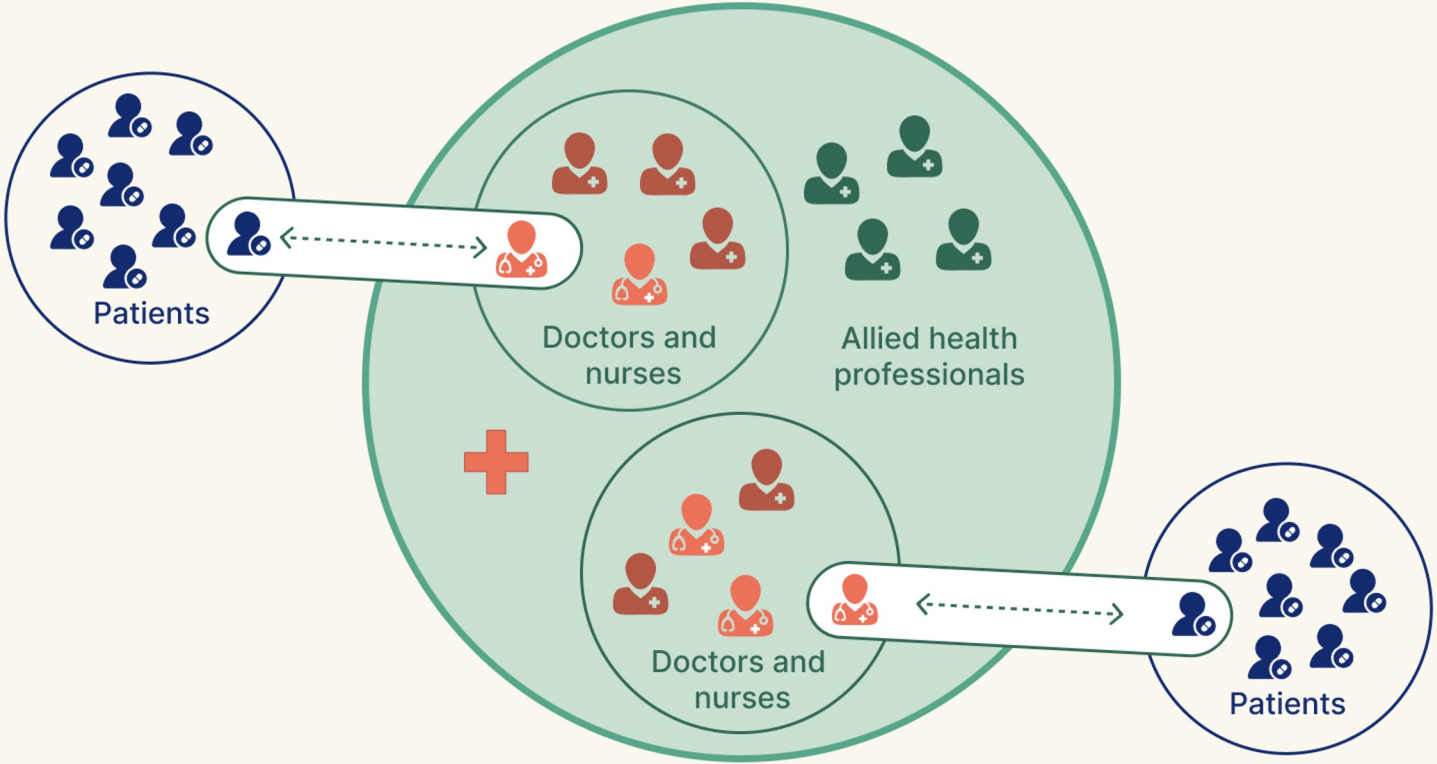
Current system

Teams of Care

Personal Doctor for Superusers

Continuity on Demand

Future system



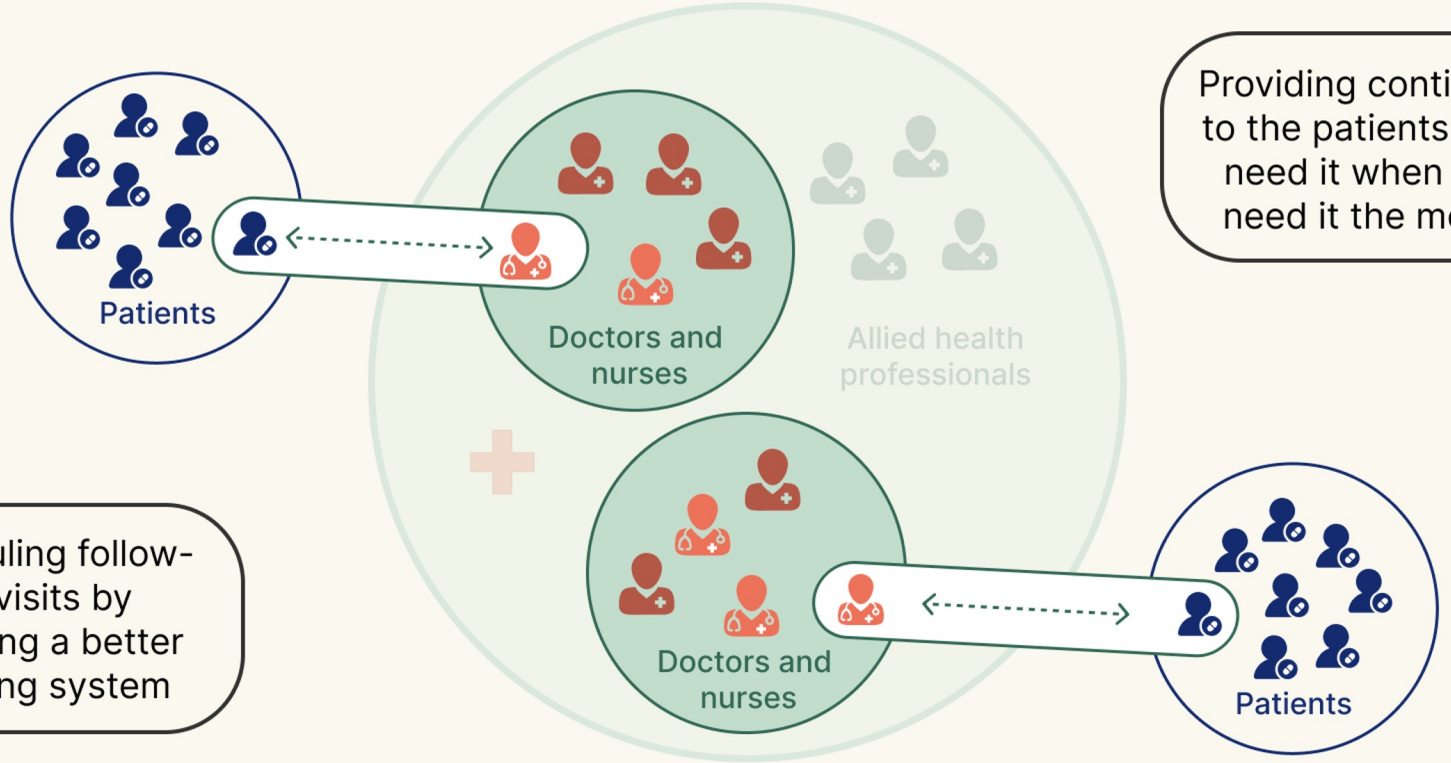
Current system

Teams of Care

Personal Doctor for Superusers

Continuity on Demand

Future system



Providing continuity to the patients who need it when the need it the most

Scheduling follow-up visits by adopting a better booking system

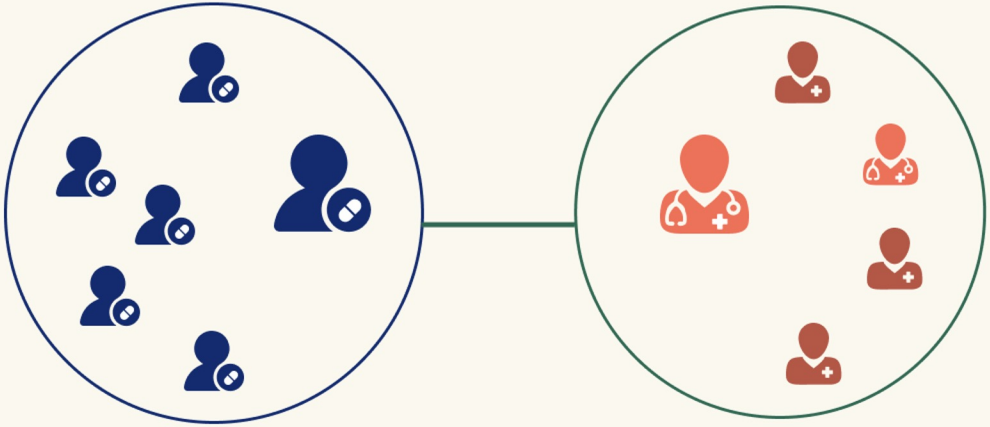
Current system

Teams of Care

Continuity on Demand

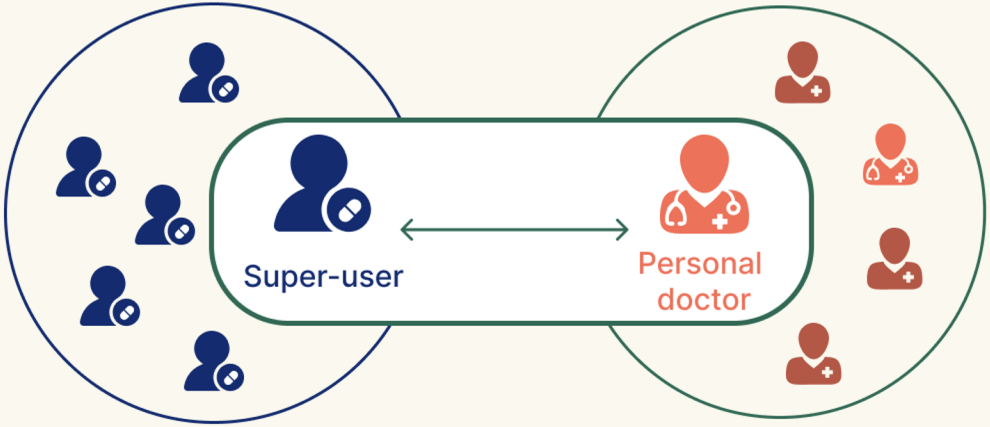
Personal Doctor for Superusers

Future system



81% of health and social sector resources are consumed by only 10% of the population

Source: Health reform in Finland: Current proposals and unresolved challenges

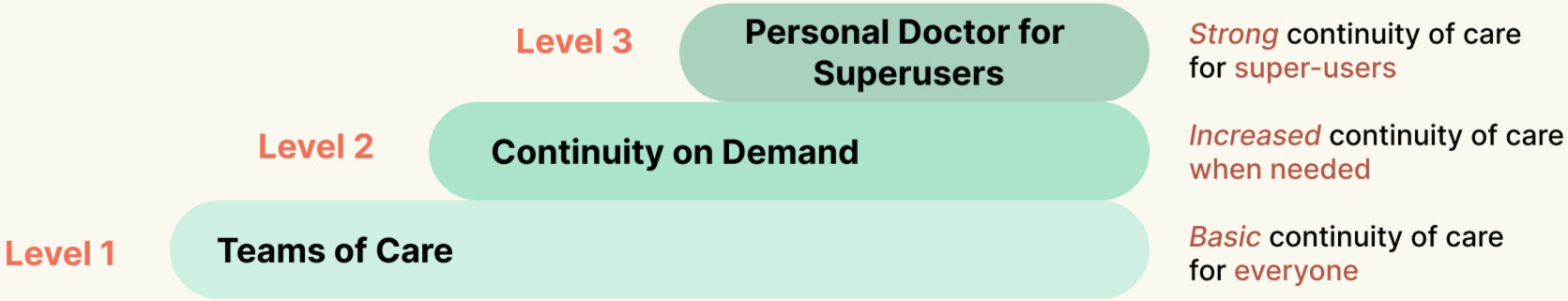

Super-user
Personal doctor

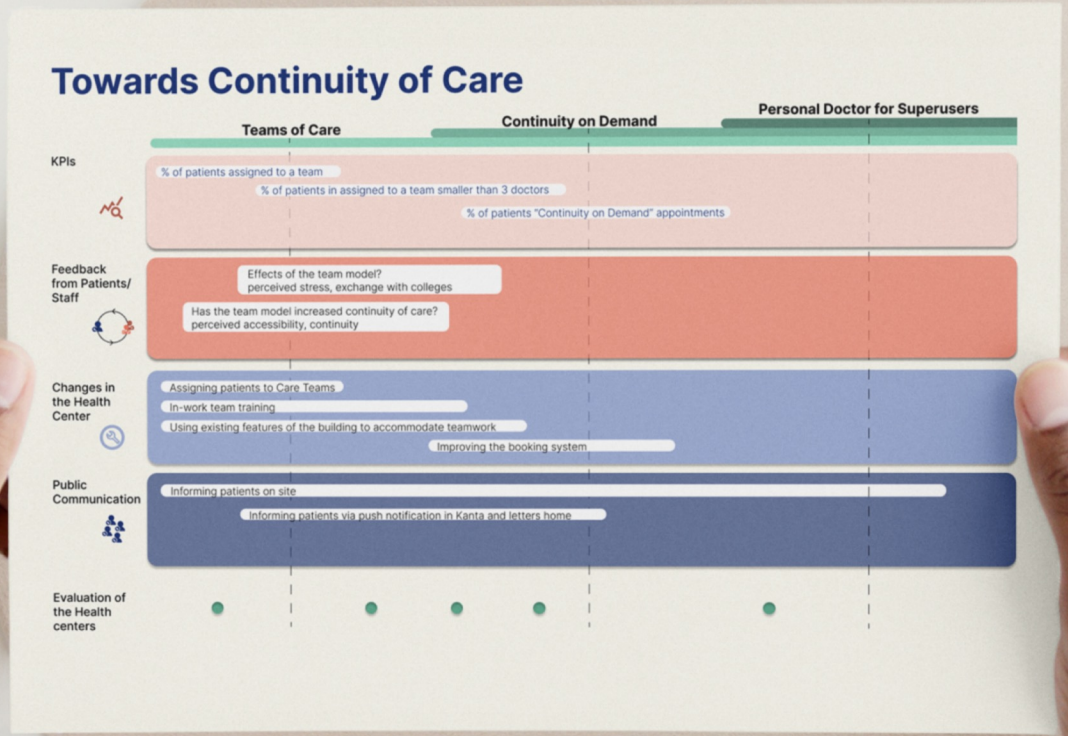
Addressing the people who use the healthcare the most

Reduces consultation times and makes the system more efficient

Better healthcare for everyone

Action Plan


Level 3
Personal Doctor for Superusers
Level 2
Continuity on Demand
Level 1
Teams of Care
Strong continuity of care for super-users
Increased continuity of care when needed
Basic continuity of care for everyone



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Wellbeing Services Counties

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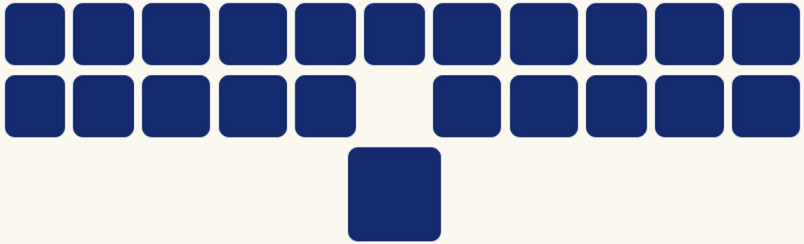
Wellbeing Services Counties



Task Force

Each Wellbeing Services County recruits a **Task Force**

Action plan

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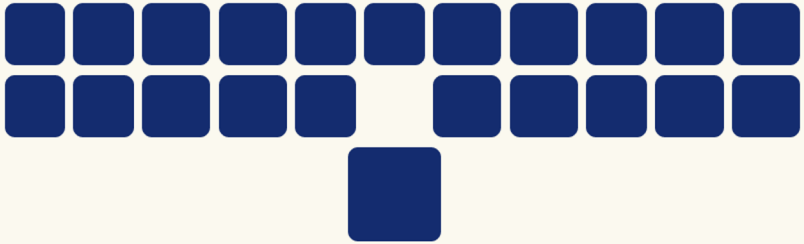
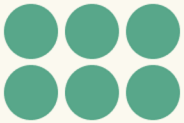
Wellbeing Services Counties



Task Force

Health center

Evaluation of Health Centers
→ **Implementation of the Action Plan**



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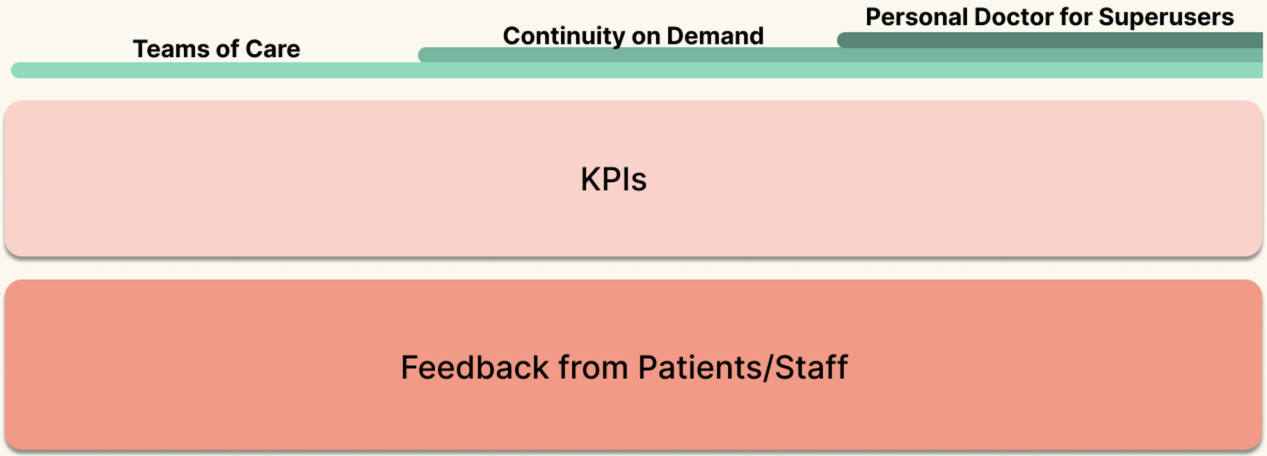
Evaluation



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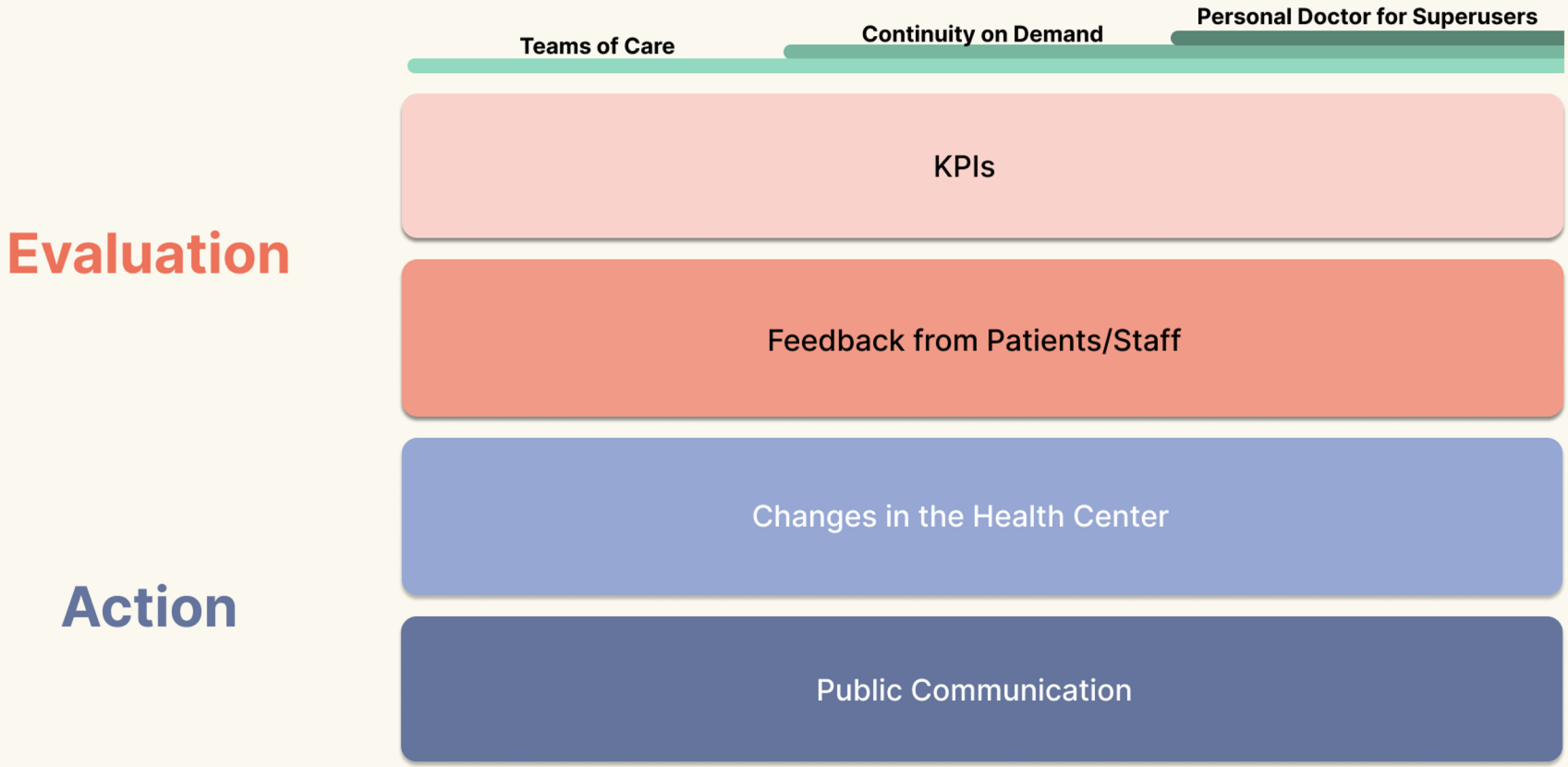

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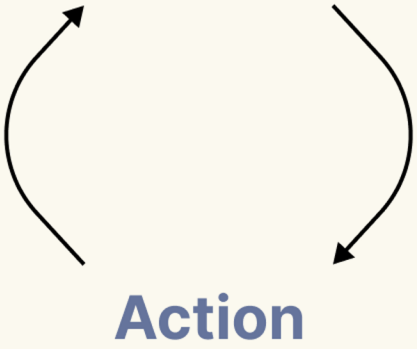

Teams of Care

Continuity on Demand

Personal Doctor for Superusers

KPIs

Feedback from Patients/Staff

Changes in the Health Center

Public Communication

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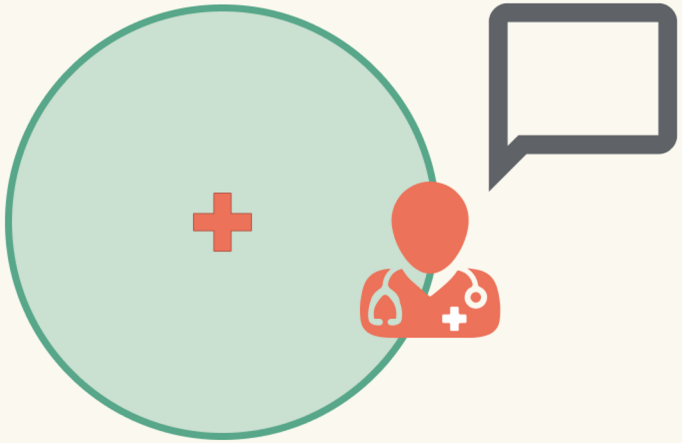
Interview with Junior Doctor



Health Center in Lahti

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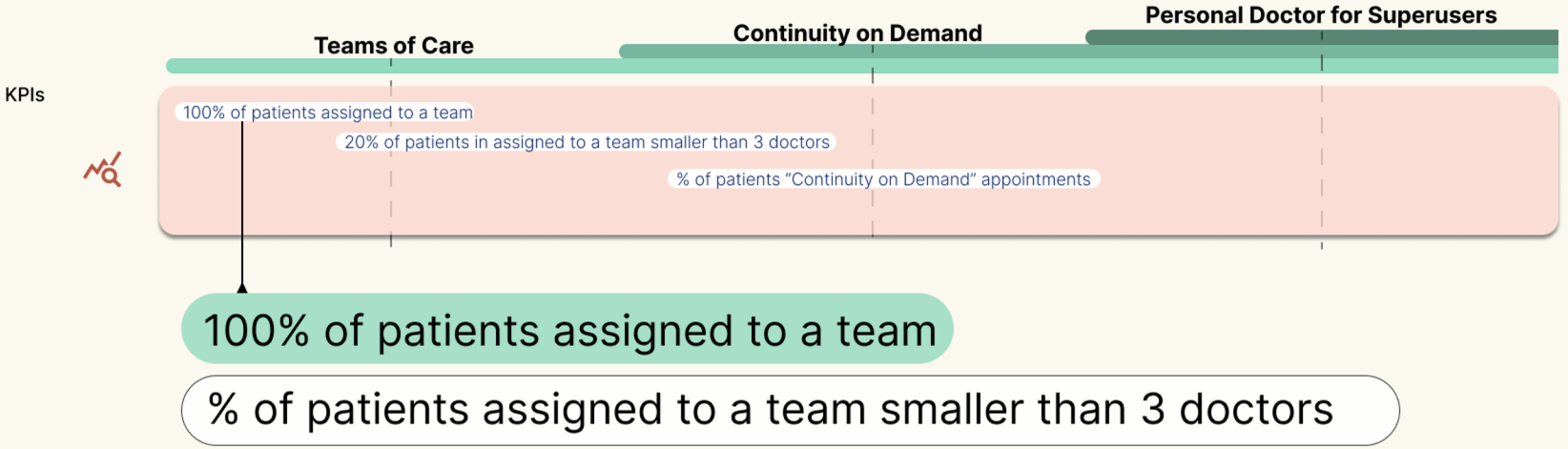

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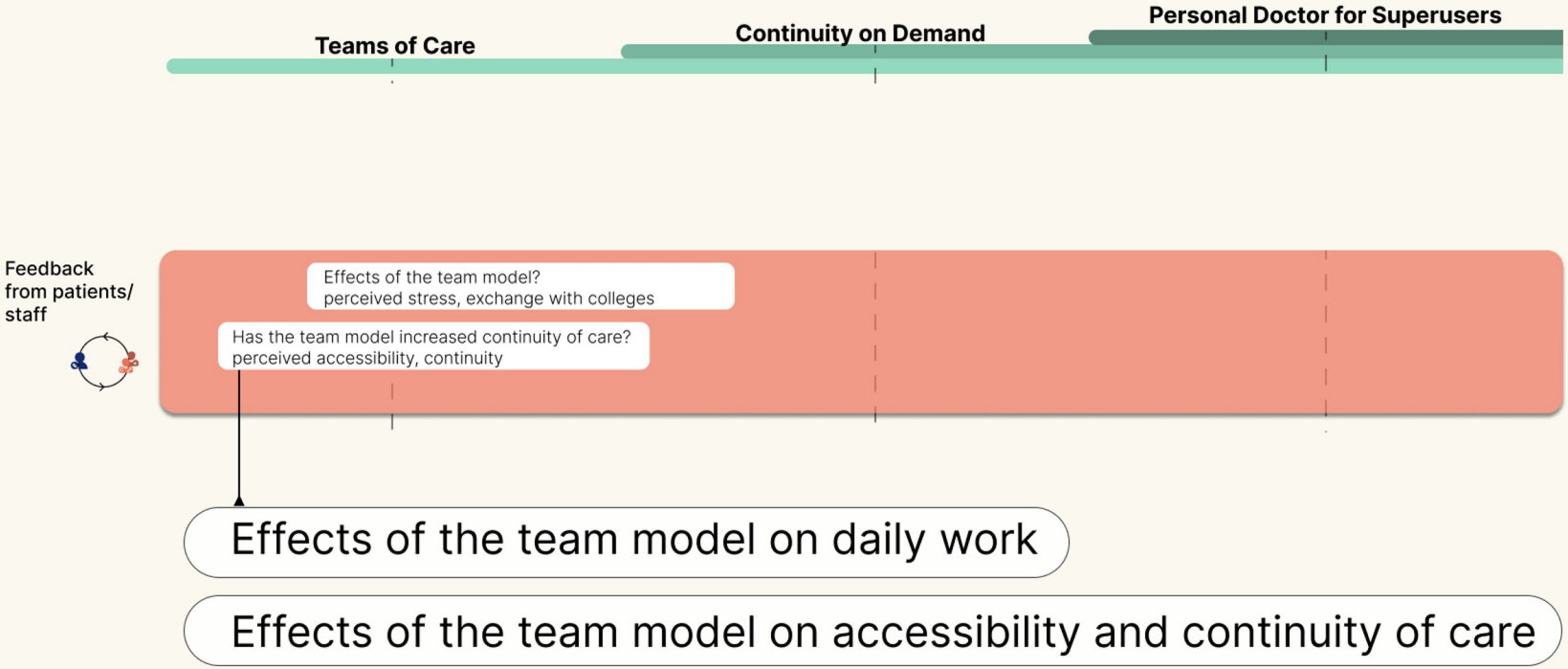

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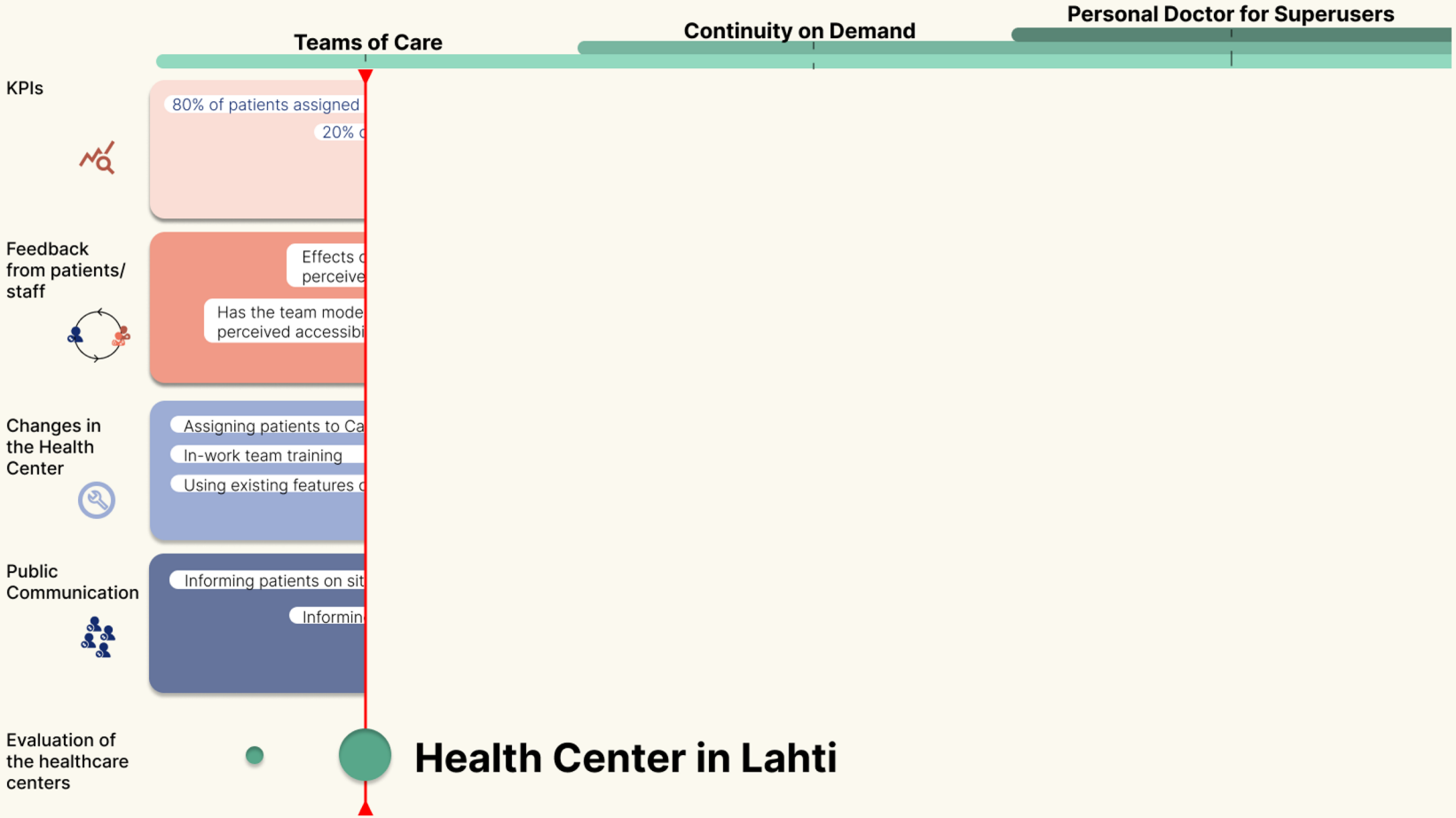

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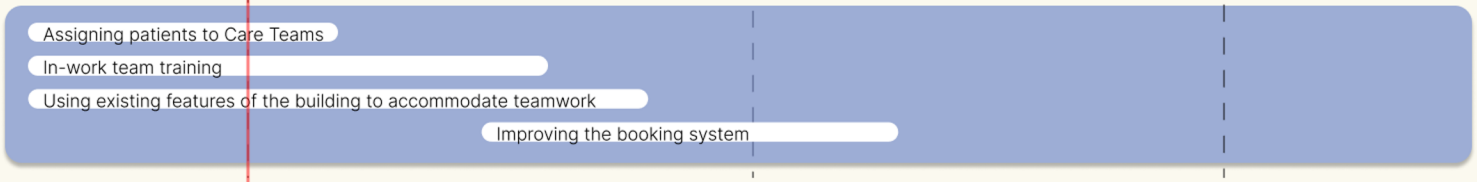
Assigning patients to **Care teams**

Using **existing features of the building** to accommodate teamwork

In-work **Team Training**

Changes in the Health Center



Health Center in Lahti

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Informing patients **on-site**

Informing patients via **Kanta and letters home**

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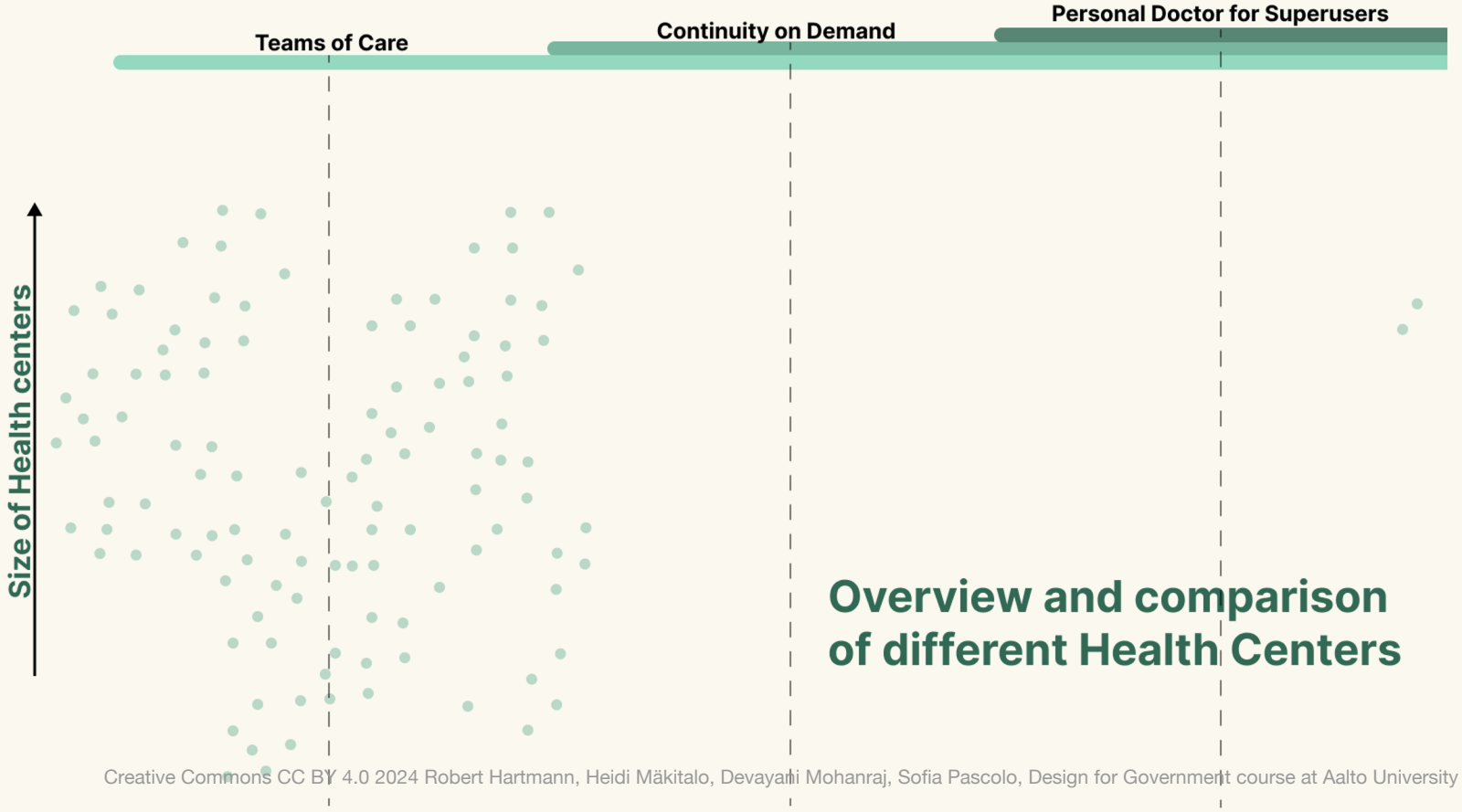
Future opportunities



Overview and comparison of different Health Centers

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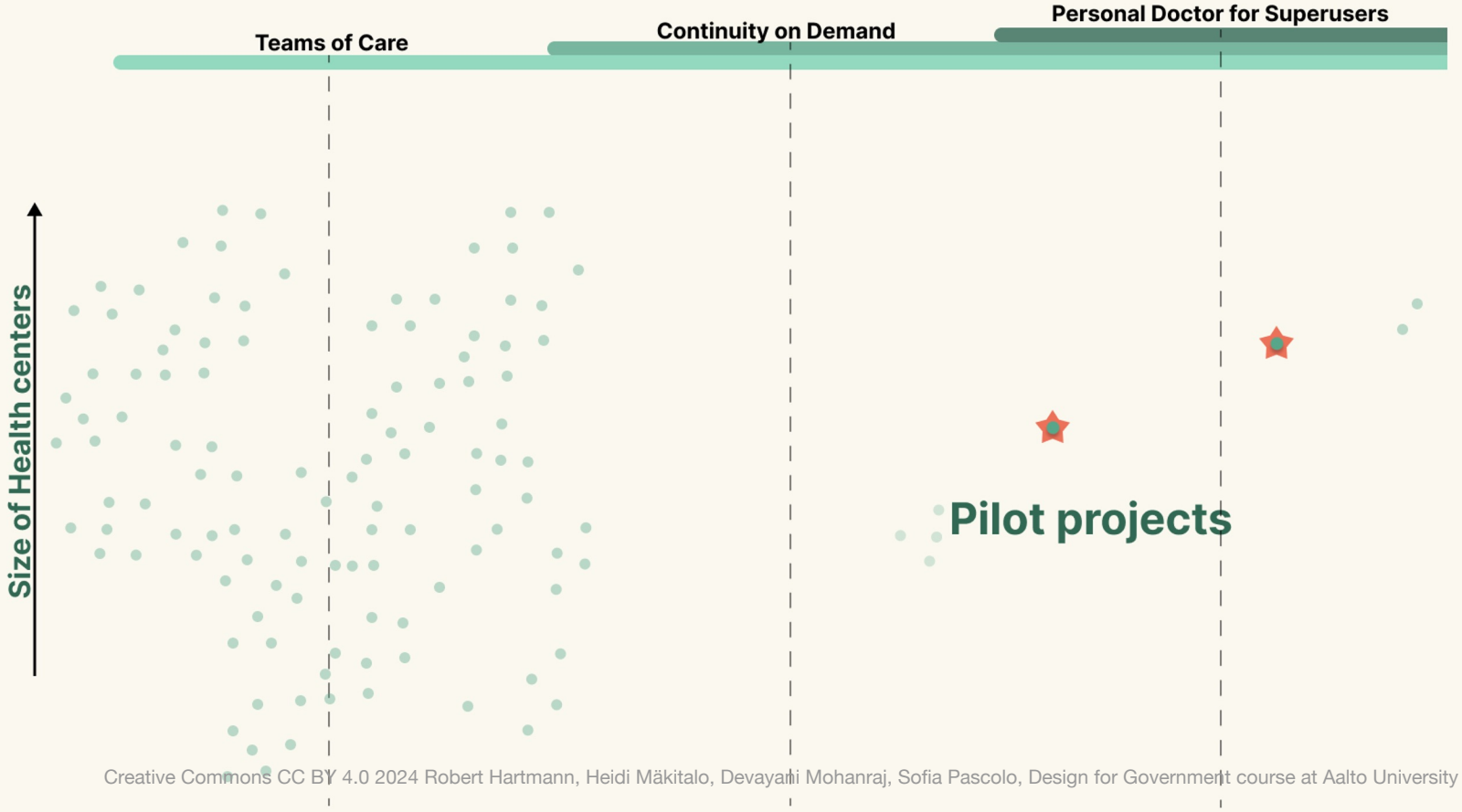
Future opportunities



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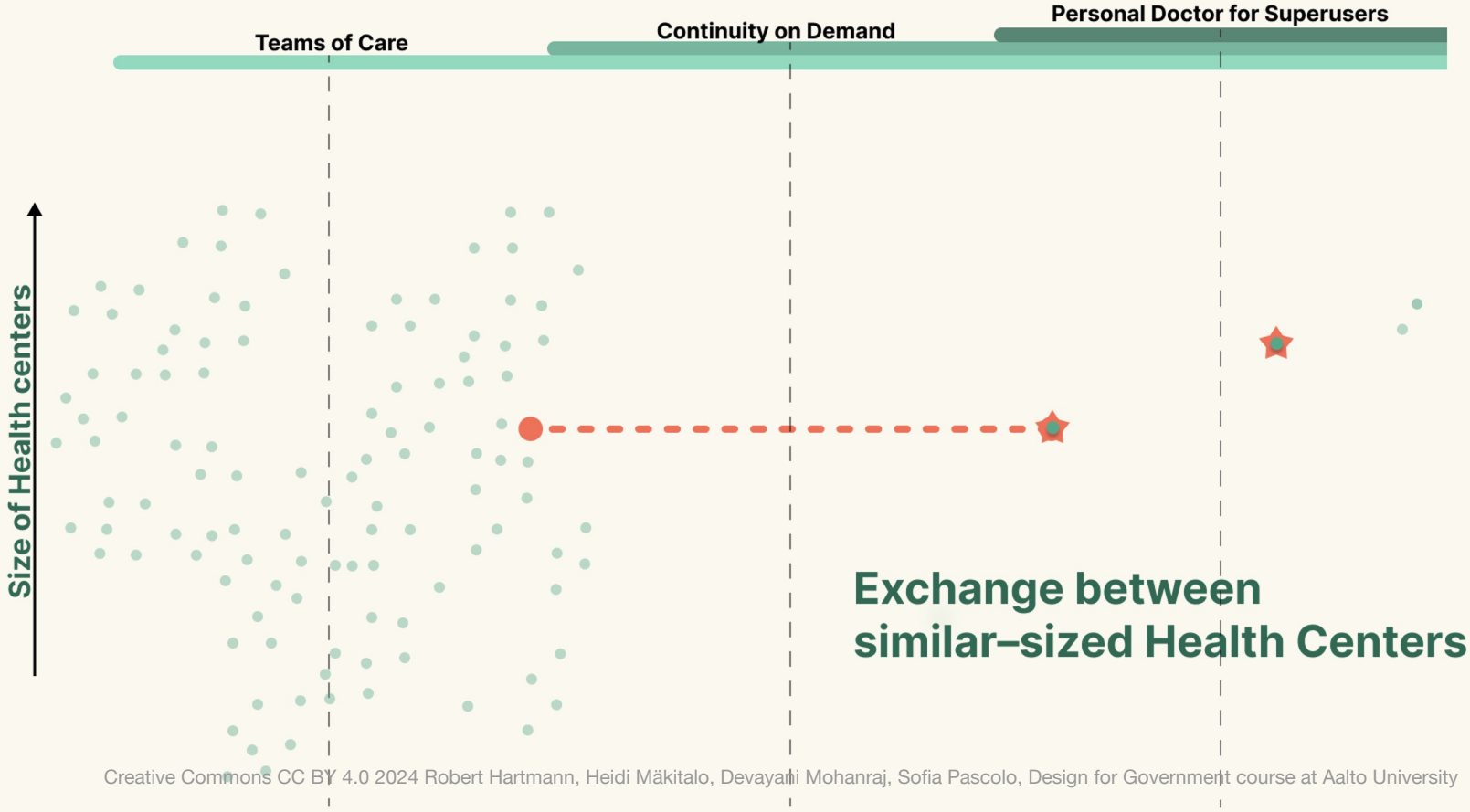
Future opportunities



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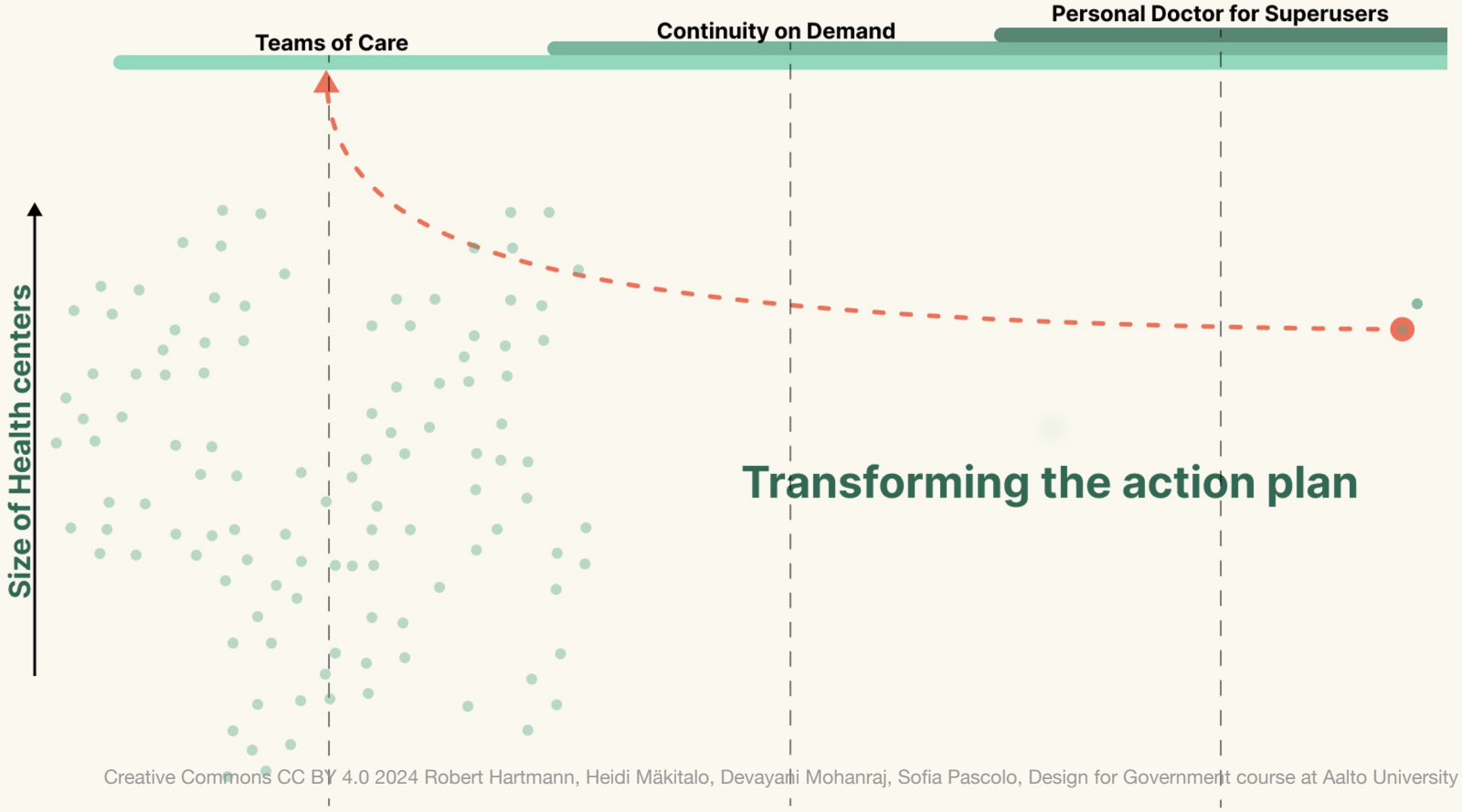
Future opportunities



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Why now?

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Why now?

Kela is currently developing a **New Patient reimbursement** model proposal for 2025

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Why now?

Kela is currently developing a **New Patient reimbursement** model proposal for 2025

Improve access to healthcare services by reimbursing patients for visits to both **public** and **private** health centers

Kela Fpa

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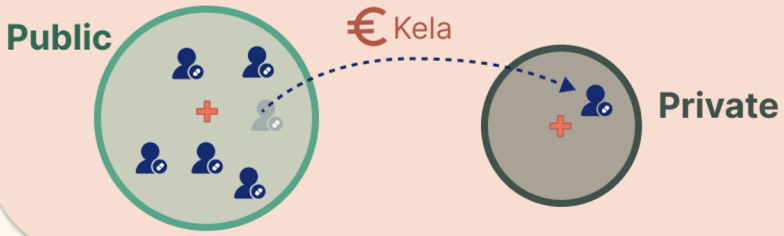

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From 2025 model...

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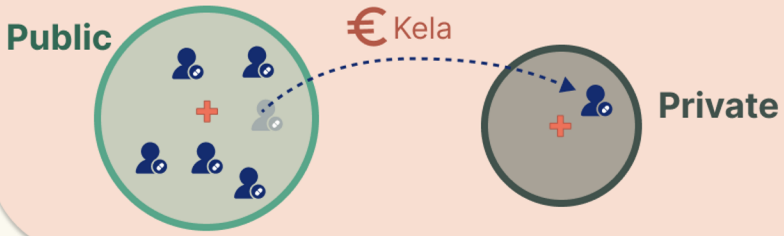

Reduces pressure on public centers

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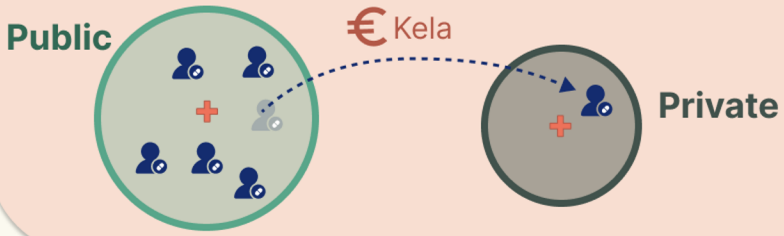
From 2025 model...

to long term vision

Kela is currently developing a **New Patient reimbursement** model proposal for 2025



Reduces pressure on public centers

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From 2025 model...

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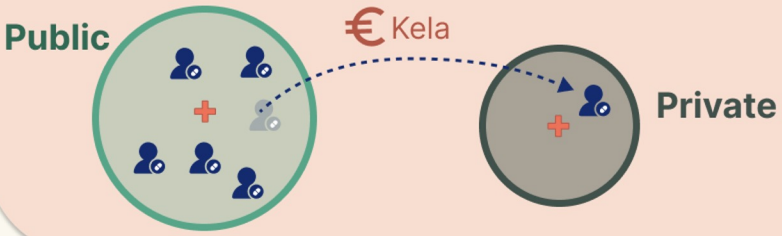
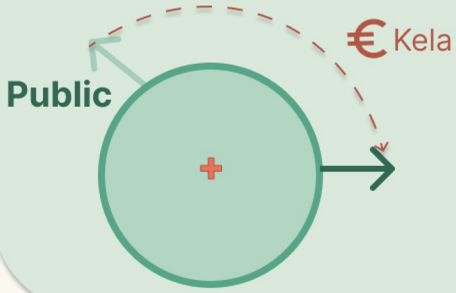


Reduces pressure on public centers

to long term vision

Kela can **reimburse** the **interventions** of the Action Plan



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Reimbursement of interventions

Kela can **reimburse** the **interventions** of the Action Plan

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Reimbursement of interventions

Kela can **reimburse** the **interventions** of the Action Plan

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In-work **Team Training**

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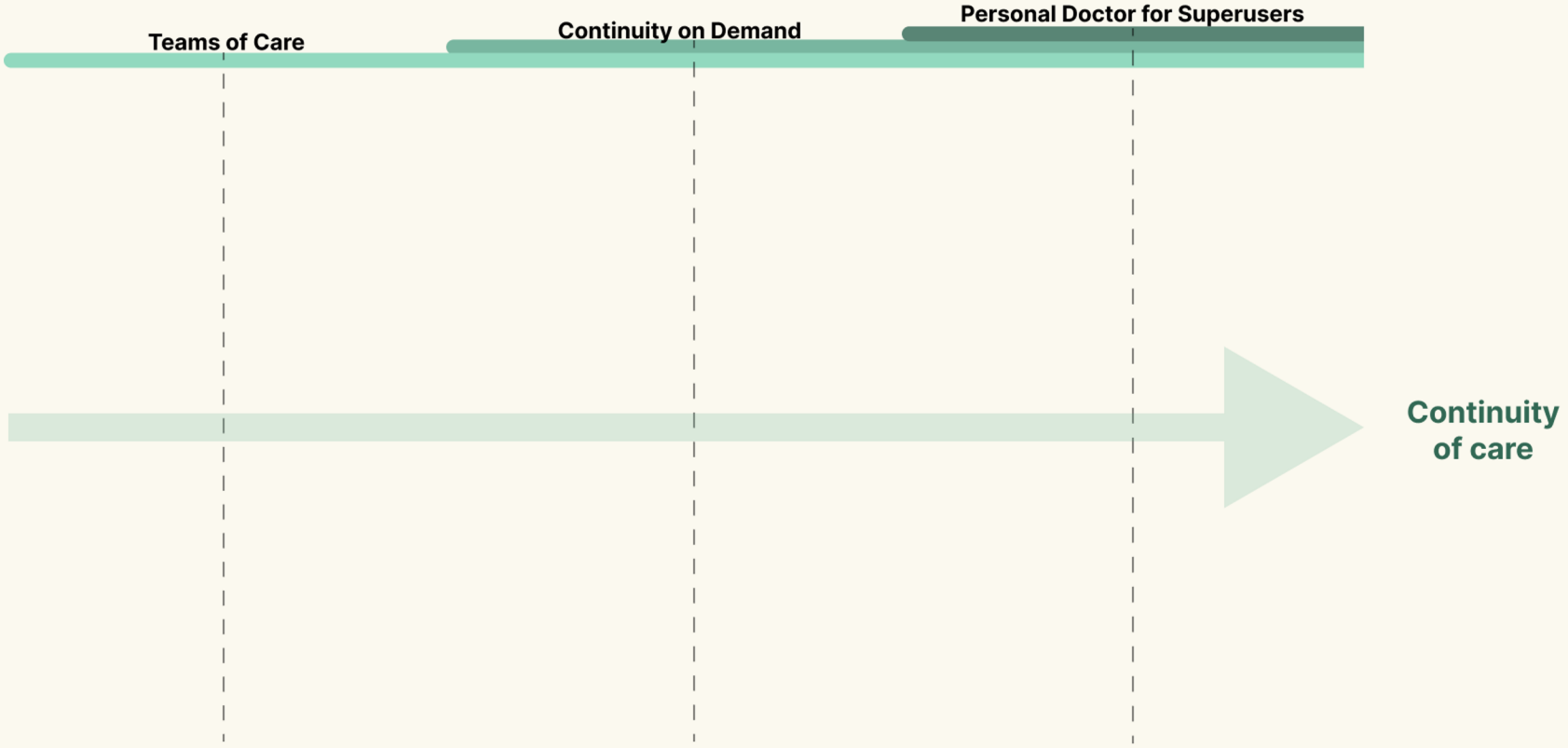

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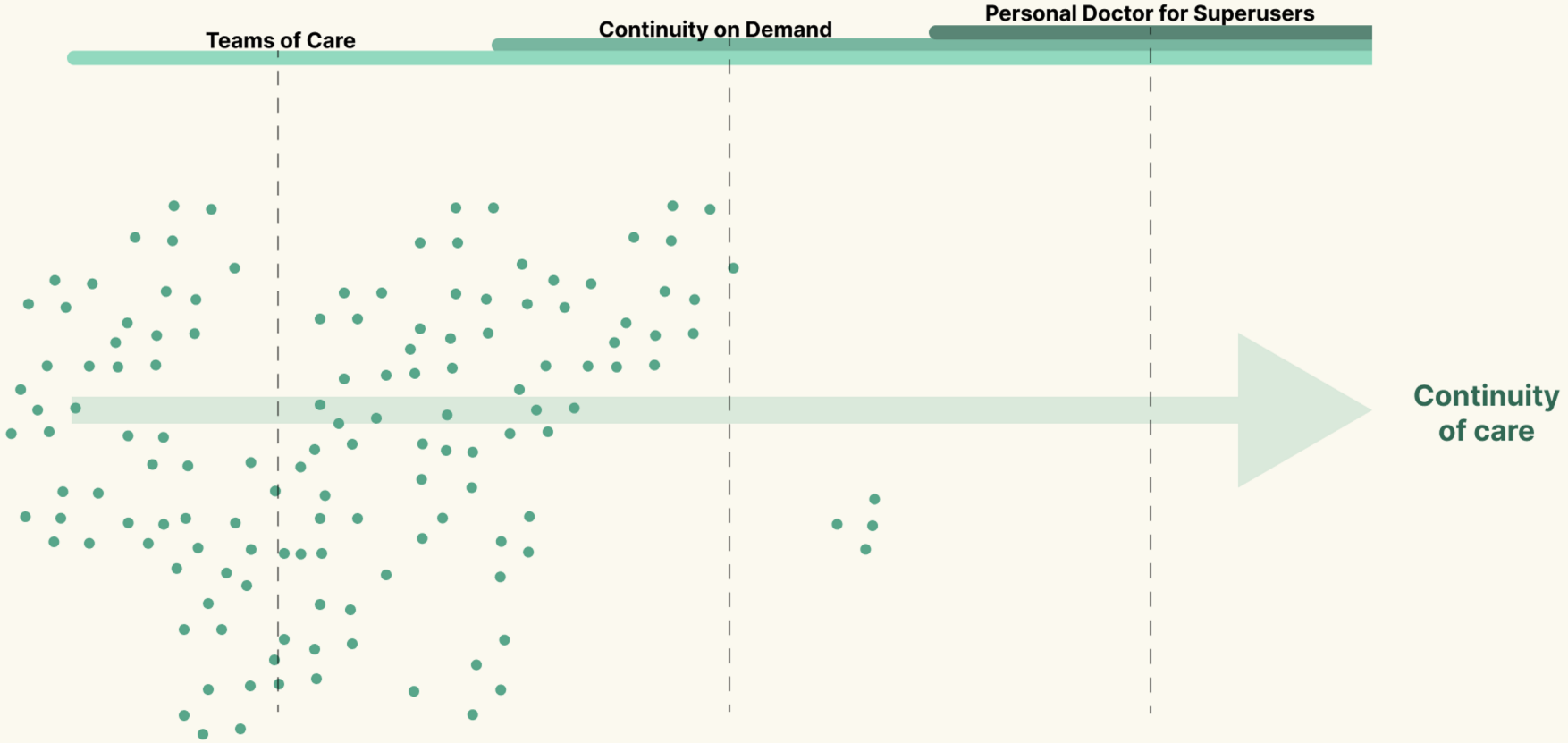

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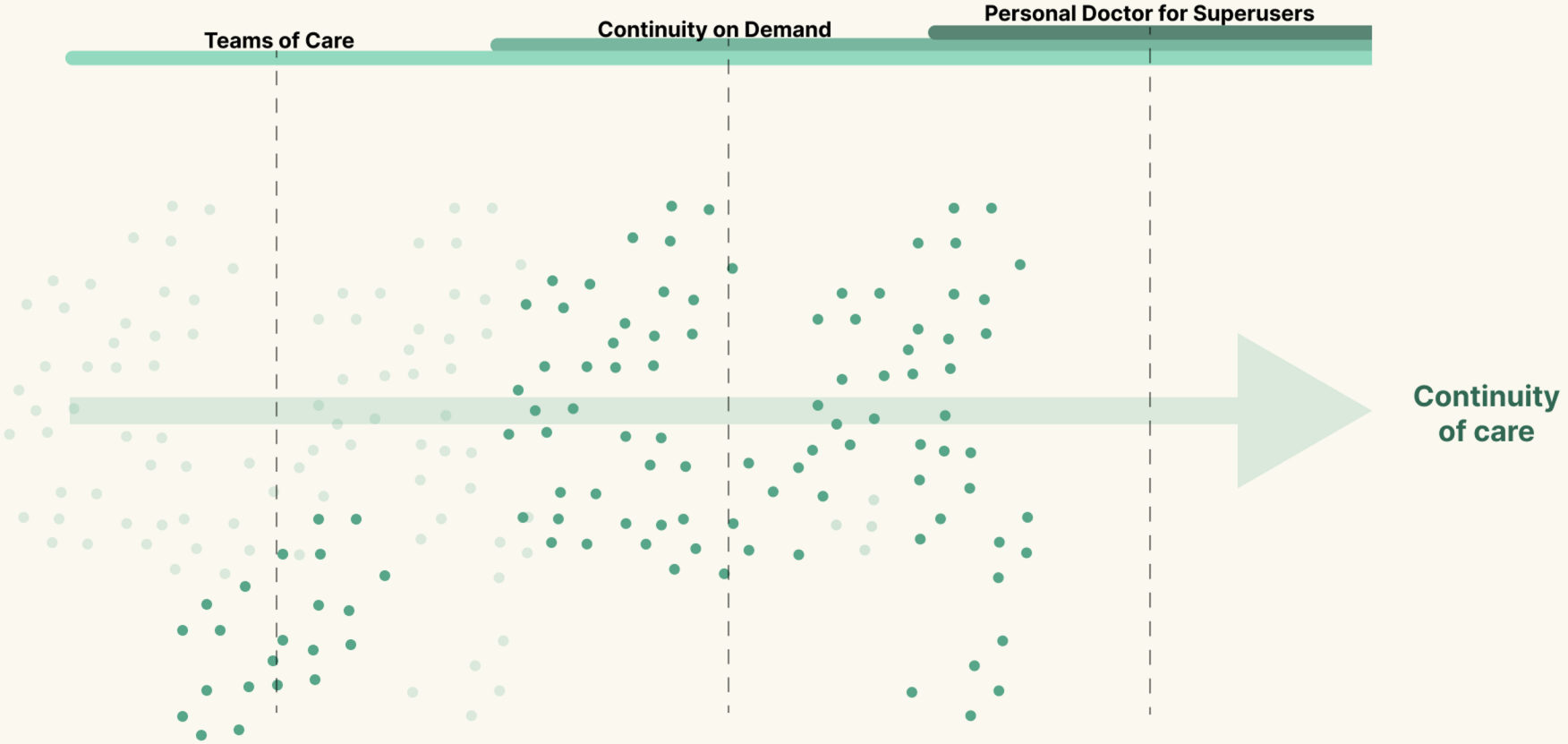

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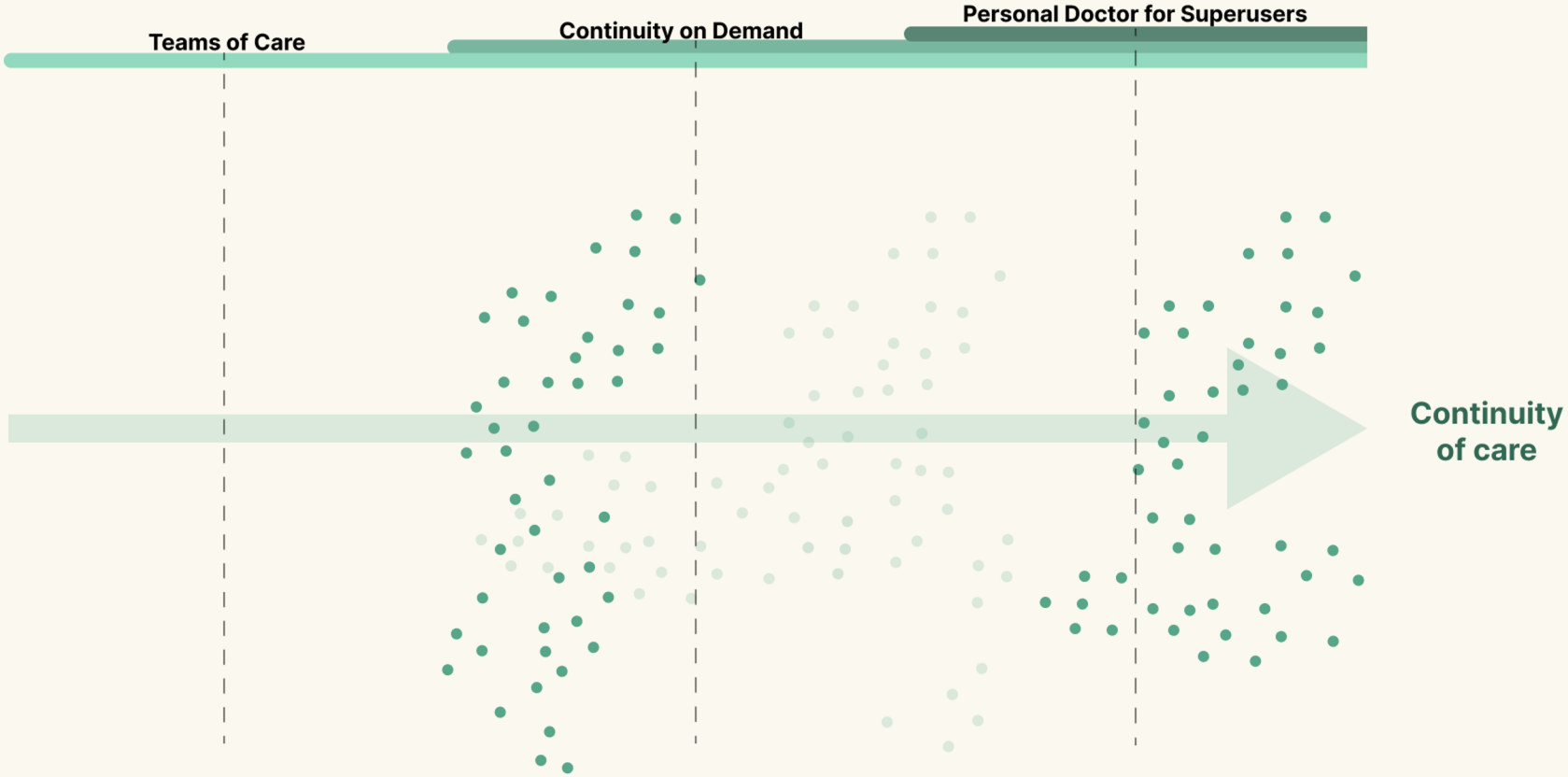

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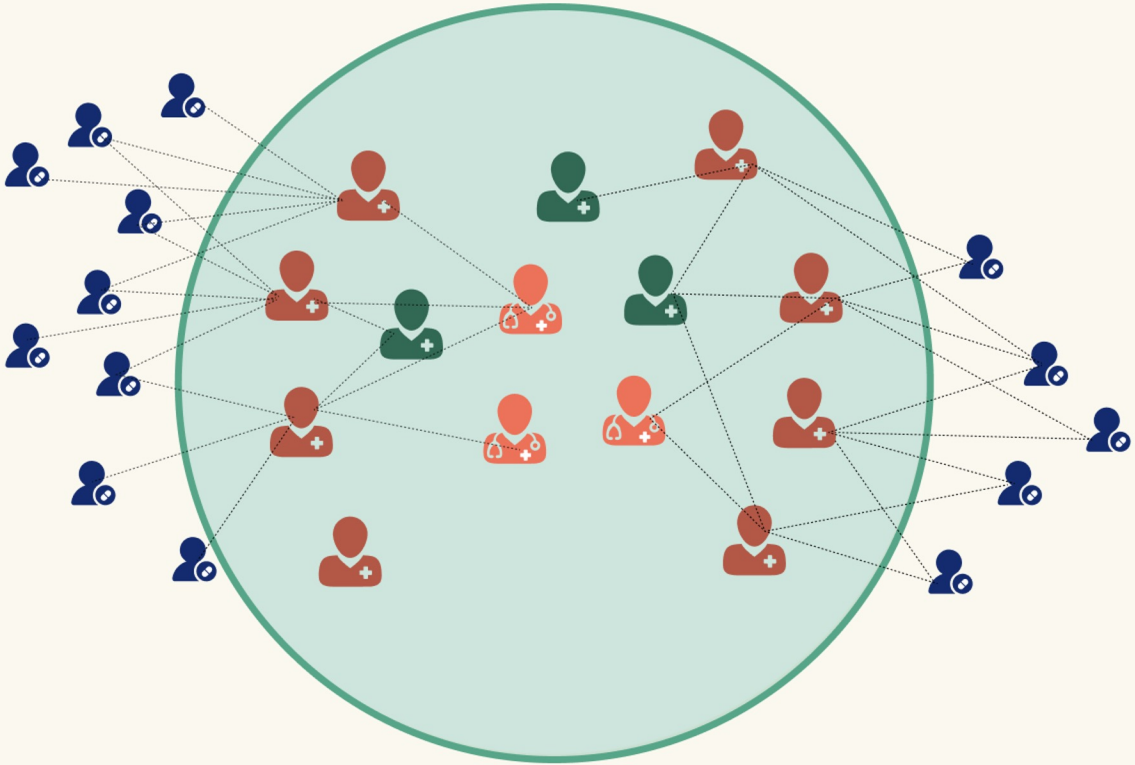

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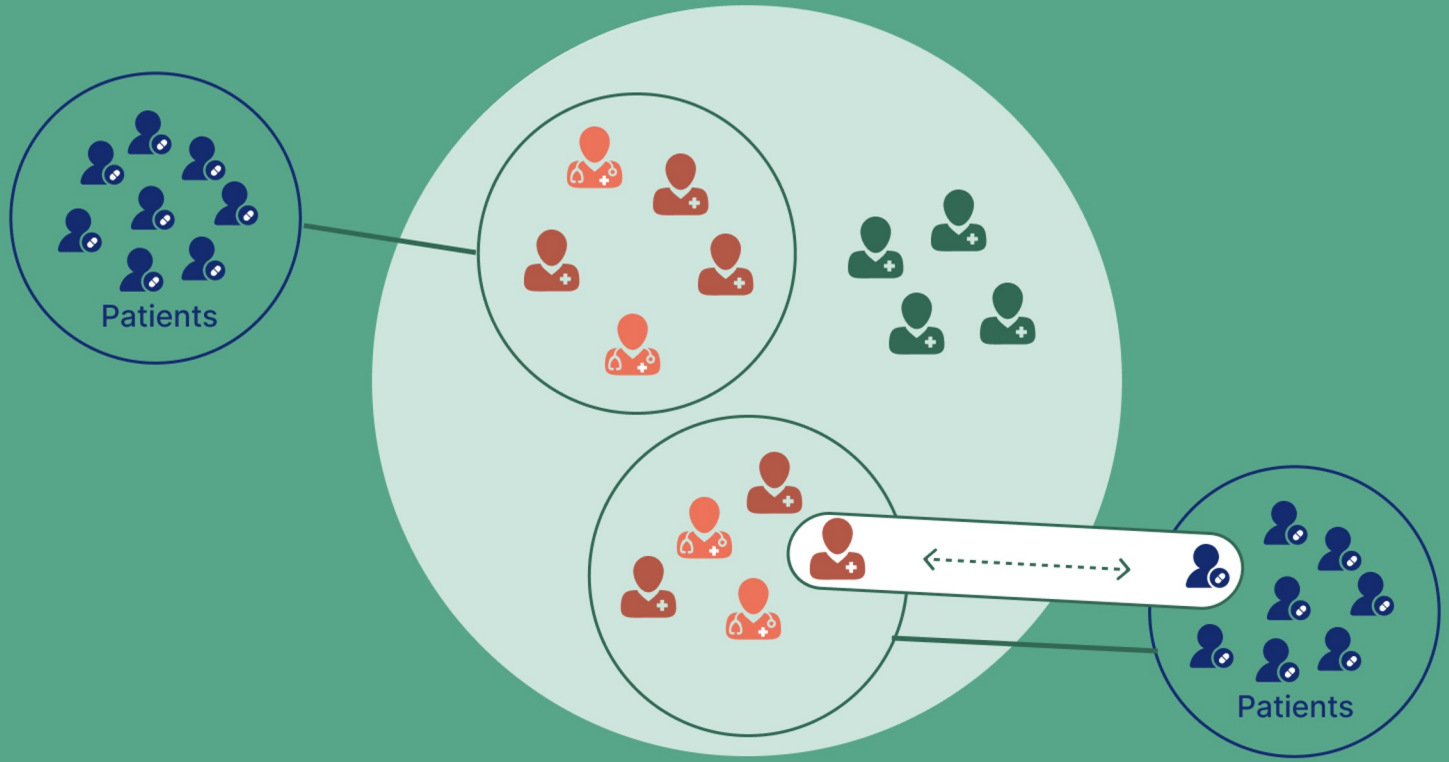
to Healthcare



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