Co-creating health & care services in Helsinki

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Helsinki Facts & Figures

- 633,523 inhabitants (8/2016)
- Over 65-year-olds 16%
- In the service locations of social services and health care 15,000 professionals serve customers
- Helsinki uses 2.1 billion euros a year on organising social services and health care

In 2014
- Days of service housing for elderly 1,094,686
- Housing service places 4,031
- Home care and other treatment visits 2,682,298
- Appointments with a physician 493,053
Organisation 2016

SOCIAL SERVICES AND HEALTH CARE COMMITTEE

- First section
- Second section
- Third section

Acting Head of Department
Juha Jolkkonen

- Family and social services
- Health and substance abuse services
- Hospital, rehabilitation and care services
- Personnel and development services
- Financial and support services
- Information management and communication services

Updated 25.1.2016
Hospital, rehabilitation and care services
Acting Division director Arja Peiponen

Investigation, assessment and placement
Southern service district
- Southern social and local work
- Southern home care unit
- Central home care unit
- Kinapori comprehensive service centre
- Töölö comprehensive service centre
- Koskela comprehensive service centre
- Kivelä comprehensive service centre
- Kamppi service centre

Eastern service district
- Eastern social and local work
- Eastern home care unit
- South-eastern home care unit
- Kontula comprehensive service centre
- Roihuvuori comprehensive service centre

Western service district
- Western social and local work
- Western home care unit
- South-western home care unit
- Riistavuori comprehensive service centre

Northern service district
- Northern social and local work
- Northern home care unit
- North-Eastern home care unit
- Syystie comprehensive service centre
- Kustaankartano comprehensive service centre

City hospital
- Laakso hospital
- Malmi hospital
- Suursuo hospital
- Home hospital
- Service area medical services

Rehabilitation competence centre
- Neurological outpatient clinic and rehabilitation services
- Geriatric outpatient clinic
- Rehabilitation planning and assistive device services
- Physiotherapy services
- Occupational therapy services

Updated 26.2.2016
The service network is developed

Comprehensive Service Centres
SUPPORT FOR LIVING AT HOME
DIFFERENT HOUSING OPTIONS FOR THE ELDERLY

- Service centre activities and day activities
- Social and local work for the elderly
- Informal care activity centre
- Long-term around-the-clock assisted sheltered housing or institutional care
- Short-term part time and around-the-clock care
- Assessment and rehabilitation activities
- In addition to these, e.g. health and substance abuse services and activities organised by volunteers
- Some services will also be offered to under-65-year-olds
NEED DRIVEN

Development needs are identified in our service units

Our duty of care to Helsinki inhabitants is the main priority in all activities
Living Lab & Co-creation

• Living Lab activities give insight to the day-to-day operations and real needs for companies’ product development

• **Healthtech and service companies** are welcome to develop their products and services in co-operation with us in real life settings with real customers

• Initiative for co-development may come directly from companies

• Collaboration with group of mediators including Forum Virium Helsinki, Helsinki Business HUB, Academia, Third Sector in the process

Co-creation and testing in our units is NOT a shortcut to actual purchasing – EU legislation in public procurement is respected
The way we work to find new solutions

- Publishing information requests in public procurement portals like Hilma ([www.hankintailmoituksset.fi/fi/](http://www.hankintailmoituksset.fi/fi/)) in Finland
- Organising pitching days for companies
- Organising open call or idea competitions (eg. Agile Piloting)
- Co-creation and Living lab activities with academia and research organisations (project based collaboration)
Social & Health Care
Living Lab and testing environments in Helsinki

• **Kustaankartano comprehensive service center**
  • Kustaankartano offers elderly people service housing, day care and service center activities. Further developing elderly care models and integrating technology in care are priority areas.

• **Palvelukeskus (Service Center) Helsinki**
  • Service provider /development environment for virtual home care in Helsinki with over 15,000 virtual home care visits monthly. Currently especially interested in **IOT enabled virtual care and opportunities in collaborative robotics.**

• **Kalasatama Health and wellbeing center (opens in 2018)**
  • Reception services of a health station, complemented with mental health and substance abuse services as well as with social services. Living Lab activities already started in the district with Agile Piloting Program with Forum Virium Helsinki.
In Kustaankartano everything is allowed – except staying in bed the whole time.
The Service Centers as test-beds testing with end users
Kivelä Comprehensive Service center
Kalasatama Health and Wellbeing center

Social & Health Care: Needs for better processes and services

Companies providing solutions to be tested/ processes to be co-created

Smart Kalasatama Living Lab: Reaching people, co-creation of services in everyday life context

- Making the future service offering better
- Meet the citizen needs
- Small scale cost-effective piloting -> then scale-up in the whole city scale -> elsewhere
- Engage all the stakeholders for common goals
Co-creation activities
Senior fair, Kalasatama district
Agile Piloting program in Kalasatama District

2 Pilots ongoing during fall 2016

movendos

Peer fitness service for seniors

3 peer coaches and fitness activity groups with 30 seniors in the neighbourhood. Coaching is supported by a digital tool by Movendos.

AUNTIE

Digital services for wellbeing and happier life

Auntie provides easy access digital tools for mental support in different life crisis. Co-creation started with family group in the area.

City of Helsinki
Department of Social Services and Health Care
Thank you for your interest!

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