



**HOPE Agora
2018**

Stockholm
3-5 June

*"Improving the quality of healthcare
using the experiences and competencies
of patients: Are we ready?"*

Team Finland (Suomi)

Team Suomi

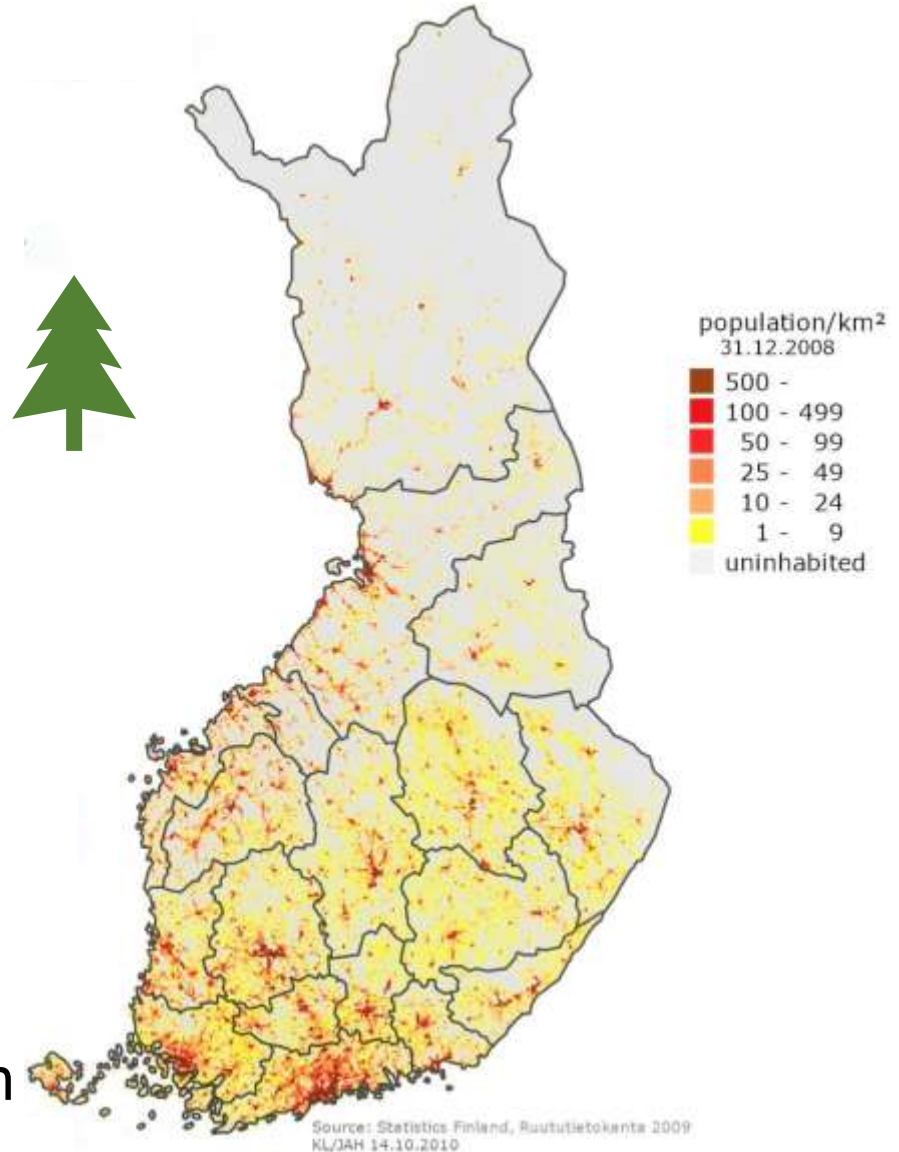
Is Finland Ready?

Stimulating Factors:

- A nation of trust
- Highly educated healthcare professionals
- Digitised, innovative society
- High educational level
- Welfare society

Barriers:

- Long distances and low population density
- Future challenges for the health and social system



Caring about Sarah

This is Sarah:

- 30 years
- Suffering from depression, fatigue and infections

I am
scared

Shall I ask
Dr Google?

I don't see
the wood for
the trees



Sarah's Pathway



Virtual Hospital



Personalised
Care Plan



Expert by
Experience

Virtual Hospital



Active

✓ Detected symptom

Seeking care

Self assessment / Choice

- ✓ Searches for information about symptoms
- ✓ Logs into Healthvillage.fi
- ✓ Specifies symptoms
- ✓ Books an appointment
- ✓ Sees the doctor

In treatment

Trust

- ✓ Uses eHealth services

In follow-up treatment

Commitment / Collaboration

- ✓ Visits follow-up treatment



Treated symptom

Virtual Hospital

Evidence-based healthcare

Social media

CUSTOMER

Self-care management

TIME MANAGEMENT AND COSTS



Co-design



AVAILABILITY



QUALITY

Empowerment

Data safety

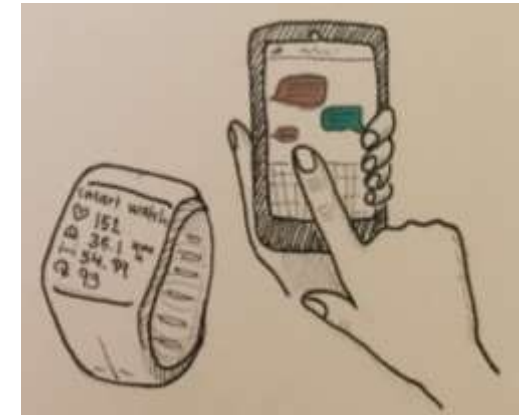
Personalised Care Plans

MY LIFESTYLE



What is important for me?

MY DATA



HEALTH AND SOCIAL CARE



Personalised Care Plans

- Target group:
 - The chronically ill
- Self-reflection:
 - Patients fill out a self-care form beforehand
- Involvement:
 - Target setting, motivating discussion
- Integration:
 - Shared information & shared decision making
- Outcome:
 - Improvement in patients' health condition, health literacy, cost effectiveness



Experts by Experience



Bringing together patients and health professionals



Expertise is gained by experience



How to become an expert

- Application or proposal by health professional



Education of expert

- 8-10 months training skills



Work assignments

- Primary and specialised health care, municipalities & social services

Empower Sarah

By giving her a voice to share her experience



Experts by experience:

- Know what it is to be ill and to be a patient receiving the treatment
- Know factors that have helped in their recovery
- Are educated for their tasks and help other patients

*"Do it to me
Do it for me
Do it with me"*

Martha Hayward

Benefits

Experts
by Experience



Identifying the patients feedback of the treatment and communicate it further to the service system

Patients

- Guided and emotionally supported
- Offered information and peer support
- Increased quality of service
- Specified need for care

Professionals

- Gain key elements for better services, treatment decisions and knowledge of disease
- Improved understanding of the patient's needs and the possible challenges
- Better patient-centered planning of care



Participants 2018:

Standing L-R: Zak Bickhan UK, Carlotta Mantoan IT, Sarah Lambrecht DE, Inger Taagaard DK, Thuc Le Minh FR, Lorentyna Mikulska PL, Dragica Karadžic SI, Caroline Baya UK, Natalia Zieba AT, Mary Quinn IE, Anneliese Raab AT, Mariska Hulswit-Verweij DE, Baris Ulucan CH

Sitting L-R: Miriam Preiser CH, Maria José Maia PT, Anabela Ferreira da Costa PT, Niki Lamprou EL, Ursula Sprincnik AT, Ainhoa Iceta ES, Isabel Diaz Martinez ES



Kiitos, Finland!

Tack, Stockholm!

Thank you, Europe!