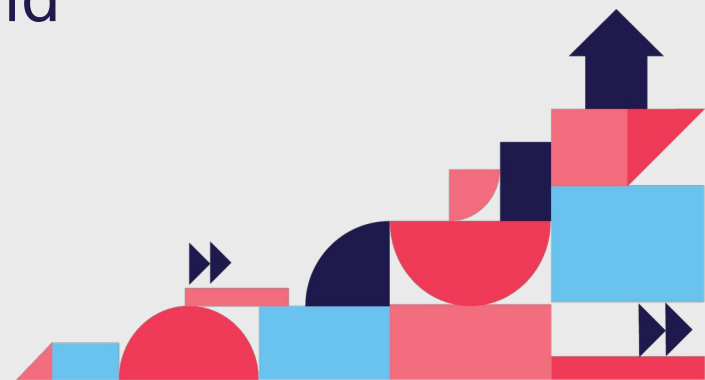European
Social Services
Conference

Thematic Panel Discussion

Technology for Independent Living

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Welfare (THL), Finland

National programme to support wellbeing, ageing and care at home through technology

– the KATI programme

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16/06/2023

Finnish Institute for Health and Welfare

Why do we need age technologies and national coordination in home services for older people?

In an ageing Finland

1. The costs of services for the elderly are increasing,

- Expenditure on long-term care and home care for the elderly and disabled doubled between 2000 and 2019.

2. The shortage of professionals is getting worse

- Services for the elderly alone will require 30,000 new carers by 2030.

3. Digitalisation is lagging behind

- Processes and technology are not seamlessly integrated, data is scattered, interfaces are lacking

- Devices and services are deployed locally and often on a project basis

- Co-creation of manufacturers and users is sporadic

- Regions are looking for solutions to the same problems, but the results remain local

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The national KATI programme in Finland
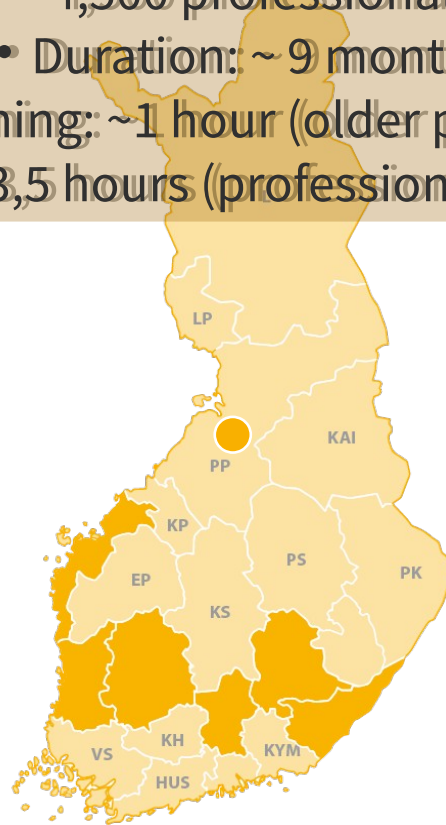## KATI: Technology supporting smart ageing and care at home

KATI programme Technology supporting smart ageing and care at home

Objectives

1. Co-creation, piloting and deploying various technologies by renewing service operating models for living at home

2. Evaluating impacts on welfare, home care personnel and costs

3. Creating a new approach to national coordination to support co-operation between social and health care actors and companies

6 regional projects in numbers
- 13,500 home care clients
- 4,500 professionals
- Duration: ~ 9 months
- Training: ~1 hour (older people), ~3,5 hours (professionals).

Outcomes

✓ 57 new service models and holistic impact evalutions

✓ New national tools for wellbeing services counties to utilize technology

✓ National coordination model for continuity and collaboration between various parties.

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the KATI programme 2020-2023

16/06/2023

Impacts of new technological devices and services

KATI Technologies

- Remote care solutions

- Medicine reminders and dispensers

- Remote measurements

- Wearable and home-mounted solutions

- Rehabilitative solutions

- Platforms

- Solutions for staff orientation and competence building

Work of the professionals

New technology-assisted operating models

- New skills and possibilities in care.

- Information about elderly's wellbeing, realization of treatment.

- Motivation by gained concrete aid.

- Enabled to leave out some concrete procedures as unnecessary.

Wellbeing of people

- Wellbeing of professionals does not decrease even using many technologies

- Older people find remote care meaningful, can talk about the day's issues. Supports coping at home and a sense of independence and security.

- For nearest ones the technology means reduced worry, enabling care remotely

Costs for home care (quantitative analyses ongoing)

- Decrease of physical visits, saves driving kilometres, prolongs working careers (of those with partial work ability).

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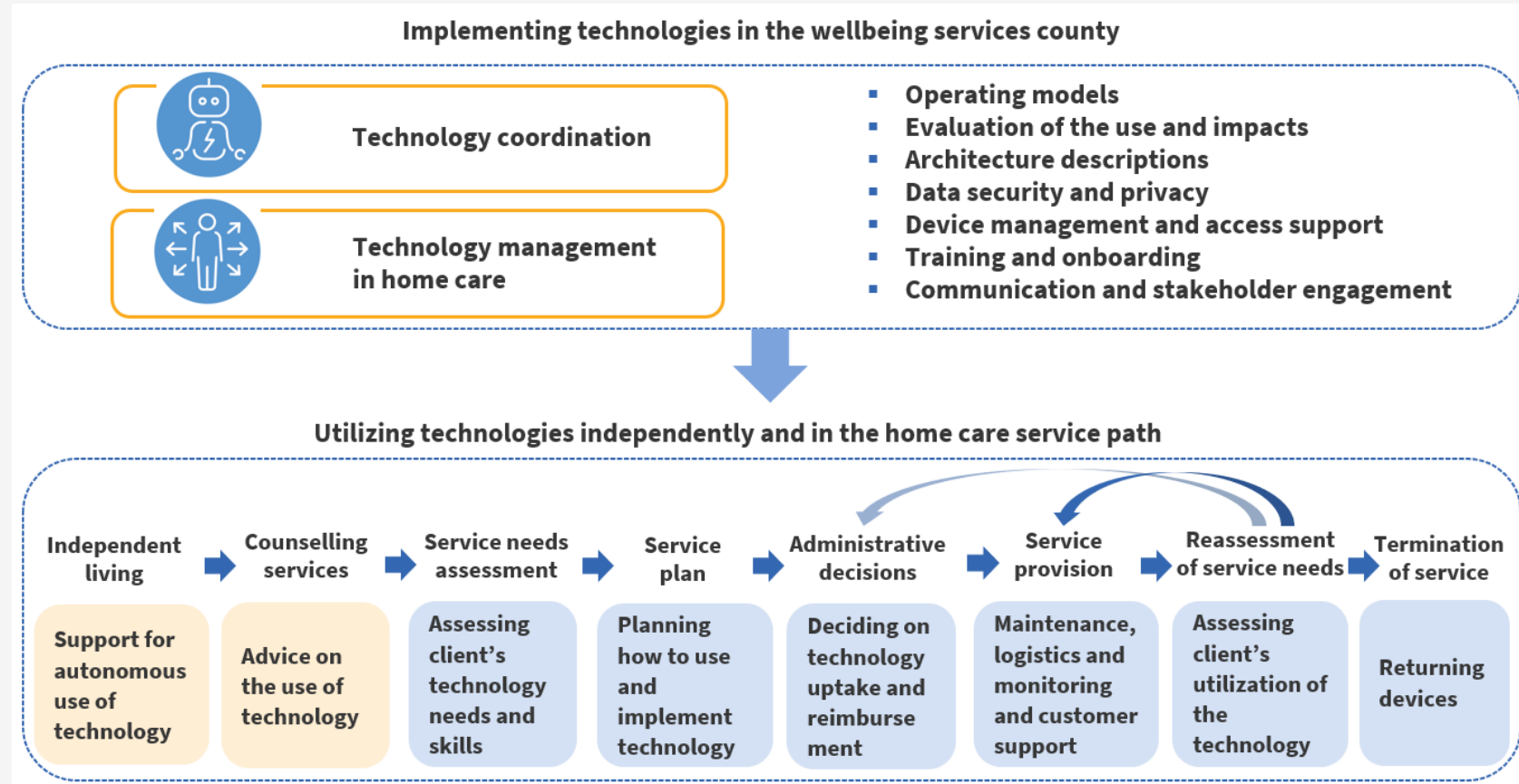# New national tools for wellbeing services counties

1. The KATI model (Fig 1.)

- Tasks for technology coordination

- Technology use in the home care service path

2. The KATI enterprise architecture

- <u>Business</u>: stakeholders, roles, interactions and processes

- <u>Information</u>: information categories, logical information sources and their interactions

- <u>Application</u>: logical information system structure, layer descriptions and their interactions

Figure 1: National model for the use of age technology (KATI model)

Implementing technologies in the wellbeing services county

Technology coordination

Technology management in home care

- Operating models
- Evaluation of the use and impacts
- Architecture descriptions
- Data security and privacy
- Device management and access support
- Training and onboarding
- Communication and stakeholder engagement

Utilizing technologies independently and in the home care service path

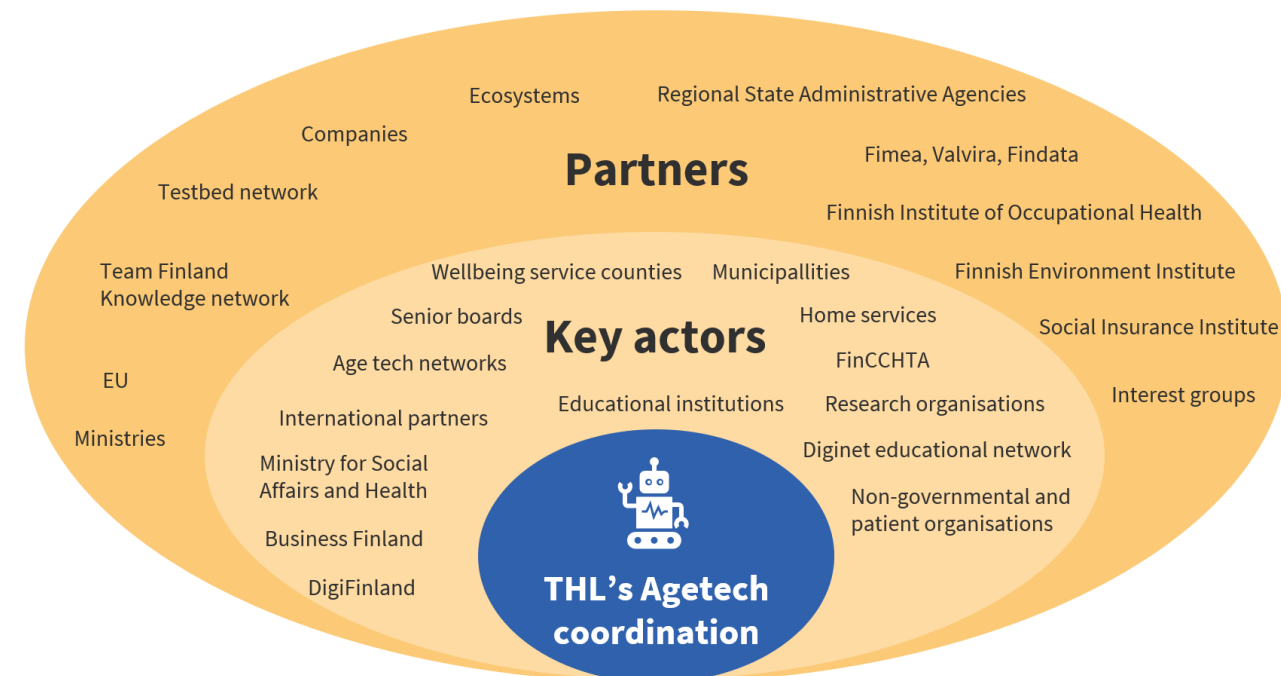| Independent living	Counselling services	Service needs assessment	Service plan	Administrative decisions	Service provision	Reassessment of service needs	Termination of service
Support for autonomous use of technology	Advice on the use of technology	Assessing client's technology needs and skills	Planning how to use and implement technology	Deciding on technology uptake and reimbursement	Maintenance, logistics and monitoring and customer support	Assessing client's utilization of the technology	Returning devices

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Working jointly with public, private and third sector organisations

Multiperspective approach brough organisations together

- Hand-on clinics, weekly coffee hours, webinars
- Interviews on regions & companies about their needs
- Showcasing companies offering at Technology market
- External co-design support services for technology developers
- Assessment method and public recommendations for digital health technology
- An open online platform to share technology experiences and best practices
- Ethical-Scientific Advisory Board for ethics and sustainability

- Multidiciplinary advisory group and involvement of all stakeholders for planning the coordination model

Aiming for a permanent coordination and cooperation for years 2023-2027

Joint proposal of the Finnish Institute for Health and Welfare and stakeholders given to the new government

- Coordination by THL

- 9 measures by stakeholders

- Together, they cover the tasks and goals set by the National Ag... ...am 2030

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- **Decision support**

- **Work paper 7/202...**

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Involving users (digi jury)

Supporting companies to develop solutions for user needs and exports.

Training professionals

Network for technology units and technology suppliers & Speech bot

Model for assessing impact and effectiveness

Technology directory & annual event

Reference architecture for AI

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