

Interactive Session A

3. How can Technology contribute to Sustainable Social Services in Europe?

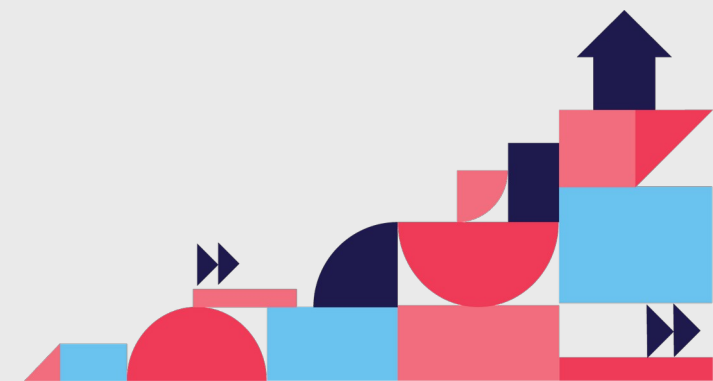
Presented by
Nordic Research Network, Sweden



14:15 - 15:15

Room HIGH 1

Session in:



HOW CAN TECHNOLOGY CONTRIBUTE TO SUSTAINABLE SOCIAL SERVICES IN EUROPE?



Professor Helinä Melkas
Associate professor Satu Pekkarinen
Professor Elin Thygesen
Professor Monika Knudsen Gullslett
Professor Christine Gustafsson
Associate professor Rose-Marie Johansson-Pajala



PROTECT at ESSC 2023

What is PROTECT (“Proactive health and welfare technology for Nordic users and societies”)?



- *A networking project to synthesize and advance Nordic research-based knowledge of proactive health and welfare technology (HWT) use with a user and societal perspective*
- *Implemented by* Lappeenranta-Lahti University of Technology LUT (Finland; the coordinator), Norwegian Centre for E-health Research, Danish Dementia Research Centre and Mälardalen University (Sweden) in 2021–2023
- *Funded by* NOS-HS (The joint committee for Nordic research councils in the humanities and social sciences) via NordForsk
- *Supported by* Nordic Welfare Centre and the Nordic Research Network on Health and Welfare Technology



Why PROTECT?

- Use of HWT is playing *an increasingly important role* in users' lives, care work and processes, and in our Nordic societies as a whole
- We need understanding of *end-users and informal caregivers' needs* and of *implementation of technology*, as well as systemic understanding related to the *organizational and societal levels*
- *Proactiveness* is also an important aim; technological solutions may be taken into use too late
- The very *similar Nordic countries* provide an excellent environment for research

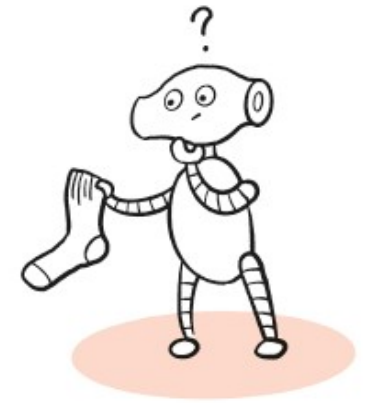


Illustration: Aino Sutinen

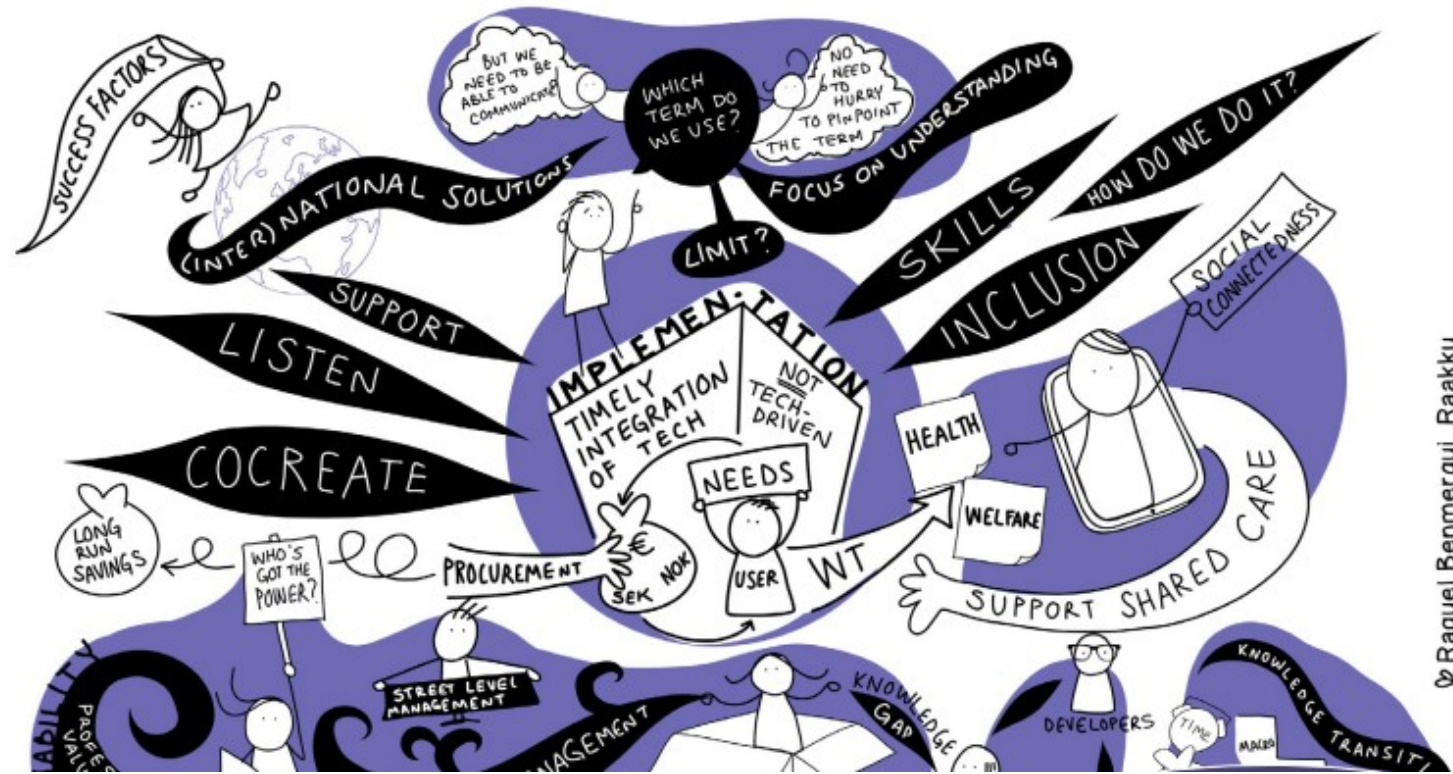
How did we work?

- In our Nordic workshops, we focused on the *three levels*:
 - End users and their informal caregivers – micro level
 - Implementation level (professional caregivers and organisations) – meso level
 - The societal (macro) level
- A truly *multidisciplinary* group of researchers
- Importance of *stakeholder involvement*
- Supporting *early-career researchers*
- Understanding the *diversity of users* and valuing their voices
- Altogether *nearly 200 workshop participants* from four countries (researchers and stakeholders)



Results: Nordic challenges and future knowledge needs in using HWT – micro-, meso- and macro-levels

...will be presented in the interactive part



What is health and welfare technology and who uses it?



- In this project, the concept of health and welfare technology covers a wide sphere of diverse appliances and solutions.
- A few examples of health and welfare technology are safety alarm systems, remote care applications and care robotics.
- Health and welfare technology can be used to maintain or increase security, activity, participation or independence for older people or those with a disability, or the focus may be on professional caregivers and improving their working conditions.

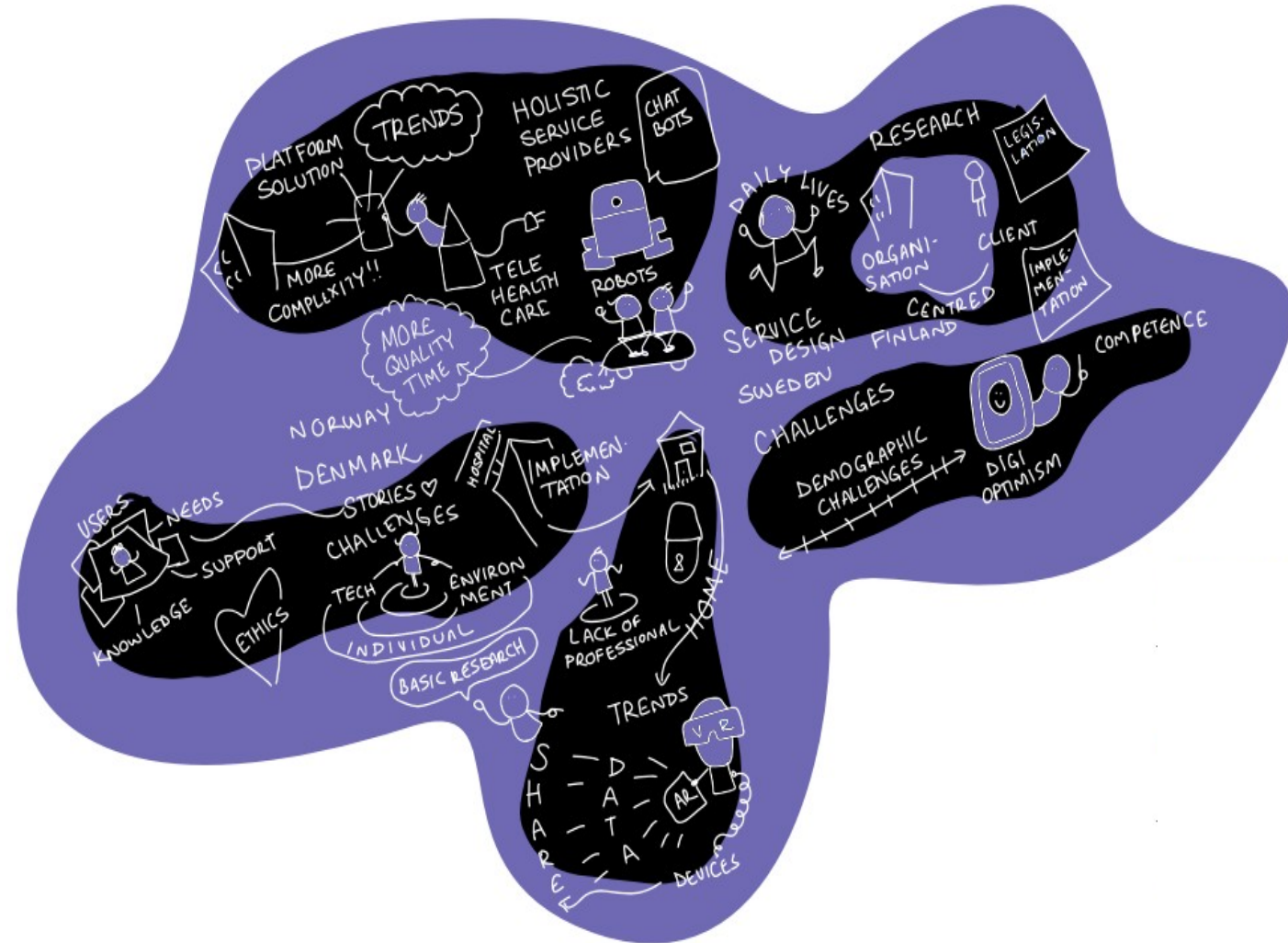
Interactive questions



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Challenges and future knowledge needs from the micro level





Micro level (end-users and informal caregivers)

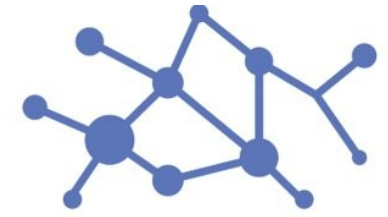
Main micro-level challenges and knowledge needs	Examples of essential elements to consider
Digital exclusion	<ul style="list-style-type: none">▶ Sufficient support for technology use▶ Ways to motivate non-users
User involvement	<ul style="list-style-type: none">▶ New methods to involve users
Implementation of technology	<ul style="list-style-type: none">▶ Management practices▶ Training of professional caregivers (digital skills)▶ Developing and advancing a shared language
Safety, security and ethical issues	<ul style="list-style-type: none">▶ Deep understanding of everyday life▶ Prerequisites for meaningful technology use
Research methods	<ul style="list-style-type: none">▶ Multiple research methods▶ Validated instruments and large studies▶ Multi-disciplinarity

Interactive questions

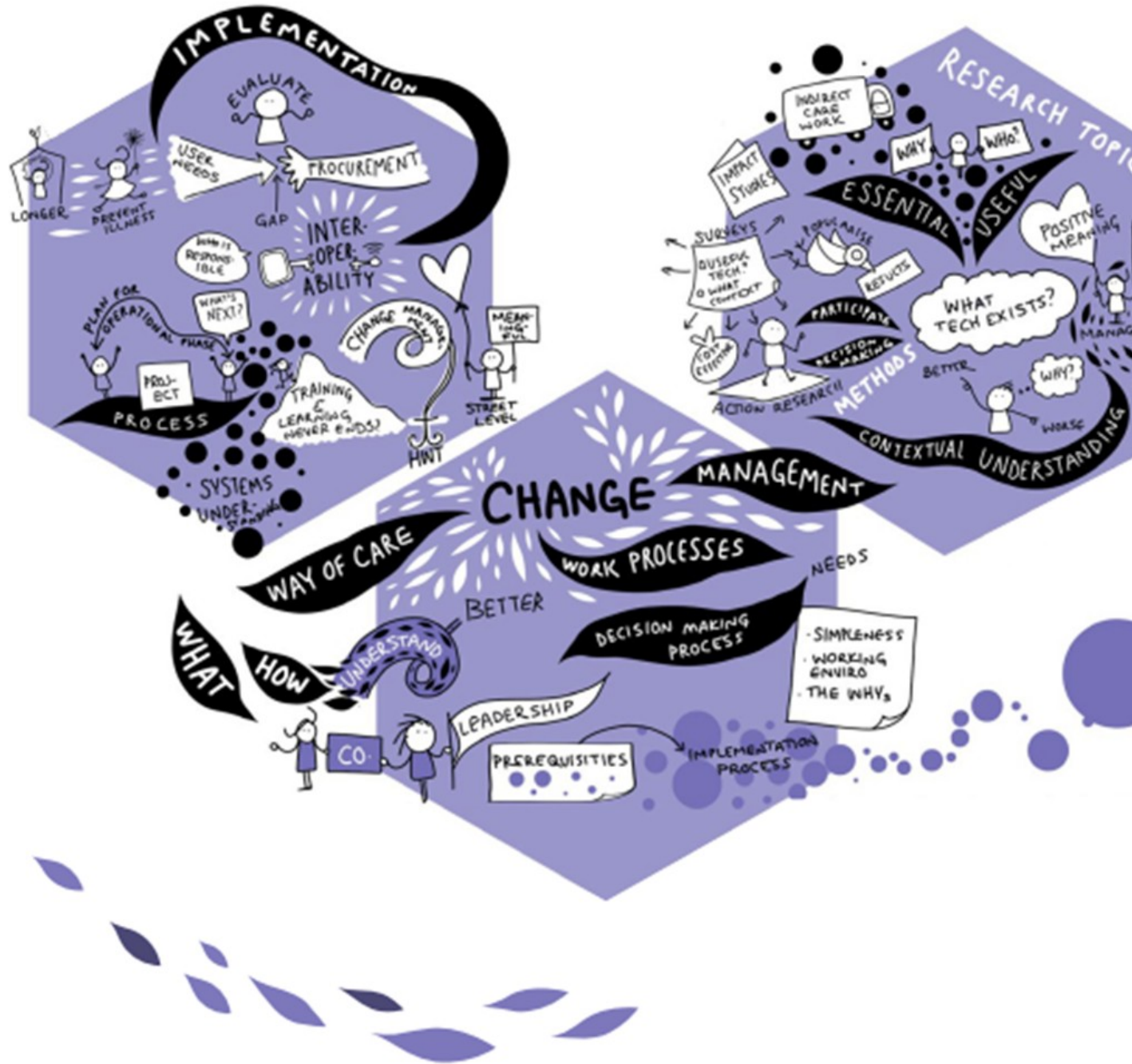


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**Challenges and
future
knowledge
needs from the
meso level**

Meso level (implementation level: professional caregivers and organisations)



Main meso-level challenges and knowledge needs	Examples of essential elements to consider
Change management	<ul style="list-style-type: none">▶ Changed ways of giving care▶ Piloting and testing (environments, practices)▶ Work processes▶ Intervention and impact studies
Implementation	<ul style="list-style-type: none">▶ Practical anchoring of implementation▶ Prerequisites in the implementation process (time, money, knowledge and infrastructure)
Meaningfulness	<ul style="list-style-type: none">▶ Increased understanding of why technology is/could be/should be used▶ Contextual understanding
Knowledge	<ul style="list-style-type: none">▶ Provision of insights, education, training and competence▶ Availability, appropriateness and usefulness for diverse users
Impact studies and cost-effectiveness studies	<ul style="list-style-type: none">▶ Relevant methods for studying impacts and effectiveness of products and services

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Research

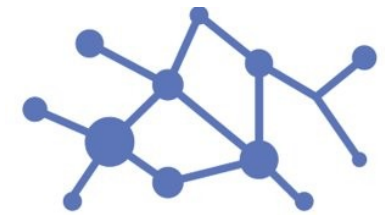


How?

Delivery



COLLABORATION



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Challenges and future knowledge needs from the macro level



Macro level (decision-makers)



Main macro-level challenges and knowledge needs	Examples of essential elements to consider
Impacts and costs of health and welfare technology	<ul style="list-style-type: none">▶ Methods to measure impacts (economic and other, such as impacts on people's well-being and exclusion)▶ Validated instruments▶ Broad effectiveness – not just of one solution
Systematic reviews of what we know	<ul style="list-style-type: none">▶ A clear categorisation of solutions▶ Enabling systematic monitoring of for whom solutions are appropriate and how they affect people▶ Identification of knowledge gaps
Proactiveness	<ul style="list-style-type: none">▶ Preventive care versus technology▶ Clients/patients' own experiences (whatever the solution)

Interactive questions



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Key messages for the future (1)

Collaboration

- ▶ Involve a diverse range of individuals and collectives in the user, organisational and societal spheres
- ▶ Take into account the multidisciplinary nature of health and welfare technology in collaborative knowledge-building
- ▶ Promote bottom-up, participatory and action-based policies in needs identification, implementation, assessment of impacts and effectiveness and knowledge-building



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Key messages for the future (2)

Orientalive activities

- ▶ Provide more than training for health and welfare technology use – expand the focus to a more comprehensive and continuous co-creation process
- ▶ In addition to introduction to technology use and its familiarisation, take into account learning of multi-faceted knowledge and skills for the technology's effective use
- ▶ Ensure that this social action is not a one-time activity and that it also absorbs critical views and questioning attitudes



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Key messages for the future (3)

Consensus

- ▶ Embrace joint learning while creating new awareness regarding health and welfare technology use
- ▶ Contribute to clarify health and welfare technology concepts and features
- ▶ Design policy conventions in collaboration with key stakeholders

Diversity

- ▶ Acknowledge different user needs and user responses to technology and market-based (or other types of) stimuli
- ▶ Develop targeted and differentiated policies at the micro and meso levels
- ▶ Work actively towards digital inclusion while the process of digital transformation continues



Interactive questions



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PROTECT in a Europe perspective

- Discussion based on the mentimeter results



Proactive health and welfare technology for
Nordic users and societies – A policy brief

Interactive question



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What are your reflections on HWT as a contribution to sustainable social services? (the question will be open 30 minutes after the end of the session)



Link to PROTECT policy brief:

[Proactive health and welfare technology for Nordic users and societies – A policy brief – LUTPub](#)



THANK YOU!

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