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terveysministeriö

National service reform: Towards effective health and social services



**Kansallinen
palvelureformi**

(updated 8 February 2024)

Building on a broad picture of health and social services



- The service models in use do not correspond to the current situation:
 - the population is ageing and the need for services increasing;
 - there is not enough staff in the sector;
 - medicine is constantly developing new therapies (including pharmaceuticals);
 - digitalisation could enable, for example, considerably more extensive remote services;
 - the growth in costs must be curbed; and
 - operating models need reform.
- The national service reform will support the ongoing restructuring programmes of the wellbeing services counties.



Health and social services reform continues – why?

- Health and social services legislation and related guidance are being reformed to correspond to the current structures of health and social services.
- Services must also meet the national objectives for healthcare and social welfare, which are an essential part of the guidance, defining objectives for
 - health and social services and their effectiveness,
 - increased productivity and cost-effectiveness,
 - cooperation between wellbeing services counties, and
 - the implementation of regional and national preparedness and readiness.
- The service reform continues the health and social services reform, which transferred the responsibility for organising services to the wellbeing services counties.

The national service reform is about cooperation



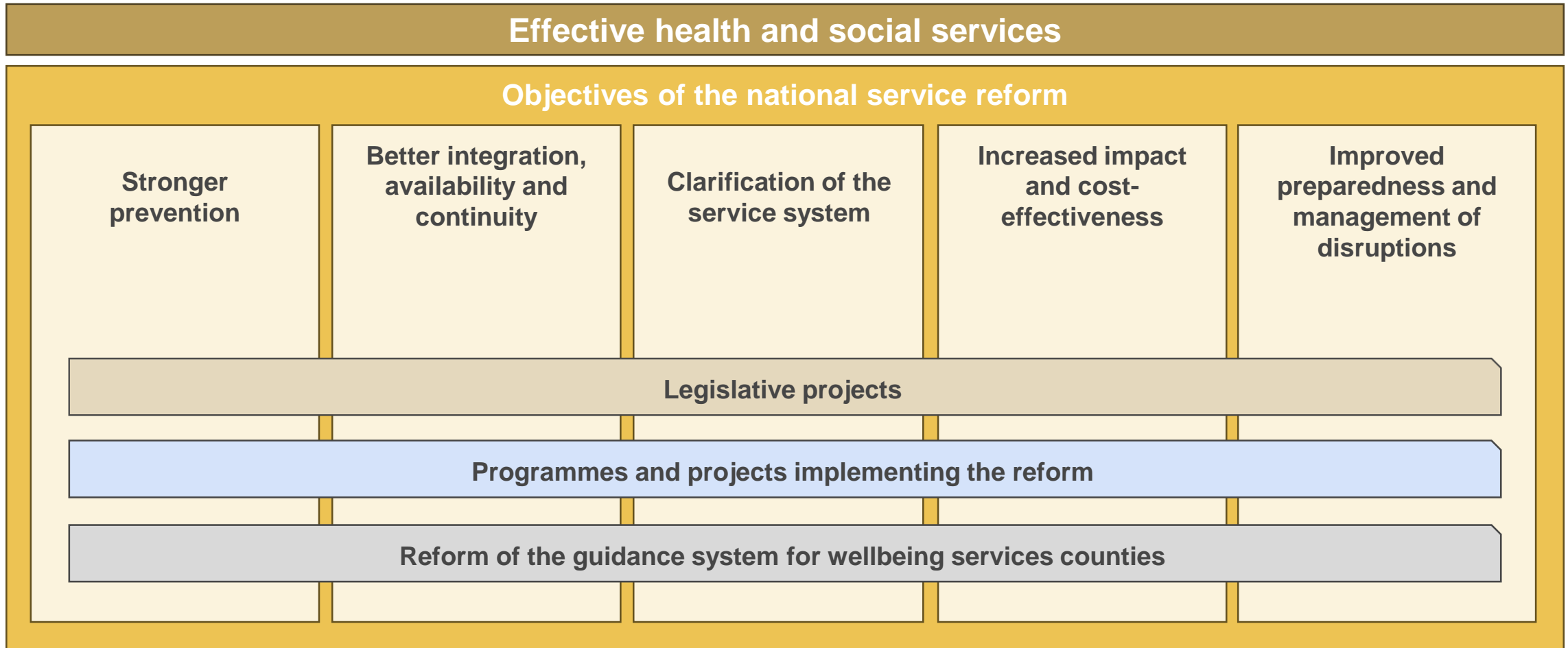
Action at national level

- Reform of statutes
 - including the Health Care Act, the Social Welfare Act and the Act on Organising Healthcare and Social Welfare Services
- Good Work Programme and amendments to the acts on healthcare and social welfare professionals
- Digitalisation programme
- Increase of impact and cost-effectiveness, as well as national knowledge management
- Service development through the health and social services project of the Sustainable Growth Programme for Finland (RRP)
- Reform of the guidance of wellbeing services counties

Actions by the wellbeing services counties

- Development of the service structure
 - including prevention, community-based and home-based services, service guidance and service chains, prioritisation of digital and remote services, dissemination of the best practices
- Improvement of the efficiency of operations and reform of operating methods
 - including investments, procurements, rationalisation of facilities and the service network, reduction of sickness absenteeism
- Increasing cooperation and coordination between regions
 - including combining tasks into larger entities, proactive human resources planning, centralisation of procurement of medicines, equipment and supplies

Vision: Effective health and social services

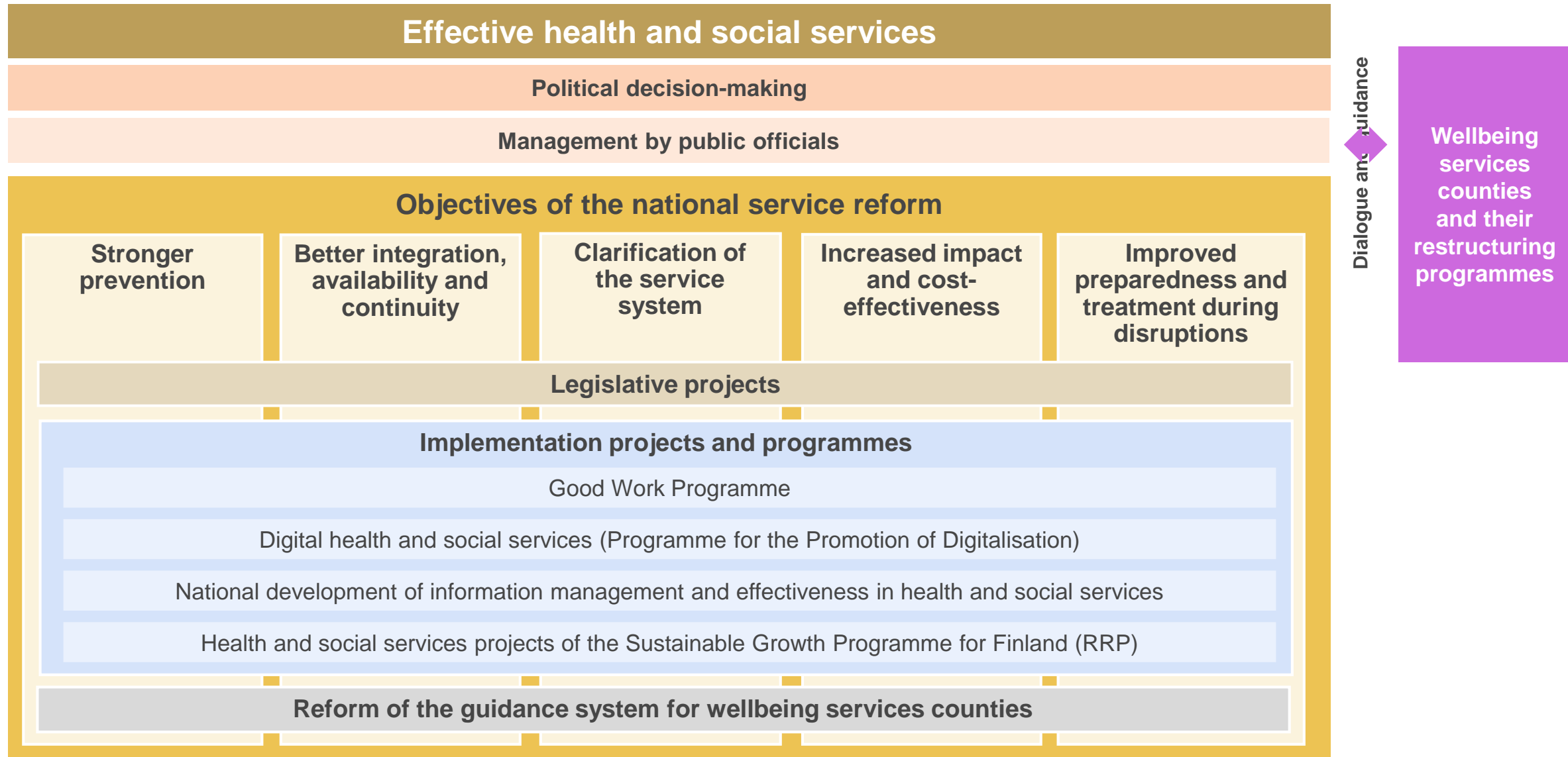




How will the change be executed?

- The national service reform is part of the Government Programme.
- The Ministry of Social Affairs and Health manages the preparation of the reform, as the ministry is responsible for the preparation of legislation and other national development of the content of health and social services.
- The reform will be implemented through
 - legislative amendments,
 - along with studies to provide a sufficient knowledge base for decisions,
 - programme and project work,
 - including the dissemination of good practices, and
 - reform of the guidance system for healthcare and social welfare.

Implementation model for the national service reform



National service reform in practice: Our actions



- Working methods and objectives
 - The Ministry of Social Affairs and Health prepares, coordinates and manages the implementation of the service reform in cooperation with other ministries, in particular the Ministry of Finance.
 - Objectives:
 - ensure that the common objectives of all individual measures are achieved and that the statutes have a coherent rationale;
 - phase out the preparation of legislation into smaller packages, especially with regard to healthcare and social welfare legislation;
 - ensure the quality and effectiveness of statutes and other development outputs by systematically engaging in dialogue with the wellbeing services counties and other relevant players at all stages of the preparation; and
 - ensure, through dialogue, the reform of the guidance of the wellbeing services counties, including in the implementation of new legislation.

Preparation of legislation

Legislative work on the service reform is under way (1/2)



- Health and social services legislation is currently being reformed.
- The aim is for the legislation to support the wellbeing services counties in organising health and social services in the best possible way.
- The legislation will emphasise effective methods and services.
- The preparation is proceeding in accordance with the Government's legislative drafting programme and plan:
 - [Legislative drafting programme and plan \(valtioneuvosto.fi/en/\)](http://valtioneuvosto.fi/en/)
- National service reform and related legislative projects:
 - [Gateway to Information on Government Projects \(vnnv.fi\)](http://vnnv.fi) (not yet up to date)

Legislative work on the service reform is under way (2/2)



- Aims of the legislative amendments:
 - improve legislation to promote the availability and continuity of services, sufficiency of personnel, digitalisation and knowledge management;
 - ensure the interoperability and clarity of the legislative drafting package on the organisation of health and social services and the content of services;
 - shift the focus of services to the primary level; and
 - contribute to cooperation between, for example, the wellbeing services counties, municipalities, NGOs, parishes and private service providers.

Examples of upcoming government proposals



- Examples of upcoming government proposals:
 - reform of hospitals and emergency care as a whole, as well as the division of labour in specialised medical care;
 - combining social welfare expertise and services into larger entities;
 - amendment of the Act on Organising Healthcare and Social Welfare Services (*multi-producer model*);
 - improving mental health services for children and young people (*maximum waiting time for access to therapy for children and young people in accordance with the model developed by the Government*);
 - updating the provisions on maternity and child health clinics, school health care and student health care by increasing the individuality and effectiveness of the services;
 - reform of child welfare legislation;
 - clarification of the scope of the Act on Disability Services and Assistance;
 - comprehensive reform of the legislation on healthcare and social welfare professionals;
 - legislating on principles for the national selection of effective methods;
 - amendment of the Act on the Processing of Client Data in Healthcare and Social Welfare; and
 - other amendments to the Social Welfare Act and the Health Care Act.

Good Work Programme



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Good Work Programme 2023–2027

- The programme continues the work started in the previous parliamentary term, implementing proposals of the strategic roadmap.
- The aim of the programme is to secure the sufficiency, availability, competence and work ability of personnel in healthcare, social welfare and rescue services.
- Funding according to the budget session for 2024–2027, a total of EUR 9 million.
- Inquiries
Good Work Programme – Attraction and retention for the healthcare and social welfare sector
Taina Mäntyranta, Programme Director, taina.mantyranta@gov.fi
Tia-Maria Kirkonpelto, Senior Specialist, tia-maria.kirkonpelto@gov.fi



Topical issues, spring 2024

Call for funding applications by the Ministry of Education and Culture to increase the training volumes of nurses, bioanalysts and radiographers, as well as early childhood education teachers

certificates: Working group set up by the Ministry of Social

Division of labour pilots: state grants, groundwork for the government proposal on a comprehensive reform of professional legislation (HE 2025)

Implementation of the wellbeing services county

Increased training volumes and development of training structures

Knowledge base and foresight

Welfare improves the knowledge base, TEAS-funded research on the anticipation of healthcare and social welfare personnel, cooperation with Local Government and County

Proposals for streamlining by the expert group on international recruitment, report on uniform language training

Expansion of recruitment

Sufficient number of healthy, competent professionals in the right place

Reducing tasks

Supporting attraction and retention: work ability and coping at work, management

Attraction and retention coaching: state grants

Clarification of the division of labour between staff

Strategic objectives, competence, management



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Digitalisation programme

Digital health and social services programme

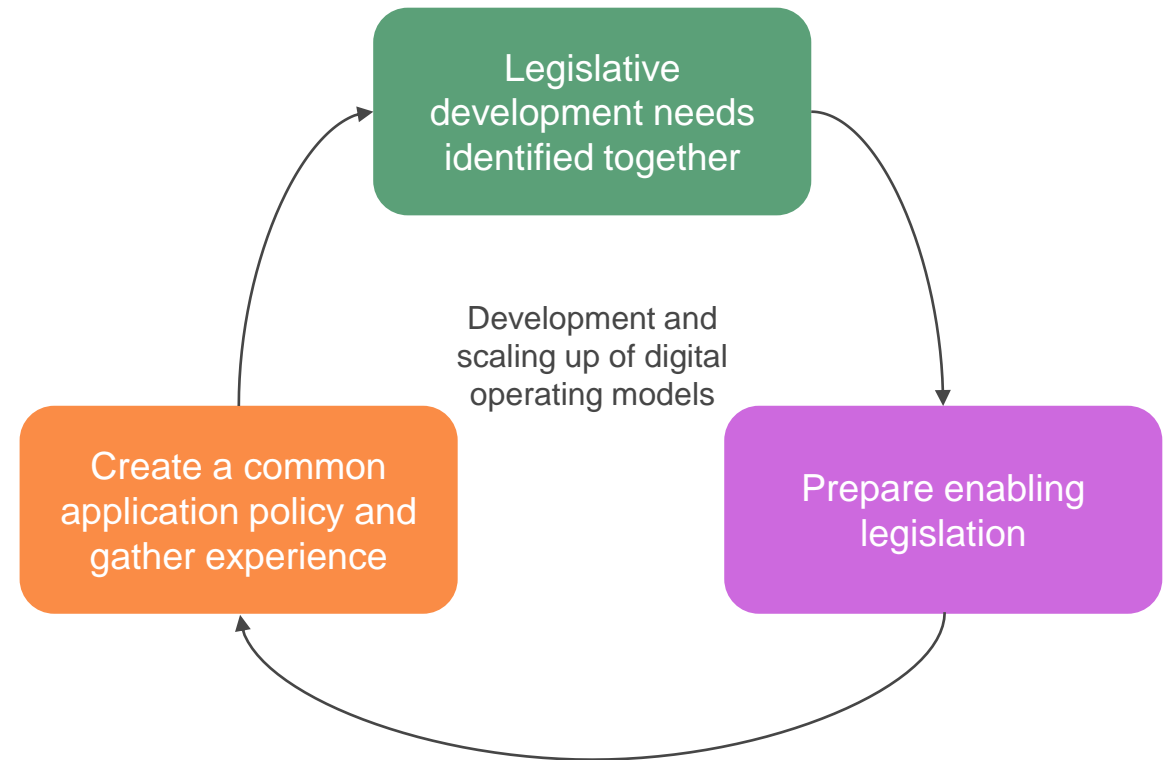


- The programme has an appropriation of EUR 10 million for the period 2024–2027.
- Three main objectives:
 - **Development of enabling legislation:**
 - enable digital operating models and the use of new technology (such as artificial intelligence) safely and with respect for fundamental rights; and
 - support the application of legislation by coordinating the formation of common and permissive interpretative practices.
 - **Create a national vision for information management in health and social services:**
 - draw up a long-term vision on the division of labour in digitalisation between the wellbeing services counties, collaborative areas for healthcare and social welfare and central government; and
 - define digital solutions to be implemented nationwide and promote their development.
 - **Actions to promote implementation and effectiveness:** Funding of research, study and pilot projects, which
 - collect information on the effectiveness of various digital services;
 - support the implementation of legislation;
 - create initial elements for solutions to be developed in cooperation with the wellbeing services counties; and
 - promote good practices in data management and the interoperability of health and social services information.

Development of legislation enabling and promoting digitalisation



- Immediate (but safe) leveraging of artificial intelligence.
- Anticipation of service needs based on data analytics.
- Technologies that support living at home and taking technology into account in staffing levels.
- Digital health examinations.
- Smooth utilisation of information in service processes and interfaces
- Prioritisation of digital services.

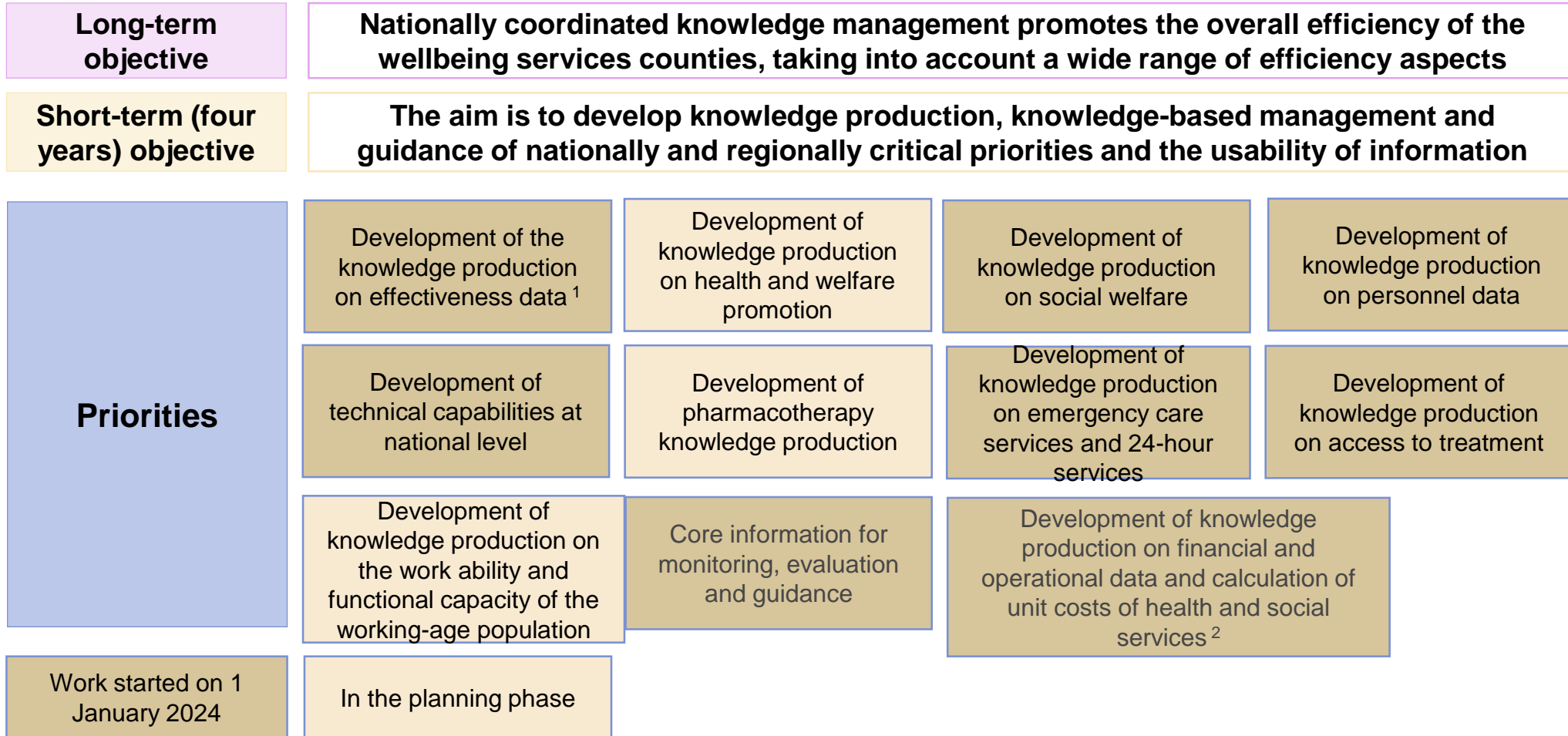


National development programme of
information management and
effectiveness in health and social
services



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Priorities for the development of national knowledge management



Sub-objectives and measures related to effectiveness



Improve effectiveness-based guidance and open prioritisation

- Also enhance state steering and regional decision-making based on effectiveness.
- Support research into effectiveness and cost-effectiveness, related study and investment in strengthening evaluation expertise.
- Ensure that the Current Care Guidelines and the guidelines of the Nursing Research Foundation (NRF) are up-to-date, including the Swedish versions, and expand their number and content as necessary.
- Introduce uniformly evaluated, effective and cost-effective practices in health and social services and in health and welfare promotion, and support their dissemination in the wellbeing services counties.
- Support effectiveness-based procurement and disseminate good procurement practices.

Improve the evaluation of methods and practices and related competence

- Clarify, plan and regulate the national responsibilities and the operator for the evaluation of the methods.
- Lay down principles for inclusion in the national range of services.
- Harmonise and reform the evaluation processes and criteria for evidence-based practices.

Development of knowledge production on effectiveness data

- Enhance the systematic production of comparative information on quality, effectiveness and cost-effectiveness, data analysis and utilisation.
- Promote the use of technology in knowledge-base analytics (including AI) to support effectiveness-based decision-making and service production at national and regional level.

Sustainable Growth Programme (RRP)



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Sustainable Growth Programme (RRP)

- Funding for Finland's Sustainable Growth Programme comes from the Next Generation EU (NGEU), a temporary EU recovery instrument that accelerates the recovery of people, the economy and society from the COVID-19 crisis.
- The main objective of the programme segment that is the responsibility of the Ministry of Social Affairs and Health is to improve the availability of health and social services and increase cost-effectiveness.
- The RRP has the most joint measures with Objectives 2 and 1 of the National Service Reform, but they also exist in all other objectives.



Sustainable Growth Programme (RRP) is in the

administrative branch of the Ministry of Social Affairs and Health



The RRF funding for the administrative branch of the Ministry of Social Affairs and Health amounts to EUR 369 million

Pillar 3

Amendments to the Act on Unemployment Security (-), programme and individual placement and support (IPS) (EUR 11 million)

Mental health and work ability (EUR 10 million)

Pillar 4

Health and social services reform (-)

Promotion of the maximum waiting times for access to care and of clearing the backlog in treatment, rehabilitation and services caused by the COVID-19

Investment 2. Prevention (EUR 30 million)

Investment 3. Knowledge base and effectiveness (EUR 40 million)

Investment 4. Digital innovations (EUR 100 million)

EU Council Decision (CID)

Reports to the EU

Requests for payment to the EU

Implementation of the Sustainable Growth Programme (RRP) Ministry of Social Affairs and Health branch

State grants for the wellbeing services counties and centres of excellence in the social sector 2022–2025 about EUR 300 million (34 + 255 + 9 + 16)

National development projects support regional development work

THL = Finnish Institute for Health and Welfare

Digital and Population Information Agency

Finnish Institute of Occupational Health (TTL)

Social Insurance Institution of Finland (Kela)

Digi-Finland

Silta ry

Guidance of the wellbeing services counties

Reform of the guidance system for wellbeing services counties



- In connection with the legislative reform work, the guidance system for wellbeing services counties will also be reformed to correspond to the new healthcare and social welfare structures, as well as the national health and social services objectives
- The reform work will continue throughout the implementation of the reform in the period 2023–2027, including reform of
 - 1) interaction and information steering,
 - 2) normative guidance, and
 - 3) resource management.
- The guidance structures of the wellbeing services counties will be developed and clarified in such a way as to ensure equal and high-quality health and social services and sufficient personnel, curb the increase in costs and promote cost-effectiveness, taking into account the need for the wellbeing services counties to maintain ownership of their own economy.
- The national guidance and direction tools of the guidance system will be reformed and coordinated as the implementation of the service reform progresses, in cooperation with the wellbeing services counties and various ministries, taking into account the responsibility for guidance coordination being transferred to the Ministry of Finance.

Principles and key priorities guiding the reform of the guidance of the wellbeing services counties

Guidance principles

- 1 Interactivity
- 2 Strategy
- 3 Knowledge basis
- 4 Unity
- 5 Coordination

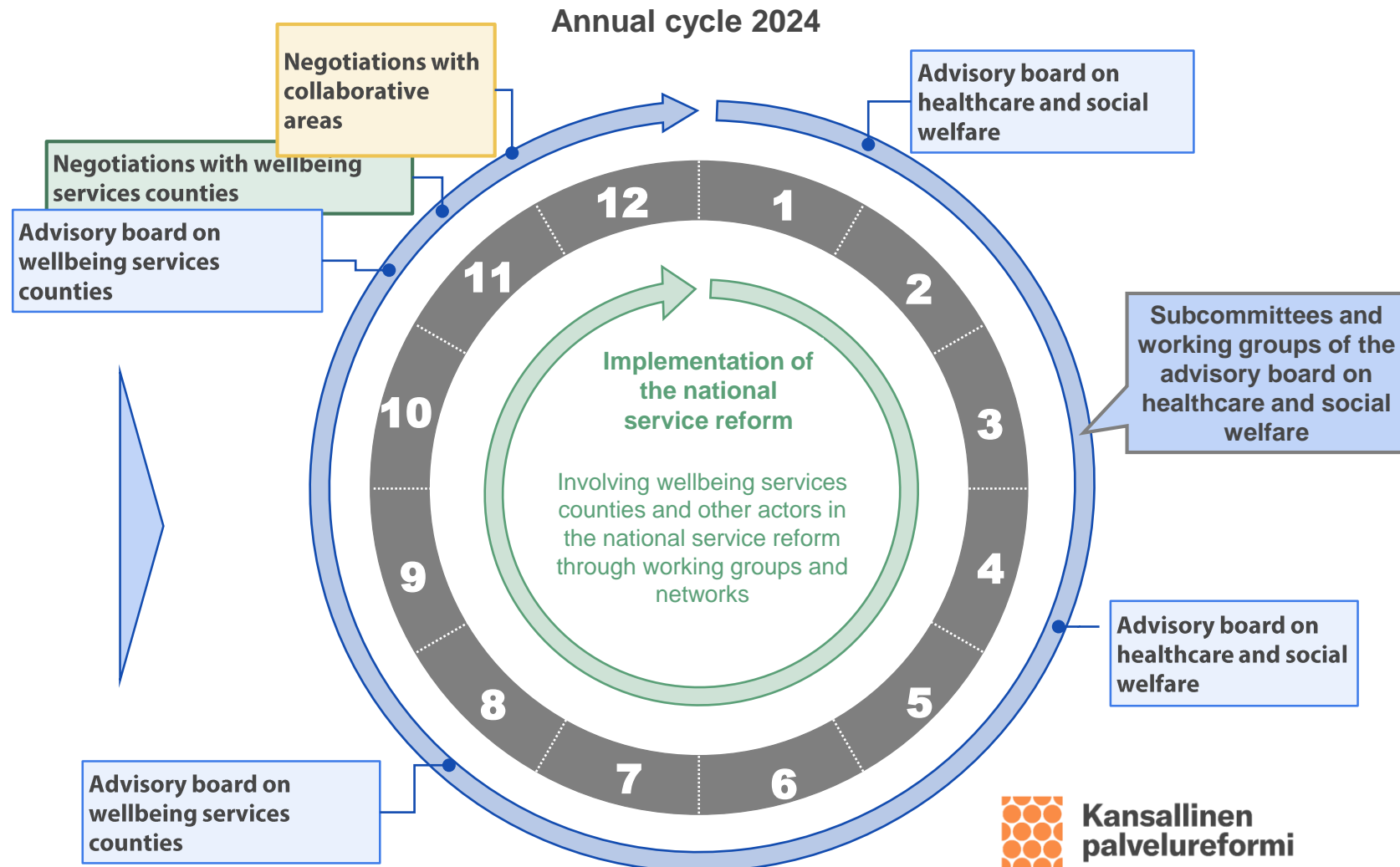
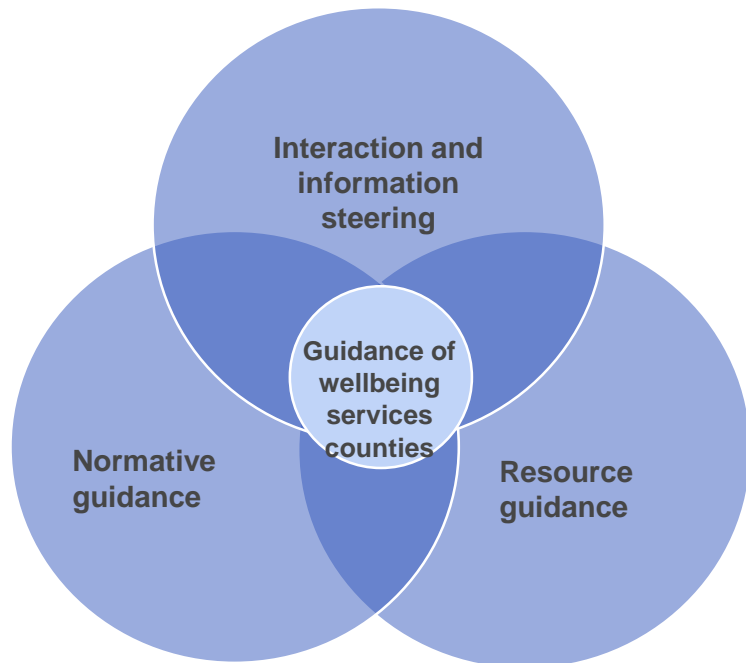
Key priorities of guidance:

- **stronger guidance towards a clearer perspective, both at national level and at the level of the collaborative areas for healthcare and social welfare;**
- **harmonisation and coordination of state steering; and**
- **integrated guidance of the wellbeing services counties by the Ministry of Social Affairs and Health.**

Guidance reform and implementation of the national service reform to be done in cooperation with the wellbeing services counties



The new guidance combines conventional guidance and direction methods





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