

# Can digital transformation improve the situation for health care workers?

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– 4 insights from professionals working with distance spanning solutions

# The Problem

# The Stories

# The way forward?

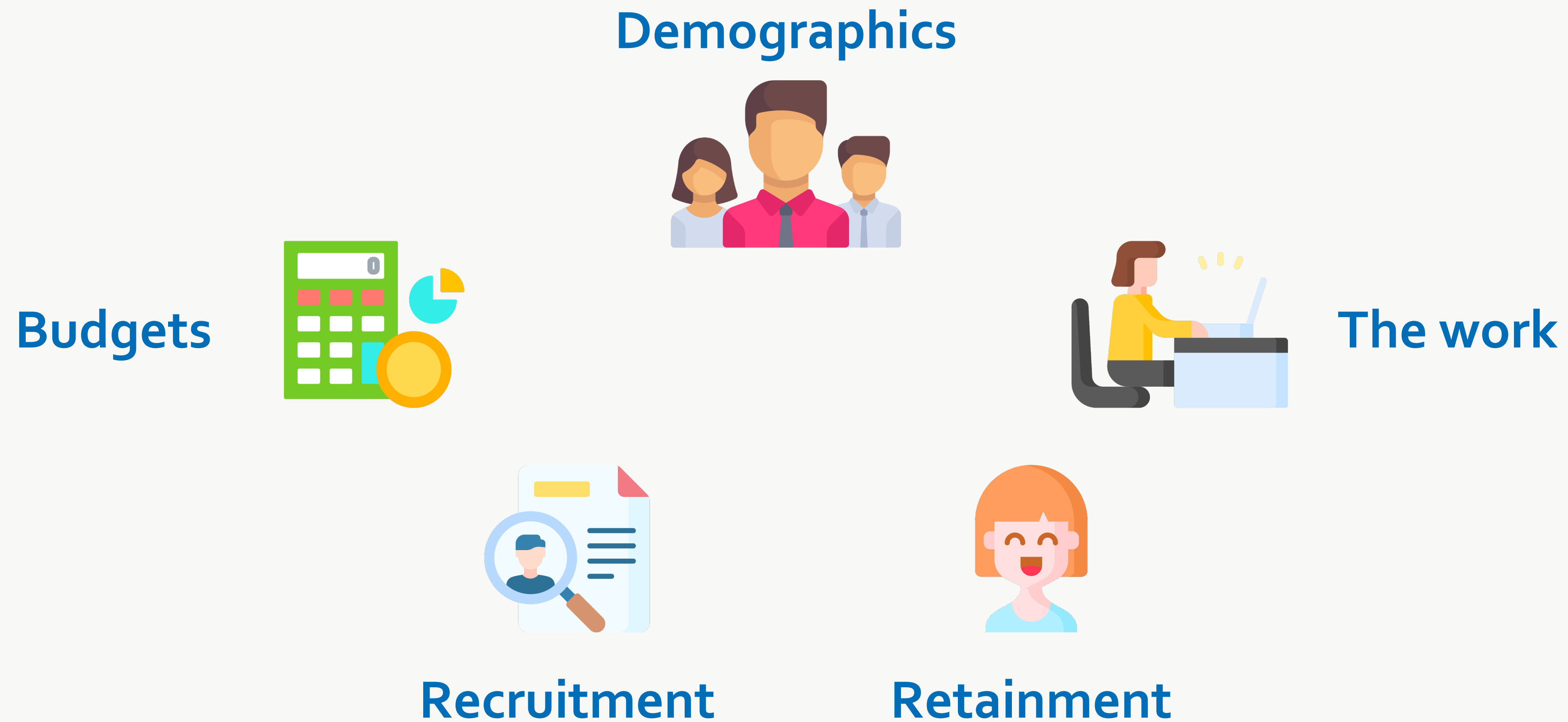
# Part 1

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# The Problem

**How do we make sure that we have the staff we need, to be able to safely provide healthcare of great quality, now and in the future?**

# A multi-faceted challenge





## Demographics

***“There is not enough capacity in the municipalities to meet rising demand for services. It would mean one in three would have to work in health and care services nationally.”***

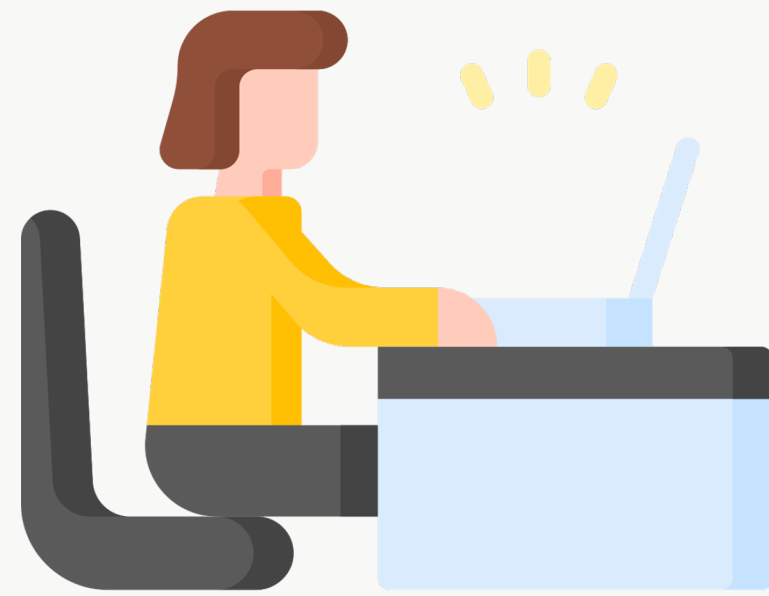
*– Municipal manager for health and welfare services, NO*



## Budgets

*“ It has also been challenging to implement digital solutions as there is a lot of logistics that **takes time and it is complex to get an overview** over matters such as procurement processes, data storage, delivery of tools, replacement of tools, and **finances.**”*

*– Municipal manager for health and welfare services, NO*



## The work

*“ There is a **major managerial difficult task** in explaining the purpose of what this **means**, the role of the nurses and what changes the now entail.”*

*– Director of municipality, DK*





## Recruitment

*“ It has become more difficult to recruit in the field of social and health professionals, including both assistants and helpers. **This is especially true in the rural and remote municipalities, which have difficulty recruiting.**”*

*– HR Unit Manager, DK*

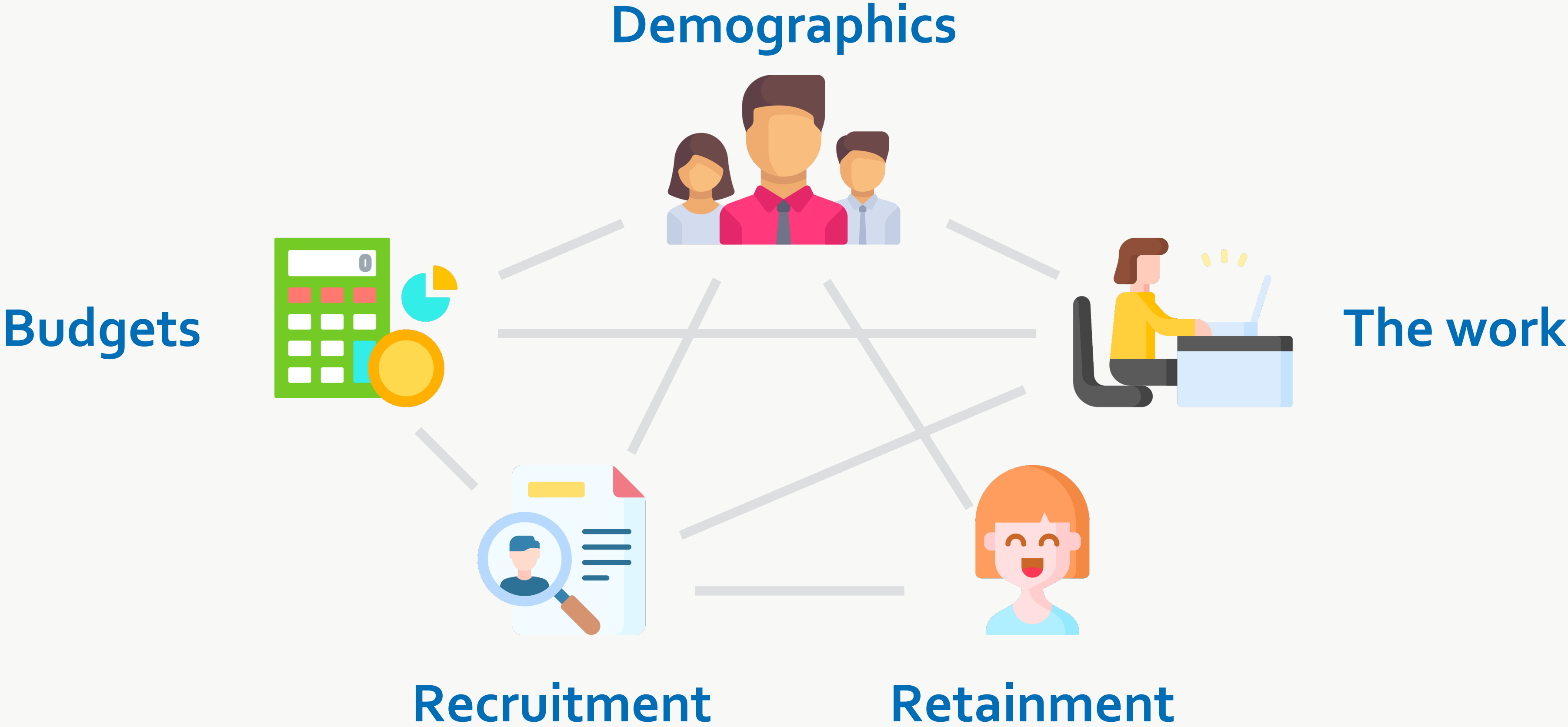


## Retention

*“ It is difficult to retain staff, and this mainly concerns staff coming from larger regions and cities. There is a need to think and act differently”*

*– Psychiatrist Unit Manager, NO*

# A multi-faceted challenge



# We need radical improvements. Can digital transformation help?

# Part 2

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# The Stories

15

stories

4

main insights

# #1

**Digital transformation can make work easier and more flexible.**

# #1 Easier and more flexible

*"Technology has made my job much easier. It is now easier to justify new ways of working when there is also evidence of benefits."*

– #1

*"It is an attractive competitive factor for the workforce that the technology support processes are in order. You will not be left alone with technical problems in your work, but will be supported so that you can focus on your own nursing work."*

– #3

*"Digitization has made it easier for both citizens and staff."*

– #8

*"Because it is possible to work remotely with the help of digital technology, it is much more attractive, more flexible and faster for people to take up the work tasks on offer, eg recipe retrieval, deputy work, etc."*

– #2

*"Daily work flows better and it is possible to prioritize users that really need help."*

– #15

*"The increased use of digital services is largely positive. It gives staff control over daily activities, less travel time, and it helps middle-manager coordinate the large amount of status meetings during the day in an easier way."*

– #12



# #2

Digital transformation can give employees **more time to focus on what's important.**

# #2 More time for what's important

***"Digital solutions release more time, which gives more time to the patient."***

– #7

***"Saving time on travelling to meetings and specialist courses has been a great benefit, and allows staff to prioritize other work."***

– #10

***"New digital solutions have freed up time for staff and provide the opportunity to spend more time with the patient."***

– #8

***"It will become more interesting and challenging to work as a nurse in the municipalities. If the digital tools can take over routine work and allow for more time where it is needed the most, it will be a good development."***

– #11

***"Us nurses have more time to use our competencies and time where it is more important thanks to digital transformation."***

– #15

# #3

Digital transformation can provide  
**greater meaning** to the job.

# #3 Greater meaning

*“Today nurses are able to do more than just nursing. They have the opportunity to work in a new way, an autonomy to work independently. **The meaning of the work has increased.**”*

– #3

*“Digitization can contribute to creating a more holistic picture of the patient and a better collaboration across both specialties and sectors.”*

– #5

***“The professionals have experienced that increased use of telemedicine has added greater meaning and value because they can see that the solutions are of great importance to the citizens.***

– #6

*“The essential thing for the nursing staff is the citizen contact and to make a difference for the individual citizen rather than the future technological possibilities in their work, which is why it is crucial to accommodate the nursing staff's desire for citizen contact to maintain the staff.”*

– #4

# #4

Digital transformation can **increase**  
**the status** of the job.

# #4 Increase the status

*“The digital effort has added new competencies to the nurses and health assistants, which has created pride and prestige in the nursing profession.”*

– #6

*“Without digitalisation, I would do basic work. Access to information has improved. I enjoy my job.”*

– #2

***“The telemedicine solutions have given the nursing profession greater prestige and have been good for the nurses' professional self-understanding.”***

– #9

*“The introduction of digital solutions has helped with staff shortages. A good and progressive reputation helps to attract employees.”*

– #3

# In conclusion

Digital transformation can

make the job easier and more flexible.  
give staff more time for what's important.  
provide greater meaning to the job.  
increase the status of the job.

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Digital transformation can

improve the working environment  
for medical personnel.

# Digital transformation is a key component to create a good working environment for health care and care personnel

The Nordic ministers for health and social affairs (MR-S) +

The Nordic Council of Ministers for Labour (MR-A)



## Part 3

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# The way forward?

# VOPD – Competence provision and organisation of healthcare and care

## What is organisation of healthcare and care?

# How many **online patient consultations** does a **car trip** cost?



Time in car



Time with patient

## Storuman Municipality

5 852 citizens, 8 234 km<sup>2</sup>,  
0,71 person/km<sup>2</sup>

A homecare team that drives  
**100 000 km/month**

Every day, 10 FTE sits in a car

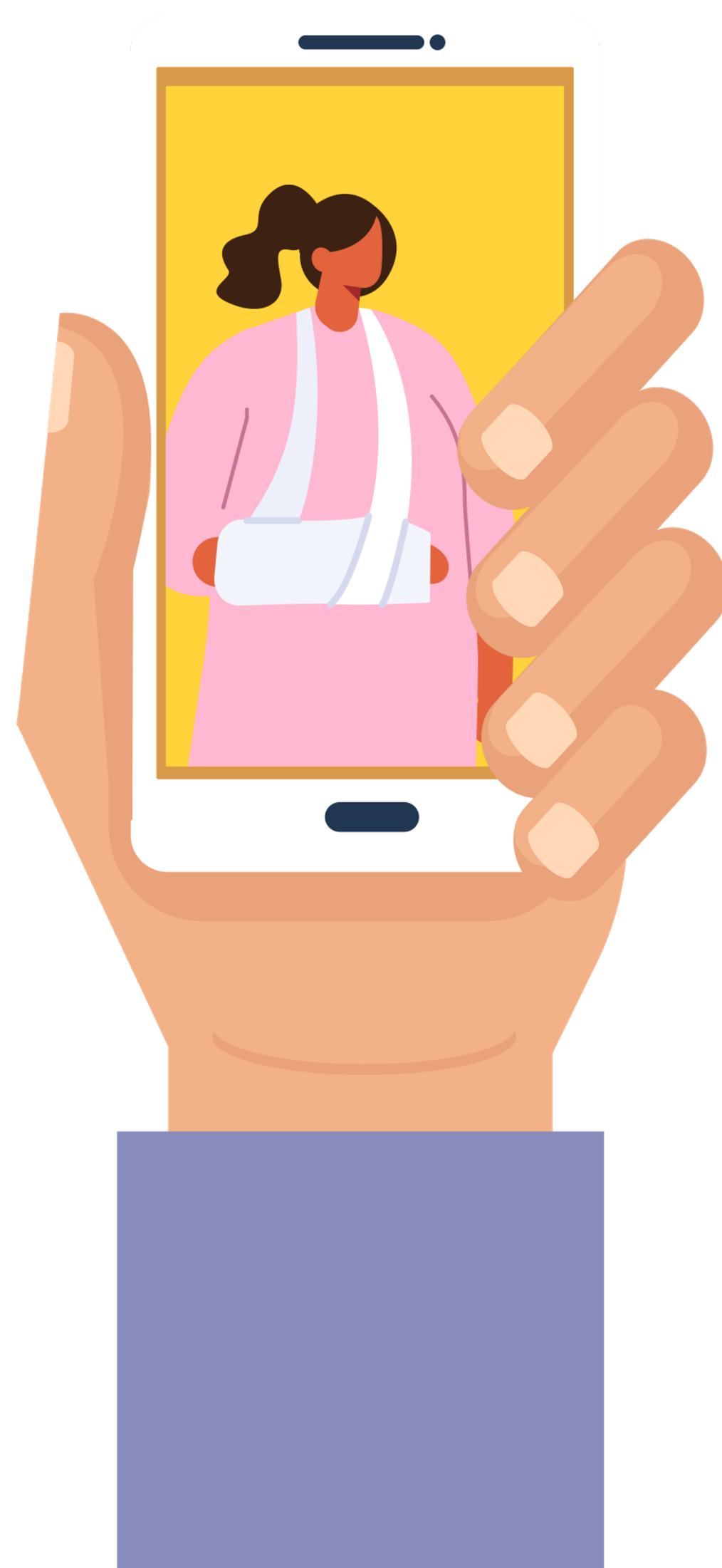
**Stockholm Municipality**  
 974 073 citizens, 214,6 km<sup>2</sup>,  
 4 539 persons/km<sup>2</sup>.



**Time in metro**

**Time with patient**

Time in car/metro



Time with patient



**With a Digital Shift, healthcare is  
milliseconds – not hours – away**

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[www.healthcareatdistance.com](http://www.healthcareatdistance.com)

**The solutions are not science fiction.**  
**Learn from those who have succeeded.**



# Eksopte



<b>Established</b>	2010
<b>Population</b>	130.000
<b>Budget</b>	470 M€
<b>Employees</b>	5100
<b>Hospital</b>	280 beds
Nine municipalities and 13 wellbeing centers in their regions	



# The Eksote story

## Situation:

- Dwindling resources
- Increasingly elder population
- The same staff, to meet a higher need
- Potential loss of their regional hospital



# The Eksote story

## Solution:

- Far-reaching organizational change
- Regional cooperation
- New technology



# The Eksote story

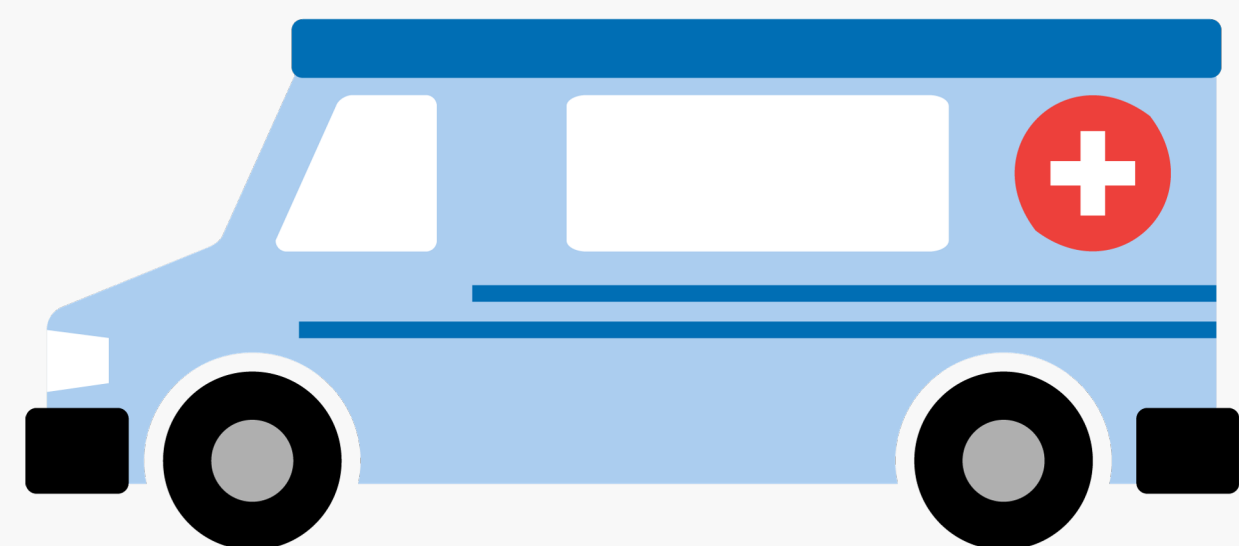
## Vision:

*"Functional ability at home"*

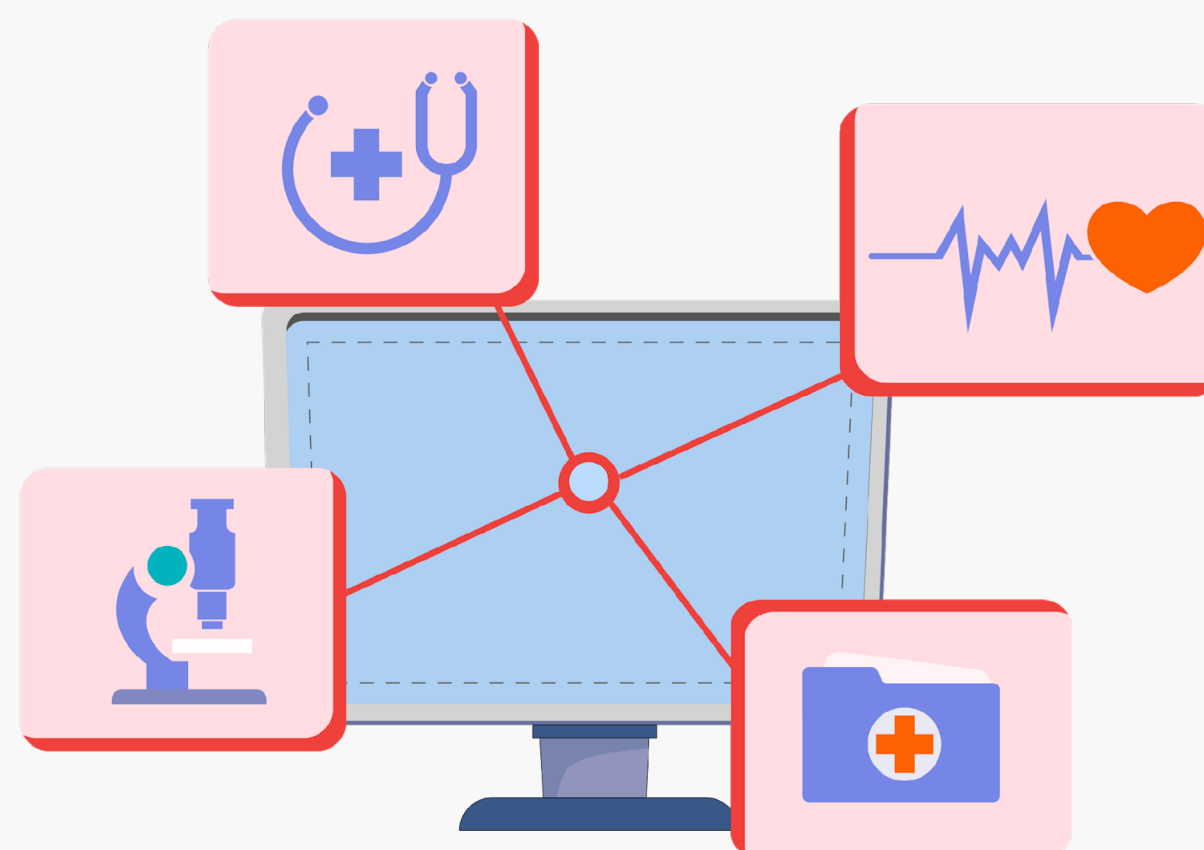
- Person-centered care
- Holistic approach with heavy emphasis on digitalization
- Knowledge management & coordinated cooperation
- Let as many, of the patients, as possible stay at home
- Rebranding patients to customers



# The Eksote story – examples



Care  
close-to-home



Digital approach  
= first approach



Regional data pool

# The Problem

# The Stories

# The way forward?

The Problem. **Urgent.**  
The Stories. **Promising.**  
The way forward? **Action.**

# ” 3 Key learnings from Eksotes ongoing digital shift ”

<https://youtu.be/1SZXMLFc830>



# Thank you!

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Icons from Freepik and Vecteezy

