

**Webinar
12.1.2023**

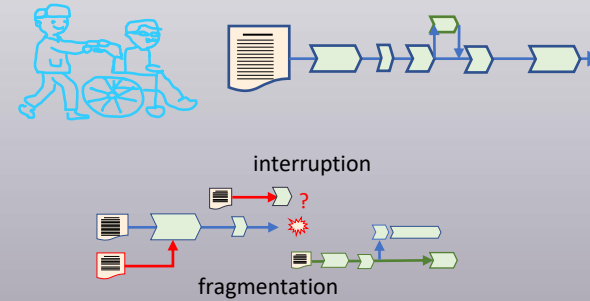
PERSONALIZED CARE WITH MASS PRODUCTION EFFICIENCY WITH THE VIRTUAL CARE OPERATOR

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MULTIMORBID PATIENTS IN MULTI-PROVIDER SERVICE SYSTEMS

Chronic and multimorbid patients often suffer from costly **patient journey disruptions** when care integration, coordination and seamless patient journeys are difficult to accomplish.

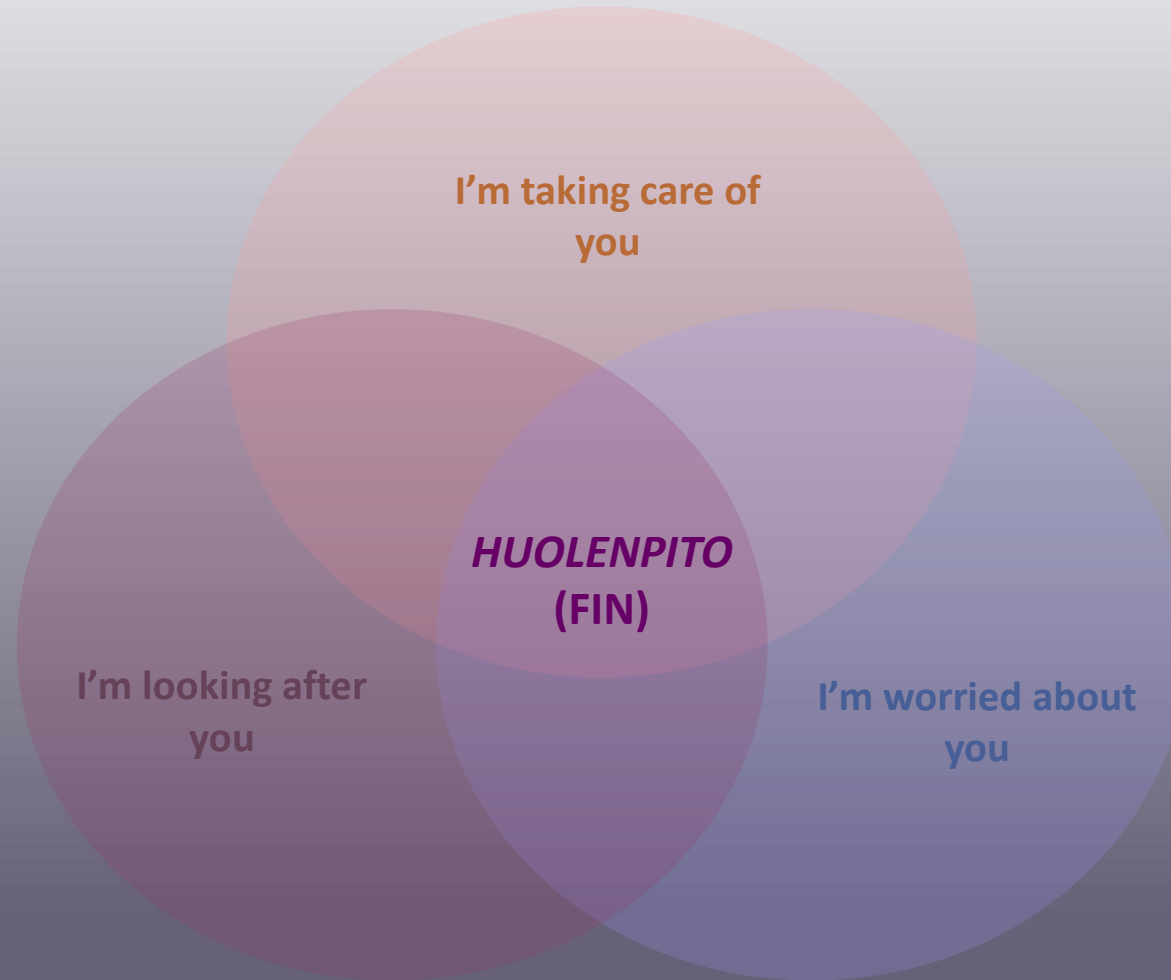


WHY?

A patient's whole situation must be considered and **taken care of**, while specialized and expensive resources are used.

Taking care is an organizational functionality, that tends to weaken or disappear in specialized multi-provider service systems.

HUOLENPITO IS WHAT GUARDIAN ANGELS DO



Understand the situation.
Know what to do.
Tell the doers.



HUOLENPITO CAN BE ORGANIZED IN TWO WAYS



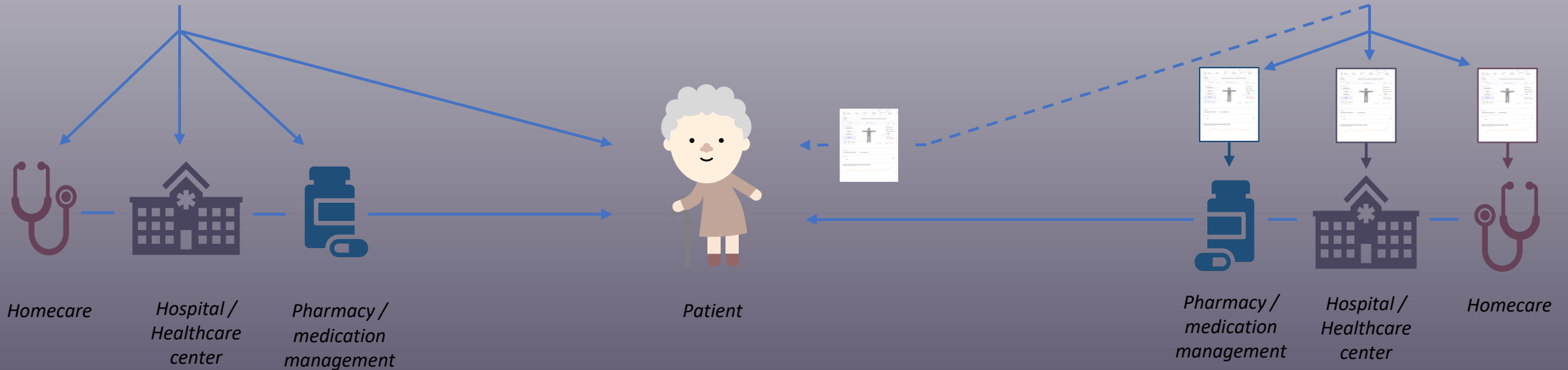
Personal Case Manager

Expensive
Justified in extremely complex cases
Needs IT-tools, anyway.



Virtual Care Operator

Enables each service provider to understand each patient's situation and **know what to do** as if instructed by a guardian angel.



HILJA'S PATIENT CARD



Palvelukortti

- Palvelut
- Sosiaalielätykset

Diagnoosit

- Sydämen vajaatoiminta
- Etelävärinä
- Alzheimerin tauti
- Aiemmat diagnoosit

Hoitosuunnitelmat

Hoitokontaktit

Lääkitys

Rokotukset

Riskitiedot

Yhteydenotot

Toimenpiteet

Sairaudet suussa

Huolenpitosuunnitelmat



Etunimi	Sukunimi	Postitoimipaikka	Henkilötunnus	Sosiaalinen tukiverkosto	Ammatti
Hilja Anneli	Virtanen	Espoo	121039-XXXX	XX	Eläkeläinen



Hoitotilaukukset

1) DNR päätös 2) pyritään hoitamaan omassa palvelutalossa, suomensisäisiä hoitoja voidaan harkita

Potilaan oma raportointi

Väsymystä 1 pv sitten Verenpaine koholla 3 pv sitten Ei nukuta 3 pv sitten

Diagnoosit ja hoitosuunnitelmat

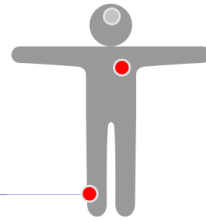
Sydämen vajaatoiminta
asetus pvm, voimassaolo tarkistettu

Etelävärinä
asetus pvm, voimassaolo tarkistettu

Alzheimerin tauti
asetus pvm, voimassaolo tarkistettu

Säärhaava
asetus pvm, voimassaolo tarkistettu

Valokuvat aikajanalla



Lisätietoa sijainnista

Terveydentila

- Potilaan raportointi
- Omaisen raportointi
- Ammattilaisen raportointi

Haaraus lokiitus

6 1 kk sitten

RAI, MMSE

Hälytykset ja seurannat



Potilaan sijainti / asumismuoto
Koti

Riskitiedot

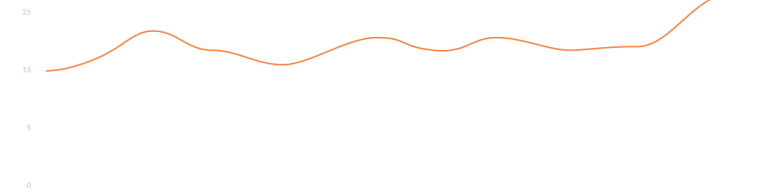
Taipumus aggressiiviseen käyttäytymiseen Lidocain -puuduteallergia

Hoitopolku, 3 päivää



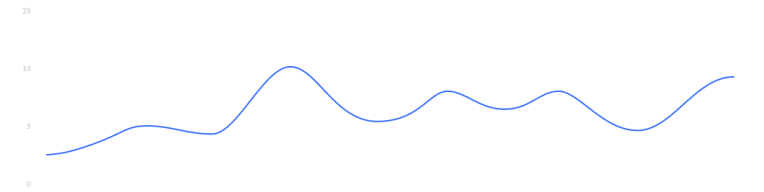
Potilaan raportointi omasta voinnistaan, 3 päivää

Patient-Reported Experience Measures, PREM



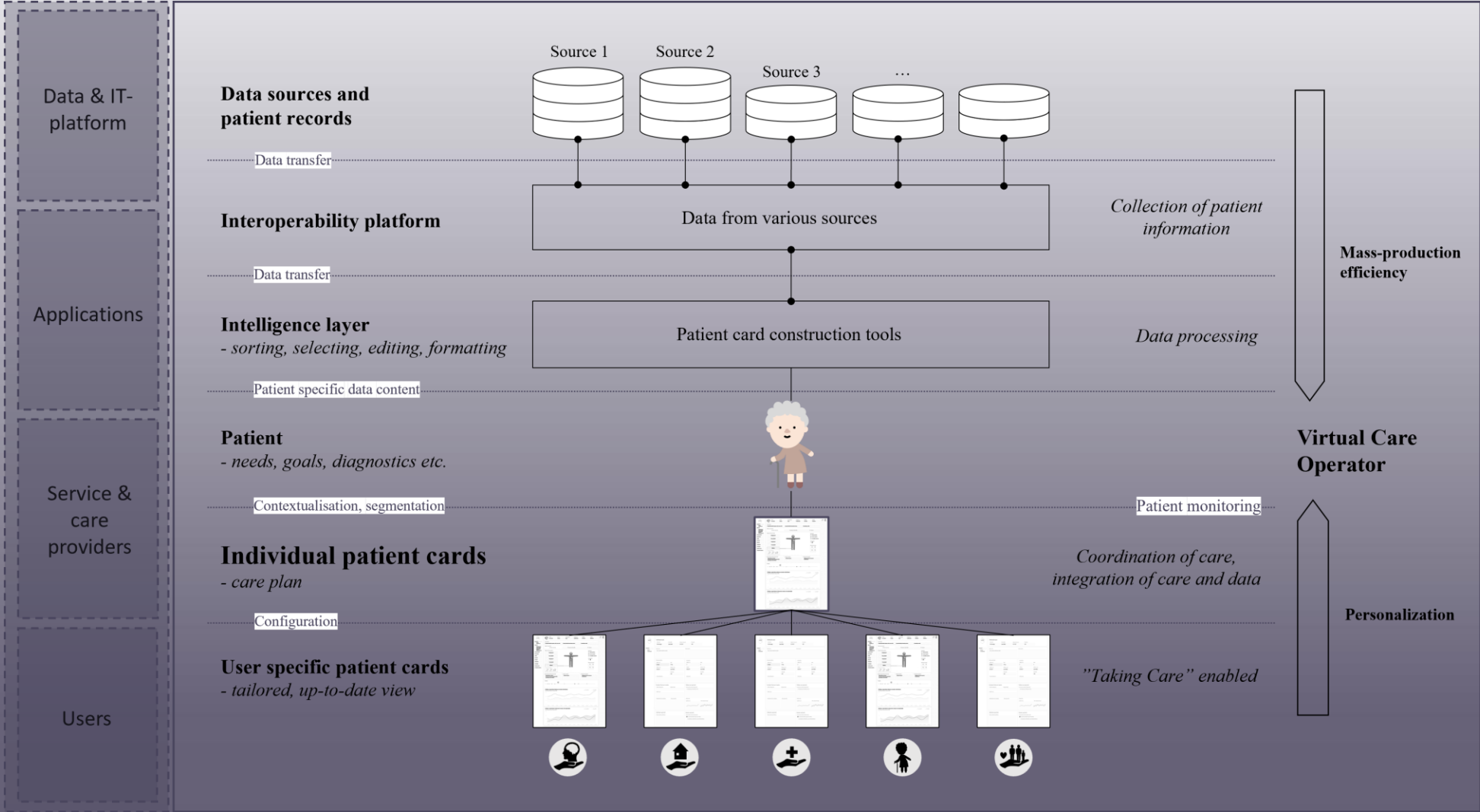
Potilaan raportoidut mittaukset omasta terveydestään, 3 päivää

Patient-Reported Outcome Measures, PROM

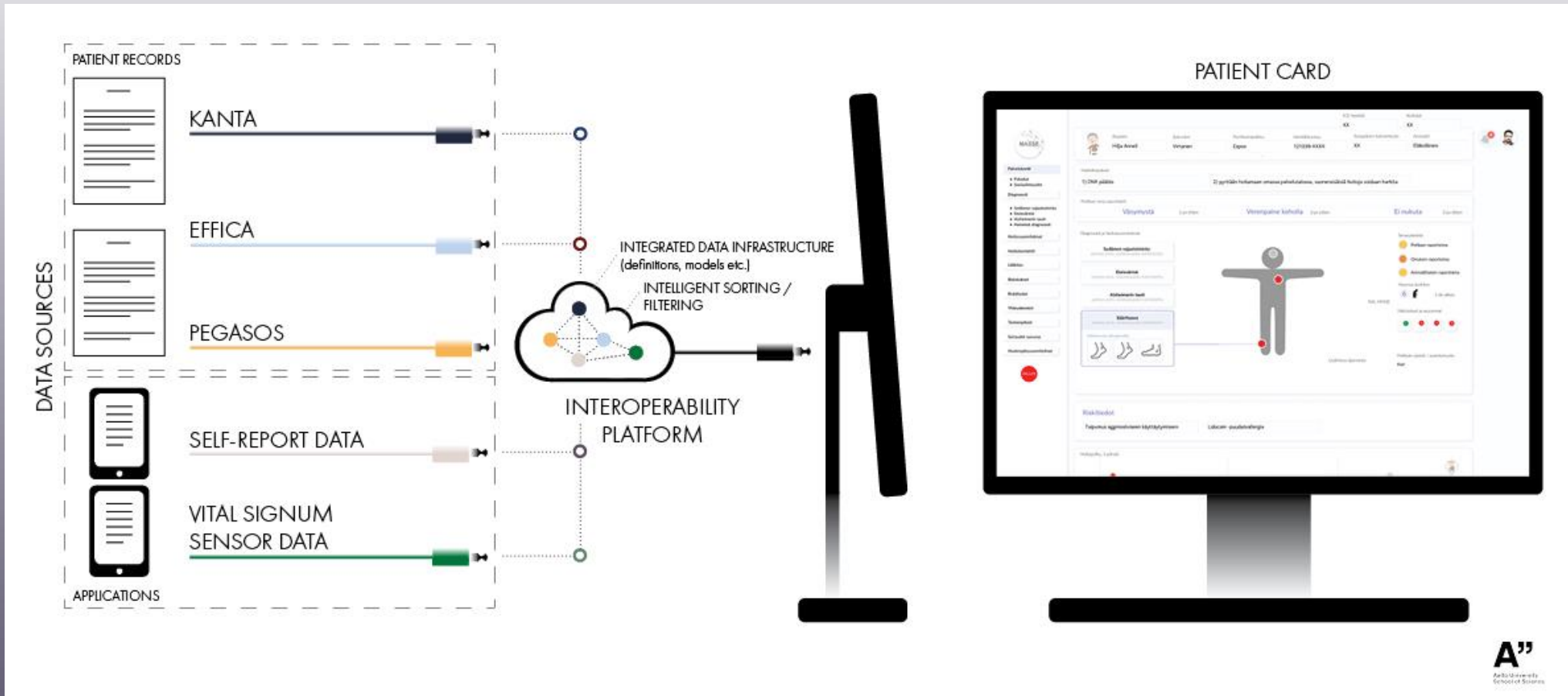


Ensihoidon kirjaus ja ensihoidon ottama sydänfilmi

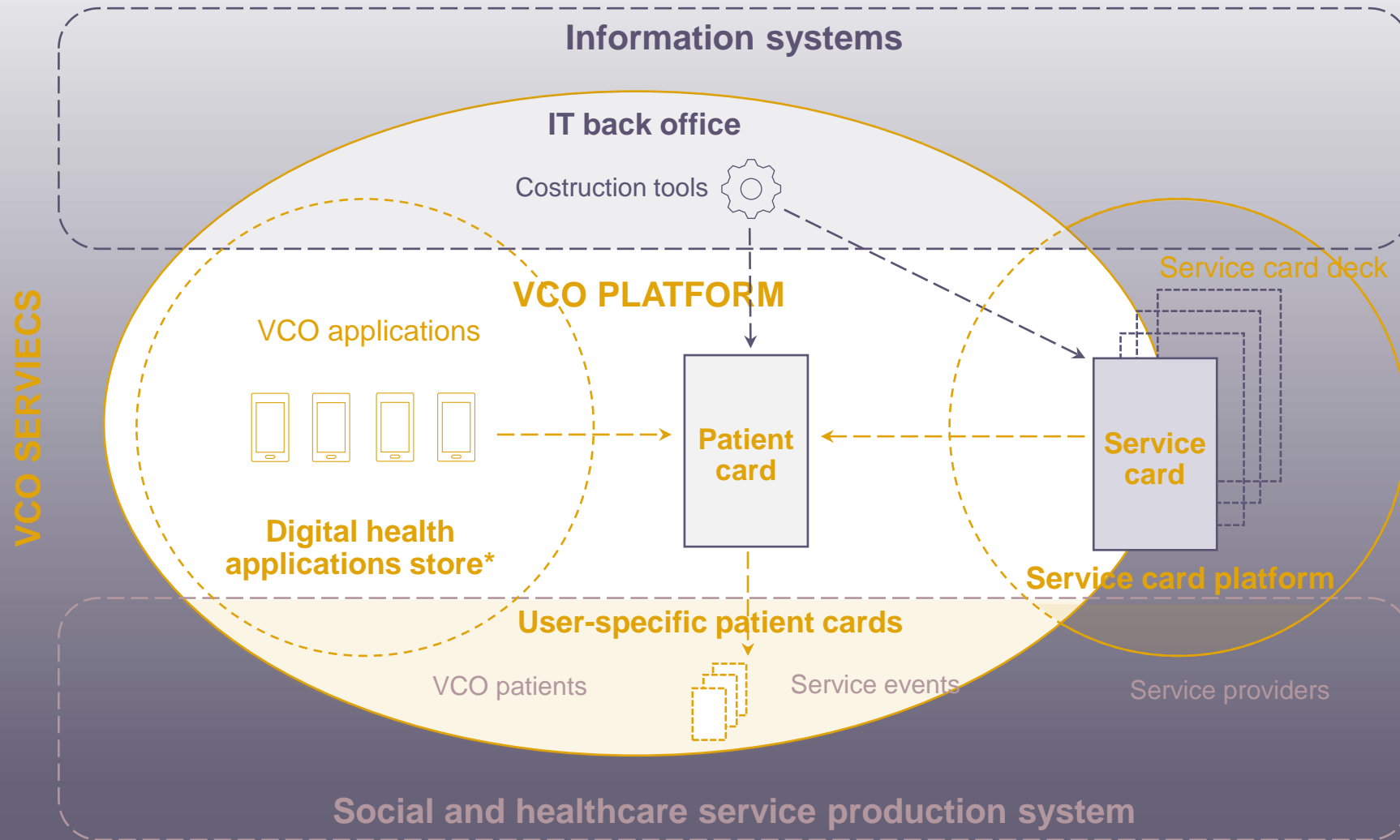
CONCEPTUAL STRUCTURE OF THE VCO'S PATIENT CARD SOLUTION



SOURCE SYSTEMS AND THE PATIENT CARD

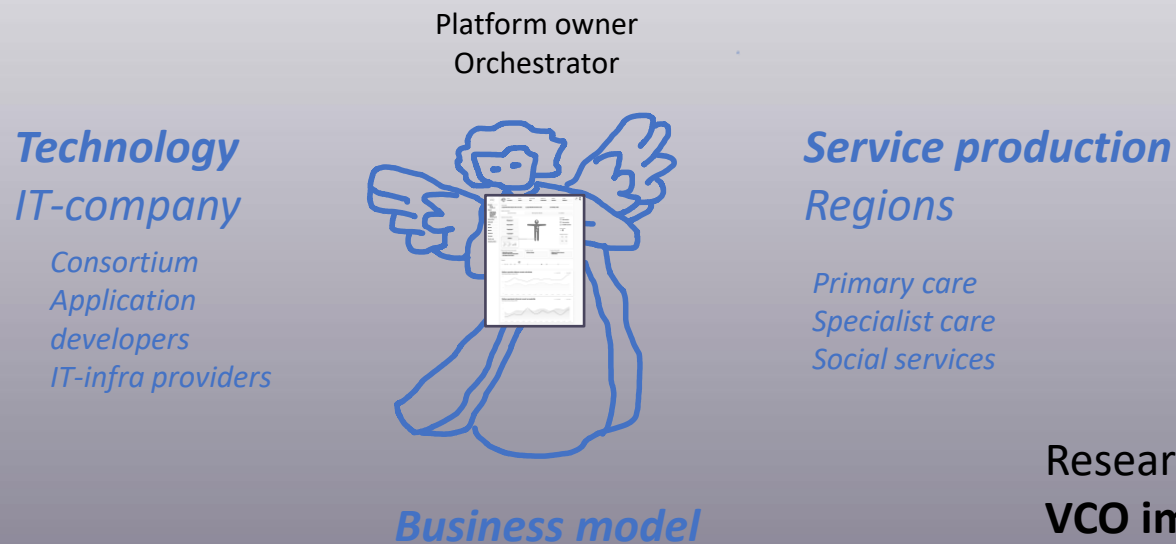


THE VIRTUAL CARE OPERATOR AS A PLATFORM



* *digitherapies, patient pathway management, self-care programs, information services etc.*

MASSE II – FROM DESIGN PRINCIPLES TO PRACTICE



Research problem 1

Patient card design

- Who needs to know what
- Data hierarchy
- Sorting, selecting
- Presentation
- ...

Research problem 3

Economic sustainability

- Is it worth paying for?
- Cost-benefit metrix
- Management of efficiency gains
- Business- and revenue model follow-up
- Export opportunities

Research problem 2

VCO implementation, organization and management

- When people know what to do, what do they do?
- Roles, rules, and responsibilities
- Resource allocation
- Processes & workflows
- Training
- ...