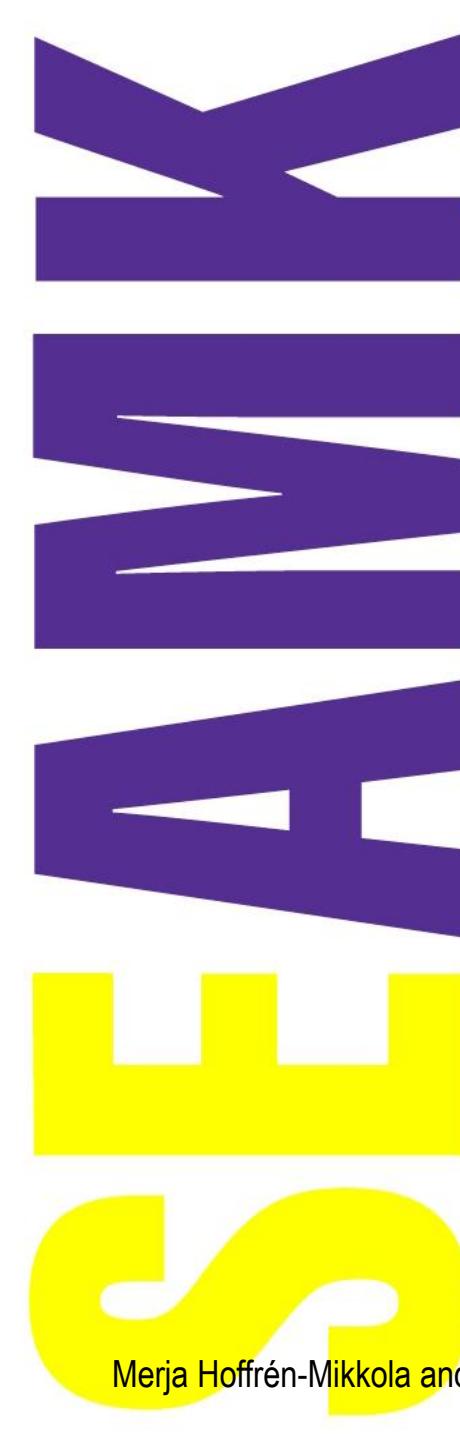




Inclusion in the digital society

11.2.2025

Merja Hoffrén-Mikkola and Katja Valkama



Global challenges

- How can health and social services be secured for everyone as the dependency ratio rises, staff shortages threaten, and rural areas become deserted?
- How to support the competence of citizens/clients as well as social and health care workers to utilise technology and digital services?
- How can we ensure that no one is left out of different sectors of society as services become digital?

Research themes – Inclusion and digitalisation

- Digitalisation from the perspectives of organisations, management, employees and customers
 - Digital gaps and skills
 - Competence, well-being at work, change in work
 - Inclusion
- Digital health and social services
 - Remote services
 - Digital health literacy
 - Organisational health literacy
 - Health and welfare technologies and the use of them
 - Inclusion
 - Effectiveness

HEALTH LITERATE ORGANISATIONS AS REMOTE SERVICE PROVIDERS

- Research project financed by Töysä Savings Bank Foundation
- Organizational health literacy is examined from the perspective of real-time remote services in the social and health sector.
 - Chats for health services, adult social work, disability services, physiotherapy, maternity and child health clinic, mental health and addiction services and the family center
 - Remote appointments in mental health and addiction services, physiotherapy and nutritional therapy

1. Management with information in remote services
2. What kind of experiences do employees implementing real-time remote services have?
3. What experiences do customers have of using real-time remote services?

HEALTH LITERATE ORGANISATIONS AS REMOTE SERVICE PROVIDERS

Research themes

- Digital gaps and skills
- Competence
- Well-being at work
- Change in work
- Remote social and health services
- Digital health literacy
- Organisational health literacy
- Inclusion

How can an organization provide remote services that people can easily find, understand and use to take care of their health and wellbeing?

IPO - Case Management with Older Adults in Wellbeing Services Counties

- Funded by the Ministry of Social Affairs and Health, grant number VN/9238/2023.
- Data: documents, literature review, focus group interviews of case managers and management in three wellbeing services counties, individual interviews of the service users
- The state of case management in the social services for older adults

IPO - Case Management with Older Adults in Wellbeing Services Counties

Research themes:

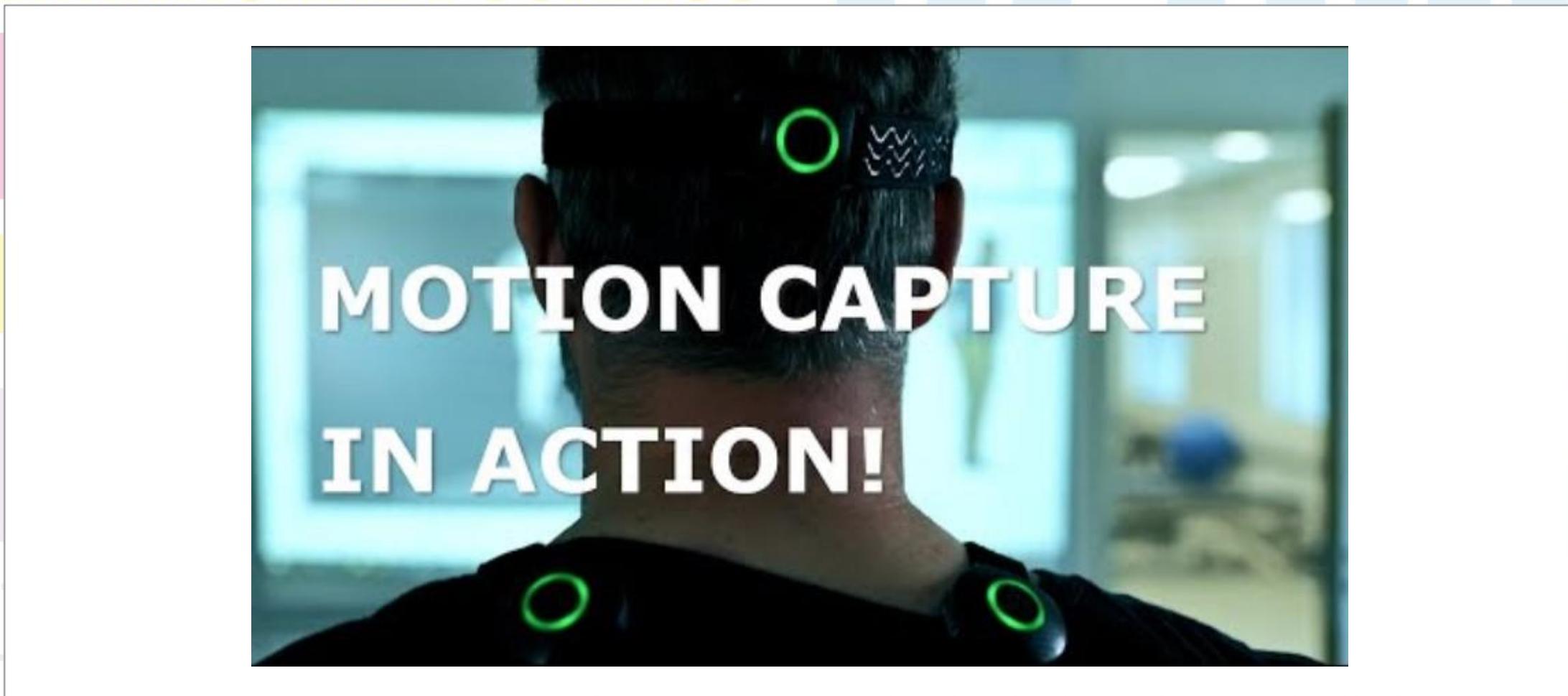
- Inclusion and client safety
- Use of technology
- Remote services
- Digital gaps and skills



Tämä kuva, tekijä Tuntematton tekijä, käyttöoikeus: CC BY

MOTION CAPTURE TO SUPPORT THE ASSESSMENT OF PHYSICAL WORKLOAD AND THE DEVELOPMENT OF WORK ERGONOMICS

- Research project financed by The Finnish Work Environment Fund
- Action research in a company that manufactures, installs and maintains lift doors and their parts
 - Measurements in a factory and in three cities
 - Development plans
 - Re-measurements
- What kind of added value can the utilization of motion capture and motion analysis bring to the assessment of the physical workload in workplaces and the development of work ergonomics?
 - From the perspectives of employees, work management and occupational health care



MOTION CAPTURE TO SUPPORT THE ASSESSMENT OF PHYSICAL WORKLOAD AND THE DEVELOPMENT OF WORK ERGONOMICS

Research themes

- Well-being at work
- Health and welfare technologies
- Effectiveness



Co-operation

- The research group welcomes all proposals for cooperation!
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KUITOS

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