



# Inclusion in the digital society

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# 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 Tuntematon 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  
IN ACTION!**



# **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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