



ETELÄ-KARJALAN
SOSIAALI- JA TERVEYSPIIRI



Mallu the Mobile Clinic development project

*Serving citizens living in
less-populated areas*

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Description and objectives

- A case study: development project of moving services (Mobil clinic)
- Case organization: South Karelia Social and Health Care District (Eksote)
- The focus was to develop a new way of serving social- and health care services, especially Long Term Care services, in less populated and rural areas
- The presentation describes the empirical experiences





South Karelia Social and Health Care District



Lappeenranta

SOUTH KARELIA



**Helsinki
220 km**

**Russian border 35 km
Saint Petersburg 230 km**



Eksoite - Background

- Eksoite = South Karelia Social and Health Care District, a legal entity owned by 9 municipalities in South-Eastern Finland
- Provides public social and health care services in the area
- One central hospital in Lappeenranta and various regional GPs (with bed wards) in other municipalities
- Kicked off in January 2009, basic health services were added into the scope in January 2010
- Eksoite's goal is to provide better services to a customer-oriented and cost-effective regardless of municipal boundaries



Wellbeing and health – our common goal

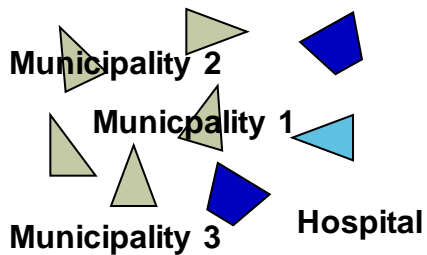
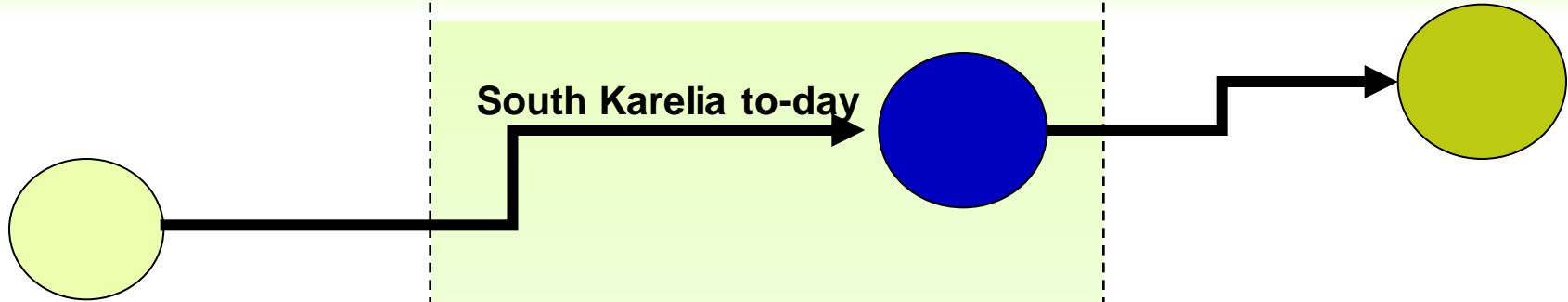
- Eksote provides all health, family and social welfare and senior services for 133 000 citizens, some of them 200 km apart from services.
- Eksote enters into service contracts with the participating municipalities based on the needs of those areas.
- The annual raise of the costs from year 2010 to 2011 was 3.6% (compared to 5.6% which was the average in Finland)
- More than $\frac{3}{4}$ of the patients are satisfied.

THE DEVELOPMENT OF THE FUNCTIONAL INTEGRATION

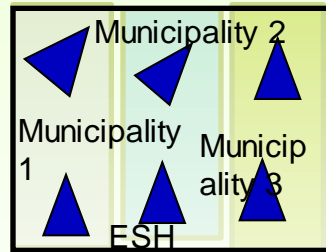
Phase 1

Phase 2

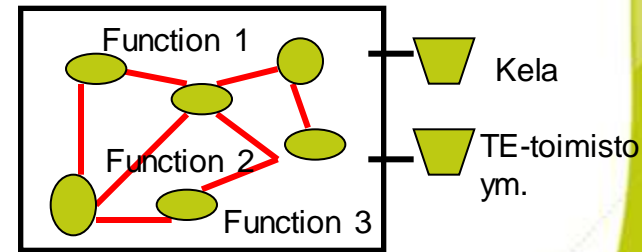
Phase 3



Separated administrative and functional structure



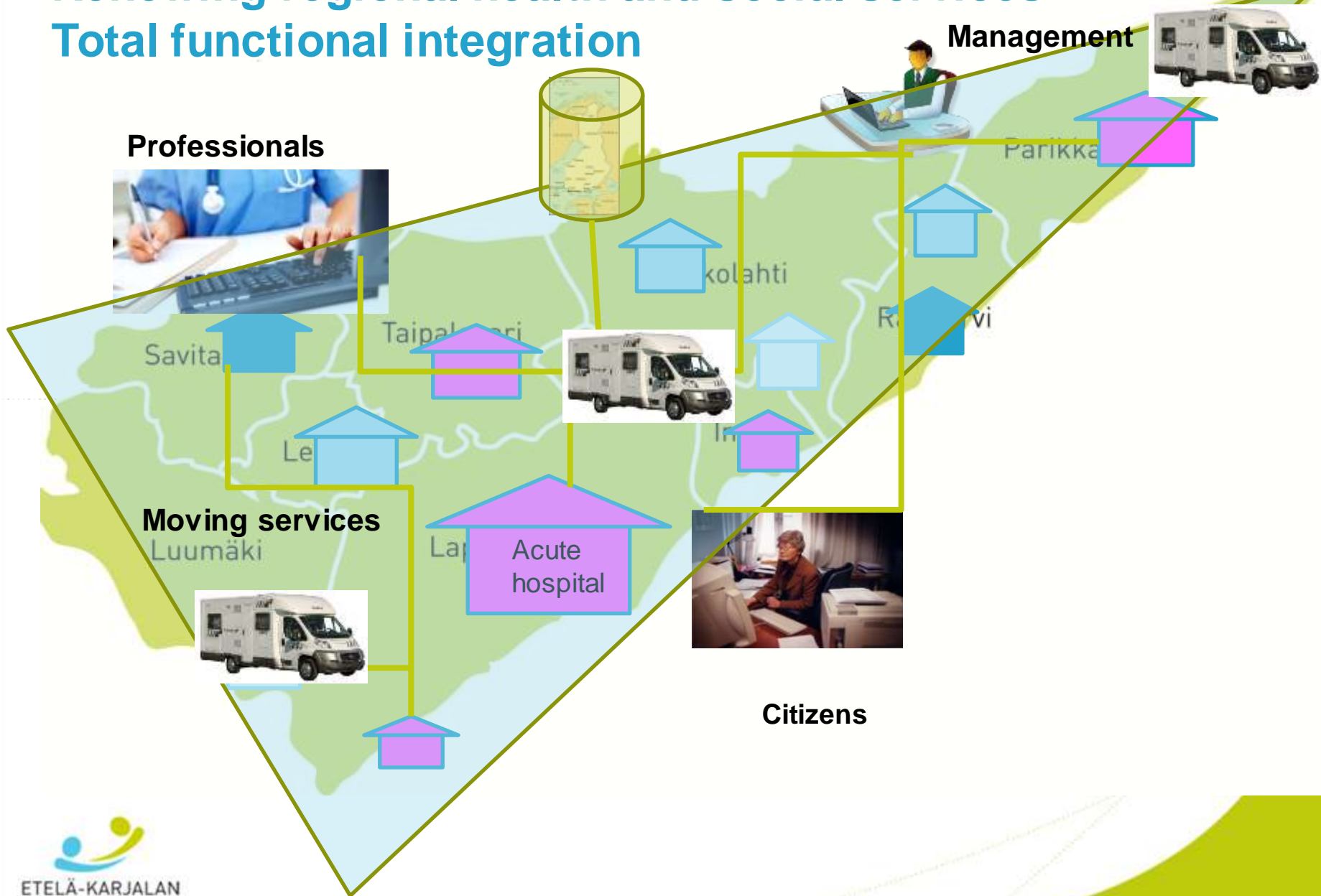
Administrative integration



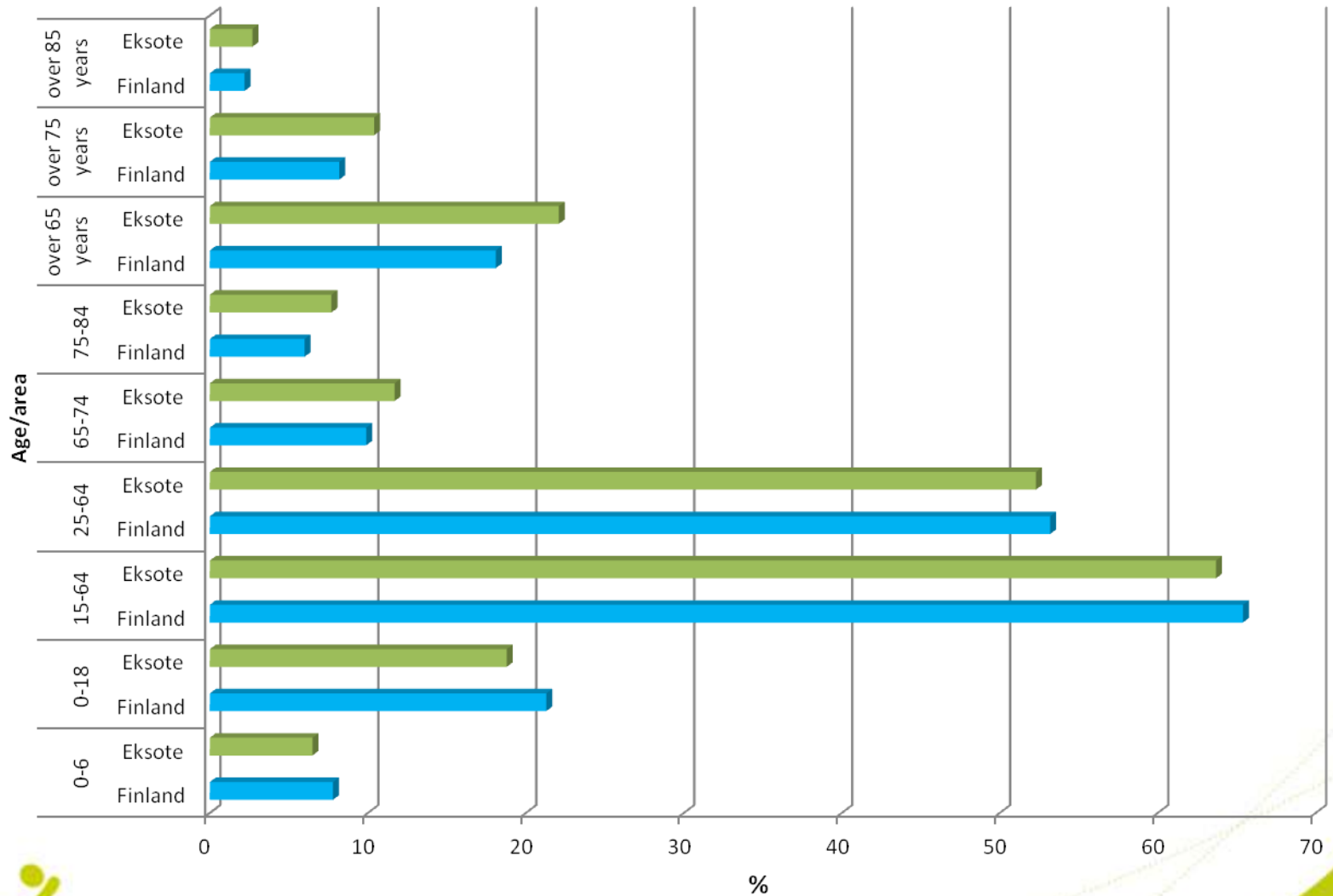
Functional integration

Total network structure

Renewing regional health and social services- Total functional integration



Finland/South Karelia demographics 2011



History of Mallu the Mobile Clinic development project

- Mallu was launched by the South Karelia Social and Health Care District in November 2010, when it was used to deliver influenza vaccines to the **rural areas of South Karelia**
- From early 2011 onwards it has been used as a mobile nurse's clinic, stopping at appointed villages throughout Eksote's district, **bringing social and healthcare services closer to clients**
- The routing has been developed in close **cooperation with village associations**



Services offered in Mallu the Mobile Clinic

- Services currently include **nurse's consultation**
 - health counselling, regular health checks, treating wounds, capillary blood work analysis (e.g. glucose, CRP and INR analyses), giving vaccinations and injectable medicines, taking care of prescription traffic and so on
- In 2013 services will include **dental nurse's services**
- Services such as **physiotherapy** are offered in connection with Mallu's visit
- Mallu the Mobile Clinic has been equipped with a range of blood work analyzers, a basic range medical equipment and a complete access to Eksote's **Electronic Patient Records**



Theme days in the less-populated areas

- Various **theme days** have been organized in connection with the Mobile Clinic operation model. These have been organized with the **prevention** of future social and medical problems in mind, **promoting health and wellbeing**.
- **Village associations** have a significant role in organization of these events
- Different **health care professionals** (e.g. physical therapists, nutritional specialists and dental hygienists) have been included
- Theme days are organized **in cooperation with the third sector and other public service providers**, e.g.
 - Finnish Federation of Hard of Hearing
 - Various sports federations
 - Kela – The Social Insurance Institution of Finland

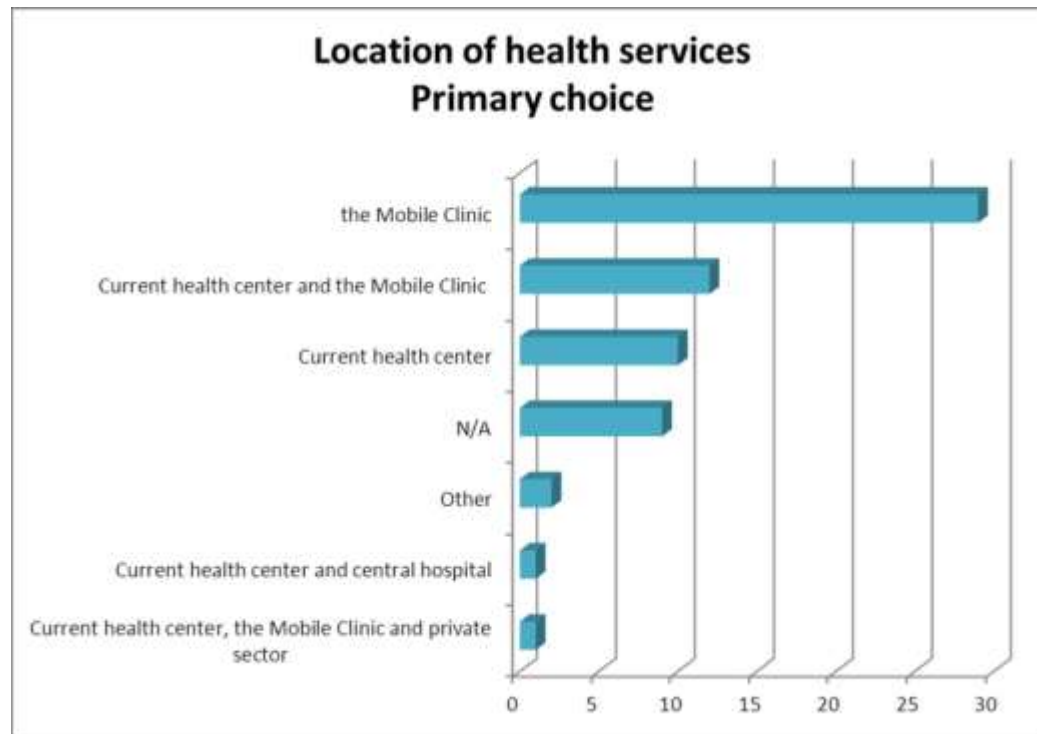
Technical aspects of the Mobile Clinic

- Currently Mallu is a commercial recreational vehicle, which has been modified only by the addition of a GSM antenna and modem, connected to a WiFi router
- Communications utilize @450/3G-networks, through which the laptops of the clinic have a real-time connection to IT-departments Citrix-server, **Eksote's Electronic Patient Records, Web Lab and the Internet**
- **The future Mobile Clinic**, which will be operational early 2013 will be a highly modified light truck built for the use as a **mobile nurse's and dental nurse's clinic and more.**



Benefits of the Mobile Clinic

- The Mobile Clinic has received positive feedback from the beginning of the project to this day. According to surveys and feedback, especially aging citizens living away from town centers, in which the health centers are located, are satisfied to services offered in a mobile form.



Benefits of the Mobile Clinic

- The Mobile Clinic has proven to be a simple and cheap solution for offering social and healthcare services in large and sparsely populated areas throughout South Karelia
- The Mobile Clinic is not affected by municipal borders in municipalities that have chosen Eksote to offer their social and healthcare services, which is easy for both clients and municipalities – the service is free for clients throughout Eksote's area and has no specific costs for the municipalities



Challenges faced in the Mobile Clinic project

- Optimal routing of the vehicle has been an area of careful R&D during the project.
- Finnish weather is a factor that has to be taken into consideration during the project. When temperatures can be anything from -30 to +30 degrees Celsius, and winters can be very snowy, the vehicle(s) used must be adequately warmed and cooled and reliable even in harsh conditions, and there has to be warm waiting rooms for patients in the stopping points



Possible future aspects of the Mobile Clinic?

- Mallu the Mobile Clinic and the concept of mobile social and health services are being developed further
- Mallu offers **services for the unemployed** in rural areas in autumn 2012 during a pilot period
- In the beginning of 2013 Mallu the Mobile clinic will provide also **dental nurse's** services

Desired services in connection with the Mobile Clinic's visit

Public sector (Eksote) service = E
Third of private sector service = Y



Mobile social and health services are being studied

Goals

- To develop operation models for mobile services in less-populated and rural areas
- To study the needs of people +60 years (survey N= 3000)
- To assess ways of providing, distributing and using services supporting independent living and wellbeing

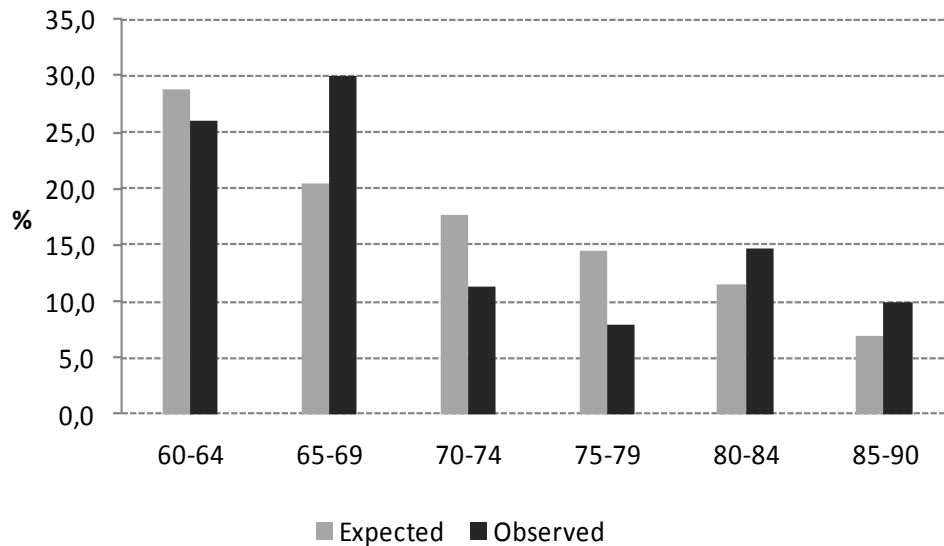
Saimaa University of Applied Sciences & Lappeenranta University of Technology

How senior citizens' possibilities for independent living at home can be improved and supported by providing services close at home

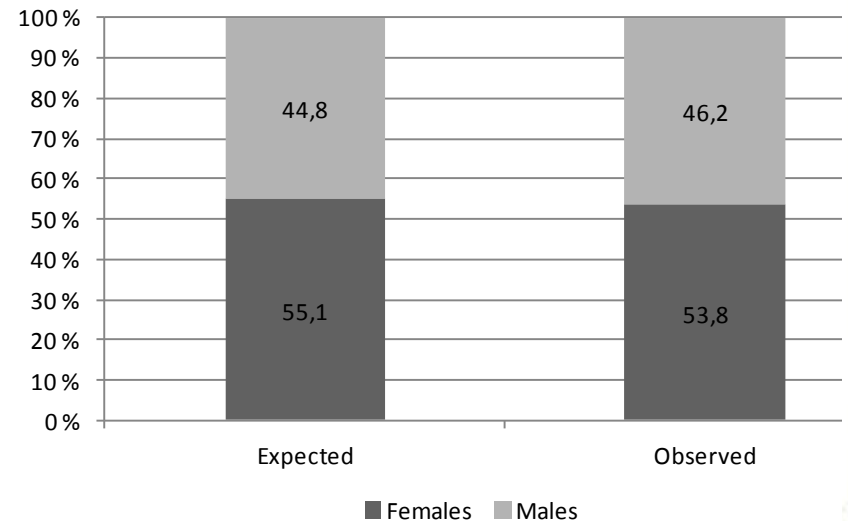
Eksote can use the information in developing services further



The survey respondents by age and gender distribution (N= 3000)



$\chi^2 = 11,977$ $p = 0,035$ $Df = 5$



Futur, Mobil Clinic Mallu? Moving Social- and Health Care Center? A new way to organize LTC?





Futur
Mallu
Ship?

Comments, questions ?

Thank you for your attention!
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