

An aerial photograph of Jyväskylä, Finland, showing a large lake in the foreground and middle ground. The city is built on a peninsula and surrounding areas, with a mix of modern high-rise buildings and older residential structures. A bridge crosses the lake. The sky is clear and blue.

City on the Move

JYVÄSKYLÄ

A decorative graphic in the bottom right corner consisting of several overlapping, concentric blue circles of varying shades, creating a circular, wave-like pattern.

JYVÄSKYLÄ *Smart, safe and sustainable*



- One of the fastest growing cities in Finland, current population 136 000.
- 270 km from the capital Helsinki
- The 2nd most popular city among people migrating within Finland, and the 3 rd best city image in Finland overall



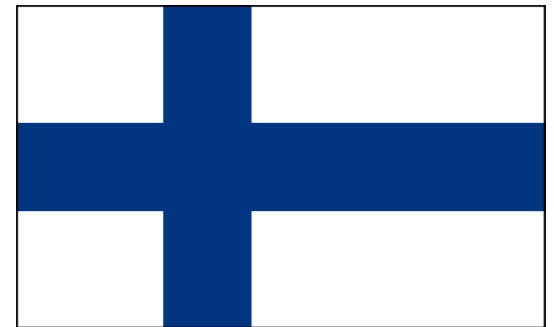
Huhtasuo Haltuun- project

Nurse-oriented care provision

Mrs Johanna Pekkilä – RN, special office nurse and development nurse



JYVÄSKYLÄ



JYVÄSKYLÄ



DETAILS OF HUHTASUO AREA

- Population: app. 9 000
- Many immigrants (refugees)
 - Common languages in the area: Finnish, Albanian, Arabic, Burmese, English, Kurdish, Persian, French, Somali, Swahili, Thai, Russian and Kinyarwanda
- Single parent families: 40.9% (city average: 24.2%)
- Higher educated: 18.2% (city average: 33.2%)
- Unemployment rate: 24% (city average: 12.9%)



THE HUHTASUO HEALTH CENTRE

The health care center “net” in Finland is publicly funded and available to everyone.

In the Huhtasuo health care center we provide services for those people who live in Huhtasuo area:

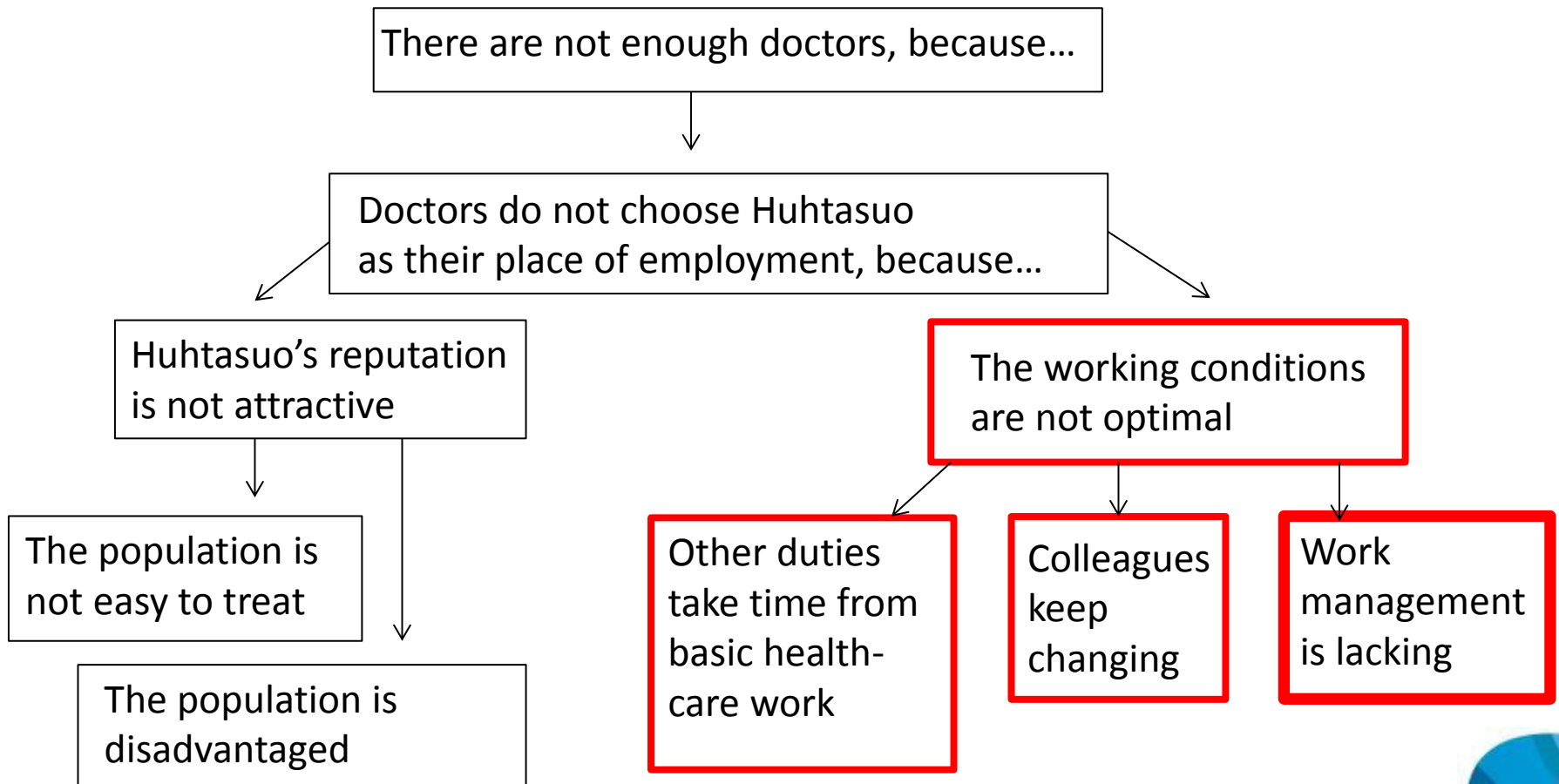
- Maternity clinic
- Child welfare clinic
- Dental clinic
- Primary care
- Doctors and nurses reception service
- Special nurses service
- Social workers service

The staff as a whole to 45 people



WHAT WAS THE PROBLEM ?

Basic health-care services are not equally and comprehensively available to Huhtasuo residents, because...



WHAT WAS THE PROBLEM WITH DOCTORS' WORK MANAGEMENT?

Patients are allotted insufficient time.

Nurses do not have the time for appropriate treatment need assessments.

The division of work is inadequate.

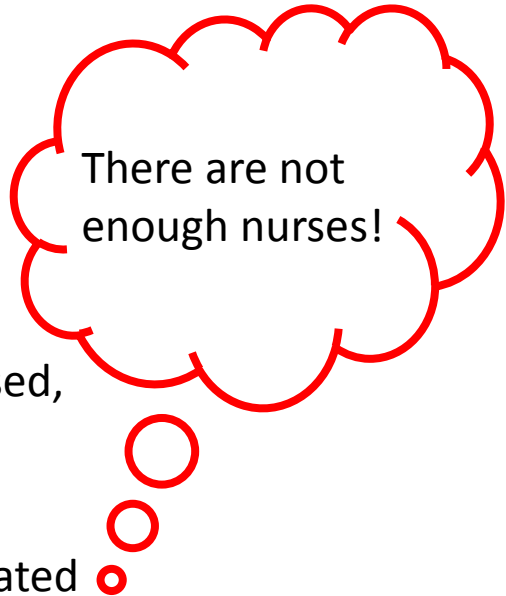
Patients are insufficiently guided to see a nurse.

The treatment of long-term illnesses lacks a long-term perspective.

The intended care paths are not realised, and treatment plans are not made.

The number of patients who are given appointments is not in line with the work plan.

Health problems have accumulated because self-care and preventive health care are not supported.



There are not enough nurses!



HOW DID WE SOLVE THE PROBLEM?



Doctors

$\frac{1}{2}$



Nurses who keep independent practise



First contact nurses

$\frac{1}{2}$



Physiotherapist



Psychologist



Depression nurse

$\frac{3}{4}$



Social worker



Archive worker

New staff



$\frac{1}{2}$



$\frac{2}{3}$



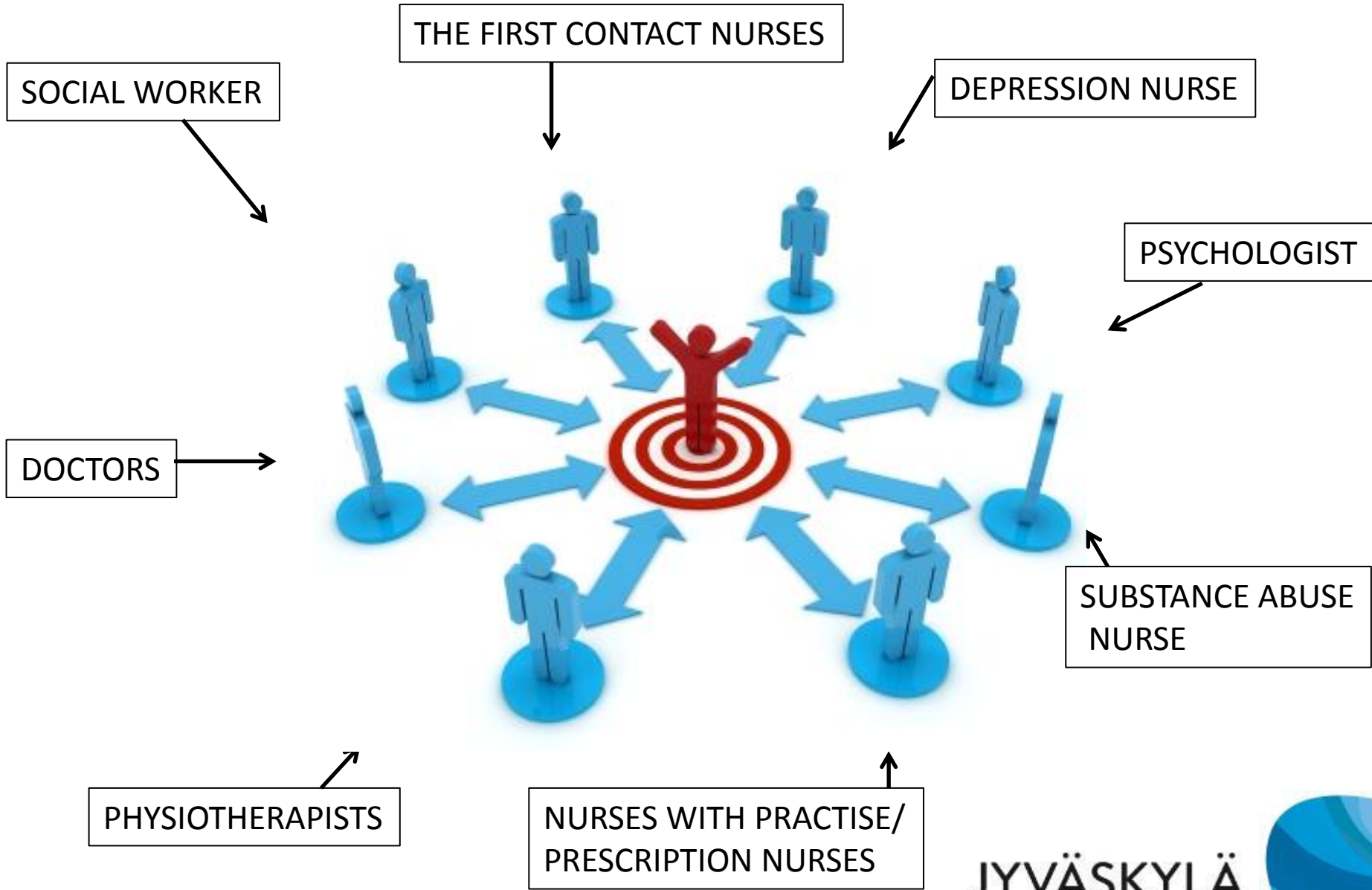
Substance abuse nurse

WE DECIDED TO DEVELOP

- Improving assessment of care needs
- Nurse-led chronic disease management
- Multi-professional care
- Self-care support



HUHTASUO CARE TEAM



THE FIRST CONTACT NURSES

Should I give some home care - instructions or should I make a reservation ?

Today, tomorrow or next week?

With which care provider?

- Social worker?
- Nurse?
- Physioterapist?
- Substance abuse nurse?
- Depression nurse?
- Psychologist?
- Joint nurses' appointment for a group of patients
- Doctor?

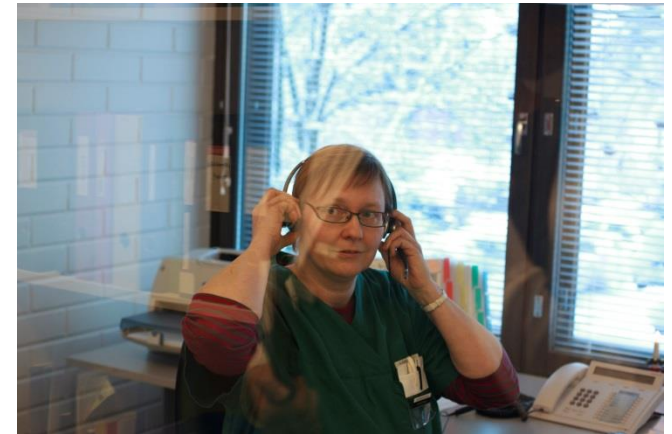


Foto: Kristiina Kontoniemi



PRESCRIPTION NURSES

- 4 of the 6 RNs have prescriptive authority
- Patients with an infection, for example, first see the RN and only see a doctor if needed

Some background info on nurse prescribing in Finland:

- Nurse prescribing in Finland started in 2011 in Jyväskylä
- Now 190 RNs have prescriptive authority (having prescribed 17 000 prescriptions up to now)



NURSES WITH PRACTISE

- Chronic patients first see the nurse. The nurse evaluates if/when the patient should see a doctor, this can be, for example, just every second or third year.
- Individual health and care plan is made together with the patient. Nurses stress the importance of self-care to patients.
- The health centre uses the Chronic Care Model (CCM) as guidance.



SPECIALISED NURSES, SOCIAL WORKER

Huhtasuo health centre top assets are:

- Low standard consulting procedure between professionals in the health care center
- A new model of multi-professional appointments



DOCTORS

- We can't survive totally without our doctors, but a lot can be done by the nurses.
- Doctors take care of:
 - More complicated and severe patients (e.g. accident patients)
 - Patients with severe pain problems
 - Patients that already were assessed by the nurse
- Doctors are important co-workers, they enable nurses to learn while working and they support nurses in their decisions.



PATIENTS

Our goal is:

- To motivate people to take care of themselves and better self-manage their disease
- To ease the process of information finding on self-care support, for example through “Health care at home” guides in foreign languages



PATIENTS - “HEALTH STOP”

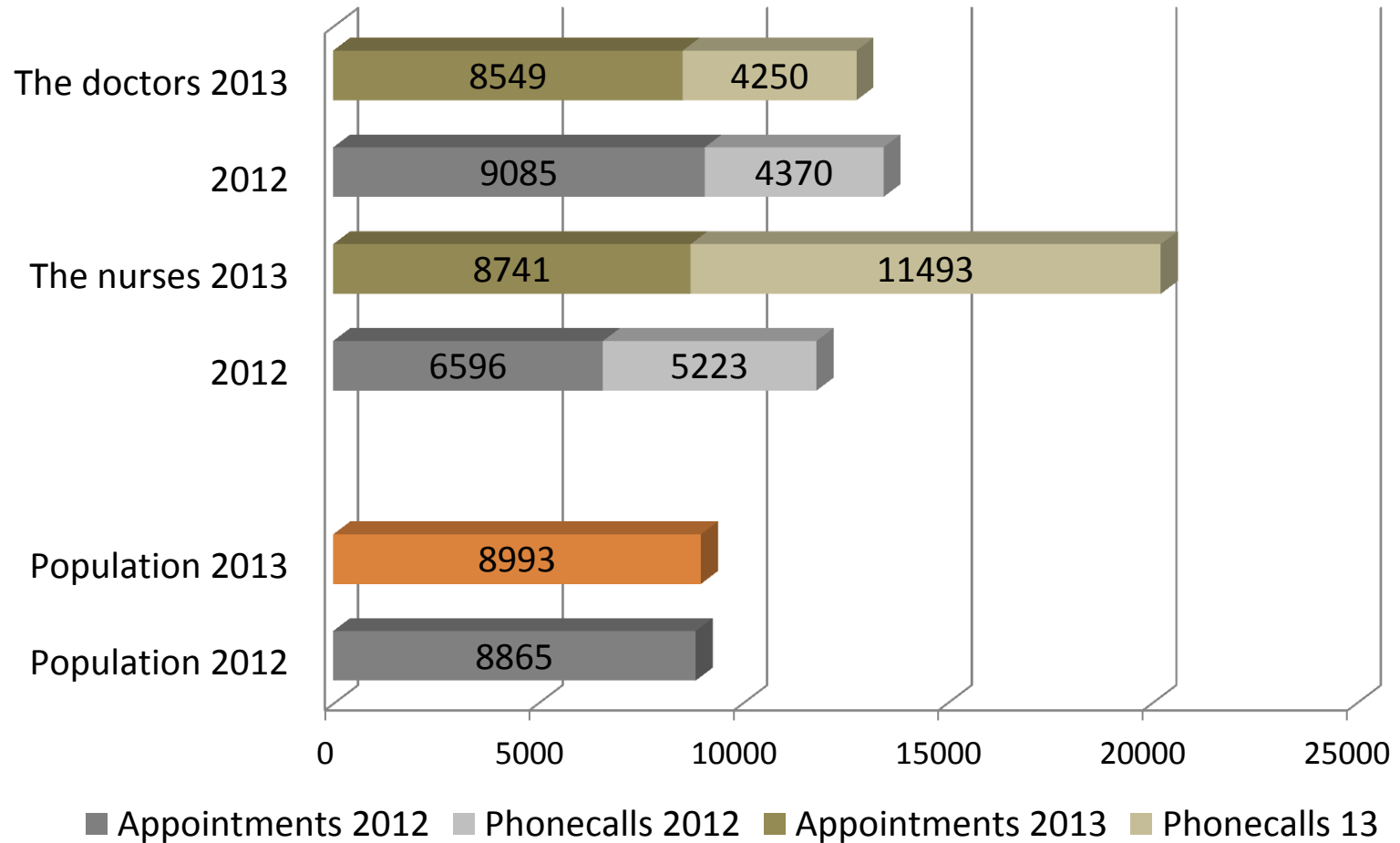
- **“Health stop”** = a room full of different medical guides, computer with internet, steelyard, blood pressure monitor, and so on.
- Every Wednesday afternoon there is a ‘third sector’ visitor (e.g. a member of some association, federation, experience expert..) who provides information/shares experiences and there is a possibility for patients to talk and share experiences.



RESULTS

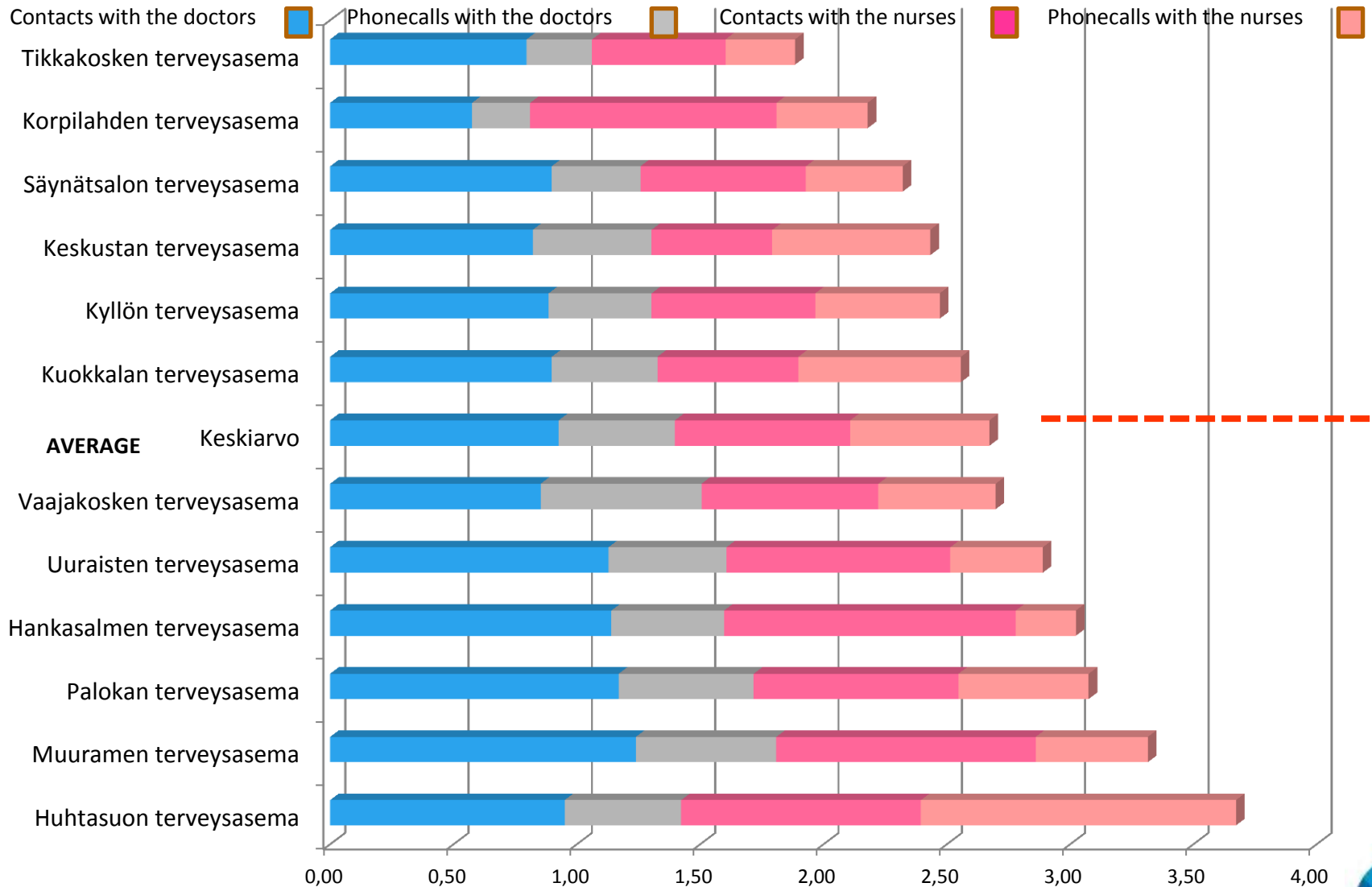


Total patient contacts of doctors and nurses 2012 ja 2013



Contacts and phone calls of the doctors and the nurses 2013

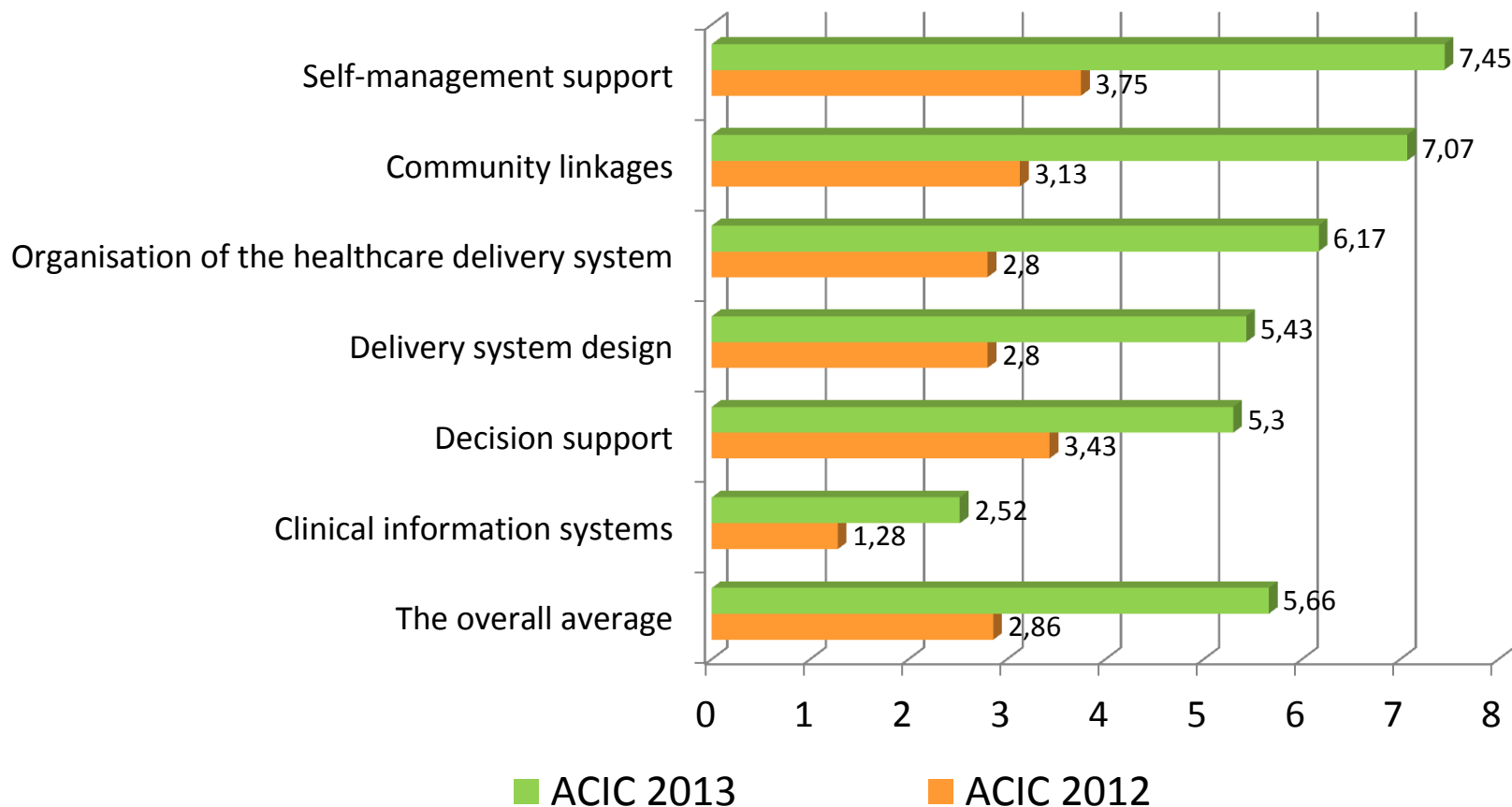
(in relation to population size)



ACIC-evaluation

Assessment of Chronic Illness Care

ACIC – evaluation summary 2012 ja 2013 in sections



ACIC- method is based on CCM and evaluates the standard of the treatment of the cronically ill patients.

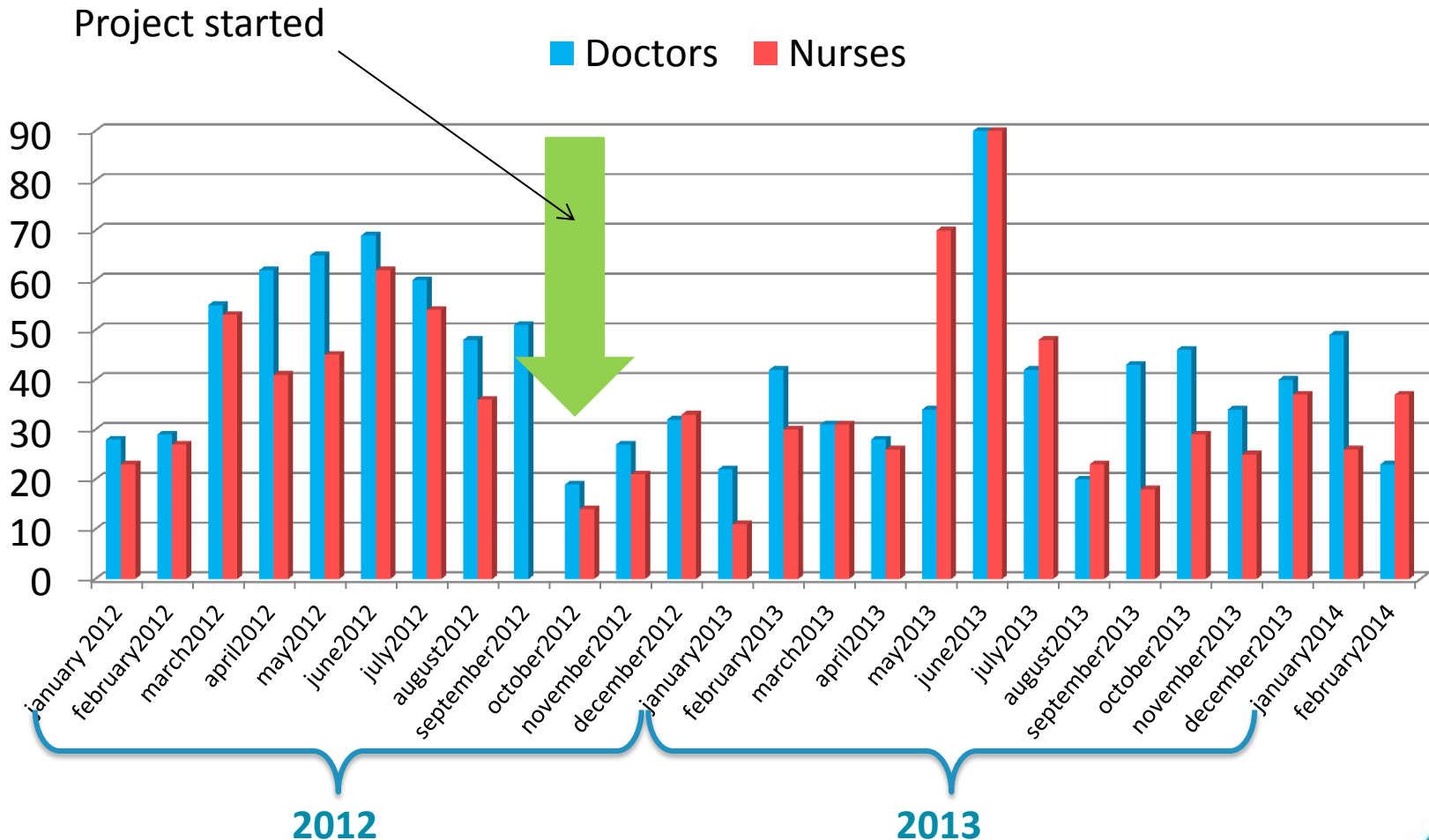
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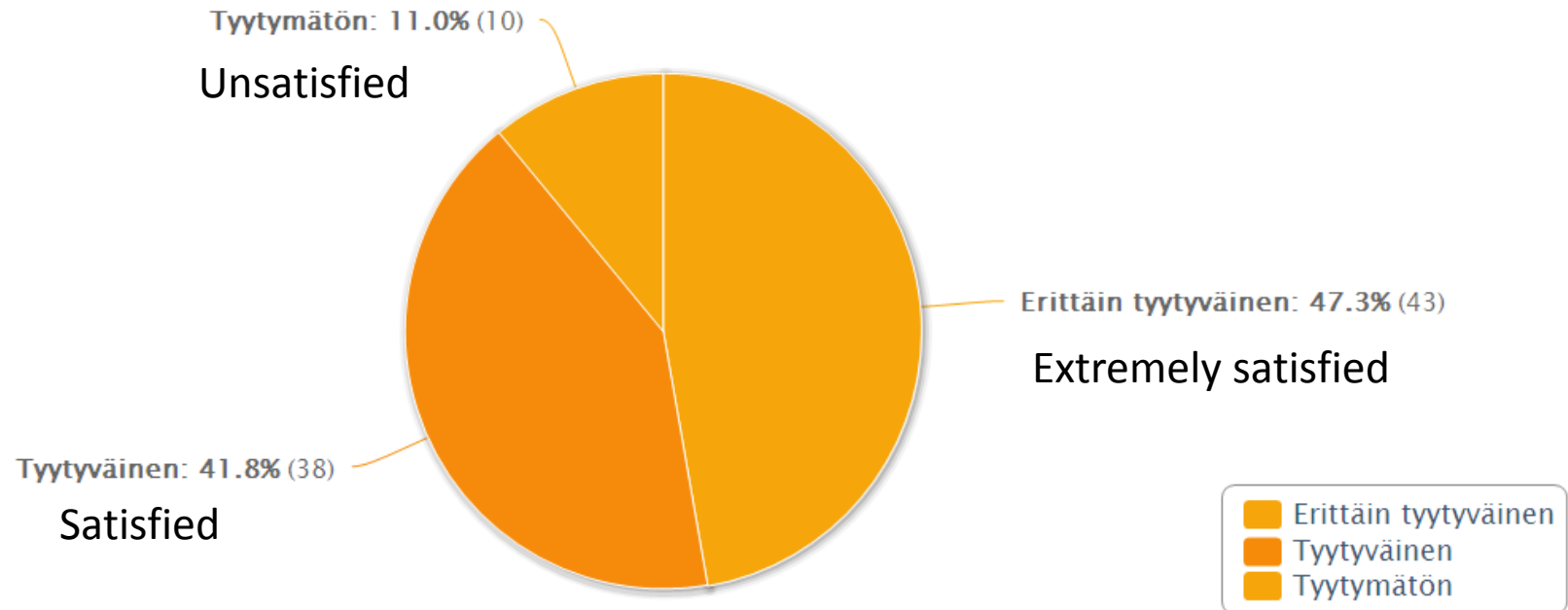
The waiting time for non-acute care

(3. available time 2012, 2013 ja 2014)



Satisfaction with the service

Asiakastyytyväisyys / Huhtasuo.



Yhteensä 91 vastausta
Total of 91 answers



IN REAL LIFE IT GOES LIKE THIS...

<https://www.youtube.com/watch?v=gt4zvi5NegA>

WITH REGARDS...



JYVÄSKYLÄ

MORE INFO OR QUESTIONS?

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JYVÄSKYLÄ

