

# Renewing Dialogues in Social and Health Care – Leadership, Well-being and Productivity

European Social Fund Development Project

2019-2021



WORK2019, Helsinki

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Leverage from  
the EU  
2014–2020



European Union  
European Social Fund

# Project coordination and co-operation

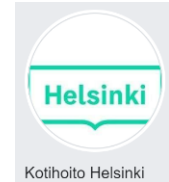


<https://projects.tuni.fi/sotedialogit/>

The project is implemented in **nine provinces** in Finland.



There are about **20 target organizations**. The five sub-projects are responsible for the development work in its target organizations.

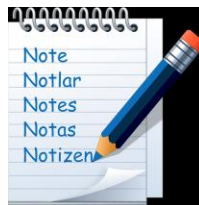


TAMPEREEN KAUPUNKI



Dialogical research-assisted development

- Inquiry
- Interviews
- Observations
- Groupworks



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## 1 Tampereen yliopisto (vanhuspalvelut ja lastensuojelu)

### Uusimaa

- Helsingin kaupungin kotihoito

### Kanta-Häme

- Janakkalan kunnan kotihoito

### Pirkanmaa

- Pirkanmaan/Oriveden yhteisöllinen ja osuuskuntamuotoinen senioriasuminen
- Debora Oy, Hämeenlinna
- Tampereen kaupunki, lastensuojelu
- Lempäälän kunta, erityisopettajat "OpeDialogit"

## 2 Seinäjoen ammattikorkeakoulu (vanhuspalvelut)

### Etelä-Pohjanmaa

- EPSHP, kaksi osastoa
- Lapuan kunta, kotihoito
- Suupohjan kuntayhtymä, Ikäluotsi, palveluohjaus

## 3 Itä-Suomen yliopisto (painottuu lastensuojeluun, myös vanhuspalvelut)

### Pohjois-Savo

- Kuopion kaupunki, lastensuojelu
- Varkauden kaupunki, Joroisten vanhuspalvelut

### Pohjois-Karjala

- SiunSote, lastensuojelu

### Kymenlaakso

- KymSote, lastensuojelu

### Kainuu

- KainuunSote, lastensuojelu

## 4 Lapin AMK (lastensuojelu)

- Pohjankodit Oy
- 2 muuta pilottia, neuvottelut menossa

## 5 Talentia

- Levitys, viestintä

# Project aims and goals 1/2

Dialogically and cooperatively support for organizations and professionals working with elderly people (home care) and children, young people and families (child protection, special education)





## Project aims and goals 2/2

- Developing work management and practical working methods:
  - meta-competences needed at work
  - superiors' competence in dialogical leadership
  - high quality work
  - customer orientation and customer safety
  - prevention of psychosocial risks
  - well-being at work and work ability



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# Implementation of regional government 1/2

- The focus has been placed on home services for older people. Informal care has been reinforced.
  - The use of electronic services will be enhanced in self care and counselling. The potential of health technology will be exploited more effectively.
- Social welfare and health care reform has improved basic public services and information systems.
  - Child protection will be reformed to have a greater focus on customers' needs and in order to reduce bureaucracy.

(Government Publications 12/2015 Ratkaisujen+Suomi\_EN\_YHDISTETTY\_netti.pdf.pdf)

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# Implementation of regional government 2/2

*A cross-cutting theme of the reform of home and informal care is digitalisation and the new alternatives generated as a result, including e-services and remote services, knowledge management and increasing the involvement of the population.*

- Functional home care
- Services for informal and family carers
- The harmonisation of housing, care and services

(<https://alueuudistus.fi/en/home-care-and-informal-care>)

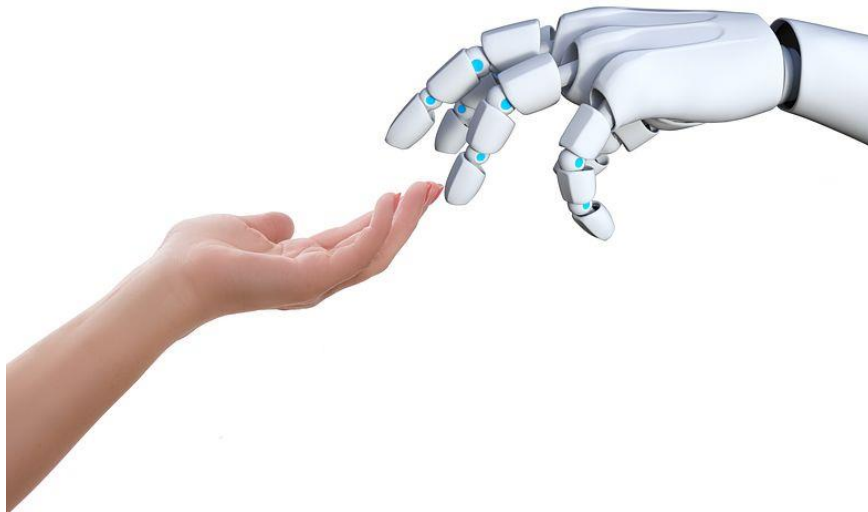
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# The focus of the presentation 1/2

About half of care workers take the view that robots are not suited to care work. Before adopting the technologies, it is important to canvass the views, opinions and attitudes of care workers themselves. (van Aerschot, Turja & Särkikoski 2017.)



## The focus of the presentation 2/2

**What are the possibilities, risks and effects related to technology supported services and interaction in the field of services for elderly?**

- How do the employees experience the role of technology as a part of service processes?
- What are the challenges and possibilities of technology in increasing the ability to function and the well-being of elderly?
- *(How do clients experience the role of technology in home care? This will be examined in the future)*

# The inquiry – open question

***What do you think about the role of technology and digitalization in your work?***

***Describe your experiences and wishes.***

***Tell us about the current situation and future prospects.***

Benefits	Barriers	Possibilities	Threats	Actualities
n=26	n=53	n=40	n=3	n=23

Wellbeing at work –questionnaire for professionals from child protection and elderly home care, N=335

# Benefits

“[Technologies] Are important e.g. for clients with a memory disorder. The tracking device is really important, and the safety bracelet/wristband etc. are irreplaceable. All inventions that help in everyday life are welcome. The phone application in use has been good in many situations.”

“Laptop and smartphones make work easier and quicker, and allow you to record with the customer, which enhances customer engagement and voicing.”

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# Barriers

“Devices should evolve and function properly. There are now issues with upgrades, lack of training and guidance.”

“Technology has gone too far. The person being treated is forgotten. The programs cost a lot. The employer is only interested in recording.”

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# Possibilities

“It is frightening, but it also opens up new opportunities that you need to seize and try to internalize.”

“But they [technologies] could be used more, for example, in how we communicate with our customers.”

# Threats

“If technology takes up too much, genuine presence and encountering between people will be overshadowed.”

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# Actualities

“Increases all the time. The use of the equipment should be natural and should be properly instructed.”

“Their [technologies] role is very large. If there is a problem with the networks or softwares, it will immediately complicate our work. Fortunately, computer support has usually been able to quickly fix them. In practice, I use my computer all day.”

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## Preliminary findings 1/2

- Views and experiences - both for and against as well as neutral
- Knowledge / training is often missing or perceived as important
- Security issues are a concern
- Technology is seen as having more potential, e.g. in contacting customers and communicating with them
- Customer needs:
  - for the elderly, technology is quite unfamiliar
  - child protection customers would use the technology even more

# Preliminary findings 2/2

- In home care:
  - Collecting feedback: e.g. Happy or Not application
  - Patient records are recorded on the phone during the home visit; saves nurses' worktime and enables customer engagement **BUT...**



# Reflection

- What does technology mediated work mean from the point of view of dialogue?
- How to exploit and secure the professional competence and technological skills of different aged workers?



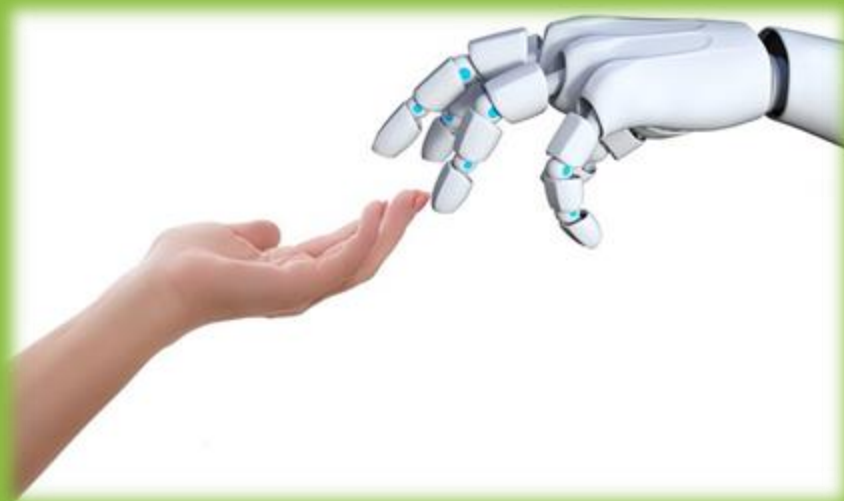
# Meta-competences and technology

- Dialogue, dialogue skills; *voicing, listening, respecting, suspending*
- Cooperation, collaborative and peer learning
- Self-direction; self-directed learning vs. guidance / training
- Reflection, assessment; individual and collective reflection

→ **Learning-to-learn-skills**

→ **Professional self-esteem and self-efficacy**

# Thank you!



<https://projects.tuni.fi/sotedialogit/>

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