

Wellbeing information as the basis of home care in Juva, Finland



The small town of Juva in Eastern Finland took new technology as a tool to develop the quality of home care. Vivago technology and analytics were launched with a lean pilot project. On-going training ensures the benefits of analytic data in improving care work.

STARTING POINT – The challenging discharge

Juva is a small town with merely 7 000 inhabitants in Eastern Finland. As everywhere, one of the most challenging phases in health care is the discharge of patients.

"Our clients will visit the health care centre for interval care. We have noticed the raised activity level during the interval on our premises will set back as the client returns to the solitude of her/his home. Days will again be spent drowsing on the sofa and the nights will be restless. We sought for a change to this vicious circle", says Home Care Manager Anne-Maarit Paunonen of the municipality Juva.

The population is aging in Juva. Today there are almost 1,000 over 75-year-olds, half of whom live alone. Already in 2030 it is estimated that there will be 23.5% of the inhabitants of Juva that are older than 75 years. According to the national recommendations the living at home should increase. The elderly themselves do appreciate the opportunity to live at home and maintain their right to decide for themselves.

For the needs of the nearest future the new ward will be built to support the rehab periods and take advantage of the most modern wellbeing technology. The goal is to improve the quality of the care and its monitoring in the long run.

CORNER STONES OF THE RENEWAL

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Anne-Maarit Paunonen, Home Care Manager



Vivago

Technology as a tool

At a service centre in Juva there have been about 40 Vivago CARE watches in use since 2011. Now about 40 clients agreed to have Vivago Domi POINT care phones installed. The CARE watch transmits information about the wearer's wellbeing to Vivago Vista software, which enables the wellbeing of the client to be monitored from the office or any other place.

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The solution is not merely an acquisition of technology. Vivago also offers the care professionals continuous training on understanding all the information that sleep-activity data can reveal of the clients' health and on how to benefit from that knowledge. In Juva the chances to develop the quality of professional care is appreciated:

"In the future we could benefit from more tips to the doctors at health centres on how much useful information the technology can reflect based on the client's sleep-wake rhythm. We are ambitious in our profession and want take the most out of the data for the improvement of the quality of care. There have been two rounds of training sessions for our staff and we are looking forward to even more," Anne-Maarit Paunonen plans.

The family members, doctors and nurses and especially the clients with dementia may have varied opinions on how the days at home have been going. Through the Vivago solution real-time data is gained on the activity levels. Based on the information the care professionals can conclude if the occurring mental confusion is caused by sleep-cycle or by a somatic disease that would demand treatment. At the Juva home care the team has been able to detect urinary inflammations from a divergent activity profile. For instance, hypothermic conditions will cause a notification directly to the nurses.

One of the beneficial features of Vivago is the automated transfer of information. The client does not have to be able to use the alarm mode. Any exceptions will be notified automatically, and the values of absence from the access point circuit, for instance while fetching the mail from the yard, can be individually set.



Real-time well-being information as the corner stone of professional care

The evolution in professional care is a process that will take some time.

"We are going to induct the Vista software to all the professionals that have anything to do with the client from the medical doctors to receptionists. If a new system is only used occasionally, it will never become an integral part of the nurses' or doctors' work flow but the old routines remain" emphasizes Home Care Manager Anne-Maarit Paunonen of the municipality Juva.

A totally new aspect by Vivago is how to support the client's family better. The activity data can be displayed for the clients' close relatives. Data can now be harnessed for the benefit of professional care. The duty to organize public procurement competitions forms no hindrance either.

"Based on my experiences I encourage my colleagues to experiment with technology! You can include features such as above to the terms of a procurement competition. It is useful to exchange views on experiences and best practises with your colleagues in the neighbouring municipalities", Anne-Maarit Paunonen advises.

A pilot project is the leanest way to begin to use technology for improvement in professional care. In Juva they started with just five systems. The experiences and feedback from various users will help in defining the next steps.

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