

# Using the Norwegian roadmap for service innovation in South Lapland



Katarzyna Wikström, process manager in South Lapland

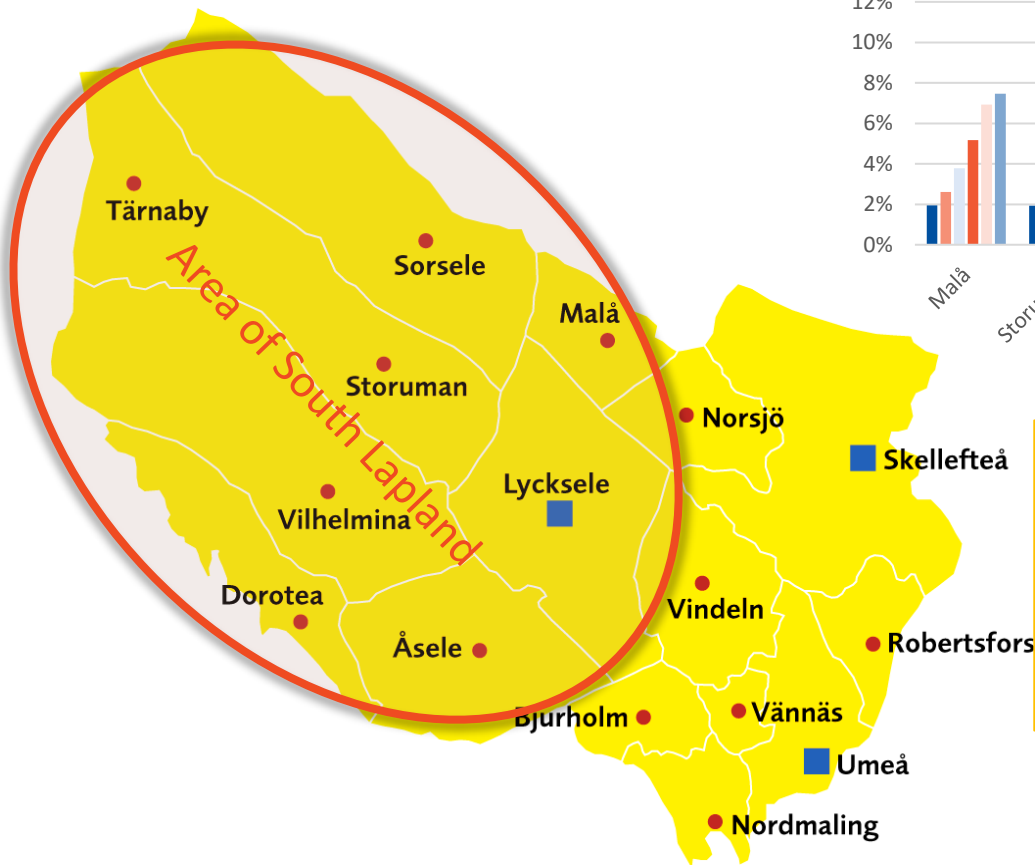
# Outline

- Shortly about South Lapland
- What is the “Good quality, local health care” reform?
- How is the Norwegian roadmap for service innovation applicable?

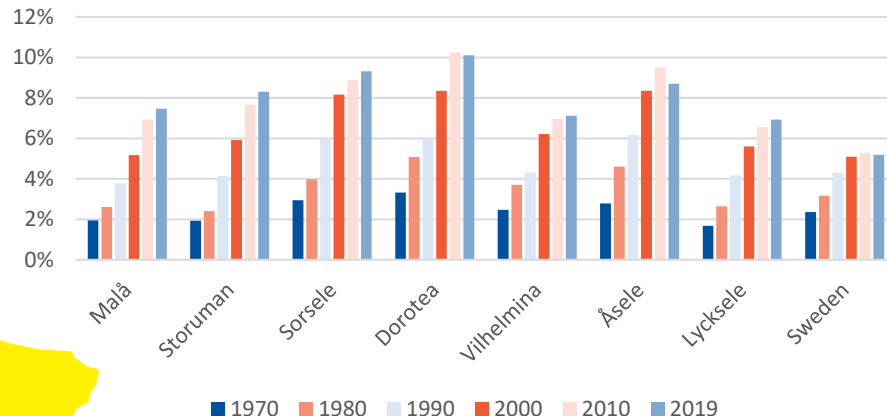
# Region of Västerbotten



# Region of Västerbotten



Ratio of population above 85 years



- Rural areas
- Population decline
- Lack of health care workers
- Rising ratio of elderly inhabitants

# What is the “Good quality, local health care” reform?



Organization  
Reactive  
Passive receiver  
Isolated health care  
and care interventions



Person and Relationship  
Proactive and health-promoting  
Active co-creator  
Focused on the care  
receivers

# How to do this?



?



## Malå

Population: 3 042 inh.

Population 85 years and older: 113 inh.

Nurses at Malå cottage hospital  
employed by Region Västerbotten



Nurses employed by Malå  
municipality



Collaborate  
and co-create

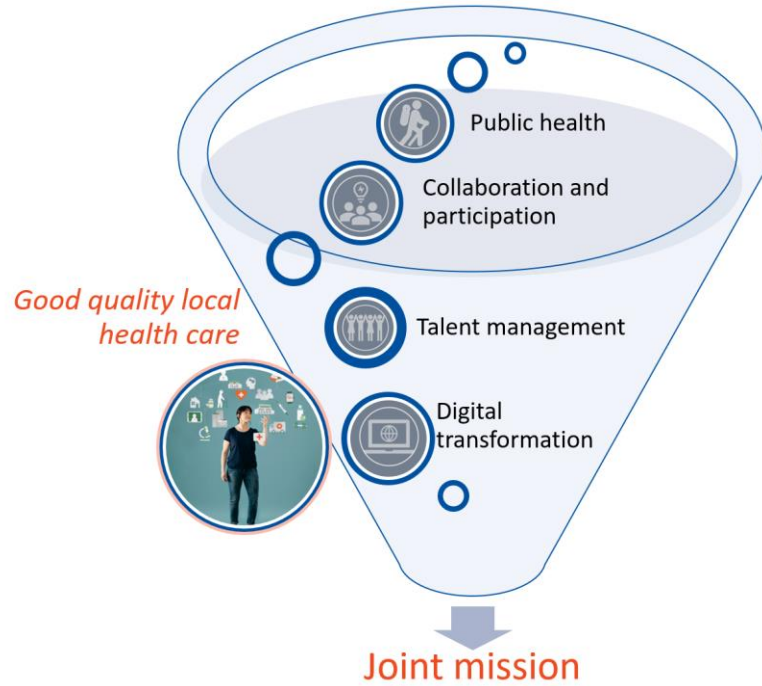
# How to do this?



- Review of objectives regarding health care and social care in municipalities and region
- Dialogue with politician in every municipality - City council
- Workshop with managers and decision makers in municipalities and cottage hospitals
- Dialogue with co-workers
- Dialogue with inhabitants



# How to do this?

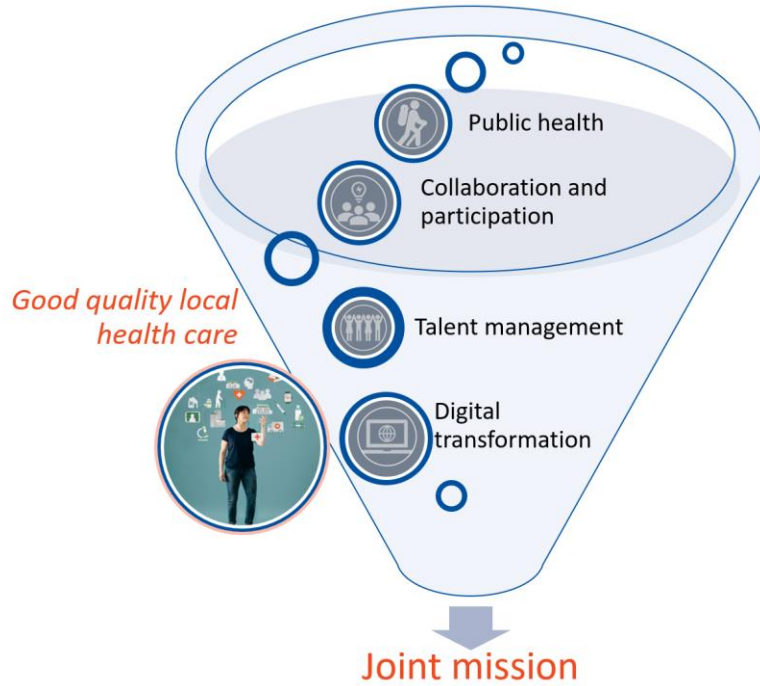


- Review of objectives regarding health care and care in municipalities and region
- Dialogue with politician in every municipality - City council
- Workshop with managers and decision makers in municipalities and cottage hospitals
- Dialogue with co-workers
- Dialogue with inhabitants





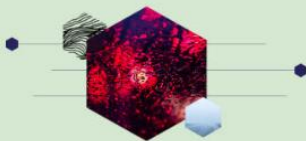
# How to do this?



Two projects with focus on:

- Increased competence regarding digital transformation and digital leadership among staff and decision makers.
- Increased number of digital services in municipalities and regional health care.





### Fase 1 - Forankring

Hensikten med fasen er å definere kommunens utfordringsbilde og sikre at organisasjonen har en felles forståelse for både problem og mål. Vellykket arbeid med tjenesteinnovasjon kjennetegnes av grundig forarbeid, god planlegging og bred forankring.



### Fase 2 - Innsikt

Gode tjenester skapes på bakgrunn av god innsikt i faktiske behov. Gjør grundig arbeid med å avdekke reelle behov og årsaker til problemer for dere velger løsning. Dette reduserer faren for at dere lager feil løsninger.



### Fase 3 - Tjenesteutvikling

I denne fasen omsettes innsikten til ideer, som igjen videreutvikles til tjenestetilbud klar for pilotering. Det er viktig å involvere både brukere og ansatte underveis for å sikre forankring og treffsikre løsninger.



### Fase 4 - Pilotering

Pilotering betyr at tiltaket eller tjenesten prøves ut i en begrenset skala over tid for å sikre at alt fungerer som det skal. Hensikten er å avdekke feil og mangler, identifisere uforutsette problemer og dermed reduseres risiko.



### Fase 5 - Overgang til drift

I denne fasen er det viktig å sikre at den nye tjenesten integreres i drift på en god måte. Dette innebærer planlegging og gjennomføring av implementering og eventuelle anskaffelser.

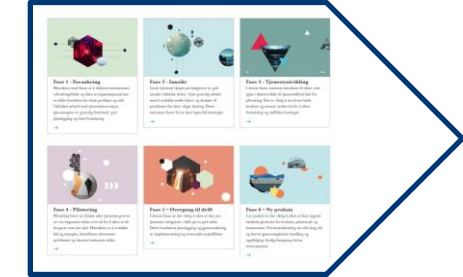


### Fase 6 - Ny praksis

I ny praksis er det viktig å sikre at dere oppnår ønskede gevinster for brukere, pårørende og kommunen. Gevinstrealisering tar ofte lang tid, og krever gjennomgående handling og oppfølging. Synlig fremgang driver motivasjonen.



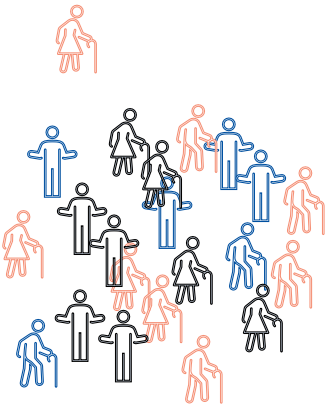
Develop a strategi based on the Norwegian model



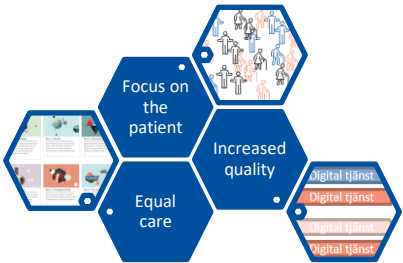
Introduce at least two digital services in each municipality

Sorsele	Digital service
	Digital service
Storuman	Digital service
	Digital service
Lycksele	Digital service
	Digital service
Dorotea	Digital service
	Digital service
Vilhelmina	Digital service
	Digital service
Malå	Digital service
	Digital service
Åsele	Digital service
	Digital service
Norsjö	Digital service
	Digital service

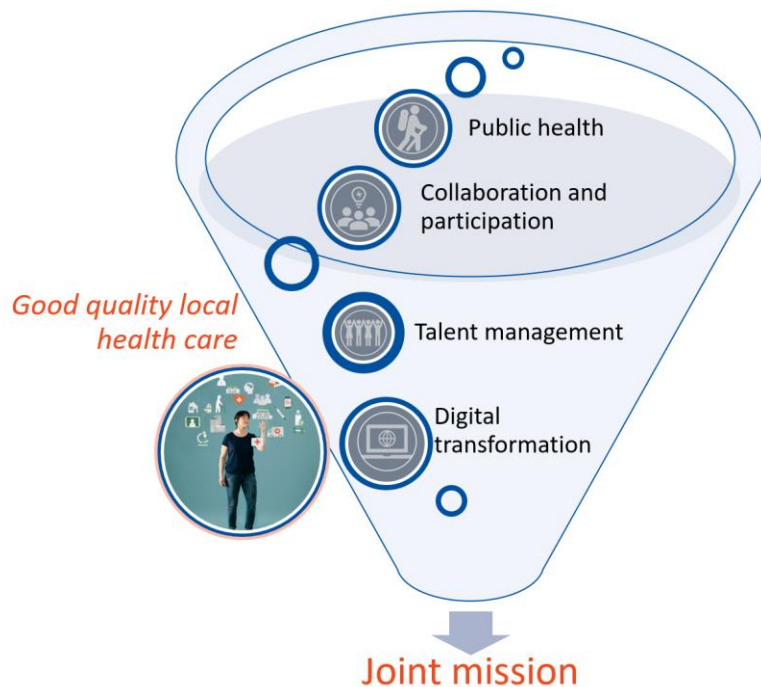
Home monitoring devices for at least 100 patients



Analyze synergies and develop a joint structure



# Next step

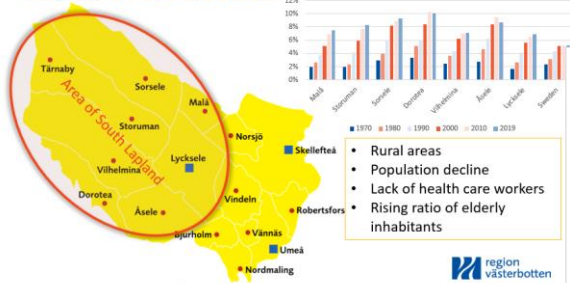


- Several other project starting 2021
- Implement started projects
- Continued dialogue
  - Co-workers
  - Inhabitants
  - Politicians and decision makers
- Challenging current policies and way of work



# In summary

## Region of Västerbotten



## How to do this?



- Review of objectives regarding health care and social care in municipalities and region
- Dialogue with politician in every municipality - City council
- Workshop with managers and decision makers in municipalities and cottage hospitals
- Dialogue with co-workers
- Dialogue with inhabitants



Develop a strategi based on the Norwegian model



Introduce at least two digital services in each municipality

Sorsele	Digital service
Storuman	Digital service
Lycksele	Digital service
Dorotea	Digital service
Vilhelmina	Digital service
Malå	Digital service
Åsele	Digital service
Norsjö	Digital service

Home monitoring devices for at least 100 patients



Analyze synergies and develop a joint structure



region västerbotten

Katarzyna Wikström  
Mobile +46 73 086 52 23  
[katarzyna.wikstrom@regionvasterbotten.se](mailto:katarzyna.wikstrom@regionvasterbotten.se)