The Hospital District of South Ostrobothnia

Introduction slides to the services and functions 2017
The Basic Features of the Finnish Public Health Care

- Constitution of Finland:
  - The government has responsibility to secure that every Finn gets sufficient health care services.
- Universality principle: Every Finn gets the same quality services no matter where he/she lives or what is his/her socio-economic status, ethnic background, sex or else.
- The municipalities have the responsibility to arrange health care services.
- Public health care: Health care centers, hospital districts, university hospitals.
- The mixed public-private system.
Hospital Districts

- Municipalities of the Region belong to the Hospital District as members
- 20 hospital districts in Finland (change of structure established 2019)
- Population from 60,000 to 1,600,000 people.
- Responsibility to arrange secondary / special health care
  - Central Hospitals
Hospital Districts in Finland
University Hospital

- 5 university hospitals
- Teaching
- Scientific research
- Responsibilitys to arrange the most demanding or rare care or care in which needed exceptionally expensive equipment
- Hospital districts with no university hospital belong to the special responsibility area with one hospital district with university hospital
The University Hospitals and their responsibility areas

• Oulu
• Kuopio
• Tampere
• Helsinki
• Turku
Hospital District and The Health Centers of South Ostrobothnia Region

Kuntayhtymä Kaksineuvoinen
Lapuan terveyskeskus
Seinäjoen sosiaali- ja terveyskeskus
Isokyrö
Kauhava
Lappajärvi
Vimpeli
Järvikenmaan perusturva
Kauhava
Kuortane
Ähtäri
Teuva
Isojoki
Kauhajoki
Karijoki
Ilmajoki
JIK-peruspalveluliikelaitoskuntayhtymä
Järvi-Pohjanmaan perusturva
Lapua
Alavus
Seinäjoki
Alajärvi
Soini
Kuusiolinna Terveys Oy
Seinäjoen sosiaali- ja terveyskeskus
JIK-peruspalveluliikelaitoskuntayhtymä
Suupohjan peruspalveluliikelaitoskuntayhtymä

Seinäjoen keskussairaala
Psykiatrinen poliklinikka
Radiologian toimipiste
Kliinisen kemian laboratorion toimipiste

www.epshp.fi
Council
47 representatives from member municipalities

Joint Municipal Administration Board
Board elected by the Council, 9 members

Hospital District Director
Hospital District Management Team

Director of Service Sector
Nursing Director of Service Sector

Service Sector

Director of Operational Unit
Nursing Director of Operational Unit

Operational Unit

Director of Unit in Charge
Ward Manager

Unit in Charge
The Hospital District of South Ostrobothnia
18 member municipalities, about 196,600 residents, 1 hospital

The Hospital District of South Ostrobothnia

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The Hospital District of South Ostrobothnia

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Hospital District Management Team

- Hospital District Director: Jaakko Pihlajamäki
- Medical Director: Hannu Puolijoki
- Administrative Director of Nursing: Christina Rouvala
- Chief Financial Officer: Miia Kiviluoto
- HR Director: Kari Jokinen
- Director of Administrative Service Sector, Administrative Director: Tommi Niemi
- Director of Operative Service Sector, Chief Physician: Matti Viitanen
- Director of Conservative Service Sector, Chief Physician: Matti Kotila
- Director of Psychiatric Service Sector, Chief Physician: Antero Lassila
- Director of Emergency Care Sector, Chief Physician: Sami Länkimäki
- Director of Patient Care Service Sector, Chief Physician: Onni Niemelä
- Director of Support Service Sector: JariHakala
Vision and Mission to 2020

- Strong and cooperative trendsetter.
- Our mission is to produce specialised health care services for the residents of our Hospital District and to promote health and well-being in the population.
- Our key values are respect for human dignity and responsibility.
Our Success Factors

- Skilled and capable staff
- Positive image
- Right-sized, functional and flexible organisation
- Ability to cooperate

Well-treated patient and satisfied municipality
Goals and Strategies of the Hospital District

1. Satisfied Customer

- Good planning to reach the set waiting time limits for clients
- Feedback system developed and associated with continuous improvement in the quality of care
- Research and development projects to improve evidence-based and family-centred care
- Benefits derived from using the latest technology
Goals and Strategies of the Hospital District

2. Staff commitment

- emphasis on active recruitment and rewarding HR policy
- expertise management
- emphasis on well-being at work, early detection and reaction
- drive towards empathic management
Goals and Strategies of the Hospital District

3. Functional care chains and effective care processes

- continued development and modelling of the speciality care chains and processes across organisational boundaries
- modelling of care chains for the future emergency centre
- modelling of service processes for support services
- emphasis on IT supporting these processes
- attention to patient safety throughout
4. Return on Investment

- sufficiently large and functioning service provider, based on the resources of the municipalities
- maintenance of competitive ability
- reasonable distribution/centralisation of services in accordance with the upcoming Health Care Act
Areas of Emphasis

- evidence-based patient care and nursing
- patient safety
- effectiveness of care and examination methods
- modelling of care and examination processes
- establishing good management practice
Service Sectors and Beds

Total 387 beds, distributed as follows:

- Operative services (166)
- Conservative services (97)
- Psychiatric services (102)
- Emergency care services (22)
Financial Figures for 2016

- operating expenses approx. € 276,8 million, of which:
  - staff expenses approx. € 159,2 million
  - supplies approx. € 45,8 million
  - other operating expenses approx. € 12,9 million
Operating Figures for 2016

- care days: approx. 107 100
- visits to outpatient clinic: approx. 298 900
- deliveries: 1 941
- operations: approx. 12 900
- laboratory examinations: 2 083 500
- radiological examinations: approx. 110 700
Staff

- about 3,335 employees at the end of 2016.
- The Hospital District puts an emphasis on skills and expertise, maintaining working ability and commitment to work.

- Physicians 318
- Nursing staff 2,015
Strengths of the Hospital District

Seinäjoki Central Hospital lies at the centre of a developing region with:

• good traffic connections
• a range of apartment types, moderately-priced
• comprehensive services, child-friendly environment
• excellent opportunities for education
• music, theatre, art and prime opportunities for sports and exercise
Strengths of the Hospital District

- Large-scale construction projects have improved our operational capacity and competitiveness:
- The Y-Building, costing about €70 million was opening 2012. It houses units from the Hospital District and Seinäjoki Health Care Centre
- F-building ready in 2018
- Remodeling of old hospital units going on
- New psychiatric hospital coming in the future
The Hospital District as a Work Community

- fairness, a typical feature of the Ostrobothnia region
- training and support from colleagues
- opportunities for further education and development e.g. via the supplementary education system. Special state subsidy for scientific research.
- clinical supervision
- development of personal incentive and reward systems
The Hospital District as a Work Community

- excellent in-house meals
- first-rate occupational health care
- kindergarten for the children of Seinäjoki residents
- active staff association Virkut
- we can offer assistance in finding an apartment
Staff Association Virkut ry

• many different activities, e.g. runners' club, football, volleyball, golf, knitting, photography, woodworking
• gym available to the staff; low admission price
• discounted theatre and swimming pool tickets (includes regional swimming pools)
• mass sporting events for the entire staff
Staff Association Virkut ry

- four holiday locations at Ähtäri, Ruka, Levi and Hirvijärvi, with special prices for members
Nursing Policy 2011-2018

Based on the strategy of the Etelä-Pohjanmaa Hospital District in 2009-2018, directing operation, management, education and research into nursing activities.

The emphasis is on:
1. Patient- and customer-oriented services
2. Staff commitment
3. Functional care chains and effective care processes
4. Return on investment

The nursing policy contains goals, methods and performance indicators for the above areas.
1. Patient- and customer-oriented services

- The encounter with patient and customer is based on equality, individuality, politeness and mutual respect for each other’s values
- We listen to and understand our patients
- Guiding the patient and his/her loved ones is paramount
- Content and methods of guidance are systematic, based on research and supporting the patient's situation
- Nursing takes into account the patient's loved ones and life situation
- Nursing promotes health and supports the resources of the patient and his/her family
2. Staff commitment

The goals are:

• The management method and culture is based on cooperation that supports and encourages the staff to participate in operational planning, evaluation and development
• The skills and resourcing of staff are planned flexibly and appropriately
• Ensuring the availability and sufficiency of staff and supporting their ability to work
• Developing management and leadership work
• Support for learning on the job and supplementary education
3. Functional care chains and effective care processes

- Seamless, flexible and coherent patient care process in the South Ostrobothnia Hospital District
- Safe nursing and care environment
- Creation of a model for cooperation between nursing students and staff working in care units.
- Creation of a system between the educational institutions and working environment to confirm effective education and learning today and in the future
4. Financial activity

- Improving the financial expertise of staff
- The cost awareness of staff is good
Our Values

Respect for human dignity:

- patient's values respected and his/her individuality taken into account
- patients and colleagues all treated equally
- genuine listening, empathic response
- just and fair actions
- good manners
Our Values

Responsibility:

- high-quality actions that benefit the patient; safe and correct treatment at the right time
- trustworthiness; we do what we promise
- high work ethics; everybody contributes in the best possible way
- constant maintenance of professional skills
- openness
- awareness of one's own limitations
- responsibility for the correct use of resources