



Improving Client Information Management in Social Welfare — Finland

European Social Service Conference 15.5.2023
Malmö, Sweden

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The starting point: concerns...

- Peter is a vocational school dropout and addicted to online gambling
- Due to unpaid rents, Peter's lease has been terminated
- Peter resides temporarily at his friends' flats in Helsinki and Tampere
- He has applied for income support in both cities and attended rehabilitation work
- Peter rarely gets to see his personal social care records





...to be addressed by data management development

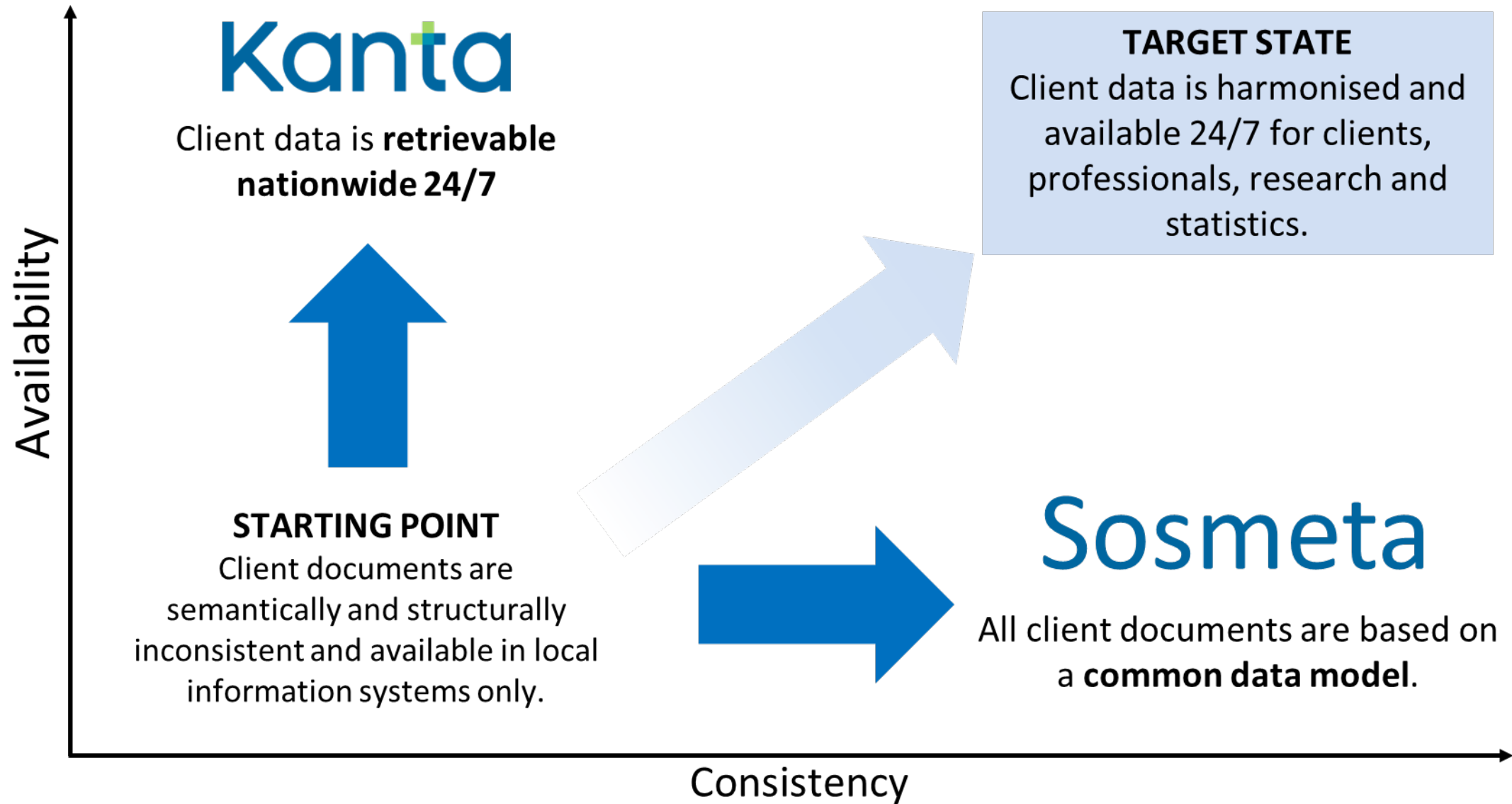
- Client information systems in Helsinki and Tampere are diverse
- Peter's social worker has no access to client data recorded in other organisations
- Client data can not be shared electronically
- Data are shared by letter or phone
- Client data are archived on paper

2003

CONCLUSION: NATIONAL EFFORTS ARE NEEDED TO DEVELOP THE USABILITY OF CLIENT DATA IN SOCIAL WELFARE



Improving the usability of client data





What are Sosmeta and Kanta?

Sosmeta

- National client data model consists of more than 220 client document structures and 130 data components
- Document schemas can be uploaded into client information systems
- Using harmonised document structures is mandatory when recording social services

Kanta

- National ICT services for social and health care client documents
- All client documents are stored in one [National Data Repository](#)
- Client documents are retrievable for service providers 24/7
- [MyKanta](#) allows citizens to view their personal client data
- For social service providers deploying Kanta services will be statutory in phases from Sept 2024 onwards



Harmonised document structures for distribution

Kanta

 thl

Sosmeta

Client Document Structures and Metadata for Social Welfare Client Information



Client Document
Structures



Data Components



Glossary



Feedback



Document Structures in Sosmeta

← Takaisin

Lataa .schema

Lataa Excel

ASIAKIRJARAKENNE

Työkäisten palvelupäätös

Download Schema or Excel

Document structure: Decision of Service in Adult Services

Versio:

2022-06-28

OID:

1.2.246.537.6.1506.11052.2022.6.28

Tila:

VALMIS

Asiakirjatyyppi:

Päätös

Määritelmä:

palvelunjärjestäjän päätös siitä, myönnetäänkö sosiaalihuollon asiakkaalle työkäisten palveluihin kuuluva sosiaalipalvelu

Asiakirjarakennemäärittely

Muutoshistoria

Kontekstitiedot

Ohjeet

Data Component

Sulje kaikki

Data Entry and data type

1	Asiakas	Yksityishenkilö (TK)	PAKOLLINEN	TOISTUVA
2	Sukunimi	Nimi	PAKOLLINEN	
3	Etunimet	Nimi	PAKOLLINEN	
4	Henkilötunnus	Tunnus	EHDOLLISESTI PAKOLLINEN	
5	Tilapäinen yksilöintitunnus	Tunnus	EHDOLLISESTI PAKOLLINEN	
6	Kenttää ei näytetä	Päätös (TK)		
84	Lisätiedot	Teksti		
85	Allekirjoitus	Allekirjoitustiedot (TK)		

Kanta

CITIZENS

24/7 access to own data and the services of My Kanta Pages. My Kanta Pages is the citizen's window to Kanta.



HEALTH AND SOCIAL SERVICES PROFESSIONALS

Kanta supports the work of health and social services professionals. Use via client and patient data systems.



PHARMACIES

The data is available to pharmacy staff. The pharmacy data system shows prescriptions.



OTHER ACTORS

Certificates and reports, Traficom and Kela's benefits
Secondary use of data, e.g. researchers and decision-makers



A man with dark hair is smiling and looking towards a laptop. A woman's hand is visible on the keyboard. The background is a blurred office or home setting with framed pictures and a plant.

Benefits from Kanta services

- Peter has a direct access to his personal client data 24/7
- Using MyKanta Peter can control the transmission of his data between social and health service providers
- The social worker has access to Peter's client data regardless of where they are recorded
- Service providers get structured data for knowledge management
- Data is retrieved for statistics, research and political decisions



Experiences and takeaways along the way

- **Terminology work** is beneficial in the development of data management and provides conceptual clarity
- Developing data management requires **multidisciplinary expertise** and many **professionals** involved
- Harmonisation of client data management is best supported by sufficient **legislation** to safeguard clients' rights and equality
- Training social care professionals in structural documenting is vital for implementing the results in service production
- ICT providers and developers need close support in implementing national definitions in information systems

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Towards a nationally harmonised management of client data in social welfare



Thank you for listening!

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