

Digitalisation – opportunity for one's own competence, companies and service development

Digitalisation can help develop work by increasing a person's ability to focus on more diverse, demanding, and value-creating activities. Digitalisation changes the work in the field of social and health care as well as customer services and therefore also the competence required of professionals in the field changes. According to the article by Annikki Jauhiainen et al. "The competences of eProfessionals to use in social and health care" eProfessionals are needed to promote digitalisation and to prevent digital divide. The tasks of an eProfessional are to act as a change agent, to design and develop user-oriented service processes, to support the introduction of digital services and to train customers and professionals in using digital services. The competence of an eProfessional was seen as a special competence which some social and health professionals need training for.

The expansion of the use of digitalisation and its effects on human work also require people to acquire new skills and abilities to use technology. According to Marika Toivonen and Jaana Vainionpää's article "Knowledge and attitudes of welfare entrepreneurs about welfare technology – a survey for South Ostrobothnian entrepreneurs", entrepreneurs and managing directors experienced their knowledge on welfare-technology low and there appeared to be a need for additional information on various fields. Lack of knowledge and therefore a need for information was especially experienced in the co-operation between humans and robots and the impacts of mHealth and AI-solutions. The majority's opinions on welfare technologies were quite negative. Reduction in the workload of staff was seen as the benefit of welfare technologies. In turn the loss of human contact and interaction as well as people's jobs were seen to be the challenges.

With digitalisation, the use of technologies is increasing. The safety of medication and the safety of medical devices are part of patient safety. According to the article by Jenni Santavirta et al. "Nurses' views on medication administration system support for professional and safe medication administration" safe medication administration is supported with a number of planned and systematic approaches to patient care but also one key point is usefulness and good usability of electronic systems.

According to Juhamatti Huusko et al. article "Medical device manufacturers preparation for the new Medical Device Regulation (MDR)" knowledge related to the new Medical Device Regulation (2017/745) is fragmented and companies have to search for information from several different sources. However, companies feel that information is available and the level of expertise of companies is good. Companies acquire skills through independent study, but also through external training. Larger companies are better prepared than smaller companies and more aware of the new medical device regulation.

Digitalisation has also brought with it the utilization of games and gamification in various healthcare services. Katja Raitio et al.'s article "Utilizing games in the co-production of mental health services" describes the co-production approach for applying digital games in mental health services. Co-production turned out to be a beneficial approach to introduce and implement game activities into mental healthcare.

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