

## Perspectives on the progress of digitalization in social and health care

The COVID-19 pandemic has changed the work of social and health care professionals and increased the use of digital tools in social and health care. The use of video calls in home care increased significantly and the purpose of using video calls changed. According to a study by Antti Talonen et al., the use of video calls provided home care professionals with an understanding of the significance of their own work and meaningfulness of video calls in providing home care services.

According to Eija Kivekäs et al. survey, home care professionals and social and health care students have a positive attitude towards welfare technology. However, the use of welfare technology has not been encouraged in the social and health care organizations. Welfare technology was expected to make work more efficient in the future. According to the results, the implementation and development of welfare technology should be more clearly supported in social and health care organizations.

The competence of social and health care professionals is under constant change. The changing requirements of competence should be met with different levels of education. The students graduating from an university of applied sciences must be provided with sufficient readiness to operate in working life and to cope with change. According to the results of a study by Elina Rajalahti et al. there are differences in the teachers informatics competence between different fields of social and health care. The biggest differences in informatics competence were found in the social services education field, whereas the competences of the educators of the health care education were more evenly good and extremely good. In other fields participating in the study there were big differences inside single education fields regarding the informatics competences of health and social services. In the social and health sector, the importance of cross-sectoral cooperation in information management is understood, while in other fields the potential for cooperation is not seen as equally important.

The digitalizing work environment enables for example remote working regardless of time and place. Mobile work as well as work done in different places also change management and communication. Good communication and interaction skills, among other things, are seen as a prerequisite for successful remote management. According to the research results of Mari Ristolainen et al. no common organizational methods have been created for remote management communication. Traditional means of communication such as phone calls, text messages and e-mail were mainly used. There were shortcomings in the availability and functionality of tools and applications and skills in use varied. Easy communication was influenced by the knowledge and trust of the staff. However regular face-to-face meetings were still considered important. In order for remote management and its communication to be successful, organizational approaches to remote communication should be created together and adequate support and training should be provided for the use of diverse tools for remote management communication.

The use of a socio-technical approach in system design results in systems that are better suited to end users. According to a study by Sylvie Grosjean et al., various factors influence the acceptability of using mobile technologies for Parkinson's disease patients. Considering the patient's perspective is as important as the technique itself. Researchers, clinicians, and designers need to pay special attention to the social dimension and context of use in the design of mobile health technologies to improve the social acceptability of applications.

Some digital services require identification. Strong electronic identification enables identity verification in digital services. According to a study by Tuulikki Vehko et al., almost all work age respondents have access to the Internet, although those with a foreign background have less access. Similarly, the use of strong electronic identification was more common in the general population than in the population with a foreign background. The use of strong electronic identification was more common among young people compared to older peo-

ple, and students were less likely to use strong identification than the employed. Working enables funds for the purchase of equipment and user fees, and often accumulates digital skills. When providing digital services attention should be paid to population groups where access to strong identification is weaker.

Achieving the goals of the Finnish eHealth and eSocial 2020 Strategy strategy is monitored through surveys. A nationwide survey of nurses' experiences on the use of patient and client information systems was done for the second time in 2020. The results of the survey are presented in two articles. According to an article by Kaija Saranto et al., nurses think that information systems do not support work and require a long in-service training to be used. The flow of information between nurses in their own organization was satisfying. There were gaps in the flow of information between nurses in different organizations and between nurses and patients. According to the survey, nurses have good or excellent skills in using customer and patient information systems in their daily work. The majority of respondents did not report additional training needs, but nurses wanted more in-service training from their employers. Respondents expressed doubt about the functionalities of the systems to compile summary views. Continuity of care, care quality and patient safety are seen as benefits of using information systems. The article by Maiju Kyytsönen et al. examines the extent to which different client information systems and electronic health records support the work of nurses in specific work environments. The results varied between the brands and work environments. There are also noticeable differences between the same brands in

different work environments. Nurses were pleased with the ability of information systems to support collaboration and information flow among nurses within the organization and between nurses and physicians. Paper and fax continued to be used in the flow of information between the organizations. Information systems were felt to bring benefits to the care process for clients and patients. The respondents also identified more problems than well-functioning features in the information systems. According to the respondents, customer and patient information systems did not fully support the work of nurses in all aspects.

The development of information systems should be based on a strong understanding of the users and their needs, tasks and context of use. Moreover, the systems should be evaluated with users during the development process and after deployment. The article by Susanna Martikainen et al. presents the results of a survey of social care professionals collected in the spring of 2019. According to the article, social care professionals are willing to participate in the development of information systems, although most did not participate in the development work. Social care professionals are not happy with the opportunities and ways to participate in the development of the systems they use. There is a lack of appropriate practices between system vendors and users. The perspective of social care professionals needs to be taken more strongly into account in the development of systems in order to successfully support information systems in the future.

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