National ICT Services: Providing Quality Client Data for Evidence-Based Social Services

Organisation(s):	National Institute for Health and Welfare (THL)
Country:	Finland
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Theme:

- ☐ Ageing & Care
- ☐ Asylum & Migration
- ☐ Young People
- ☐ Support for Children & Families
- ☐ Community Care
- ☐ Integrated Care & Support
- ☐ Co-Production
- ☐ Disability
- ☐ Housing & Homelessness
- ☐ Artificial Intelligence
- ☒ Digitalisation
- ☒ Quality Care
- ☐ Labour Market Inclusion
- ☐ Social Inclusion
- ☒ Technology
- ☐ Workforce and Leadership
- ☐ Social benefits
- ☐ EU Funding
- ☐ Social Service's Resilience
- ☐ Mental Health
- ☒ Person-centred Care
- ☐ Other, please specify:

Principles of the European Pillar of Social Rights:
Check the 20 principles here.

- ☐ 1. Education, training, life-long learning
- ☐ 2. Gender equality
- ☒ 3. Equal opportunities
- ☐ 4. Active support to employment
- ☐ 5. Secure and adaptable employment
- ☐ 6. Fair Wages
- ☐ 7. Transparent employment conditions
- ☐ 8. Social dialogue
- ☐ 9. Work-life balance
- ☐ 10. Healthy, safe work environment
- ☒ 11. Childcare and child support
- ☒ 12. Social protection
- ☐ 13. Unemployment benefits
- ☒ 14. Minimum income
- ☐ 15. Old age income and pensions
- ☐ 16. Health care
- ☒ 17. Inclusion of people with disabilities
- ☒ 18. Long-term care
- ☐ 19. Housing and assistance to homeless
- ☒ 20. Access to essential services

Current status of the practice:

- ☐ Concept and Design Phase
- ☐ Execution & Monitoring Phase
- ☒ Consolidation Phase
- ☒ Scaling Up and Transformation Phase
- ☐ Other (please specify)

Context/ Social issues addressed

Clients in social welfare are entitled to evidence-based, high-quality services.

The three biggest challenges in client information management in social welfare in Finland have been:

Please explain the problem you attempt to solve.	1) the social welfare professionals do not easily access all client data. Especially when the data has been documented in another county or organisation, 2) the clients do not have easy access to their own client data, and 3) both statisticians and researchers find it difficult to use client data because of the lack of data and its' poor quality.
Objectives: *Please provide* ***a maximum of three*** *objectives in bullet points.*	• Provide better quality client data to help the client and the professional better understand the client's challenges in everyday life • Improve the knowledge-based decision-making in social welfare • Enable people to access their own social services data and professionals to obtain relevant data for client work
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words).*	Kanta repository for client documents is ready to be deployed by social services providers. The client data are retrievable for social care professionals in client work, as well as for research and service management and development. Beginning in autumn 2023, the clients will gradually have 24/7 access to their own client data through MyKanta (part of the Kanta services). Easy access to their own client data helps them to be a part of their own client process. Client documents are not only for juridical and administrative purposes, nor to help professionals in their case management, but also for the social services clients who may find new perspectives on their personal lives and solutions to their challenges by seeing the documentation and the observations by their social welfare professionals. MyKanta does not only give the clients access to their personal client data, but also gives control over its transmission and usage across different service providers. It also increases client's trust and reduces their suspicions about the documentation. If there is a mistake, they can easily ask, for example, their own social worker to correct the error. To summarise, MyKanta can improve the clients' social welfare experience.
Evaluation of practice: *Please explain how you evaluate the practice and what the results were/are so far*	Feedback has been collected from social welfare professionals and information management experts in every phase of development from the very beginning to ascertain the quality and direction of steps taken. Enhancement relies on the needs of the social services professionals. Definitions to make are discussed in the network of professionals interested in information management. - Feedback from staff and leaders - Feedback from partners, e.g. regulators/inspection agency
Links to supporting documents:	https://www.kanta.fi/en/ https://urn.fi/URN:NBN:fi-fe20231013139991

e.g. website or report of the practice	
Comments and tips *i.e. for people willing to use your Practice*	- 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 - Empowering social care professionals with training in structured documentation is imperative for high-quality client records that serve as a catalyst for service enhancement - ICT providers and developers need close support in implementing national definitions in information systems