

Development of multiprofessional teamwork in Finnish health and social service centers, achievements and challenges

INTRODUCTION

All health and social services were moved from the responsibility of municipalities to Well-being service counties in 2023. The reform emphasizes service integration.

Health and social service centers are developed for the first contact points of primary care and primary social services in Finland. Long waiting times, shortage of staff and lack of coordination have

been major problems in primary services.

As a solution, multi-professional teams of health and social service professionals and better collaboration between professionals have been developed.

This study explores, how the teams function and what challenges they have in the point of view of managers.

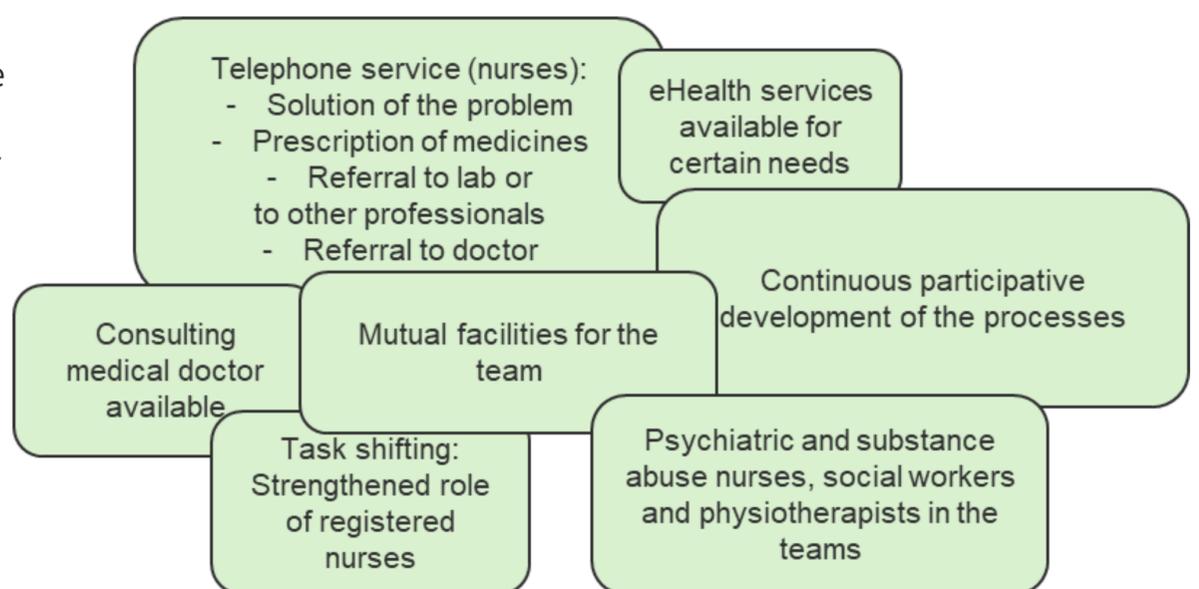
METHODS

The study is based on 16 interviews (25 managers) in 5 health and social services centers in one county in Finland.

The managers were asked about work organization, their experiences of the team model and about well-being of employees. The interviews were analyzed using content analysis.

RESULTS

- The service process usually begins in telephone: either nurse can solve the problem of the client in phone or refers to lab or doctor or other professional
- Easy consultation of medical doctors a key element in the strengthened role of nurses
- Certain needs taken care in eHealth services
- If doctor's appointment needed, lab results already ready
- Role of social work unclear, developing
- A difference between teams: emphasis on segmentation of clients or on care continuity
- Consultation of GP's either digitally or on site



- Waiting times shortened
- Working in teams requires new attitude
- GP's hesitate consultations as they don't meet clients

Service model in the health and social centers.

CONCLUSIONS

- In managers views multi-professional teamwork is functioning rather well, but the processes need continuous development.
- Multi-professional work can streamline and improve the treatment process,
- Development requires effective eHealth and telephone services and task shifting
- Clear processes and knowing the work roles of different professionals helps developing service integration
- Segmentation of different clients into separate teams may improve service process but may also increase stress levels between teams.
- Social work and mental health services are seen as necessary, but the service process is not complete
- Teamwork may decrease the level of care continuity if clients have no personal nurse or doctor.