

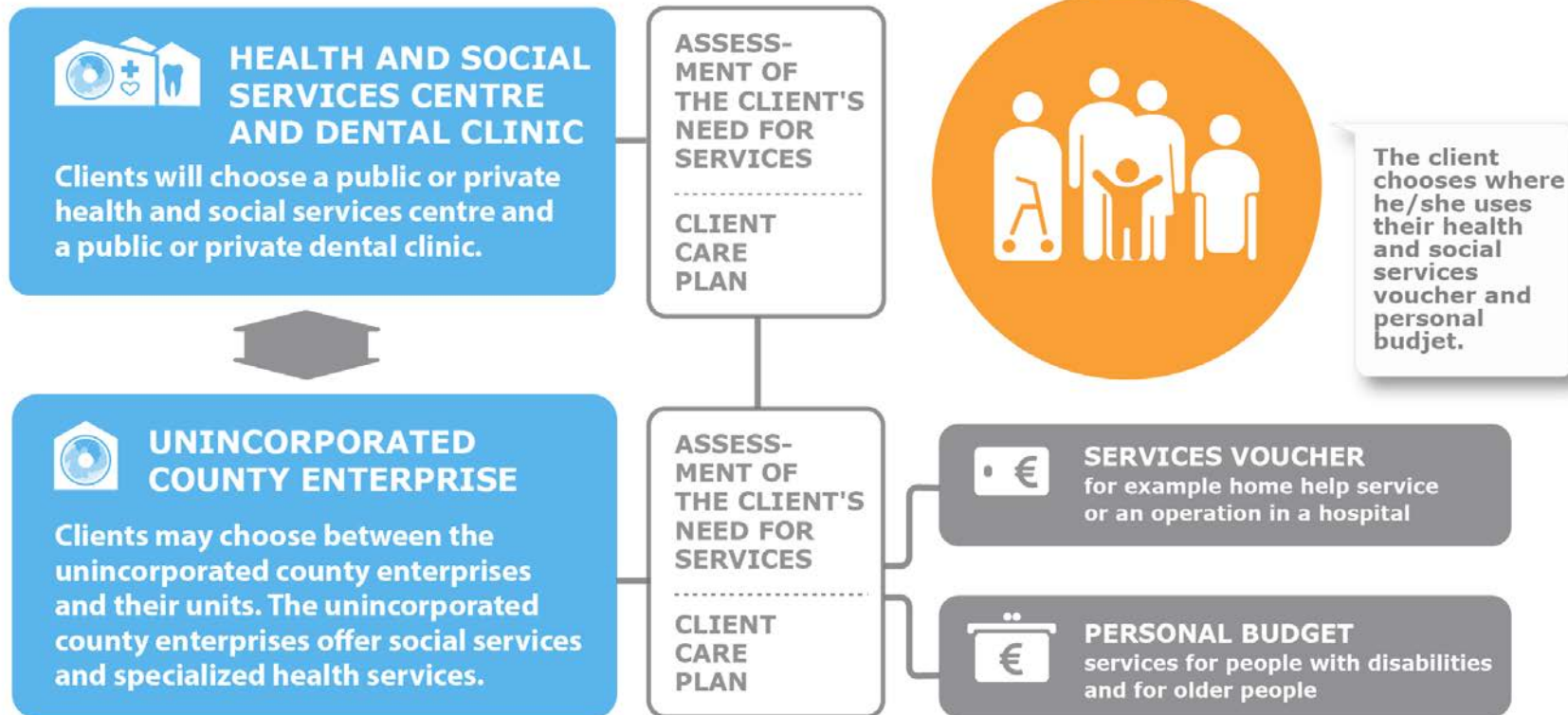
Client's freedom of choice

In accordance with the Government's
draft proposal and guidelines on the
freedom of choice 19 October 2017

GOVERNMENT
REFORM PACKAGES

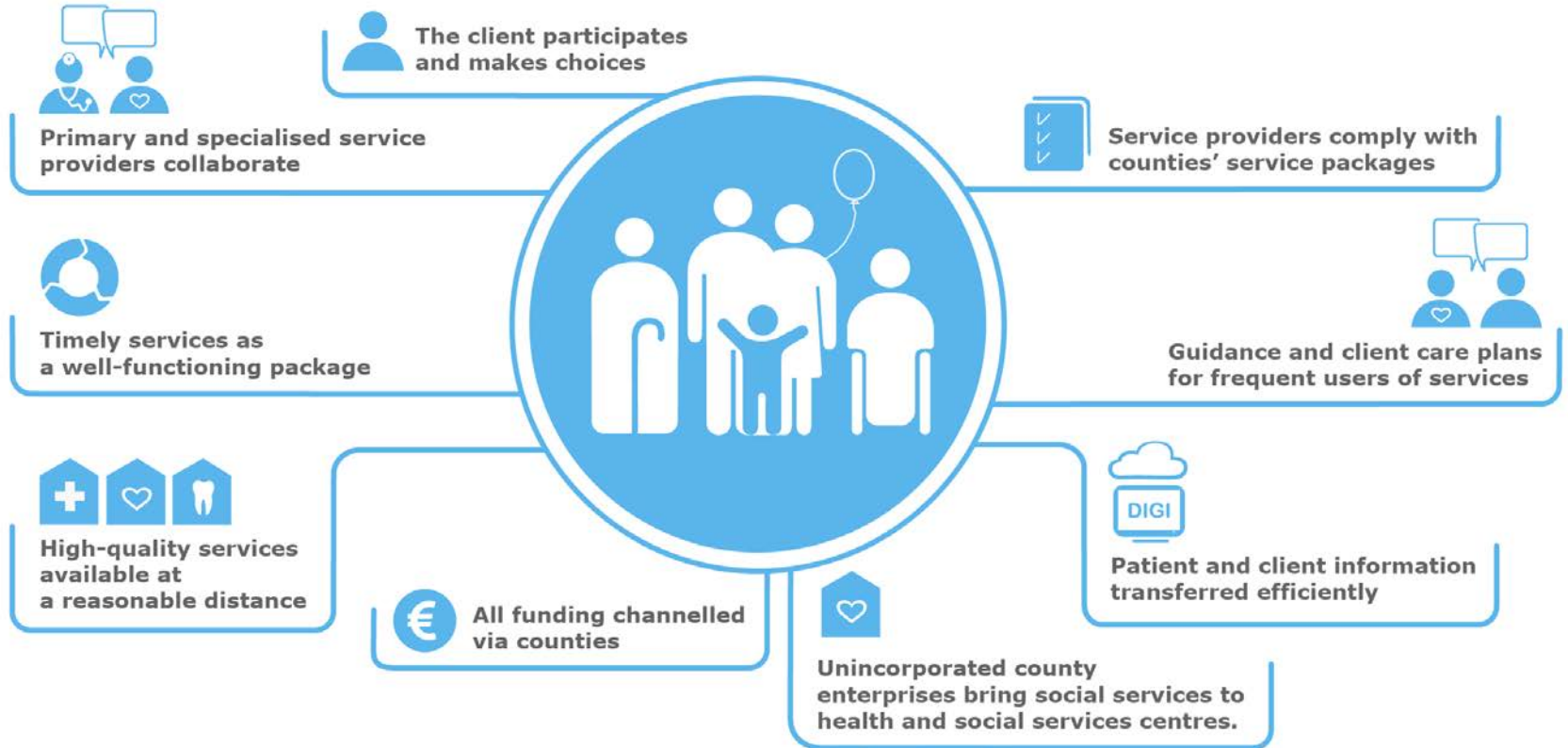
CORNER STONES OF CLIENTS' FREEDOM OF CHOICE

31/03/2017



SERVICE INTEGRATION

STM / 03/2017





Choosing a health and social services centre

- The health and social services centres will start operating on 1 January 2021
- Residents can choose a public or private health and social services centre. The choices can be made starting from 1 October 2020. Clients will commit to their choice for six months.
- Clients who do not choose a health and social services centre will be signed up as clients of the health and social services centre of the unincorporated county enterprise operating in their county. Clients can, however, change their health and social services centre into another one.
- Clients who have not chosen their health and social services centre by the beginning of 2023 will become clients of the health and social services centre closest to them.



Services provided by health and social services centres

- Health counselling, nurses' and physicians' services, guidance and advice by social welfare professionals.
- Starting from 1 January 2022, medical specialist services at least in the specialties of internal medicine, paediatrics, geriatrics and ophthalmology.
- Services and fees will be the same in all health and social services centres.
- Health and social services centres will not grant services vouchers.
- A health and social services centre is always responsible for its client's services as a whole, even if the centre would utilise services provided by subcontractors.



Social services offered by unincorporated county enterprises at health and social services centres

- Counties must bring their social welfare expertise to health and social services centres in order to support the work of the centres.
- Assessment of the client's need for services carried out in cooperation with the health and social services centre, drawing up a client care plan and making decisions on other services than those provided by the health and social services centre, incl. services against services vouchers and personal budget.
- Digital services can also be utilised when assessing the need for service and making decisions.



Choosing a dental clinic

- Dental clinics will begin operating on 1 January 2022.
- Clients can choose a public or private dental clinic. The choice can be made starting from 1 October 2021. Clients will commit to their choice for six months.
- Data on clients who have not made the choice will be gathered to the database of the unincorporated county enterprise but they will not be signed up as clients of any dental clinic.
- Clients who have not chosen their dental clinic before 1 January 2024 will receive their oral health services from the dental clinic closest to them.



Services by unincorporated county enterprises

- Unincorporated county enterprises will provide the public health and social services centres and public dental clinics
- Unincorporated county enterprises will also provide the services not available in health and social services centres or dental clinics:
 - All social services, specialised medical care, maternity and child health clinics, school and student healthcare.
- Clients will be able to choose an unincorporated county enterprise from anywhere in Finland and sign up to one of its service units. Hospitals and social services clinics are examples of such units.
- The unincorporated county enterprise assesses the client's need for services and draws up a client care plan when necessary.
- Clients can be granted health and social services vouchers or a personal budget for buying the services they need from private service providers.

What is a health and social services voucher?

Clients can get a health and social services voucher for buying a particular service from a private service provider. The unincorporated county enterprise shall first assess the need for services. If the client does not want a health and social services voucher, he or she will receive the services from the unincorporated county enterprise or in some other way as outsourced services.



- Health and social services vouchers can be used for buying services from private service providers, as laid down by law and decided by the county.
- Clients can choose a service provider, approved by one of the counties, from anywhere in Finland.
- The client fee will be the same for the same service and it will be collected by the county, not by the service provider.
- Responsibility for the client's services as a whole and for service quality and costs remains with the unincorporated county enterprise.
- Services vouchers will be used for services defined by law and for other services decided by the county (such as home-help service, home care, housing services, social rehabilitation, certain surgical procedures).

Individual services with a personal budget

With the personal budget clients can choose services provided by an organisation or company. The client can also influence to the content of the service.



- The budget can be used for services recorded in the client care plan and in conformity with the contents defined by the plan. Clients can themselves decide where to get the services and what kind of assistance or support would best suit them.
- Counties' are obliged to grant a personal budget for clients receiving services for older people and people with disabilities when they need extensive assistance on a long-term basis and are able to plan and buy their services by themselves or assisted.
- The service providers receive compensation from the counties for services delivered against personal budgets. Clients do not get money from the counties.

ESTIMATE OF ANNUAL CASH FLOWS IN HEALTH AND SOCIAL SERVICES

STM 20/10/2017

Central government financing
EUR
17.25bn

Client charges
EUR
1.45bn

Counties' duties EUR
18.5bn

(based on 2015)

EUR 18.7bn

(based on 2016)

Financing

Services of unincorporated county enterprises
EUR
16.1bn

Own service provision + outsourced services EUR
12.7bn

- Specialised medical services
- Social services
- Other own service provision

Direct-choice services at least c. EUR 2.4bn, incl. dental care c. EUR 0.4bn (In the beginning of 2014, the share of private service provision in mainland Finland approximately 30-50%.)

Counties' health and social services vouchers c. EUR 2.0bn

Personal budgets c. EUR 1.4bn

Small and medium-sized service providers

- Health and social services centres can supplement their own service provision by purchasing services from small or micro enterprises.
- Enterprises can operate as health and social services centres even by means of cooperation agreements or joint enterprises (e.g. cooperative).
- SMEs and micro enterprises have good chances of becoming service providers that deliver services against health and social services vouchers and personal budgets.
- Unincorporated county enterprises can also purchase services from other enterprises.
- SMEs and micro enterprises can even in future provide support services (e.g. cleaning, catering) to service providers in the county.

Entry into force in stages

- The Act on Organising Health and Social Services and the Act on Clients' Freedom of Choice are due to enter into force on 1 January 2020. Responsibility for organising health and social services would be transferred from the municipalities to the new counties.
- Personal budgets would be available from 1 January 2020.
- Health and social services vouchers would be in use from 1 July 2020, if not earlier.
- For certain specialised medical care services, however, counties would be obliged to grant health and social services vouchers from 1 January 2022.
- Health and social services centres would start operating on 1 January 2021.
- Dental clinics would start operating on 1 January 2022.