



FINNISH
GOVERNMENT

Freedom of choice for customers

According the Government
Proposal 8.3.2018

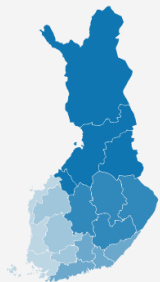
A photograph of a waiting area. In the foreground, there are two baby strollers. The one on the right is black with a grey star-patterned seat and a white canopy. In the background, a woman with blonde hair is sitting on a red chair, holding a baby. The wall behind her is bright yellow. A large blue circular graphic is overlaid on the left side of the image, containing white text.

At present, the municipalities are responsible for organising public health and social services. This responsibility will be transferred to 18 new counties on 1 January 2020.

CORNERSTONES OF THE REFORM OF HEALTH AND SOCIAL SERVICES

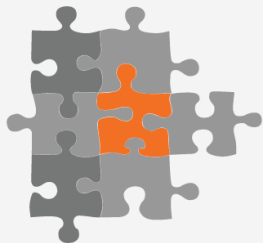
STM 05/05/2017

1 COUNTIES HAVE RESPONSIBILITY FOR SERVICES



In future, your county will be responsible for ensuring that you receive the health and social services you need.

2 SERVICES ARE INTEGRATED



Service packages are adjusted to your needs.

You receive care and services when you need them.

3 FREEDOM OF CHOICE INCREASES



You can choose yourself where to get your services.

You have more possibilities of influence. You can choose a publicly or privately owned service.

4 E-SERVICES – INFORMATION FLOWS



Online services provide comprehensive information and various services (for example online doctor consultation).

Your own information flows smoothly between different service providers.

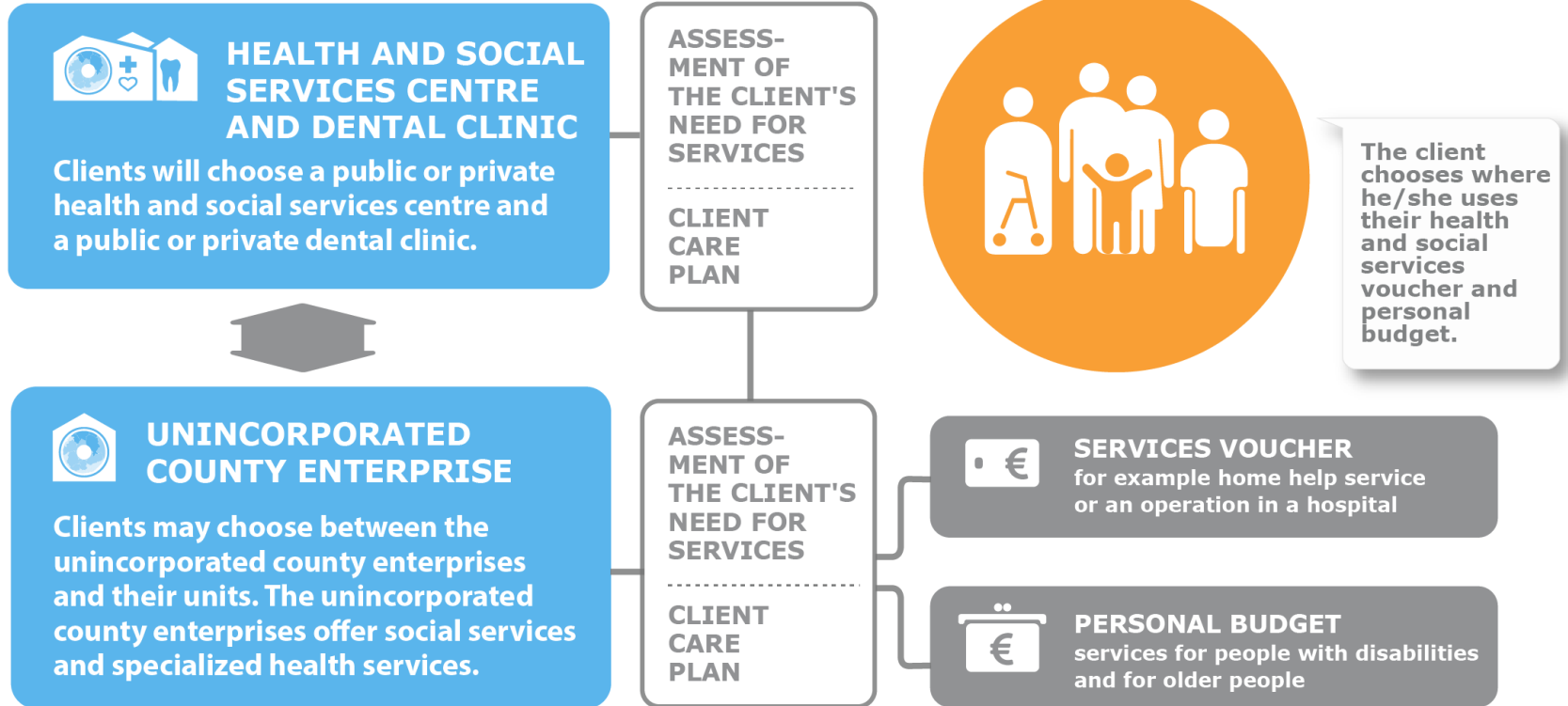
5 INCREASE OF COSTS IS CURBED



Cost increase can be curbed by using tax revenues more efficiently.

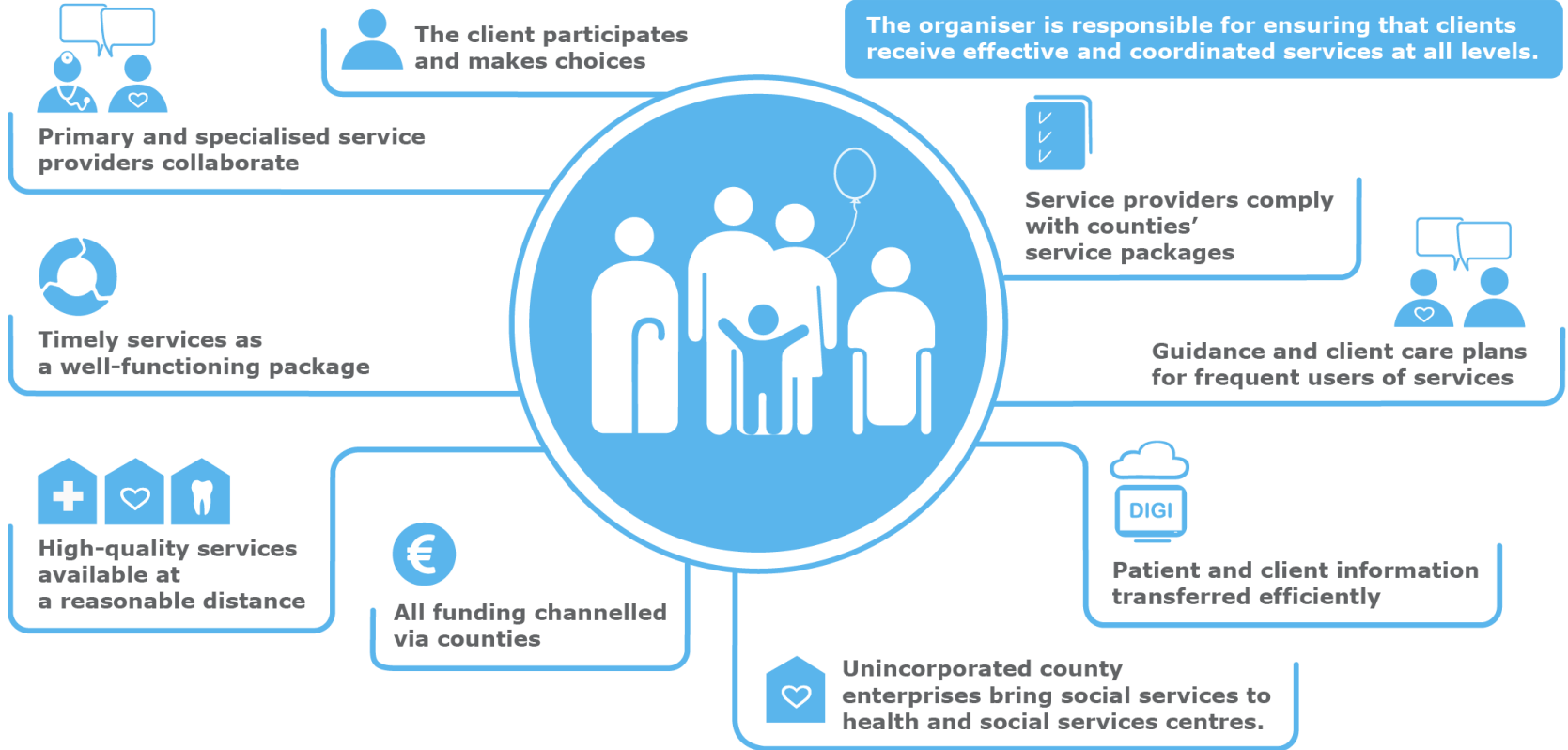
CORNER STONES OF CLIENTS' FREEDOM OF CHOICE

STM 24/10/2012



SERVICE INTEGRATION

STM / 03/2017



- **Clients will have a wider range of health and social services from which to choose. Clients can choose a public or private service provider when the service is included in the scope of freedom of choice.**



Choosing a health and social services centre


- Health and social services centres will start operating on 1 January 2021
- Residents can choose a public or private health and social services centre. They can make their choice 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. However, clients can 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

- Guidance and advice in healthcare and social welfare matters
- General practitioners and other healthcare professionals treat a broad range of health conditions.
- Referral to laboratory and imaging tests
- Referral to specialised healthcare
- Appointments and consultations with specialists in certain specialities





Social welfare personnel have an important role to identify clients requiring multiple services, to coordinate services and to monitor how effective the services are.

Social services offered by unincorporated county enterprises at HSS centres

- Counties will bring their social welfare expertise to health and social services centres if necessary.
- County personnel and health and social services centres' personnel can cooperate to assess clients' need for services and to draw up client care plans.
- Digital services can be utilised when assessing the need for service and making decisions.
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Services of unincorporated county enterprises

- In addition to services provided in health and social services centres and dental clinics, unincorporated county enterprises provide social services and specialised healthcare services, services of maternity and child health clinics as well as school and student healthcare services.
- Clients can choose an unincorporated county enterprise and its service unit, for example a hospital or social services clinic, from anywhere in Finland.
- The unincorporated county enterprise assesses the client's need for services and draws up a client care plan when necessary.
- The unincorporated county enterprise can grant the client a health and social services voucher or a personal budget for buying the services from private service providers.



Social services form a bridge to municipalities

- Social services are closely linked with municipalities' service provision, for example with early childhood education and schools. Their operational connections must be ensured.
- Social welfare is essential in safeguarding the wellbeing of local residents.
- Local residents benefit from compatible and interoperable services provided by counties and municipalities.



Choosing a dental clinic (oral health services unit)

- Dental clinics will begin operating on 1 January 2022.
- Clients can choose a public or private dental clinic. They can make their choice 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.



Dental care services

- Health counselling, prevention of oral diseases and related counselling and health examinations.
- Oral and dental examinations, assessment of the need for treatment, planning the treatment, symptomatic treatment and dental prosthetic repairs. Repairing oral and dental surgery, treatment of periodontal diseases and dental infections.
- Imaging services, dentists' certificates and statements.
- Services and fees will be the same in all dental clinics.
- An oral health services unit is always responsible for its client's services as a whole, even when it utilises services provided by subcontractors.



Freedom of choice does not include:

The right to choose an unincorporated county enterprise and one of its service units does not cover

- school and student healthcare
- child protection.





**Clients can get
a health and social services
voucher or personal budget
for buying a particular
service from a private
service provider.**

Health and social services voucher



- Clients can use health and social services vouchers for buying services from private service providers, as laid down by law and decided by the county.
- The unincorporated county enterprise shall first assess the client's need for services.
- The client 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.
- Health and social services vouchers will be used for services defined by law and for other services decided by the county (such as home services, home care, housing services, social rehabilitation).
- 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.

Individual services with a personal budget



- With a personal budget, clients can choose an organisation or company to provide the services they need. The clients can also influence the content of the services.
- 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 suits them best.
- Counties' are obliged to grant a personal budget for those older people and people with disabilities who need extensive assistance on a long-term basis but are able to plan and buy their services by themselves or assisted.
- Service providers receive compensation from the counties for services delivered against personal budgets. Clients do not get money from their county

Freedom of choice does not change everything

- Many matters and services remain the same from clients' point of view.
- If clients do not know whom they should contact, they can always phone a health and social services centre.
- Clients can get urgent care in units providing urgent and emergency care services, just as before.
- Occupational healthcare services and private healthcare and social services will be available in future, too.
- Counties will secure health and social services even in sparsely populated areas.



Small service providers

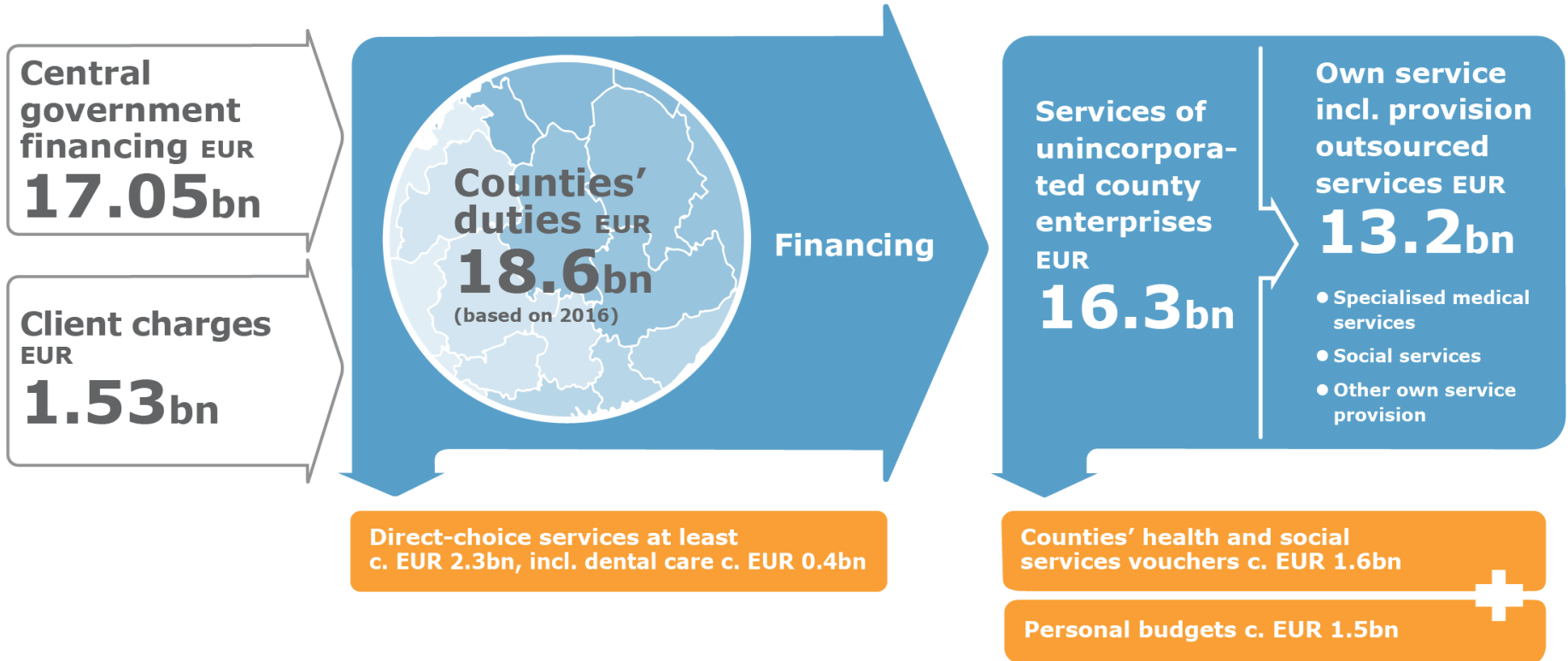
- Health and social services centres can supplement their own service provision by purchasing services from small enterprises.
- Enterprises can also operate as health and social services centres through cooperation agreements or joint enterprises (e.g. cooperative).
- Small enterprises have good chances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

Comparability of public and private service providers

- Comparability has been regulated for example using these arrangements:
- Both have primarily the same duties.
- Conditions are the same and they are laid down in an administrative decision. The conditions must be uniform (section 42) and fair and in accordance with the principle of proportionality.
- Compensation criteria will be the same.
- The prices of internal services sold by the unincorporated county enterprise to health and social services centres and the prices of services offered by service centres must be determined on a market-driven basis.
- Both must observe all general administrative acts.
- Direct-choice services must be differentiated in the accounts. Alternatively, one or several separate unincorporated county enterprises must be established to offer direct-choice services.
- All direct-choice service providers will have the same obligations.
- They will also have the same obligations under criminal law and regarding liability for damages.

ESTIMATE OF ANNUAL CASH FLOWS IN HEALTH AND SOCIAL SERVICES

STM 21/01/2018



PERSONNEL IMPACTS OF FREEDOM OF CHOICE

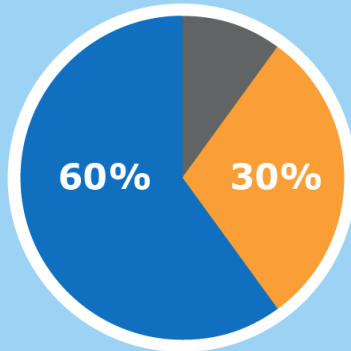
STM 17/11/2017

EMPLOYEES, municipalities and joint municipal authorities (excluding Åland Islands)

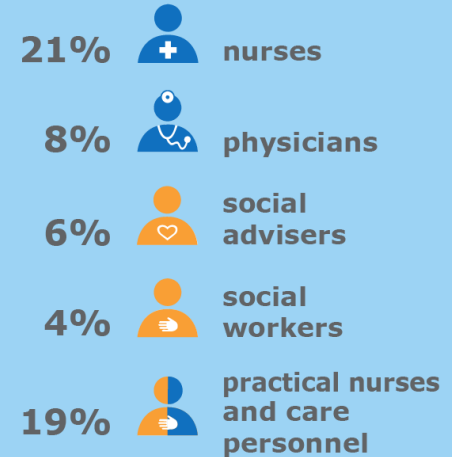
215 000
personnel
transferring
to counties



85%   15%



200 000
healthcare
and social
welfare
personnel
transferring
to
counties



Estimated impact of
freedom of
choice

6 000-25 000

Persons from counties' health and social services staff will transfer to private companies and communities

1-2%

Of medical care staff in public specialised-level services will transfer to primary-level health and social services centres and to services provided against health and social services vouchers

Part of social welfare staff may transfer to services provided against health and social services vouchers and personal budgets

FREEDOM OF CHOICE PLANNED TO BE BROUGHT INTO FORCE IN PHASES

STM 02/02/2018

1.1.2020



The Act on Organising Health and Social Services and the Act on Clients' Freedom of Choice will enter into force



The responsibility for organising health and social services is transferred from municipalities to counties

1.7.2020



Personal budgets will be taken into use



Health and social services vouchers will be taken into use - if not earlier

1.1.2021



Health and social services centres will start to operate

1.1.2022



Oral health services units will start to operate

Clients can choose their health and social services centre and oral health service unit, and decide where they want to use their services voucher or personal budget

