

# The wellbeing services county of Central Finland

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# The wellbeing services county of Central Finland

# Promoting wellbeing, health, and safety

- We are responsible for the social, health care, and rescue services for about 273,000 Central Finland inhabitants
- Our core task is promoting the wellbeing, health, and safety of Central Finland residents in collaboration with municipalities, non-governmental organizations, businesses, and other actors
- Our goal is to make the Central Finland a national leader in wellbeing, health, and safety



# The most human-centred wellbeing services county

- We want to be the most human-centred wellbeing services county and to be there to support a good everyday life for Central Finland inhabitants.
- We are the largest employer in Central Finland, employing about 11,500 professionals. As a new employer, we provide opportunities for professional development and diverse career paths.
- Wellbeing services county clients will find the professional help they've come to rely on at the same familiar locations with the same phone numbers
- For more information on services, addresses, and contact information, refer to the wellbeing services county of Central Finland website at [www.hyvaks.fi](http://www.hyvaks.fi)



# Services we are responsible for include

- Health care clinic and centre services
- Social services
- Services for children, youth, and families
- Pupil and student welfare services
- Mental health and substance abuse treatment services
- Dental and oral health care services
- Services for the elderly
- Services for persons with disabilities
- Specialized health care services and emergency medical care, including the services of Hospital Nova
- Rescue services, the services of the Central Finland Rescue Department

# It is our goal that

- Our services are human-centred
- The availability and accessibility of and the equality of access to our services are ever increasing
- The wellbeing and healthiness gaps between Central Finland inhabitants will narrow
- The services are impactful and cost-effective
- Central Finland inhabitants see their impression of their wellbeing, health, and safety improve to be among the best in the country





# In support of good life

- Our core task is promoting the wellbeing, health, and safety of Central Finland residents in collaboration with municipalities, congregations, non-governmental organizations, businesses, and other actors We want to be the most human-centred wellbeing services county and to be there to support a good everyday life for Central Finland inhabitants.
- **Wellbeing** is supported by our variety of quickly accessible services that make life easier and work to prevent illness. These include the various services that support living at home, services that can help with sudden issues financial and otherwise, other social services, and mental health care services. Using our online services, you can access our professionals for a chat at any time with no appointment needed. Furthermore, our website offers a wealth of information that supports wellbeing.
- **Health** is one of the cornerstones of good life. We organize health care services, dental services, school and maternity and child health care services as well as hospital services all over Central Finland. The Hospital Nova of Central Finland is a provider of high-quality specialized health care.
- **Safety** in the wellbeing services county means help is available for inhabitants anywhere in Central Finland when it is most needed. Safety-promoting services in our purview include rescue and fire services, round-the-clock emergency care, crisis services, child welfare, and many other services engaged in making our lives safer 24 hours a day every day.



# The wellbeing services county of Central Finland

- Population: about 273,000 (2023)
  - Population density 17 inhabitants / km<sup>2</sup>
  - Degree of urbanization 81.9%
  - Births 2,031
  - Deaths 3,311
  - Largest age cohort ages 70–74, 18,080
  - Morbidity index 104.9
  - Share of population aged 65 and over 24.4%
- Finances: about 1.3 billion/year
- Total personnel about 12,500



# Wellbeing services county strategy

# The Central Finland wellbeing services county

## Vision

Our goal is to make the Central Finland a national leader in the experience of wellbeing, health, and safety. The wellbeing services county will appear attractive to inhabitants, staff, and businesses.

## Our goals

Central Finland inhabitants see their impression of their wellbeing, health, and safety improve to be among the best in the country

The wellbeing and healthiness gaps between Central Finland inhabitants will narrow.

The availability and accessibility of and the equality of access to our services are ever increasing.

The operations are increasingly impactful and cost-effective.

Human-centred, cost-effective services and seamless service synergy

Personnel wellbeing, competence, and participation

Robust knowledge-based approaches making systematic use of data

Organic and seamless collaboration

Active, participating inhabitants and reliable preventive services

Goal-oriented development and transformation of operations

## Strategic success factors

## Mission

Promoting wellbeing, health, and safety in Central Finland effectively and through broad collaboration

## Values

We treat our clients in a human-centred, equal way

Working openly in collaboration

We are reliable and accountable, to present and future generations

# Our values

- **We treat our clients in a human-centred, equal way.**
  - We are there for Central Finland inhabitants. We see the person as a whole and comprehend their different needs. We respect different views, enable everyone to participate, and promote equal treatment. We develop our services and service pathways to make them work from the staff, client, and inhabitant points of view. Our services are available in an equitable and timely fashion and accessible everywhere in Central Finland.
- **We work openly in collaboration with our partners.**
  - Together we are more than the sum of our parts. We share useful knowledge openly both within and outside our organization. Our operations are transparent and interactive to enable the kind of collaboration that helps us achieve more than anyone can do alone.
- **We are reliable and accountable, to present and future generations.**
  - We are there also for the Central Finland inhabitants of the future. Our operations are responsible in the financial, social, and ecological dimension. We work based on scientific knowledge and professional skill. Our equitable and reliable operations do justice to the expectations and trust of Central Finland inhabitants.

# Decision-making and organizational structure

# County Council

The top decision-maker in the wellbeing county of Central Finland is the elected County Council.

- 69 County Councillors
- Chairperson Jani Kokko, 1st Vice Chair Aila Paloniemi, 2nd Vice Chair Janne Luoma-aho
- Centre Party of Finland 18 councillors, Social Democratic Party of Finland 16, National Coalition Party 11, Finns Party 7, Green League 7, Left Wing Alliance 6, Christian Democrats 3, Freedom Alliance 1
- The current County Council of Central Finland has sat since March 1, 2022

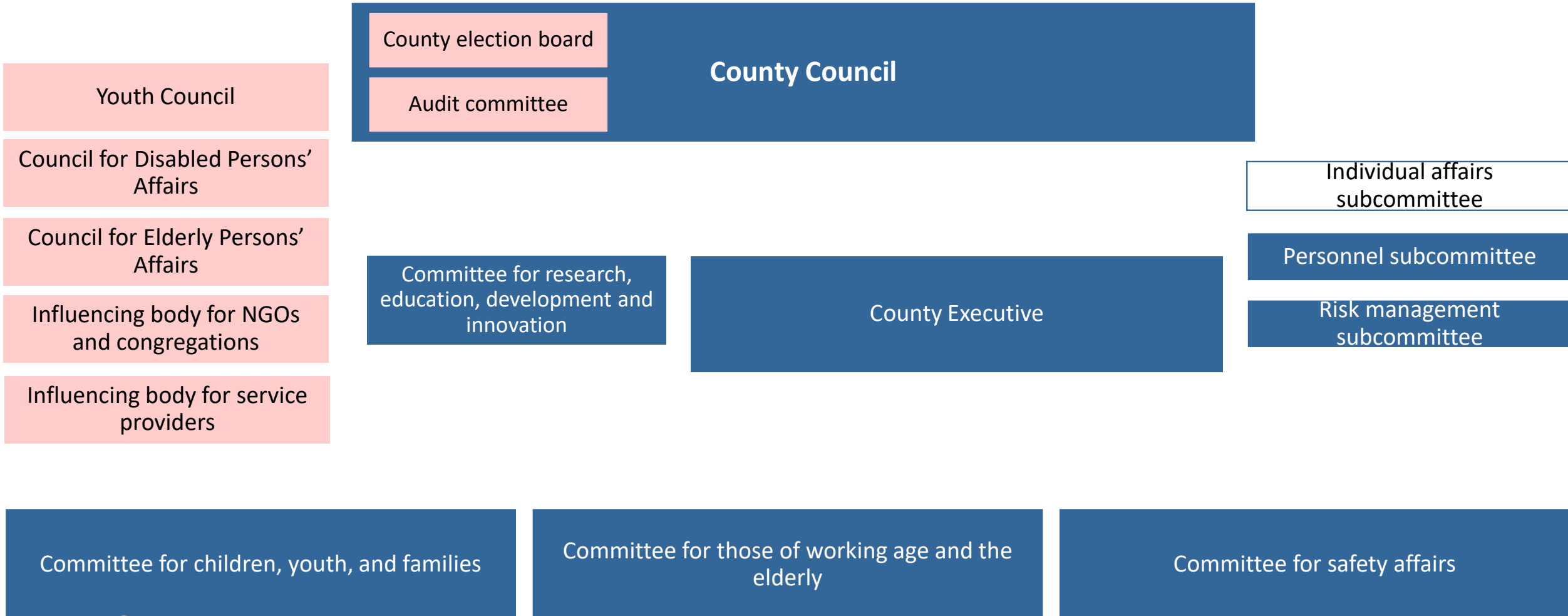




# The County Council has power over

- The wellbeing county and services strategy
  - basic principles of the service network, basic principles of service organization, guidelines for service provision
  - opportunities for inhabitants to participate and be heard
  - objectives for the services to be organized
  - carrying out the services with a view towards inhabitant needs, local conditions, service availability, service accessibility
- The level of service for the rescue and fire services
- The budget and financial plan for the wellbeing services county, i.e. how the county funds are disbursed and targeted

# Organization for the Central Finland wellbeing services county



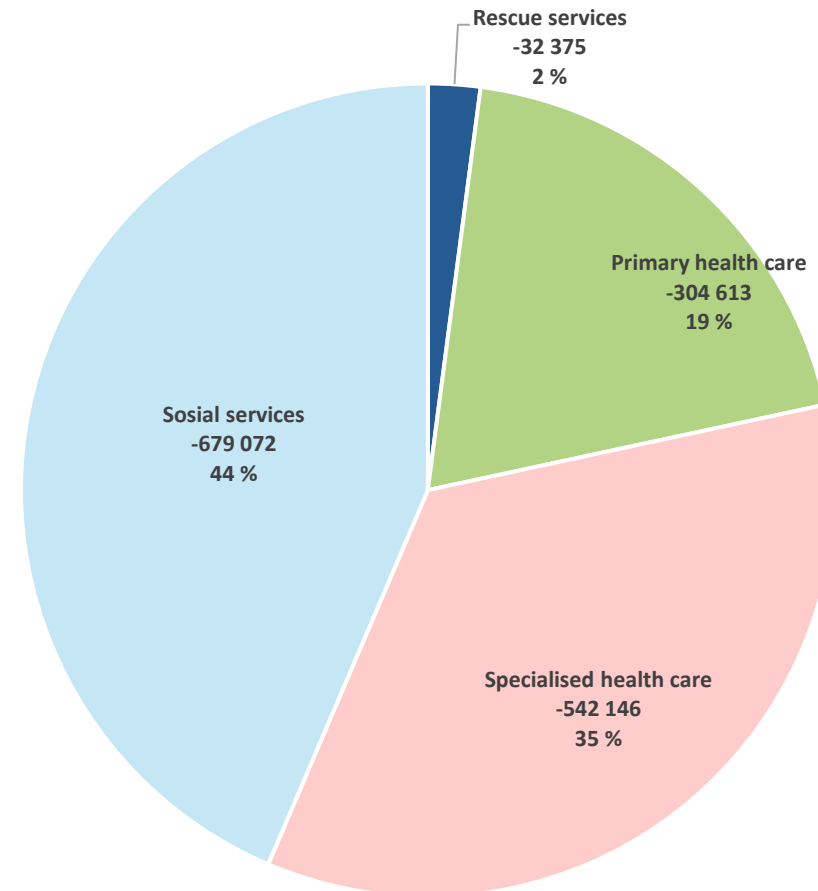
# Finances

# Financing of the wellbeing services counties

- The wellbeing services counties are primarily funded by the state under the basis of budgetary universality. Financing for each wellbeing services county is calculated based on factors describing that county's inhabitants' need for social and health care services as well as rescue and fire department dispatches.
- Some of the finances for the wellbeing services counties are determined by population, as well as the wellbeing and health promotion criterion. Regional risk factors are also considered in determining rescue services funding.
- Financing for 2025: 1.3 billion
  - Financing is the basis for budgetary planning and wellbeing services county operations

# The makeup of the wellbeing services county's financing in terms of services

- Net spending for the wellbeing services county of Central Finland, estimated based on 2025 cost including depreciation and financial expenses (1,000 euros)
  - Untargeted support services listed in the course of the data gathering have been divided among the sectors proportional to overall net spending



# Personnel



# We want to be the most human-centred wellbeing services county

- We are the largest employer in Central Finland. Each of our about 11,500 professionals has a key task and plays an important role in the operation of our wellbeing services county
- We encourage each other to work together create an open, cordial and safe working environment
- We respect each other's skills
- We provide opportunities for professional development and diverse career paths
- Openness, service-oriented leadership, professional development, and providing flexibility in employment e.g. to facilitate work-family balance are some attractive features of the professional communities of our wellbeing services region



# Personnel wellbeing, competence, and participation as a strategic focus

- Ensuring personnel availability
- Ensuring personnel attraction and retention as well as wellbeing at work
- Ensuring personnel are heard and have an opportunity to influence their work
- Providing for smoothly and purposefully delegated core operations along with the opportunity to focus on the most important tasks Ensuring resources are available, e.g. through coordinated task distribution
- Providing incentives through compensation as well as professional development opportunities and flexibility in employment to facilitate a smooth work-family balance
- Ensuring high-quality leadership and management as well as bolstering cross-disciplinary skills development. Systematic development and evaluation of personnel, leadership, and management skills
- Close cooperation with students destined for the field

# A job with significance and responsibility

## Flexibility

- Providing flexibility in employment to facilitate work-family balance or a better fit with personal life

## Career paths, self-development, and training

- Career opportunities
- Professional development
- Support and learning
- Executive coaching, servant leadership
- Multidisciplinarity
- Equity
- Training programme HyvaKS Academy

## Respect

- Appreciating know-how on a broad and equal basis
- A job with a purpose for inhabitants, clients and patients: Promoting wellbeing, health, and safety in Central Finland effectively and through broad collaboration

## Working conditions, work community, and wellbeing at work

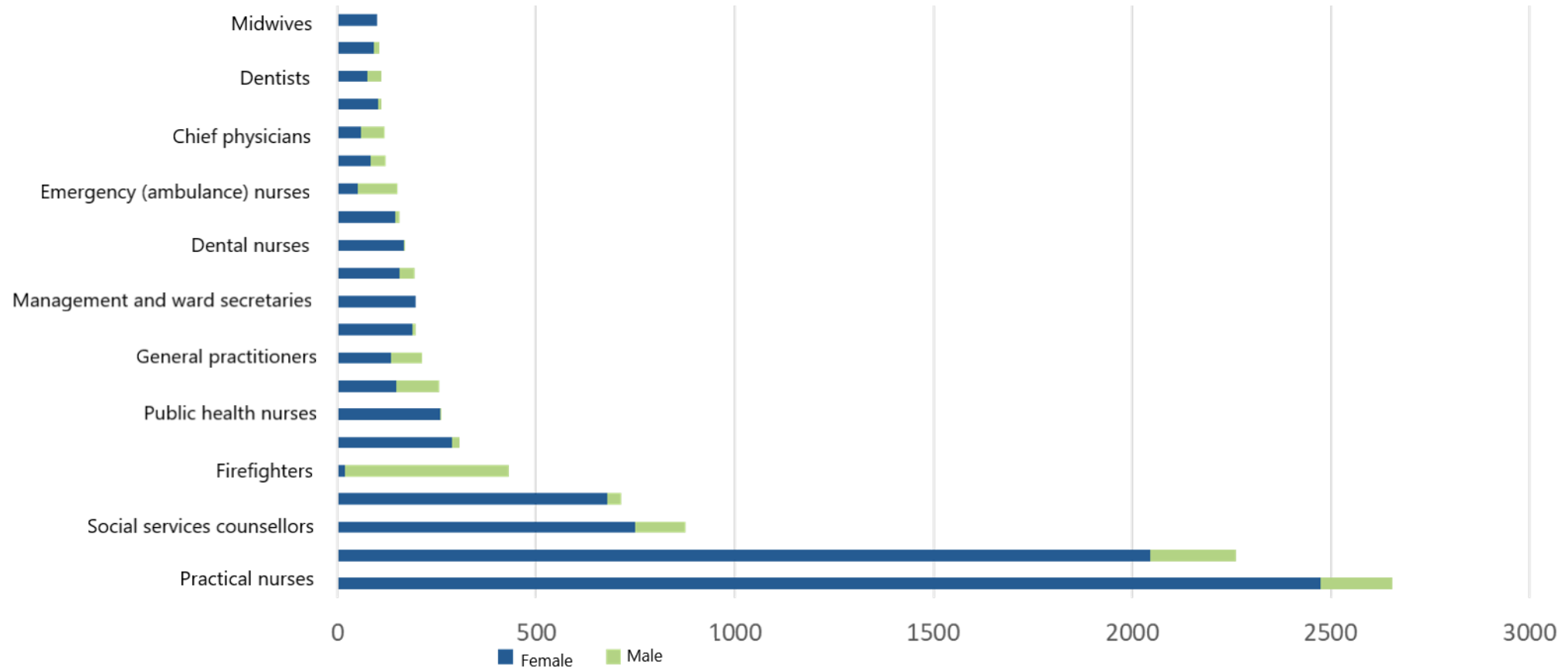
- A good life at work
- Sharing knowledge openly
- Useful occupational health services
- Personnel wellbeing
- Resources
- International, respectful of diversity

## Compensation

- Incentivization through compensation
- Interactivity and feedback

# Largest professional groups

Professions employing more than 100 personnel (Source: Keva)



# Organization

# Wellbeing services county

Jan Tollet



**Internal audit**  
Tuomas Piesanen

**Administration centre**  
Lasse Leppä

**Rescue and fire services**  
Ville Mensala

**Social and health care services**  
Kati Kallimo

**Chief Medical Officer**  
Heikki Miettinen  
**Chief Nursing Officer**  
Heljä Lundgrén-Laine  
**Director of Social Services**  
Marena Paarto

**Strategic leadership and organization**

Anu Pihl

Preparedness, security, and risk management

Knowledge management

Strategy and service organization

Participation and networks

**Management support services**

Lasse Leppä

Administrative services

HR services

Communications services

Knowledge management services

Financial services

Facility management services

**Operational support services**

Hanna Vihavainen

Food services and Washing and cleaning services

Instrument maintenance

Purchasing and logistics

**Rescue Services of Central Finland**

Ville Mensala

Rescue operations

Risk management

Emergency medical services

**Services for children, youth, and families and social services for adults**

Päivi Kalilainen

Services for children and youth

Services for families

Social services for adults

**Services for elderly and Services for special-needs groups**

Tuija Koivisto

Centralised client and service counselling for the elderly

Home care and Housing services for the elderly

Services for special-needs groups

**Health care services**

Kati Kallimo

Outpatient health care services

Emergency department, emergency medical services and Regional wards

Specialized medical care, Conservative services sector and Psychiatric services sector

Specialized medical care, Operational services sector



# Collaboration

# The Central Finland wellbeing services county strategy 2030: Strategic success factors

## Organic and seamless collaboration

- Effective, goal-oriented partnership with regional actors based on a shared understanding of the situation
- Robust collaboration in service design, execution, and impact assessment.
- Seamless, cross-border partnership with municipalities to promote the wellbeing, health, and safety of Central Finland inhabitants.
- The active cultivation and employment of a diverse and broad network of partnerships to promote the wellbeing, health, and safety of Central Finland inhabitants.
- Key regional partners include e.g. the municipalities, the regional council, businesses, NGOs, congregations, national authorities, institutions of learning, research institutions, and volunteer organizations.
- Active, driving role in promoting collaboration across the eastern cooperative region.
- Building partnerships, also with other wellbeing services counties, as well as on the national and international level.
- Considering partners in preparedness issues.

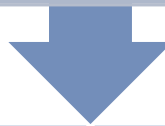
# The framework agreement on municipal - wellbeing services county collaboration

By a collaborative agreement between the municipalities, the wellbeing services county, and the regional council

promoting the wellbeing, health, and safety of Central Finland inhabitants

ensuring seamless service chains, useful preventive services, and inhabitant participation

agreeing on collaborative principles, the Central Finland operation model, and goals set for the collaboration



All of the collaborative parties are committed to providing human-centred, functional services.



It is important to agree on collaborative structures, because the wellbeing services county, the municipalities, and the Central Finland regional council all serve Central Finland inhabitants and those who visit. There are many fields related to inhabitant and client specific services where collaboration is necessary.



# Collaboration with NGOs

- Collaboration and dialogue with NGOs takes place in e.g. the wellbeing services county NGO and participation fora, as well as in the partnership table for NGOs and the Central Finland region
- The NGOs contribute their own expertise as well the experiences of their members as clients to service development
- The NGOs provide information and guidance, as well as other services such as group and peer activities, which will be considered as part of the palette of services

# Communications

# Communications

- Website [www.hyvaks.fi](http://www.hyvaks.fi)
- Social media channels
  - Facebook, Instagram, X, LinkedIn, Tiktok, YouTube
- Blog
- Newsletters
  - Personnel
  - NGOs and congregations
  - Municipalities
  - Private service providers and businesses
- Town halls and hearings, events, networks, and meetings



# The wellbeing services county reform

# The wellbeing services county reform

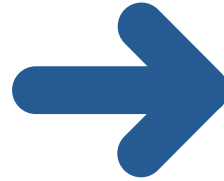
- One of the most important administrative reforms in Finnish history
- The wellbeing services counties were set up on July 1, 2021
  - 21 wellbeing services counties
  - The City of Helsinki continues to organize social and health care services as well as rescue services in its territory
- On January 1, 2023, the responsibility for organizing social and health care services as well as rescue services was passed from the municipalities and joint municipal authorities to the wellbeing services counties





# The goals of the wellbeing services county reform

- In the wellbeing services counties, operating structures and practices are created to generate people-oriented service entities
- Increased integration between basic and specialized services
- Seamless social and health care services as well as rescue services
- Partnership and collaboration with municipalities, non-governmental organizations, businesses, congregations, and other partners



- All services subject to the one leadership (decision-making) and financing in the entire region and with no service left out
- A “broader set of shoulders” to carry the responsibility for organizing services
  - Personnel resources
  - Financial resources
  - Operation model resources
  - Online, electronic, and remote service provision resources

# Kiitos

[www.hyvaks.fi](http://www.hyvaks.fi)  
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