Nordic perspective: Finland

Vesa Jormanainen  MD MSc Specialist in Public Health

Head of Unit
Operational Management
Information Services
National Institute for Health and Welfare (THL)
Lessons Learned from the Deployment of National Services
Some Conclusions
RELIABLE INFORMATION for use in decision-making and work in the field of social and health care
Lessons Learned from the Deployment of National Services

- In general the choices made in Kanta architecture appears to be good and working
- The main challenge has been the high maturity of eHealth environment; implementation of a national IT-infrastructure to an environment with EPR and pharmacy systems already in use has been slow.
  - Kanta builds on almost two decades of local health IT development
  - Inertia among pharmacy and other legacy system vendors - progress of the implementation of electronic prescriptions, dispensations and renewal handling was slow
  - Part of the implemented technology was new to vendors
Lessons Learned from the Deployment of National Services

- More forceful support for the regional development
  - More resources for steering and guidance of regional projects should be offered from the start
  - Stronger support for deployment projects, particularly in private sector
- Make the most of the piloting phase
  - Phased roll-outs and requirements for content and functionalities
  - Early collaboration between eHealth actors to get general agreement on requirements, data sets and the structures used in data sharing
Some Conclusions

- Finland has experience on EPRs since late 1980’s and on health information exchange since the 1990’s
  - The younger health care professionals have never worked with paper (and without electronic care processes)
- National data repositories, infrastructure and services for interoperability (Kanta) have been created for health care
  - Coming also for social services and citizen services
- Nationally standardized information structures have been created through large expert groups, localizing international standards whenever possible
- Structured EHRs make decision support and secondary use of data possible – key aspects of new strategy
- Finnish population is very effective internet users and hungry for direct eHealth (eSocial care) services
  - Also many national and regional development / deployment projects ongoing
Introduction
General Remarks

Primary care has a similar standard

Service specific forms (blood trans, radiology, lab...)

Program specific (diabetes, meds, ...)

Care episode specific, daily notes, nursing plan

Overview level

Summary level, medical specialities

Detailed level forms
Kanta Original Architecture
(Slightly Modified from the 2006 Version)
My Kanta Pages for Citizens
Public healthcare providers
- Hospital districts (20)
- Primary care organisations (192)
- Private healthcare providers (4000)
- Pharmacies (815)

Private healthcare providers
- (4000)

Pharmacies (815)

Social & healthcare professionals
- eHealth DSI (CEF)
- Other countries

Citizens (> 5 000 000)

Social care providers

Main standards
- HL7 V3: CDA R2 L3 and Medical Records
- HL7 FHIR DSTU2 (PHR)
- JSON, XHTML (PHR and social services)
- PDF/A (legacy data and social services)
- IHE IT-I Profiles (Imaging and epSOS)
- W3C XML DSig
- WS Addressing, WS-I
- TLS, X.509

Kanta services
- ePrescription service
- Patient data repository
- Patient data management service
- Web GUIs for HCPs
- Data repository for social services

Pharmaceutical database
- Prescriptions
- Dispensations
- Renewals
- Logs

Patient data repository
- Radiology DICOM studies
- Health records, structured
- Health records, legacy

Patient data management service
- Patient summary management
- Diagnoses
- Risks
- Other summary data

Consent and will management
- Consents and their restrictions
- Living wills and other wills (organ donations, etc.)

Personal Health Record
- Customer's mydata

Data repository for social services
- Customer documents
- Customership and service item data
- Legacy data
- Summary management
- Logs

Other national services
- National code server
- Code systems and terminologies
- Form structures
- Pharmacy register
- Organization register
- Certification services
- HCP and SCP register

Other countries
- Organization register
- Radiology DICOM studies

Kanta messaging layer
- My Kanta pages
- eHealth National Contact Point
- Kanta messaging layer

Web GUIs for HCPs
- My Kanta pages
My Kanta Pages for Citizens

• Citizens can view their own prescriptions and medical records
  - Access to the same information as for the physician
  - (Until further notice) no right to edit the data
• Citizens (18 years and over) are able to manage their own data
  - Monitoring the use of information on the log data
  - Management of consents and refusals
  - Issuing declarations of intent (living will, organ donation consent)
  - Prescription renewal requests since Nov 2015
• Caregiver of a child under 10-years old can view the child´s prescriptions and patient records since 1 August 2016
• The information can be viewed as from the date when the organisation has joined the Kanta Services
2.17 Mill. persons
Have used service by 31 July, 2017

1 090 225 (8/2017)
All logins

510 180 (8/2017)
Number of visitors

Logins to My Kanta Pages and Number of Visitors by Month in 2010–2017

---|---|---|---|---|---|---|---
1 090 225 (8/2017) | All logins
510 180 (8/2017) | Number of visitors

2.17 Mill. persons
Have used service by 31 July, 2017

2.10.2017
Electronic Prescription Renewal Service:
Number of Renewal Requests Sent from My Kanta Pages
Since 11/2015

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<td>200 000</td>
<td>250 000</td>
<td>197 534 (8/2017)</td>
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2.10.2017
Public healthcare providers
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Private healthcare providers (4000)

Social & healthcare professionals

Pharmacies (815)

eHealth DSI (CEF)

Other countries

Citizens (> 5 000 000)

Social care providers

Kanta services

- ePrescription service
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  - Consents and their restrictions
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Other national services

- National code server
- Code systems and terminologies
  - Form structures
  - Pharmacy register
  - Organization register
- X-Road
- Certification services
- HCP and SCP register
Benefits of the Patient Data Repository

• Provides access to individual medical records

• Previous test results can be utilised, which avoids unnecessary treatment

• Encrypted data transfer, professional cards, monitoring of log data safeguard appropriate use of the data

• You can decide who has access to your patient data

• The availability of patient data supports your option to choose the treatment unit

• An actively used data repository
# Patient Data Repository: Timetable for the 1st Deployments

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Source: 2.10.2017
Number of Public (100 %, n=168) and Private (n=186) Healthcare Units Using Patient Data Repository per Week in 2013–2017
Documents Registered / Archived in the Patient Data Repository

841.2 Mill. (31.08.2017)

787.7 Mill. (30.06.2017)
695.3 Mill. (31.03.2017)
599.2 Mill. (31.12.2016)
511.5 Mill. (30.09.2016)
436.7 Mill. (30.06.2016)
370.2 Mill (31.03.2016)
301.2 Mill. (31.12.2015)
Public healthcare providers
- Hospital districts (20)
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  - Dispensations
  - Renewals
  - Logs
- Patient data repository
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  - Logs
  - Health records, structured
  - Health records, legacy
- Patient data management service
  - Patient summary management
    - Diagnoses
    - Risks
    - Other summary data
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- Kanta

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Radiology DICOM studies
- DICOM studies
- Pharmacy register
- Logs

Certification services
- HCP and SCP register
Information Management Service in the Patient Data Repository

5 677 494 persons
5 289 816 informings
2 683 019 consents
60 617 denials
245 332 wills

197 448 organ donations wills
47 884 living wills
### Data Contents of the Patient Data Repository Are Expanding

#### Timetable

**Ministry of Social Affairs and Health Decree on National Health care IT System Services (1257/2015) 15 Oct 2015**

<table>
<thead>
<tr>
<th>4. Key data in terms of the patient’s health and medical care (must be available via the data management service)</th>
<th>31.12.2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Procedures and imaging tests (which have been recorded with the procedure codes); 2) vaccinations; 3) laboratory test results; 4) physiological measurement results recorded centrally in a structured way (in accordance with the coding service referred to in section 14 of the Act on Electronic Processing of Client Data in Social and Health Care); 5) medication; 6) diagnoses; 7) information referred to in section 13, sub-section 1 of the decree on patient documents (risk factors); and 8) a plan on the patient’s examinations, treatment or medical rehabilitation (in accordance with section 4a of the Act on the Status and Rights of Patients (785/1992) or another similar plan (section 2, sub-section 1 of the Ministry of Social Affairs and Health decree on national health care IT system services)</td>
<td>31.12.2020</td>
</tr>
<tr>
<td>The information referred to in section 2, sub-sections 1–8 of the Ministry of Social Affairs and Health decree on national health care IT system services must be available via the data management service by 31 December 2020 at the latest</td>
<td>31.12.2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Patient documents (to be recorded in the archiving service)</th>
<th>31.12.2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Image material produced in imaging tests in connection with the patient’s examination and treatment</td>
<td>31.12.2019</td>
</tr>
<tr>
<td>• Risk factors</td>
<td>31.12.2019</td>
</tr>
<tr>
<td>• Diagnoses</td>
<td>31.12.2019</td>
</tr>
<tr>
<td>• Procedures</td>
<td>31.12.2019</td>
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<tr>
<td>• Medication</td>
<td>31.12.2019</td>
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<tr>
<td>• Vaccinations</td>
<td>31.12.2019</td>
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<tr>
<td>• Physiological measurements</td>
<td>31.12.2019</td>
</tr>
<tr>
<td>• Requests for laboratory tests and the statements and results based on them</td>
<td>31.12.2019</td>
</tr>
<tr>
<td>• Requests for imaging examinations and the statements based on them</td>
<td>31.12.2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Patient documents (to be recorded in the archiving service)</th>
<th>31.12.2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Certificates and statements issued by a medical professional</td>
<td>31.12.2017</td>
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<tr>
<td>• SV 6 A certificate</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• SV 7 B certificate</td>
<td>31.12.2017</td>
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<tr>
<td>• SV 10 D certificate</td>
<td>31.12.2017</td>
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<tr>
<td>• SV 67 Proof for travel allowance</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• SV 75 Pregnancy or postpartum check-up certificate</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• SV 97 Medical certificate on the need for special maternity leave</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• SV 210 Account and compensation application for ambulance transport</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• Diagnoses, risk factors (and their summaries)</td>
<td>31.12.2017</td>
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<tr>
<td>• The following documents referred to in the Mental Health Act (1116/1990):</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• Admission for observation (9 §)</td>
<td>31.12.2017</td>
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<tr>
<td>• Statement on observation (19 §)</td>
<td>31.12.2017</td>
</tr>
<tr>
<td>• Decision on ordering a patient to treatment regardless of the patient’s will (11 §)</td>
<td>31.12.2017</td>
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<tr>
<td>• Decision on taking possession of personal property (22 g §)</td>
<td>31.12.2017</td>
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<tr>
<td>• Decision on limitation of contacts (22 j §)</td>
<td>31.12.2017</td>
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<tr>
<td>• Referrals and reply letters</td>
<td>31.12.2017</td>
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<tr>
<td>• Plan on the patient’s examinations, treatment or rehabilitation and other similar plans (Act 785/1992, 4 a §)</td>
<td>31.12.2017</td>
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</tbody>
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<thead>
<tr>
<th>1. Patient documents (to be recorded in the archiving service)</th>
<th>31.12.2016</th>
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<tbody>
<tr>
<td>• Organ donation consent, living will and other expressions of will concerning the patient’s medical treatment</td>
<td>31.12.2016</td>
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</tbody>
</table>
Electronic Prescription Service
Electronic Prescriptions Promote Pharmaceutical Safety

• Prescriptions of medicines safely to to Prescription Centre
  - Available to all (patients, physicians, pharmacies)

• Prevents patients from losing prescriptions
  - Prescription instructions are also given to the patient in paper format

• Centralised information about patient’s prescription medication
  - Enables monitoring of the use of medication
  - Misuse of medication is difficult

• Welcomed by physicians – liked by the patients
  - Paper prescriptions are already rare
Number of Pharmacies (100%; n=815), Public (100%; n=179) and Private (n=1248) Healthcare Units Connected to the Prescription Centre by Week in 2010–2017
Number of Electronic Prescriptions and Medicine Dispensing (Purchase) Events in 2010–2017

- **Electronic Prescriptions**: 123,751,172
- **Dispensing Events**: 210,783,451

### Per cent (%) of All Dispensing Events
- 2010: 75%
- 2011: 90%
- 2012: 95%
- 2013: 44%
- 2014: 75%
- 2015: 10%
- 2016: 0.7%
- 2017: 0.02%

2.10.2017
Electronic Prescriptions Dispensed by Pharmacies Compared to Prescriptions Reimbursed Directly at Pharmacies by Month in 2009–2017

(3 month moving average)

Mill. Prescriptions

<table>
<thead>
<tr>
<th>Year</th>
<th>Prescriptions Reimbursed Directly at Pharmacies</th>
<th>Electronic Prescriptions Dispensed by Pharmacies</th>
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<td>2017</td>
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5.2 Mill. (8/2017) Electronic Prescriptions Dispensed by Pharmacies

3.9 Mill. (8/2017) Prescriptions Reimbursed Directly at Pharmacies

5 230 177 Persons have been prescribed an electronic prescription by 21 March, 2017
Electronic Prescription Service

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<th>Count</th>
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<td>3</td>
<td>Pharmacy data systems in production</td>
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<tr>
<td>0</td>
<td>Data systems in joint testing</td>
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<tr>
<td>815</td>
<td>Subscribers, Pharmacies</td>
</tr>
<tr>
<td>179</td>
<td>Subscribers, Public healthcare units</td>
</tr>
<tr>
<td>1249</td>
<td>Subscribers, Private healthcare units</td>
</tr>
</tbody>
</table>

- 100.0 Per cent (%) of all medicine dispensing events 1.1.2017–9.4.2017
- 94.8 Per cent (%) of all medicine dispensing events in 2016
- 210.8 Mill. medicine dispensing events from electronic prescriptions
- 123.8 Mill. electronic prescriptions registered in Prescription Centre (285 743 data entry in pharmacies)

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<thead>
<tr>
<th>Count</th>
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<td>14 253</td>
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<td>233 817</td>
<td>Kelain web service, Prescriptions issued</td>
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Kanta.fi Internet Pages
(Taloustutkimus Oy)

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(Taloustutkimus Oy)

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kanta.fi = Finnish Network Brands

= All Brands

2.10.2017
The Best Health and Wellness Mobile Service in 2017 in Finland