



# Customer-oriented, Intelligent Health and Welfare Services in the Future

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Parallel Session 3: Welfare and Futures

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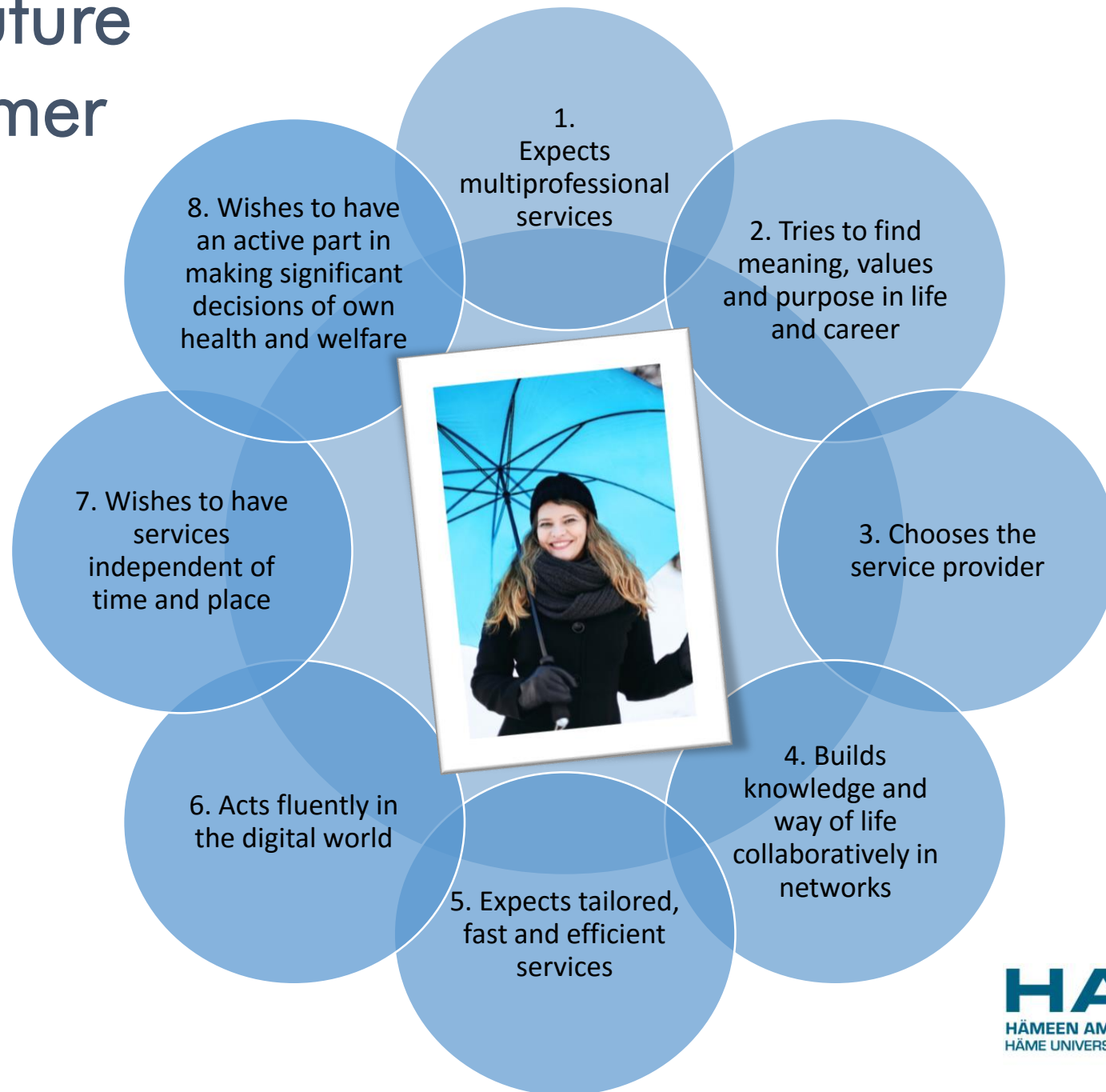
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# Content



- Aging population vs. 21<sup>st</sup> century customers
- The future customer using intelligent health and welfare services
- Examples from Finland using digitalized service innovations
- Impact on future experts working in the health and welfare sector

# The Future Customer



# Examples from Finland using digitalized service innovations



- Intelligent services to determine symptoms
- Digital welfare survey/examination where both customer and experts build knowledge collaboratively
- Welfare coaching/mentoring service using apps



# Future experts working in health and welfare services

- Education providers must be prepared for the significant change working together with regional stakeholders, international partners and representatives of the world of work
- Flexible curricula is a tool to react to the changes at short notice
- Digitalization and intelligent services develop very fast -> education providers must be ready to use them as students need to have the competence when they graduate
- Flexible and individualized learning paths
- New professions and competence





# Thank you!

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# References

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Oma Häme – työryhmien väliraportti

[http://omahame.fi/wp-content/uploads/2016/05/Oma\\_Hameen\\_valiraportti\\_liitteinen\\_200516.pdf](http://omahame.fi/wp-content/uploads/2016/05/Oma_Hameen_valiraportti_liitteinen_200516.pdf)