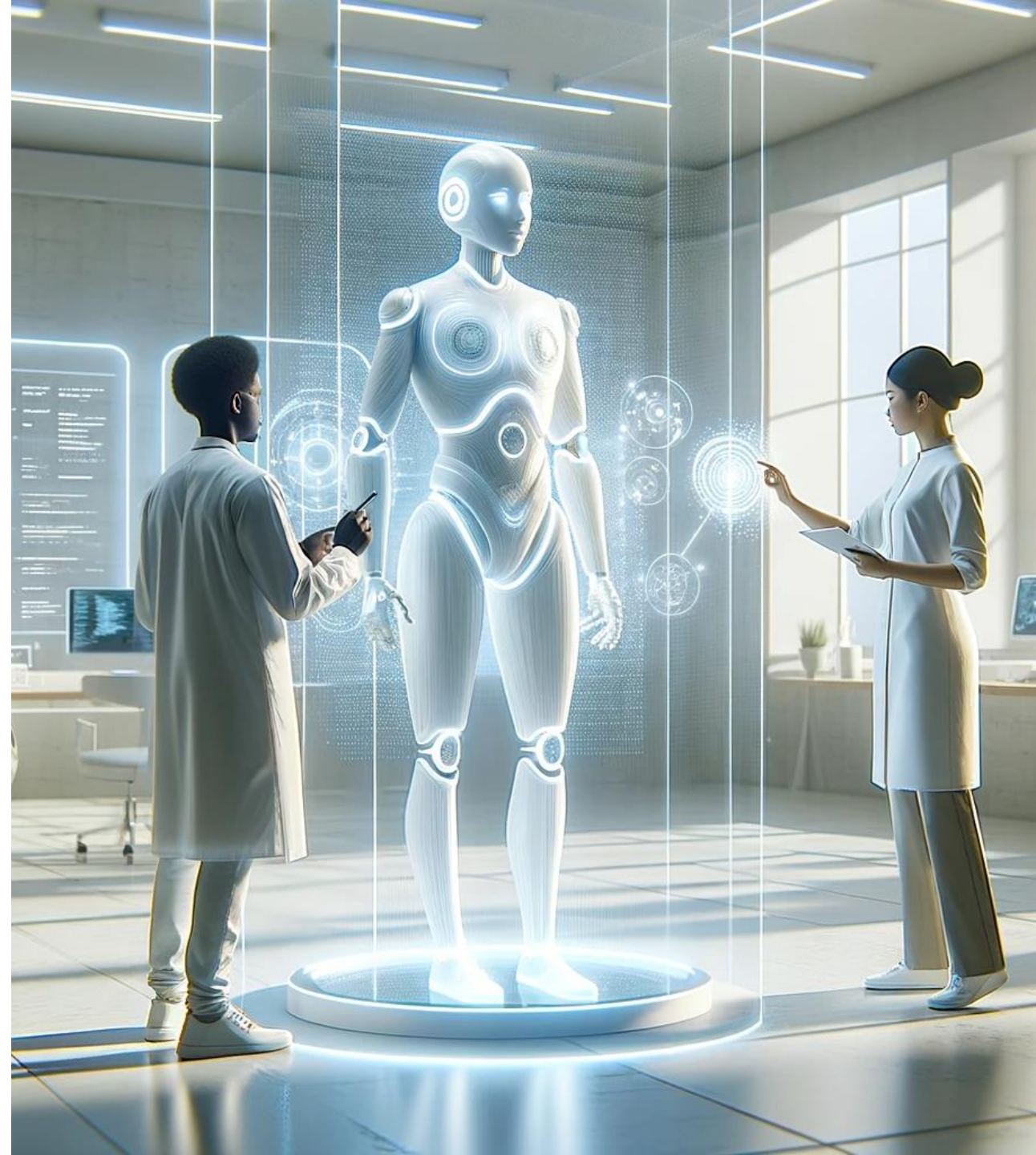


Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

Artificial Intelligence Program 2024–2026



The AI program of the Western Uusimaa Wellbeing Services County — Implementing Principles of Service Production as Outlined in the Service Strategy

What is the AI Program Based On?

The Western Uusimaa Wellbeing Services County has taken bold steps in experimenting with artificial intelligence (AI) to enhance everyday life. In the future, AI will indubitably have a significant impact on the services provided by the Wellbeing Services County. To harness its potential, we need a clear framework that identifies the specific problems AI can help solve.

The AI program defines the key areas where we wish to use AI to drive innovation and improve services.

It stems from extensive internal collaboration between our Corporate Group Administration and service areas. In its content, the program has many similarities with national strategies and discussions on AI utilization.

The AI Program is a part of our digital roadmap and serves as a tool for achieving the goals set forth in our Service Strategy.

What Has Been Achieved So Far?

Through early AI experimentation, we have been pioneers within wellbeing services counties and enhanced our implementation capabilities while deepening our understanding of how AI can address challenges in the social and healthcare sectors.

To date, we have successfully implemented an AI-powered translation tool and a content analysis tool for processing text. Additionally, we have initiated an assessment of automated client and patient documentation.

These efforts are underpinned by comprehensive cybersecurity assessments, which have helped us understand the potential risks associated with AI tools.

We are also actively researching how AI-based tools impact our work and services.

Why Do We Need an AI Program?

To harness the full potential of AI in the social and healthcare sectors, we need to set clear priorities for development and establish a shared framework for organizing our work.

As part of our preparation, we have conducted interviews with various service areas to explore potential AI applications. While this process initially aimed to develop a roadmap for AI utilization, it ultimately crystallized into the creation of the AI program.

The focus areas outlined in the program are based on internal assessments conducted by the Wellbeing Services County and a report commissioned by the Ministry of Social Affairs and Health on AI applications in social and healthcare. These focus areas are not intended to limit innovation but rather to concentrate efforts on the most promising opportunities. These constitute areas with high internal demand, identified benefits, and technological feasibility for implementation.

The AI Program is Advancing the Goals of Our Service Strategy

Client-Oriented Goals	Staff Goals	Common Goals for Service Production	Digital Roadmap
1. Provide the best client experience of all wellbeing services counties. 2. Tailor services to meet the needs of our diverse and evolving population. 3. Ensure seamless, goal-oriented collaboration with municipalities and other key actors. 4. Secure Finnish- and Swedish-language services throughout the wellbeing services county. 5. Engage residents, staff, and stakeholders in the development and planning of our services.	6. Provide the best employee experience of all wellbeing services counties. 7. Ensure every employee understands the objectives of their work. 8. Focus on systematic development of skills and leadership. 9. Successfully recruit the personnel we need and do not let staff shortages hinder service delivery. 10.Enable professionals to focus on tasks that align with their expertise and where their work is most needed.	11.Standardize and modernize service production in a goal-oriented manner. 12.Improve access to primary-level services, simplify service structure, and increase internal collaboration. 13.Maintain operational costs at or below current levels. 14.Base operations, decisions, and service development on reliable data and knowledge. 15.Ensure that our residents—in all circumstances—receive the social and healthcare services, living conditions and livelihoods essential for health and functional capacity. 16.Operate a multi-provider model based on client-centeredness, cost-effectiveness, and societal responsibility. 17.Align our network of facilities to support the goals of our service strategy.	11.Electronic services: develop a comprehensive range of electronic services for clients by 2026. 12.Technology at home: lead Finland in delivering home-based technologies by 2026. 13.Foundational systems: conduct prioritized updates of foundational systems. 14.Daily life: utilize digital solutions to streamline employees' work and clients' daily lives.

The AI program particularly aligns with the following core principles of service production:



Strengthen the baseline



Embrace digitalization



Eliminate inefficiency

Core Principles of the AI Program



Stay in the Loop

- Actively follow technological advancements and update our strategies based on the latest knowledge.
- Gather and share insights through internal and external networks.



Pioneer Innovation

- Carefully select AI application areas and implement solutions effectively and systematically.
- Leverage existing solutions wherever feasible.



Operate Responsibly

- Provide clear guidelines for the responsible use of AI to all personnel.
- Assess AI risks and limitations individually for each application area.
- Conduct thorough risk-benefit analyses.



Build Competence

- Develop sufficient in-house competence in AI, supplemented by external specialists as needed.
- Enhance staff skills through AI training programs.



Create Partnerships

- Position ourselves as a sought-after partner for companies, universities, and other wellbeing services counties.
- Collaborate with partners to identify and develop the best AI solutions.

Focus Areas of the AI Program

Focus Area	Vision	How – Preliminary Ideas
Multilingualism	Serve all clients in their native language without additional delays.	• Translation of documents. • Real-time interpretation. • Translation of video materials.
Reducing Paperwork for Social and Healthcare Professionals	Enable professionals to focus their time and energy to clients by automating documentation tasks with supervised AI applications.	• Automate documentation in client and patient information systems. • Generate statements with AI assistance. • Enhanced information retrieval in client and patient databases. • Tools to support client and patient communication
Client Guidance	Deliver high-quality, 24/7 customer service via phone and chat.	• AI-assisted customer chat services. • AI-assisted phone customer service. • AI-assisted assessment of treatment needs through chat and phone.
Everyday Enhancements	Our professionals feel that IT systems genuinely streamline and speed up their work.	• Integrate Microsoft 365 Copilot as part of the Office suite. • Add AI-powered features to other key applications.