CULTURE OF EXPERIMENTATION in Promoting the Development and Introduction of Digital Social and Health Care Services

CHALLENGE

- Attitudes and fears
- Lack of competence
- Technology-driven development of services
- Exclusion from digitality
- Inadequate technology

SOLUTION

- Information distribution
- Development of competence, listening, motivating, positive experiences
- Customer-oriented development of services, service design, technology as an added value
- Promoting and enabling the participation of customers and professionals
- Pre-evaluation of technology, shared goals during the experiment

Päivi Sihvo, Susanne Hämäläinen, Heli Jääskeläinen, Aija Hietanen, Jaana Hämäläinen

Pohjois-Karjalan DigiSote -project: www.karelia.fi/digisote - Pohjois-Savon DigiSote -project: pohjoissavondigisote.wordpress.com