End users point of view to the needs and challenges in Robotics in Healthcare
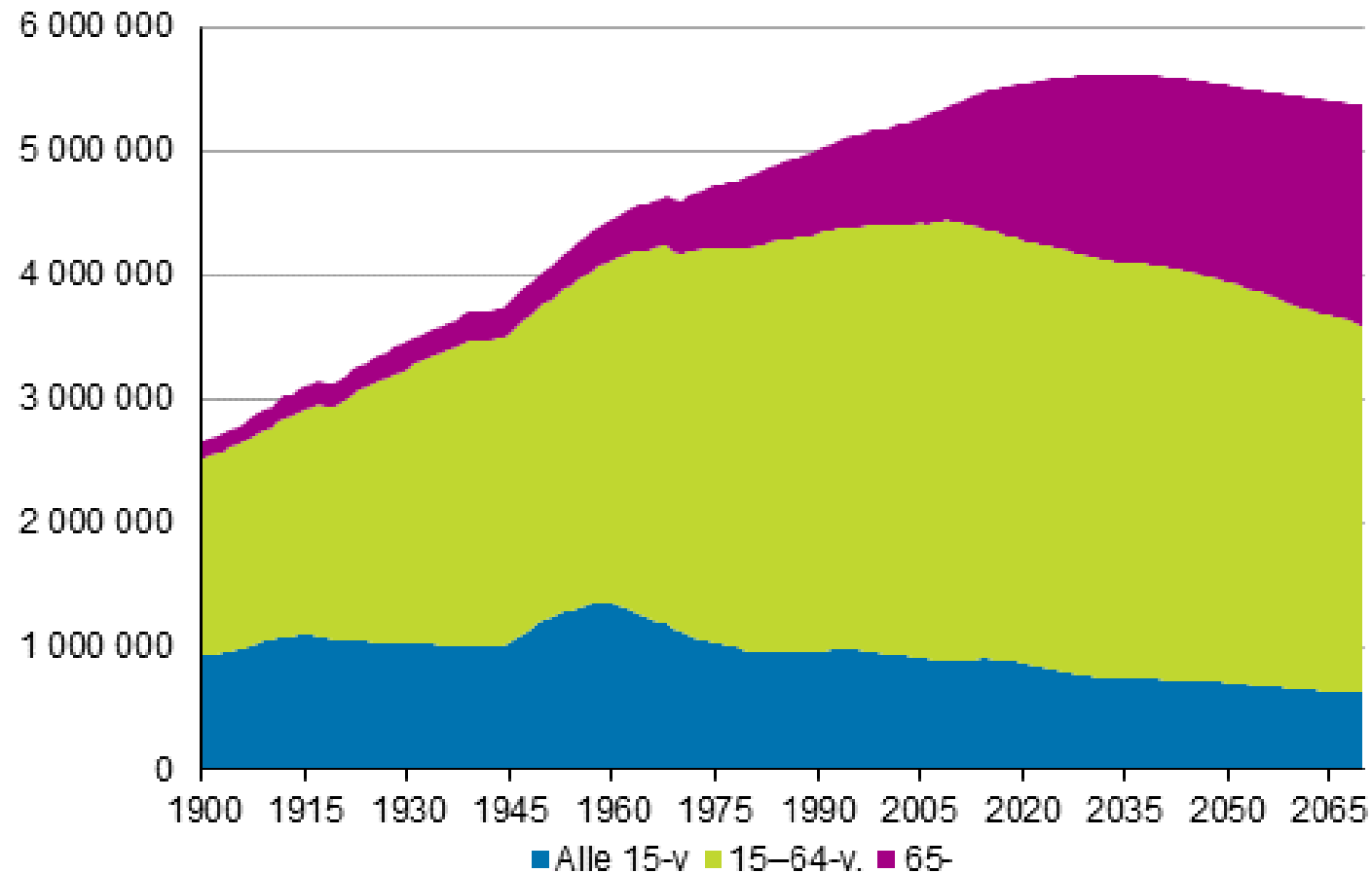
JOEL HOLMÉN, MD

Background

Medical doctor, Turku University Hospital, neuropsychiatry

Medical advisor in VideoVisit and chairman of the board RoboRollo
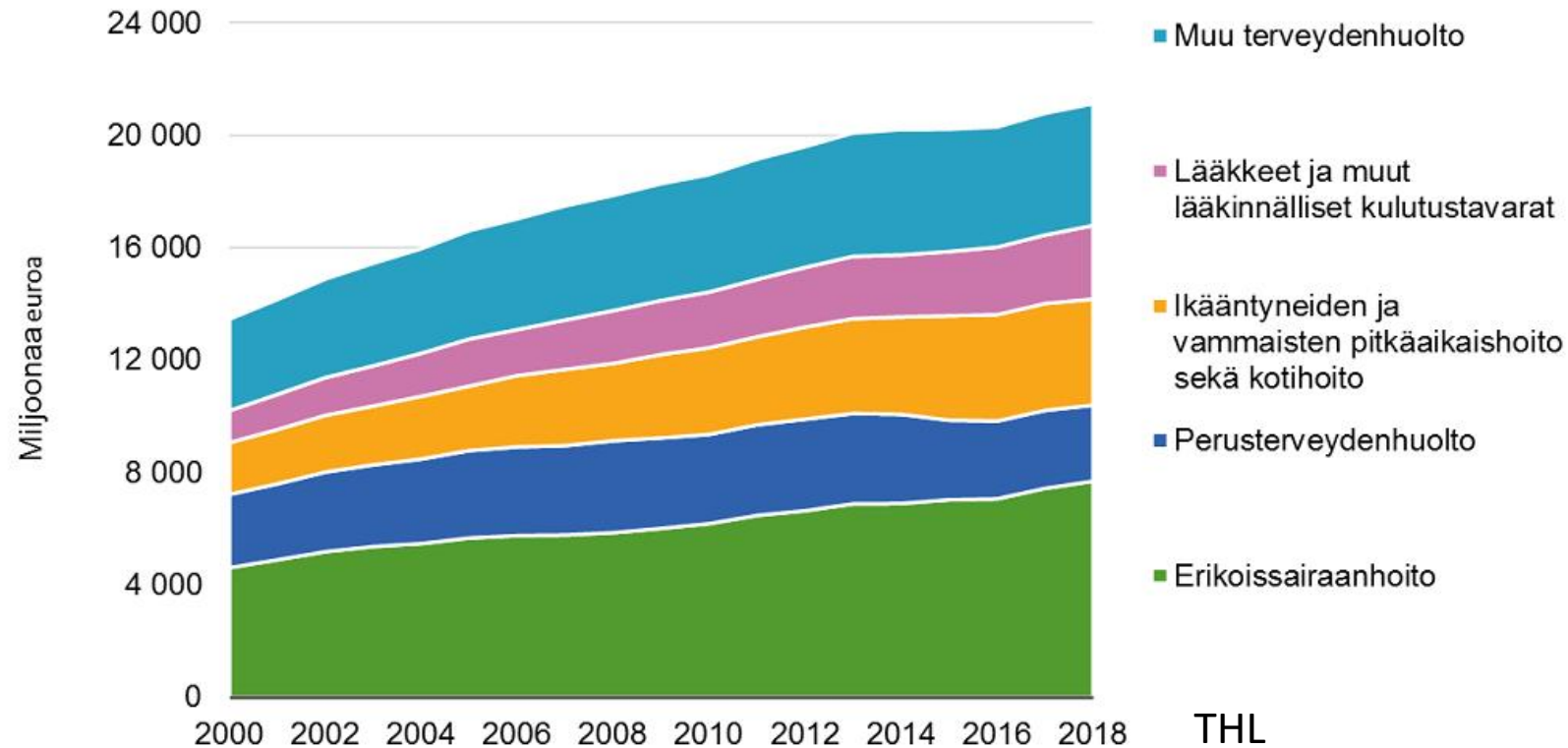
PhD researcher (Telemedicine in geriatric psychiatry), masters studies in AI

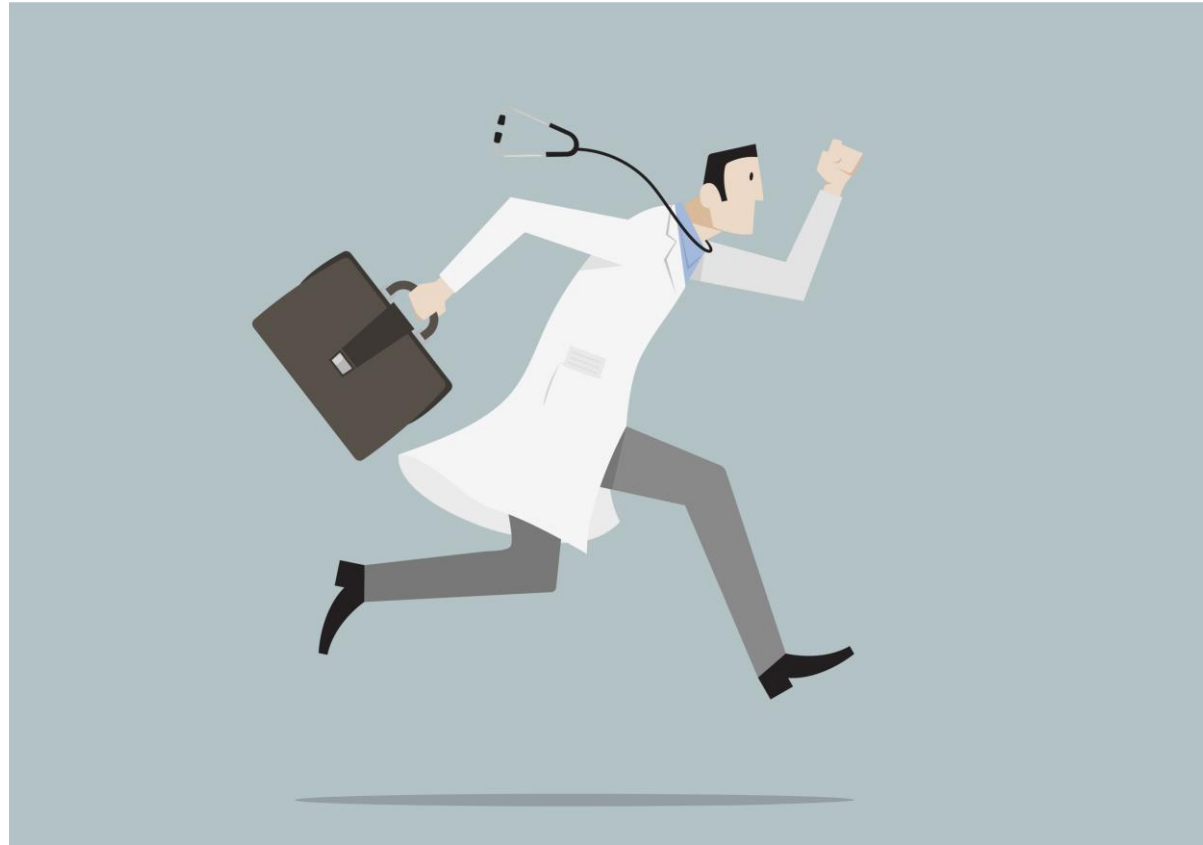# We are facing a large demographic shift

Tilastokeskus

Costs of healthcare are rising

THL

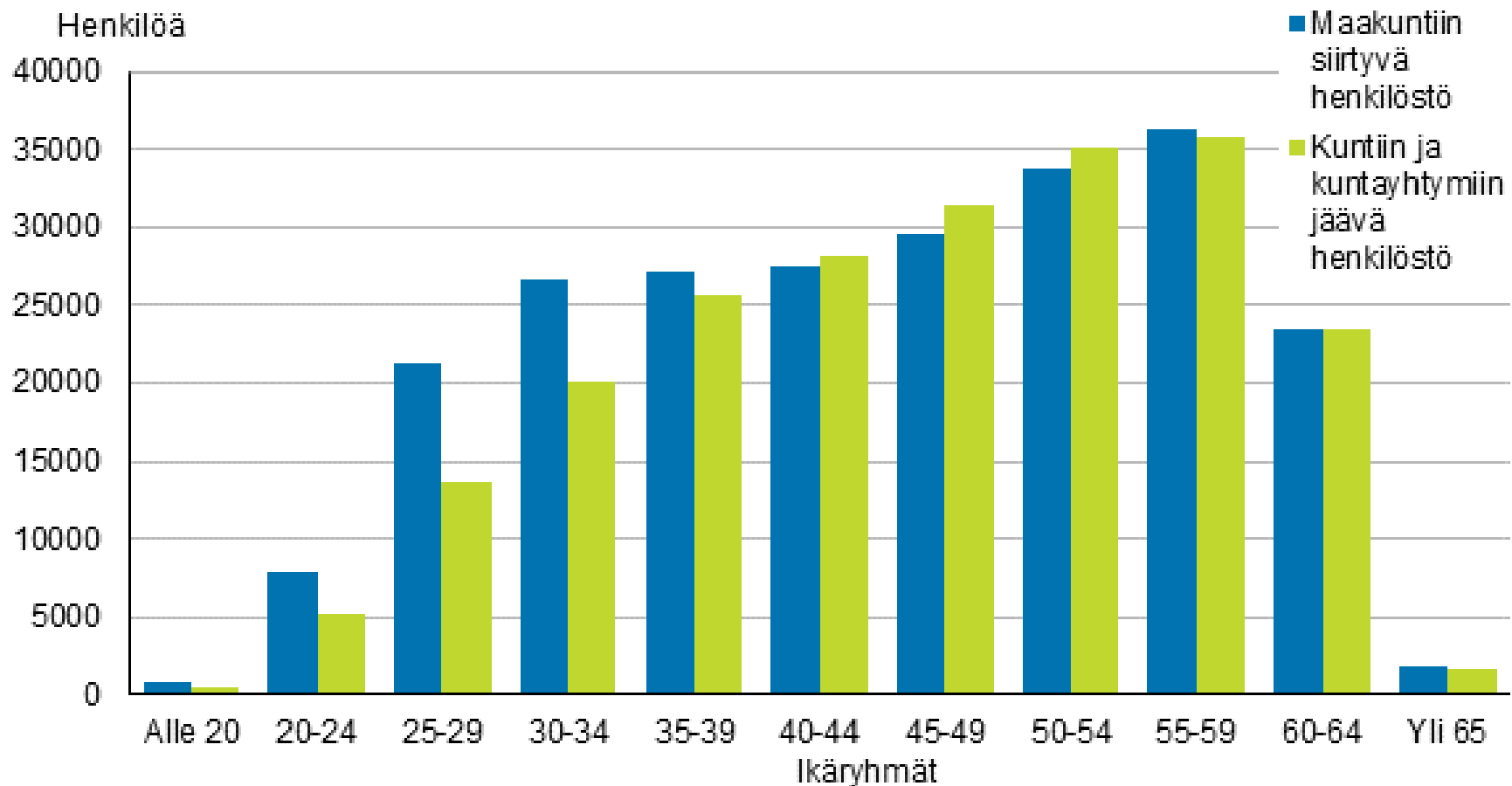# There will be many people in need of care! No time to waste.

We need to be more efficient!

◦ Workprocesses need to be better – Lean and other ways to think about processes

◦ Prioritizing – who gets treatment and what kind?

◦ Self-help for patients

◦ Preventive medicine

◦ Technology

  ◦ Using data to allocate resources

  ◦ Robotics and automation

  ◦ Telehealth and monitoring

  ◦ Smart solutions

  ◦ AI

Public healthcare workforce is also aging

Henkilöä

Maakuntiin siirtyvä henkilöstö

Kuntiin ja kuntayhtymiin jäävä henkilöstö

Ikäryhmät

Alle 20, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, Yli 65

Tilastokeskus

Our workload is increasing, while workers are getting older

Our workload is increasing, while workers are getting older

- And young people are also getting overworked
  - Study by Junior Doctors' Association in Finland (NLY) found that 25% of young doctors feel very tired every week, while 40% found high workload hampered their learning

The Challenge

The Challenge

Everything doesn't need to revolutionize the way we do things.

Help in daily, mundane tasks is usually highly apperciated!

Hospitals and healthcare units are still very manual labour oriented places. Things are moved around by people and many situations require physical presence.

Get to know the workflow when building the idea on how your solution is implemented!

Know who you are dealing with

Doctors and healthcare professionals are usually very eager to share ideas
- Notice however, that they do not usually pay for things you are offering
  - **Get to know how the organization does its procurements**

- Get to know the relevant rules and regulations

Keep it simple!

Does the user need to learn something new?

Does the solution require extra time to use?

Is the benefit obvious? How come not?

Does the solution require maintenance? Do healthcareworkers need to do some of it?

Keep it simple!

Does your solution cause a change in the normal workflow?

Don't just fade away, good customer care needs to be fast, proactive and helpful.

Silence from the customer usually means that your solution is not being used.
◦ This is usually because people are too busy, not because they are unhappy with what you have to offer.

Thank you!

Contact: joel.holmen@tyks.fi