

Summary of Terveystalo's self-assessment plan

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Petri Bono, Chief Medical Officer (adjunct professor, oncologist), is responsible for the health care services at Suomen Terveystalo Oy, address: Jaakonkatu 3 A, 6th floor, 00100 Helsinki.

Ritva Lindblad, Chief Dental Officer (DDSc, PhD), is responsible for private oral health services at Suomen Terveystalo Oy, address: Ratatie 11 A 7 krs, 01300 Vantaa.

Jukka Pitkänen, acting Chief Occupational Health Physician (MD, occupational health care specialist), is responsible for occupational health services at Suomen Terveystalo Oy, address: Jaakonkatu 3 A, 6th floor, 00100 Helsinki.

Paula Reponen, Chief Physician (Lic. Med., specialist in general medicine), is responsible for the healthcare services at Terveystalo Kuntaturva Oy, address: Koskikatu 27, staircase A, 96100 Rovaniemi, Finland.

Paula Reponen, Chief Physician (Lic. Med., specialist in general medicine), is responsible for the healthcare services as well as specialist services provided by partnership solutions and HR services at Terveystalo Julkiset Palvelut Oy, address: Koskikatu 27, staircase A, 96100 Rovaniemi, Finland.

Jussi Sihvonen, Chief Physician (Lic. Med), is responsible for the healthcare services in terms of the HR services (excluding specialist services) at Terveystalo Julkiset Palvelut Oy, address: Jaakonkatu 3 A, 6th floor, 00100 Helsinki, Finland

Ari Salo, Chief Dental Officer (specialist in prosthetic dentistry and stomatognathic physiology) is responsible for the oral health services at Terveystalo Julkiset Palvelut Oy and Terveystalo Kuntaturva Oy, address: Terveystalo Oulu, Sepänkatu 17, 5th floor, 90100 Oulu.

Possible self-assessment plans that concern fully outsourced health services provided to municipalities refer to this self-assessment plan, as applicable.

The addresses and contact information of the clinics are available on the Terveystalo website. Information on the health care licenses granted by Valvira is in the registration certificate.

Email addresses are of the format `firstname.lastname@terveystalo.com`.

This summary of the self-assessment plan describes the operations of all Terveystalo clinics, with the exception of clinics where the operations differ significantly from this plan. Examples of these clinics are some of the public clinics, Relia companies and TT Ålands Tandläkarna. These clinics are covered by a separate appendix to the self-assessment plan that describes the procedures that differ from this plan.

In addition, social care clinics have their own self-assessment plan.

Business idea and principles

Terveystalo offers a wide variety of primary health care, specialized care, and well-being services for corporate and private customers and the public sector. Terveystalo's digital appointments are available 24/7, regardless of time and place. Health and well-being services are also provided by Terveystalo's approximately 370 clinics across Finland. In 2022, Terveystalo has about 8.5 million appointments, and the number of individual customers was 1.3 million. The number of remote appointments was 1,4 million.

Values, mission and strategy:

Terveystalo's values:

- Putting people at the center
- Medicine is our compass
- For the common good

Terveystalo's mission:

- The most intelligent service model in the industry
- Health partnerships with customers

Terveystalo's strategy:

- To be the most profitable private health care operator in the Nordic countries
- To be the preferred choice of customers and professionals

Organization and management of self-assessment

Physicians-in-charge, dentists-in-charge and, in the case of social care operations and Relia companies, other directors-in-charge serve as the Chief Medical Officers and Chief Physicians of Terveystalo's clinics. The CMO leads the Medical Forum that discusses significant medical issues that require policy setting. Members of the Medical Forum are the direct subordinates of the CMO and the Chief Physicians of the businesses.

The medical management is responsible for the compliance of the operations, medical content of services, monitoring of treatment effectiveness and patient safety. In addition, the company has described an organizational structure for commercial and operative management. The up-to-date version is available on the intranet.

The officers who manage the health care services are supported by the line organization, which is responsible for service guidance and monitoring.

Terveystalo's self-assessment plan describes actions and practices that the managers responsible for health care services follow to comply with the statutory obligations. Reviewing the self-assessment plan is part of the personnel's induction plan. Updates are reviewed at the clinic level annually. This self-assessment plan is a tool to improve operations and its implementation is monitored as part of annual internal audits, for example.

Personnel

Approximately 14,800 people work at Terveystalo. About 66% are in an employment relationship with Terveystalo and the rest are private practitioners. The largest employee groups include nurses and operating room nurses (more than 1,500), occupational health nurses (more than 800), radiographers (more than 250), laboratory technicians (more than 250) and practical nurses (approximately 500). The oral health staff (including physicians) includes approximately 860 professionals with an employment relationship.

As part of the recruitment process, the competence of applicants is verified from the central register of Finnish health care professionals maintained by Valvira, the National Supervisory Authority for Welfare and Health. People working with children, as specified by law, have to present an extract from the criminal record before recruitment. The mandatory trial period for new employees also helps to ensure their competence. During the recruitment process, we review in detail the competences, required licenses and practical language proficiency of new employees in relation to the skills and competence required for the work tasks.

The induction training focuses on medication plans, patient record practices as well as the use of equipment and supplies.

Terveystalo arranges comprehensive supplementary training for the personnel. Supervisors ensure the implementation of training in personal development discussions. As part of quality auditing, we pay particular attention to the implementation of statutory radiation protection training and supplementary training for the occupational health personnel in accordance with the recommendation of the Ministry of Social Affairs and Health.

In addition to daily supervision practices, factors that restrict well-being at work are monitored in annual expert surveys that are arranged at the unit and clinic level. The surveys measure the job satisfaction of personnel and private practitioners, covering areas such as work-related stress and appropriate tools. We also use the surveys to monitor the personnel's assessment of their own working capacity. In accordance with Terveystalo's performance management procedure, supervisors must monitor the employees' job performance and, if they notice any changes in work ability, discuss the matter openly with the employee at an early stage. Personnel are also encouraged to discuss their own well-being at work in the annual development discussions. In addition, Terveystalo has practical guidelines for intervention for substance abuse. Addressing difficult situations and the early care model of Terveystalo are essential elements of supervisor training. The performance management model is available on the intranet.

In development discussions, we set the objectives and the personal development needs for the next year. In case of private practitioners, the aim is to have a similar discussion once a year.

Equipment and supplies

The Chief Technology Officer is responsible for Terveystalo's compliance with the Medical Devices Act.

Medical devices have been recorded in a device registry, which includes statutory monitoring data. In the units, the Technology Manager and the equipment managers are responsible for device safety. The personnel uses Terveystalo's internal electronic system to report incidents related to medical devices. Incidents are reported to the Finnish Medicines Agency Fimea and the Radiation and Nuclear Safety Authority, as required by law. The Radiation and Nuclear Safety Authority has issued a safety license for the use of radiation in each imaging unit and in oral health services.

Terveystalo Julkiset Palvelut Oy uses the premises and equipment designated by the customer in accordance with procurement contracts.

Patient Ombudsman

Terveystalo offers centralized Patient Ombudsman services in Finland. The services cover all Terveystalo clinics, with the exception of outsourced clinics where the Patient Ombudsman services are provided by the municipal Patient Ombudsman. Social clinics (such as Sauma) have no Patient Ombudsmen. Social Ombudsmen are appointed by municipalities. The Patient Ombudsmen are Riitta-Liisa Karhunen, Johanna Toivonen and Sanna Sarin.

Telephone appointments with a Patient Ombudsman can be booked by calling +358 (0) 30 633 9520. The Patient Ombudsman calls the patient at the agreed time. The Patient Ombudsman can also be contacted by e-mail at potilasasiamies@terveystalo.com. The Patient Ombudsman's contact information is available in each Terveystalo clinic and on the Terveystalo.com website. The contact information is equipped with instructions not to send sensitive information to the Patient Ombudsman via e-mail.

Medication

Terveystalo's national medication plan provides the framework for administering medication at all our units, and it has been updated according to the national Safe Medication guide, which was published by a team of experts led by Fimea in February 2021 and which covers the medication permit processes. The entire care personnel must have the medication permits that correspond to their job description. The Chief Quality Physician is responsible for maintaining the licensing procedure, in accordance with operational needs and supported by the Chief Pharmacist. The completed medication permits generate the medication permit register in the Mepco personnel management software. Clinic managers are responsible for monitoring the medication permits of their units. The permits are granted by the physician-in-charge or dentist-in-charge of the unit, based on theoretical and practical exams.

Guidelines for medication incidents have been issued. Terveystalo clinics report suspected adverse effects of medicinal products, vaccines, and blood products to the Finnish Medicines Agency Fimea or the Blood Service. No medicinal products returned by patients or customers are used. They are always treated as medical waste.

Safe medication is ensured with annual inspections, and the personnel of dispensaries, pharmacists, and the designated contact person for pharmaceutical services participate in this work at the clinics. The personnel of dispensaries and the contact persons for pharmaceutical services monitor and document the consumption of medicinal products at the department level. The clinics keep records of ordered and delivered medicinal products.

The pharmaceutical services use an inventory and purchasing system called M@tsku in all hospital units and larger clinics and occupational health care units. M@tsku helps to manage and develop product storage as well as the order and delivery process of medicinal products.

Identification of risks and faults and corrective measures

Risk analysis and contingency planning takes place at all group levels. Group management specifies the organization's main risks and preparation for them. Regional management ensures the management of

organization-level risks in the region and the identification and reaction to local risks. The Group Preparedness Team provides instructions in the case of sudden crises with potential for escalation and manages crises communication.

Terveystalo clinics ensure the implementation of the practices specified in their daily work, the achievement of process goals and outcomes, the identification of patient safety and occupational safety risks, and preventive measures. The results are monitored by local Management Groups and Quality Management Groups, the regional organization and the Group.

Patient safety

Ensuring patient safety is one of the cornerstones of Terveystalo's quality management. Patient safety is monitored and improved by the Quality Management Team, which reports to the Chief Medical Officer, and the Patient Safety Team, which was founded in 2021 and reports to the Chief Quality Physician. The Quality Management Team is responsible for knowledge management in the areas covered by the quality circle (medical, operational, customer experience and professional's experienced quality), monitoring key quality indicators, defining quality and patient safety policies and managing policy development. The Patient Safety Team focuses on patient safety matters, specifies the annual focus areas and addresses deviations at the national level, for example, by specifying measures that must be taken at the Group level and implemented in the clinics. The Data Protection Team monitors and manages data protection and data security.

The Efecte dangerous situation reporting system is used for addressing, reporting and preventing patient safety risks. Everyone who works at Terveystalo can report on dangerous situations easily on the intranet or in the DH patient information system. Every clinic has appointed persons responsible for handling dangerous situations. Their task is to monitor reports on dangerous situations from their units in the system, launch relevant measures and collaborate with the Group's Dangerous Situation Monitoring Team. The Patient Safety Manager monitors the overall patient safety on the basis of statistics and information obtained from the persons-in-charge, reporting their observations to the Patient Safety Service Manager, Chief Quality Physician and the Patient Safety Team.

Some outsourced units use HaiPro, the municipal incident reporting system, and Terveystalo's own system called Efecte. These units report incidents in two separate systems to ensure that the information is available to both Terveystalo and the client.

Patient records and processing of personal data

The guidelines related to patient records and processing of personal data are gathered in a Manual for information security in patient care.

The patient register is used in accordance with the privacy statement. The privacy statement is available in each Terveystalo clinic and on Terveystalo's website. Suomen Terveystalo Oy shares its patient register with external health care professionals who work in Terveystalo clinics either as private practitioners or as service providers through external companies.

Terveystalo complies with the obligation of secrecy defined in the Act on the Status and Rights of Patients. Every person who works at Terveystalo has signed a personal non-disclosure agreement. The use of the patient information system requires personal user identifiers. Access rights are granted based on the user roles required for the performance of the work tasks. Patient information is processed in accordance with the data protection and patient legislation for purposes defined in Terveystalo's privacy statement. Information on Terveystalo's customers is available in the register based on their consent.

Orientation of personnel to patient record management and data protection issues and verification of the required competence are described in the self-assessment plan for data processing systems. Suomen Terveystalo Oy has appointed a Data Protection Officer. Contact information: tietosuoja@terveystalo.com.

The customer is the data controller at Terveystalo Julkiset Palvelut. The information is processed in line with the customer's instructions as well as the patient data and data protection legislation.

Promotion of patient inclusion

The patients and their loved ones can provide oral or written feedback at Terveystalo clinics or by filling out an electronic form available on Terveystalo's website or by replying to an NPS survey they receive as a text message. In accordance with the Act on the Status and Rights of Patients, objections can be submitted through Terveystalo's website in a secure manner or mailed to a Terveystalo clinic.

Monitoring and evaluation of the implementation of the self-assessment

Implementation of the self-assessment plan is monitored with annual internal and external audits. The self-assessment plan is updated in real time in the case of changes, and it is reviewed once every to years.