

Service digitalization and information ecology: Towards inclusive solutions in Finnish social and health care services

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Abstract

The aim of this paper is to study information ecology in the changing environment of the social and health care sector, which is strongly affected by digitalization. Information ecology refers here to the interaction and coevolution of technologies, human beings and the social environment. The data consist of 23 thematic interviews in a public social and health care organization and its collaboration organizations in Finland. We have identified three development paths for further analysis of information ecology. Digitalization is not only about implementing technical solutions, but it means holistic rethinking of functions and operations. Digitalization as a holistic phenomenon also affects the information environment and management of information. Different types of information, such as technological, clinical and practical, have to be combined, highlighting the trust between different professional groups and customers. This study emphasizes the social dimension of information ecology, and contributes to the human-centred approach in the digitalizing care service context.

Keywords

Digitalization, information ecology, health care services, Finland