05/2025

AI Ecosystem in Social and Health Services (SOTE)

Introduction to the ecosystem

Network Cordination Group:

Sosiaali- ja terveysministeriö

Terveyden ja hyvinvoinnin laitos

HUS

UNA

DigiFinland

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The AI framework: how it all started?

October 2023

STM-commissioned **AI report** is launched

March 2024

DigiFinland releases a report on **Artificial Intelligence in the Wellbeing services counties**

May 2024

The legal interpretations of AI in social and healthcare systems report commissioned by STM is launched

June 2024

The social and healthcare AI ecosystem is established

October 2024

STM and DF launch **AI pilot funding**, with €2-3 million available

December 2024

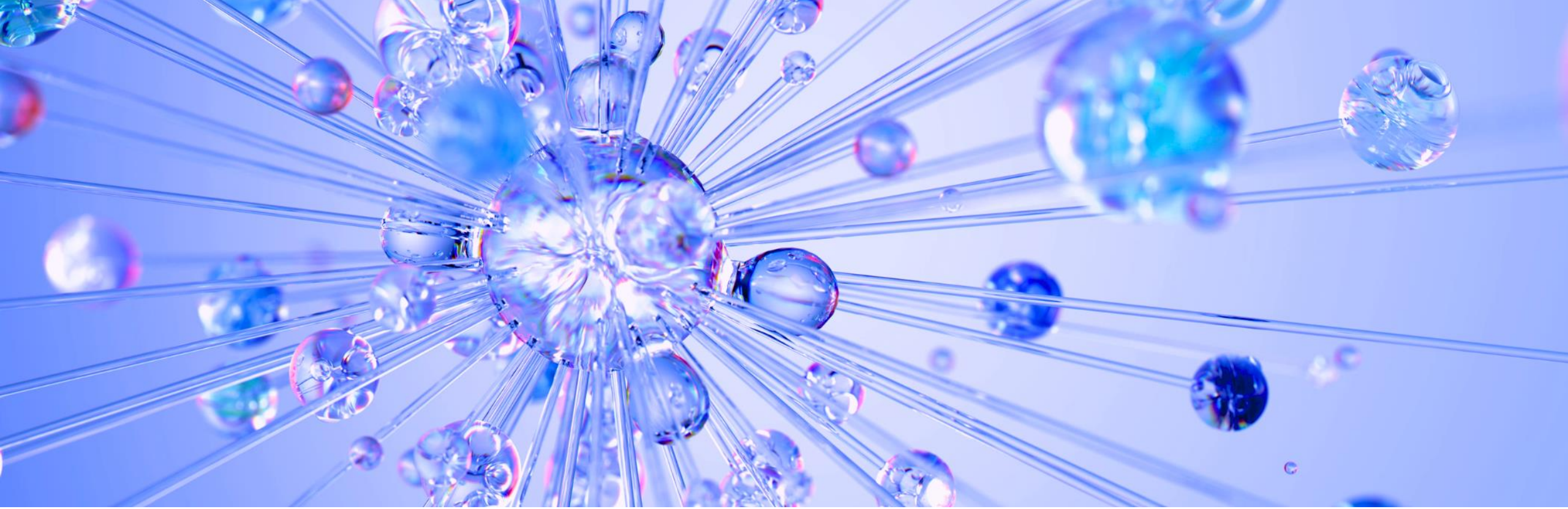
The report on **legal interpretations of social and healthcare AI** is published

January 2025

10 AI pilots in wellbeing services regions and **AI vision work** begins

June 2025

AI vision is published – pilots moving forward



Ecosystem in Social and Health Services

An informal network coordinated by DigiFinland, bringing together actors in the healthcare and social welfare sector

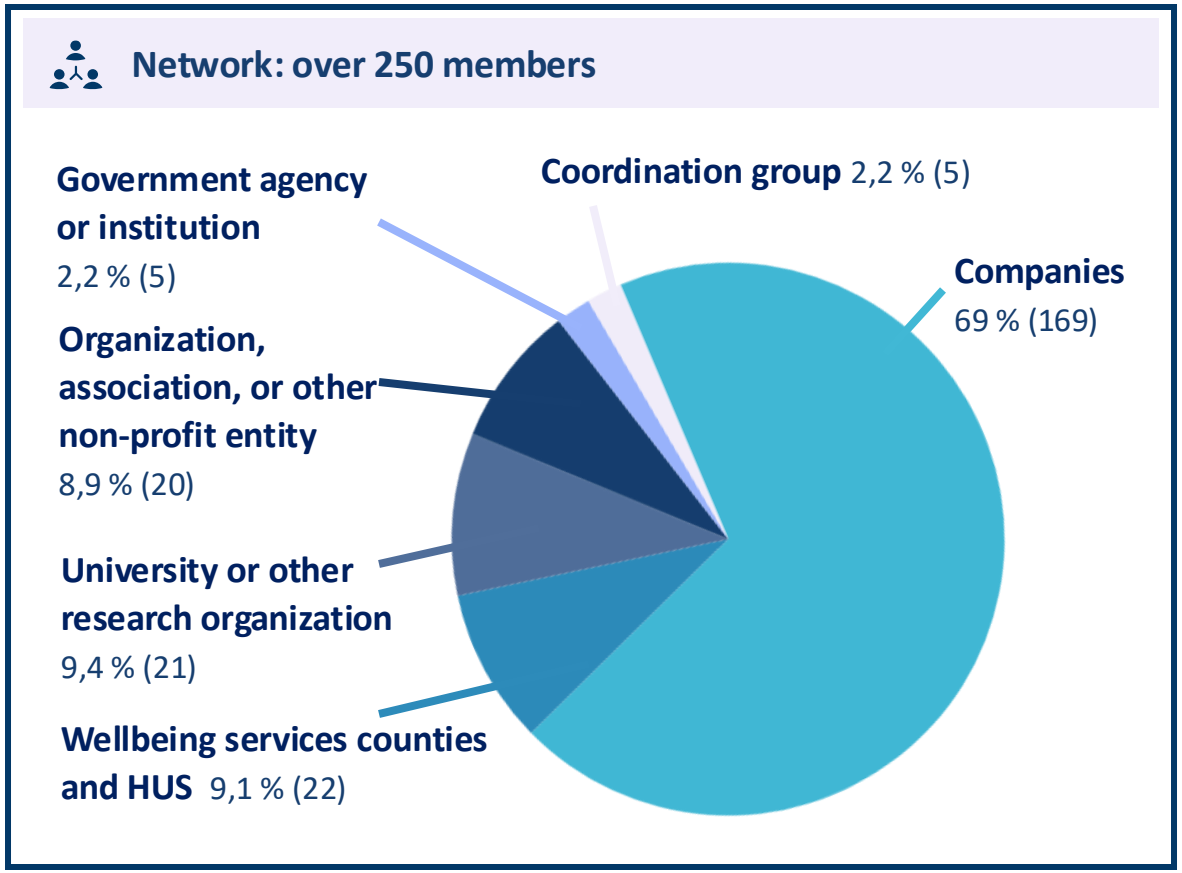
What is the SOTE AI Ecosystem?

The **Ecosystem in Social and Health Services (SOTE)** is an informal collaborative network of health and social welfare actors, aiming to promote the effective, safe, and ethical use of AI in the sector.

The ecosystem:

- Prevents siloed development.
- Promotes shared principles and common visions.
- Creates structures for information exchange and collaboration.

The network was established at the initiative of the **Ministry of Social Affairs and Health** in 2024. Its activities are coordinated by **STM**, **THL**, **HUS**, **UNA Oy**, and **DigiFinland Oy**, with **DigiFinland** responsible for practical organization and facilitation of the network.



The SOTE AI Ecosystem

How to participate in the ecosystem:

- Stay informed by subscribing to our monthly **newsletter** – already followed by over 1,200 readers.
- Register your organization as **a member** or **help spread the word about the ecosystem.**
- Follow the ecosystem on **LinkedIn**
- Organize an event related to the topic – we'll promote it to our network members.
- Initiate a collaborative project – we support partner matchmaking. Get in touch with **the coordinator**.
- Suggest a topic or presentation for **the AI morning webinar**.
- Create a popular science **blog post.**
- Conduct research or an investigation on the topic, and we will share the results

Different forms of collaboration :

Coordination group

- Leads the ecosystem's operations and ensures strategic guidance.

Risk management group

- Focuses on risk management of AI solutions and supports stakeholders in identifying and managing risks associated with the use of AI.

MDR working group

- Supports ecosystem members in interpreting medical device regulation (MDR) and promotes the development of a shared national perspective.

AI network for wellbeing services county

- Enables the exchange of experiences and collaboration between wellbeing services county and key cities in AI development within the social and healthcare sector.

Vision work

- Brings organizations together to build a shared national vision for the use of AI in health and social servicesand develops concrete action recommendations.

AI experiments

AI experiments

The ten trials coordinated by DigiFinland in wellbeing services county accelerate the responsible and impactful adoption of AI in social and healthcare services

Objectives of AI experiments

1. Development and piloting of Artificial Intelligence solutions

- To develop and pilot AI concepts that improve needs assessment and risk management

2. Competence Development

- To collect and share information and experiences on the utilization of artificial intelligence
- To increase competence by sharing knowledge

3. Identification of legislative development needs

- To identify legislative needs for change and propose developments to the legislation

4. Identification of Ethical and Safety Guidelines

- To identify the boundaries for the ethical, safe, and effective use of artificial intelligence in health and social services

5. Creating a shared national vision

- To develop a shared national vision on how AI solutions can enhance customer and patient services and support the work of social and healthcare professionals

6. Scalability and export potential

- To identify which solutions could be scaled to a national level.
- Enabling the broader dissemination and market entry of Finnish AI solutions in social and healthcare services

AI Experiments

Social services | Healthcare | Both

10 pilot projects testing AI in practical healthcare and service processes

Western Uusimaa

AI-assisted documentation in the wellbeing services county

Expanding the pilot of the Gosta Aide application to various healthcare and social services professionals

Central Finland & Southern Savonia

AI assistant for professionals

Improving work productivity, efficiency, cost-effectiveness, and quality

Central Finland

Real-time interpretation

In addition to spoken language interpretation, speech-to-text transcription supports professionals, for example, in documentation

Ostrobothnia

LingAI real-time interpretation

The goal is to create a more efficient way to interact with clients and patients without relying on traditional interpretation services

Finland Proper

Artificial intelligence in cancer PET imaging

Detection of cancer-typical changes in head and neck FDG PET/MRI and whole-body PSMA PET/CT images

HUS

AI-based tools for the digital treatment of obesity

The tools combine digital guidance, meal analytics, and advanced data analytics

Pirkanmaa

Assessment of a child's service seeds & predictive risk evaluation

Identification of risk factors affecting a child's growth and development

Tavastia Proper

AI-based compilation of client background and risk information

Structuring and retrieving Client Background information based on given themes

Tavastia Proper

AI-based prediction of functional capacity changes

Further development and expansion of the functionality of OmaHäme's rehab-screen

Northern Savonia

Development of an AI-assisted medication Risk Assessment Tool

Identifies medication risks and improves service guidance

Use case classification based on the preliminary assessment

Nursing and diagnostics

- Supporting (or automating) decision-making in diagnosis and treatment.
- More efficient processing and broader utilization of patient data.

Customer engagement and self-care

- Empowering citizens, customers, or patients' health awareness and agency.
- Interactive services, user experience, and care/service experience.

Support services

- Streamlining or automating non-clinical work, supportive tasks, and data processing.
- Data retrieval, reporting, learning, and interaction with data.

Healthcare and social welfare management

- Supporting strategic management and performance control, data-driven management.
- Forecasting and preparing for finances, personnel, and other resources, as well as service demand.

Prevention

- Identification and prediction of health risks and risk factors at the population and individual levels.
- Interventions and prevention based on predictions at the population and individual levels.

Social services

- Support for decision-making in social services and practical customer work.
- More efficient processing and broader utilization of customer data.

AI vision work

We are building a shared national vision for social and healthcare AI

AI vision work

Vision work was part of the SOTE AI ecosystem, aiming to create a shared national vision for the entire sector on how AI can improve:

- the service experience for customers and patients
- the smoothness of work for social and healthcare professionals
- the quality and productivity of service delivery

A comprehensive **vision paper** (whitepaper) was published detailing action recommendations for national use.

The future of social and healthcare AI requires a shared direction, values, and rules of engagement. Only through collaboration can we build an ethically, practically, and technically sustainable path for leveraging AI.

Implementation of vision work:

Polis discussion

- Anonymous, open discussion on AI statements
- Participants can evaluate others' statements and propose their own
- The goal is to build a broad understanding of shared values and concerns
- The first discussion in March, the second in April

Workshops

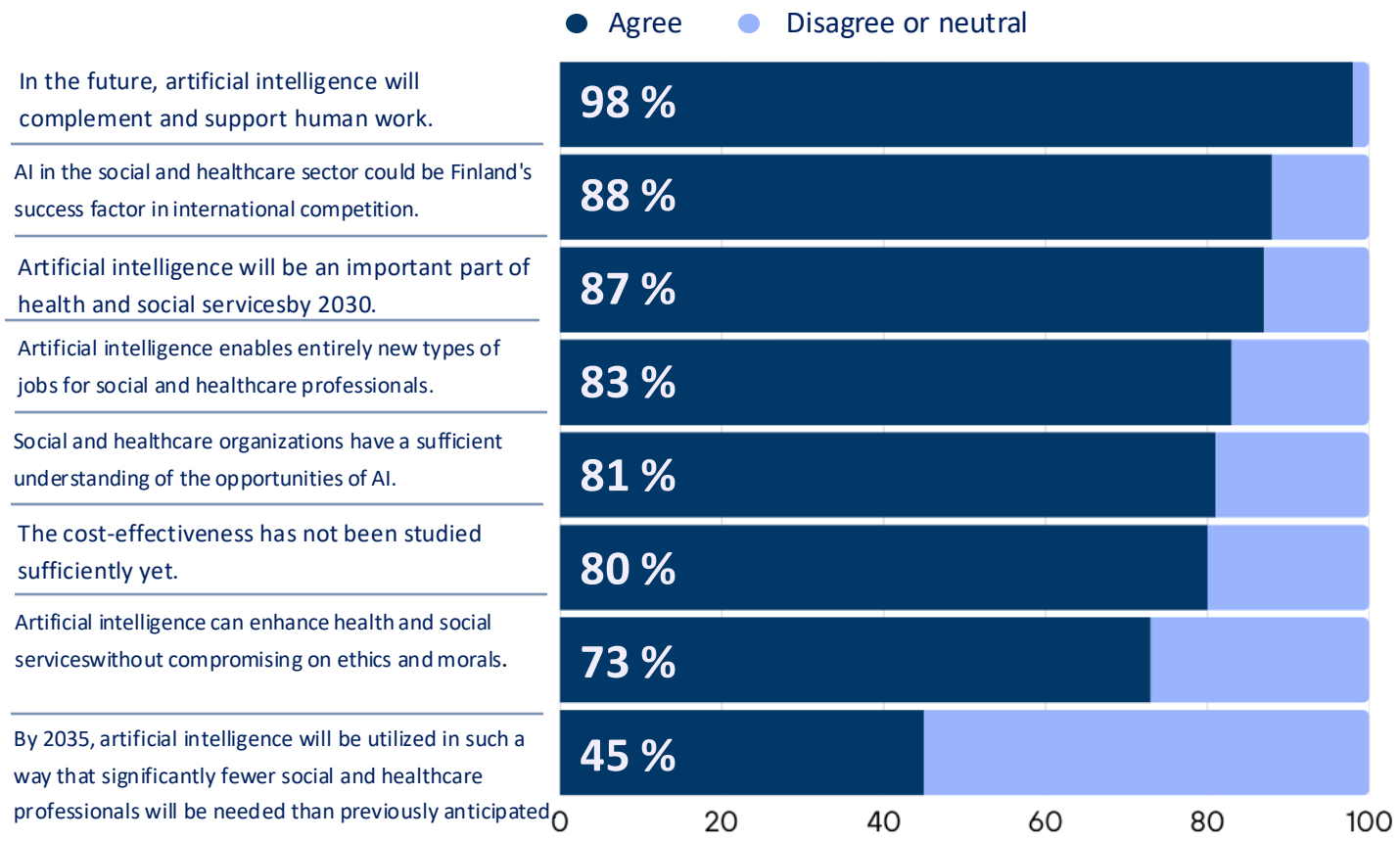
- 26.3.2025 In-person workshop in Helsinki
  - Brainstorming of operating models and use cases in groups
- 29.4.2025 Online workshop via Teams

Publication

- 10.6. Publication and launch of the vision

Results of the Polis discussion

2 discussions | **~ 250 participants** | **~ 10,000 votes**



91 %

of respondents have **positive experiences** with the use of artificial intelligence.

68 %

of respondents use artificial intelligence **daily**.

81 %

of respondents believe that **significant savings could be achieved in social welfare through artificial intelligence, especially by automating documentation or improving situational awareness.**

80 %

of respondents believe that AI can outperform humans in **shift planning.**

20 % of respondents believe that **nothing will change**

Recommendations for the future

1. AI is here – but its adoption must be actively managed

Identify use cases for artificial intelligence and create a strategic plan for its utilization. 91% have positive experiences, but only 68% use AI daily – so there is significant potential for increased usage!

Launch an internal program to pilot the use of artificial intelligence in selected processes (e.g., documentation, decision support, shift planning).

2. Proving cost-effectiveness will determine the way forward

To fully leverage artificial intelligence, more robust research evidence is required regarding its effectiveness and cost implications. 80% believe that there is still inadequate evidence on the effectiveness of AI.

Establish an impact evaluation framework for AI applications in collaboration with other organizations.

3. The changing nature of work and new roles require visibility and support

Communicate openly about how artificial intelligence is changing work – and what new tasks and skill requirements it brings. Only 45% believe in the change in work.

Organize workshops for professionals on the impact of artificial intelligence on their work and create learning paths for new roles (e.g., data interpreter, ethical overseer, AI coordinator).

4. The opportunities in social and healthcare are particularly interesting

Focus on the benefits of AI in the social and healthcare sector – 81% believe that automating documentation and situational awareness can lead to significant savings. AI can free up professionals' time for client work and support the smoothness of care processes.

Ensure that expertise grows – combine everyday needs, technology, and impact.

5. Artificial intelligence is also Finland's competitive advantage

Build internationally attractive solutions in collaboration with research and businesses. 88% believe that AI will be a key success factor.

Incorporate an international dimension into every significant AI pilot – benchmarking, collaboration, or export potential.

6. Leadership is needed – also in the ethical and value-driven direction

Establish clear ethical principles for the use of artificial intelligence. 73% believe that services can be improved – this trust requires transparency.

Create the organization’s own ethical guidelines for the use of AI in collaboration with professionals.

Contact us

Jukka Lähesmaa
Chairman of the SOTE AI Ecosystem
Ministry of Social Affairs and Health

jukka.lahesmaa@gov.fi

Laura Välkkilä
Coordinator of the SOTE AI Ecosystem
DigiFinland Oy

sotetekoaly@digifinland.fi

digifinland.fi/sote-tekoalyn-ekosysteemi/en/

SOTE-tekoälyn ekosysteemi