

21.9.2009

**Study Trip on Service Voucher to Denmark and Halland, Sweden 30.9. – 3.10.2009****Date and time*****Wednesday 30th September***

- 08:15**                      **Meeting at Helsinki-Vantaa Airport**
- 09:55 – 10.35**            **Flight AY665 Helsinki – Copenhagen**
- Bus to Hotel Norlandia Richmond**  
                                 address: Vester Farimagsgade 33, 1606 Copenhagen
- Welcome and presentation of the program**  
                                 Tuomo Melin, Sitra  
                                 Minna Tuominen-Thuesen, KPMG
- Arrival at Hotel – leaving package and short walk to First Hotel Vesterbro**
- 12.30 – 13.30**            **Lunch in First Hotel Vesterbro**  
                                 Address: Vesterbrogade 23-29, 1620 Cph
- 14.00 – 15.30**            **Visiting Nursing Home Betania**  
                                 Address: Kong Georgs Vej 3, 2000 Frederiksberg
- Producing and financing services for elderly people**  
                                 Mr. Laust Sørensen, Director, Betania Hjemmet
- 15.45 – 17.00**            **Presentation of the service voucher –system (Fritvalg) in social- and healthcare practices in Denmark**  
                                 Flemming Hansen, expert on elderly people questions,  
                                 Local Government Denmark – KL  
                                 Meeting venue: First Hotel Vesterbro, address: Vesterbrogade 23-29, 1620 Cph
- 19.00**                        **Dinner Reinwalds Restaurant Café**  
                                 Farvergade 15, 1463 Cph, tel: +45-33-918280.

## Thursday 1st October

07.00

**Breakfast**

08.30

**Leaving the Hotel to Halland, Sweden by bus**

**Presentation of the Municipal Program of The Finnish Innovation Fund Sitra and update of the Service Voucher project in Finland**

Tuomo Melin, Sitra

**Presentation of Vårdval Halland (model of customer choice in social- and healthcare services including the freedom to choose the physician)**

Jorgen Preuss, Landstinget Halland, address: Södra vägen 9, Halmstad

- **Services including in the Vårdval model**
- **How to choose the healthcare unit? (information, tools)**
- **Customer rights and responsibilities**
- **Customer satisfaction and factors behind it**
- **How to control the quality of services? Service quality verification**
- **The development of the social- and healthcare market**
- **Results received: e.g. the economical results and other measurements**

12:00

**Lunch**

**Programme continues**

15.00 – 17.30

**Return to Copenhagen by bus**

Evening

**Free time**

## Friday, 2nd October

07.00

### **Breakfast**

All meetings on Friday will be held in: [Hotel Norlandia Richmond](#), address: Vester Farimagsgade 33, 1606 Copenhagen

09.00 - 11.00

### **Presentation of Private Hospital Hamlet A/S**

Ms. Charlotte Dupont, Key Account Manager, Privathospitalet Hamlet A/S

11.00 – 11.30

### **Terveysthuollon selvitys**

Matti Liukko, CEO, MHL-Palvelut Oy

11.30 – 12.00

### **Vanhustenhuollon substanssiprojekti**

Mari Patronen, Projektijohtaja, Tampereen kaupunki

12.00 – 13.00

### **Lunch**

13.00 – 14.30

### **Presentation of the services for elderly people in Copenhagen**

Mr. Kenneth Kristensen, Director of the Health and Elderly Care Department of Copenhagen City

14.30 – 15.30

### **Presentation of the general principles of the fritvalg-system, Office for Elderly Affairs, ISM**

Mark Pelle Noppen, Head of Section and Mie Henriette Eriksen, Head of Section, Ministry of the Interior and Social Affairs

19.00

### **Dinner Restaurant Cap Horn – Nyhavn**

Address: Nyhavn 21, tel: +45-33-128504

## Saturday 3rd October

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|----------------------|--|
| <b>07.00 -</b>       | <b>Breakfast</b>   |
|                      | <b>Check out from Hotel</b>  |
| <b>09.00 – 11.00</b> | <b>WorkShop and utilization of the new knowledge</b><br>Minna Tuominen-Thuesen, KPMG |
|                      | <b>Summary of the Study Trip</b><br>Tuomo Melin, Sitra                               |
| <b>15.15</b>         | <b>Leaving the Hotel for Airport by bus</b>  |
| <b>17.35 – 20.05</b> | <b>Flight AY 664 Copenhagen - Helsinki</b>   |

OSALLISTUJAT NIMI / ORGRANISAATIO  
Tanska ja Halland, Ruotsi 30.9. – 3.10.2009

<b>Nimi</b>	<b>Organisaatio</b>
1 Tuomo Melin	Sitra
2 Kirsi Åkerlund	Espoon kaupunki
3 Timo Martelius	Espoon kaupunki
4 Heliä Walamies	ET
5 Eija Seppänen	Fountain Park
6 Ville Tapio	Fountain Park
7 Olli Valtonen	Helsingin kaupunki
8 Tuulikki Siltari	Helsingin kaupunki
9 Hans Ramsay	HUS
10 Seija Tyrmi	Kainuu
11 Teija Seppälä	Kainuu
12 Liisa Vuorio	Kilpailuvirasto
13 Eeva Juntunen	KPMG
14 Minna Tuominen-Thuesen	KPMG
15 Hannu Taavitsainen	Kunta-lehti
16 Synnöve Amberla	Kuntaliitto
17 Teija Mikkola	Kuntaliitto
18 Mauno Judström	Lahden kaupunki
19 Pekka Mattila	Lahden kaupunki
20 Arja Käyhty	Lahden kaupunki
21 Eila Jokinen	Lahti
22 Matti Liukko	Lahti
23 Minna Koivumäki	Mäntsälän kunta
24 Jari Parkkonen	Oulun kaupunki
25 Marja-Liisa Pylväs	Oulun kaupunki
26 Markku Mattila	Oulun kaupunki
27 Merja Halonen	Oulun kaupunki
28 Tarja Närhi	Oulun kaupunki
29 Ari Oksanen	Sipoon kunta
30 Anne-Mari Salonen	Tampereen kaupunki
31 Juha Vasala	Tampereen kaupunki
32 Mari Patronen	Tampereen kaupunki
33 Päivi Mattila	Tampereen kaupunki
34 Anna-Liisa Korhonen	Vantaan kaupunki
35 Jorma Suni	Vantaan kaupunki
36 Markus Syrjänen	Vantaan kaupunki
37 Timo Aronkytö	Vantaan kaupunki
38 Ari Toiva	Vantaan kaupunki