

Reporting and monitoring of Suomen Terveystalo Oy's self-monitoring plan

Report for the period 5-8/2024

Terveystalo's Quality Scorecard




- Our quality dashboard is a tool to assess the quality and effectiveness of our operations
- We monitor and measure our activities and continuously compare the care we provide with, for example, Current Care Recommendations, principles of good occupational health practice, other players in the field and average values.
- You can find out more about the contents of the [Terveystalo Quality Metrics on our website](#)



Patient Safety Index

Leading with the Patient Safety Index

NATIONAL INDICES

Meter	Index
Percentage of near misses <ul style="list-style-type: none">• all incidents (not including data protection)• aseptic behaviour incidents• incidents involving medical devices and equipment	
Ratio of incident reports made/visits	
Percentage of serious adverse events (national indicator/year)	

- Each indicator in the index has a target level, the achievement of which is symbolised by traffic lights.
- If the traffic light is other than green, the regions/regions and the Group should consider measures to achieve the objective.

ACTIONS TAKEN

- trained incident handlers in handling laboratory, radiation and medical incidents

Focus on safety of medicines

Self-audit of unit medication safety is carried out annually in all units providing medication therapy

- This has been raised as a priority for Patient Safety in 2024 for the safety of medicines.

The self-inspection is carried out according to a separate instruction and documented in a separate system. This will allow monitoring and review of the findings, including immediate corrective actions and corrective measures.

- Self-inspections are progressing as planned and the progress of the priority is monitored quarterly, for Q3/2024 the situation is that self-inspections have already increased by a good 30% vs. Q3/2023

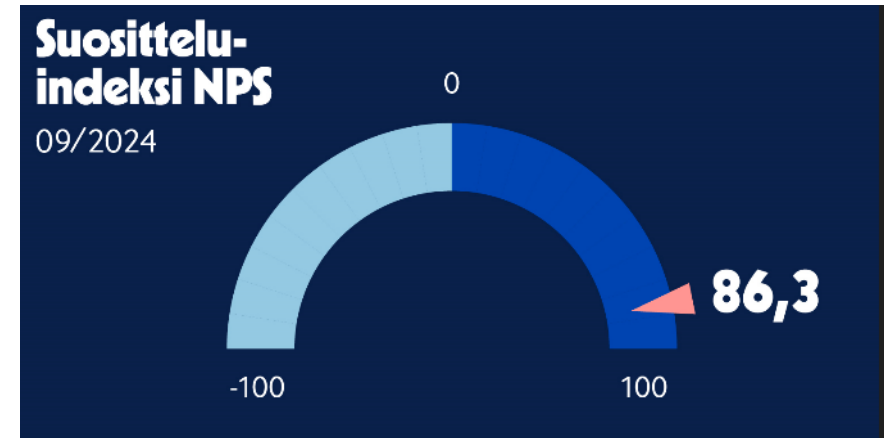
Self-inspections on medication safety support and ensure the use of consistent approaches

- Self-auditing of medication safety can also help to promote a culture of patient safety

Quality and customer experience

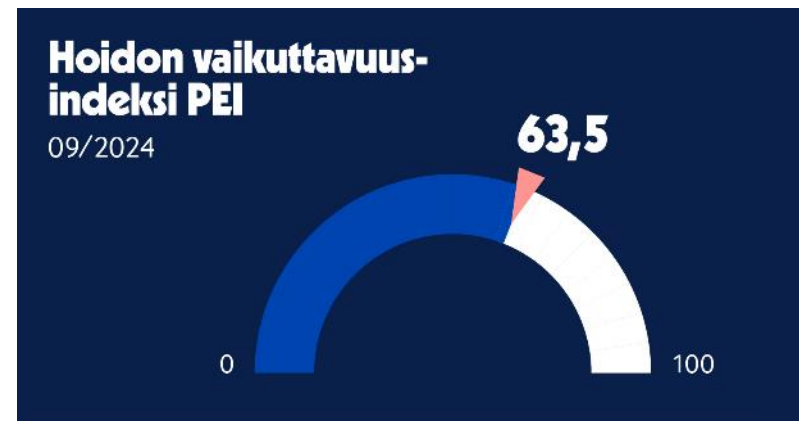
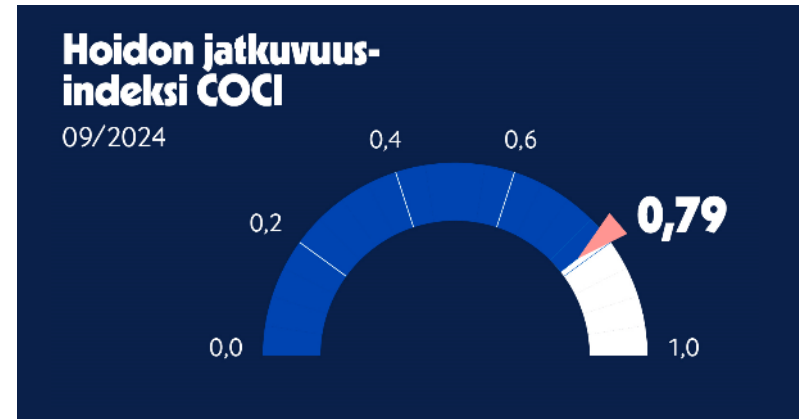
Customer testimonials (NPS)

- NPS results, feedback and key drivers are analysed unit by unit in each region and reported to the region's quality management team. To support the analysis, we use AI-based text analysis to quickly identify themes and factors that have positively and negatively impacted NPS performance.
- Based on site and regional strengths and areas for development, measures to strengthen the customer experience are agreed where necessary, and the impact of the measures is regularly monitored in the regions/offices, for example as part of the Quality Management Team.
- In addition, results are also monitored at national level, for example by function, and reported on a monthly basis. These are used as a basis for identifying areas for further development and for organising training courses, for example, according to the need that has arisen.



Continuity and effectiveness of treatment

- **The Continuity of Care Index (COCI)** will be developed by providing information on continuity of care and making it easier for clients to find people who have previously treated them for an appointment.
- **The Treatment Effectiveness Index PEI** is continuously developed, including through training, providing up-to-date information on its results, including at individual level, and maintaining awareness through communication.



Customer feedback from private customers

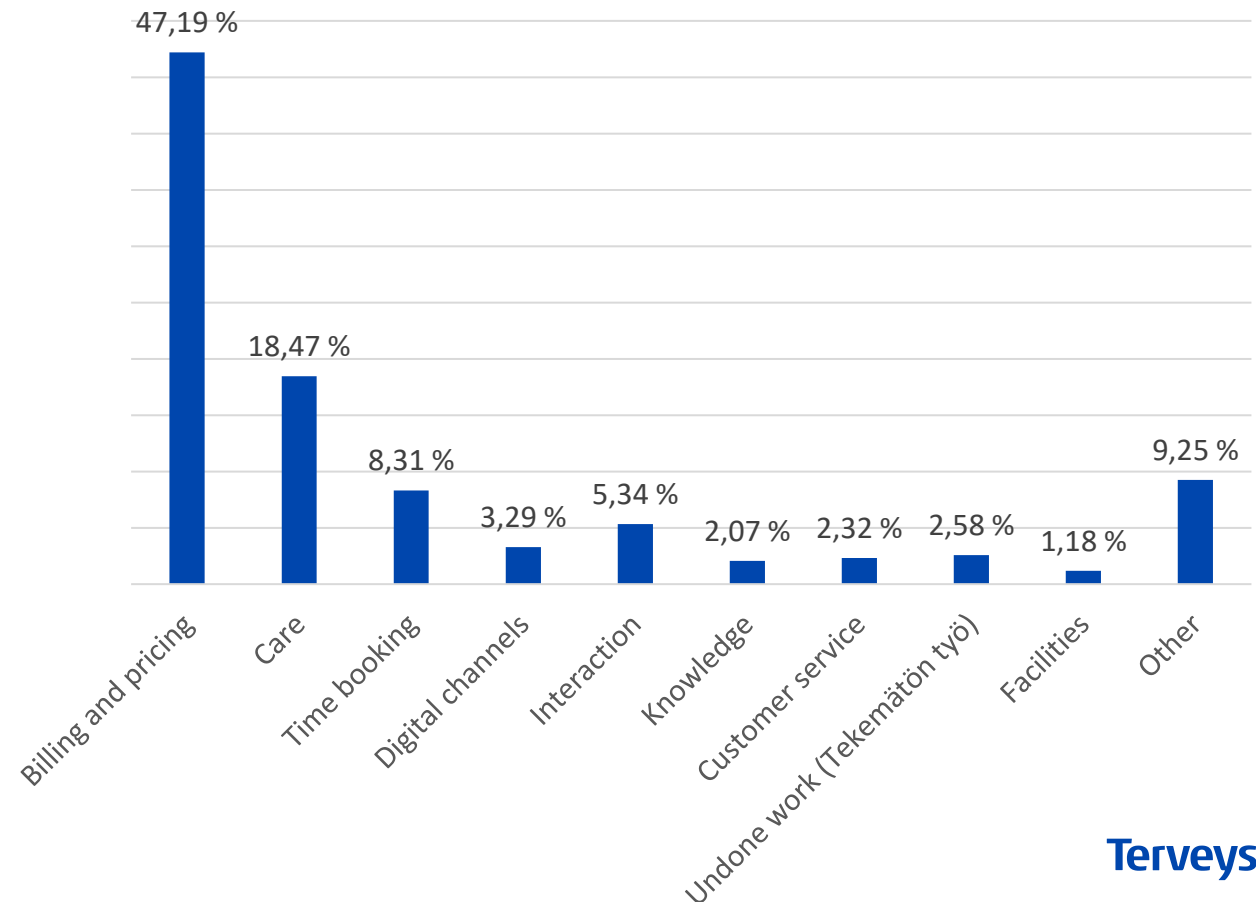
Terveystalo has a uniform way of handling and monitoring customer feedback. Feedback is handled with care at all locations and customers are always answered when they request a response.

- In the period May-August 2024, the topics of the feedback have highlighted **billing and pricing**, with reasons such as an incorrectly billed visit, unclear invoice content, misinterpreted contract or incorrect appointment booking. Corrective action is targeted at those where the root causes have been identified.
- The category "other" includes feedback related to service provision, information accessibility, marketing and communication.

Reports on customer feedback are regularly collected and monitored, and are used in internal and external quality audits to assess the measures taken and their impact.

In this way, we ensure that customer feedback is a powerful tool for improving operations and increasing customer satisfaction.

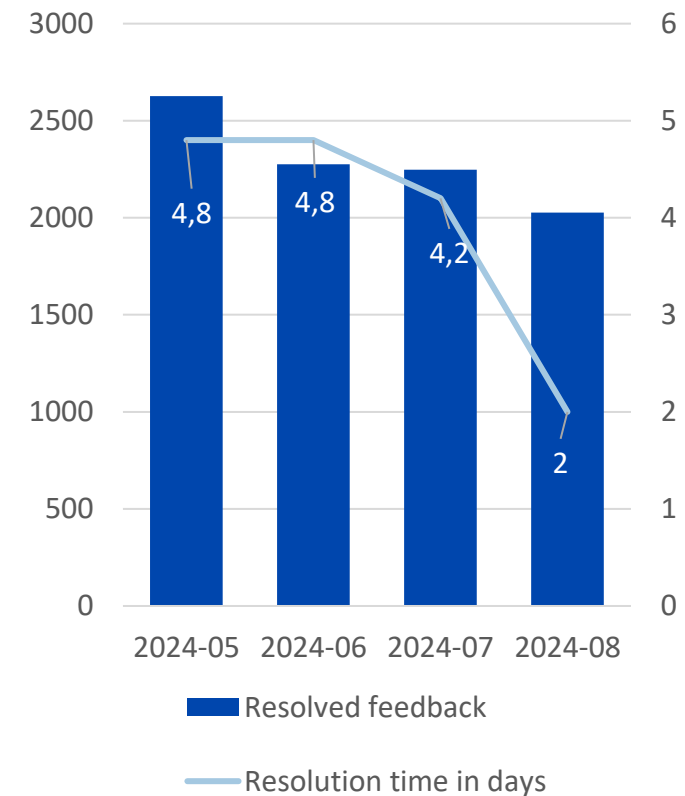
SUBJECT OF FEEDBACK 05-08/2024



Customer feedback from personal customers

- We monitor the resolution time of the feedback we process so that we know how quickly the customer receives a solution to their feedback.
- During the summer months, the resolution time is affected by holiday periods, which may mean a slightly longer wait for comments from the feedback specialist, for example.
- During the summer months our average resolution time for feedback has been **4.8 days** and in August we have managed to reduce the resolution time by an **average of 2 days**.

FEEDBACK RESOLUTION TIME



Terveystalo

TÄRKEIN ENSIN

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