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CARES

Study Visit no.8

City of Gdansk, Poland

Evidig, a EFS- project that provides development and learning materials within digitalization and welfare technology for municipal health and social care.

Partner Linköping, Sweden

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**4-5 february 2026 | 10-15 Minutes| City of Gdansk, Poland**

What is EviDig?

- ESF-project, oct 2024-sept 2027

- Focus on digitization and and welfare technology increasing knowledge and competence for managers and staff in the municipal healthcare and social services.

- EviDig is a part of the existing learning model- and platform of Evikomp.

- EviDig host inspiring seminars, practical workshops, and learning sessions with reflections at the workplace

- Participating parties: All 13 municipalities in the region of Östergötland
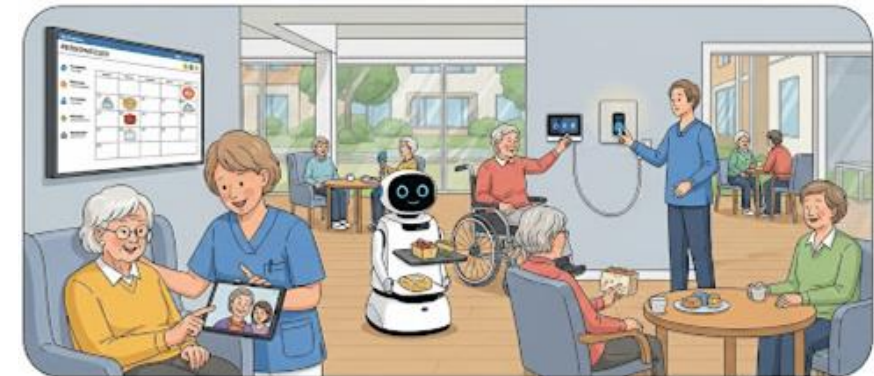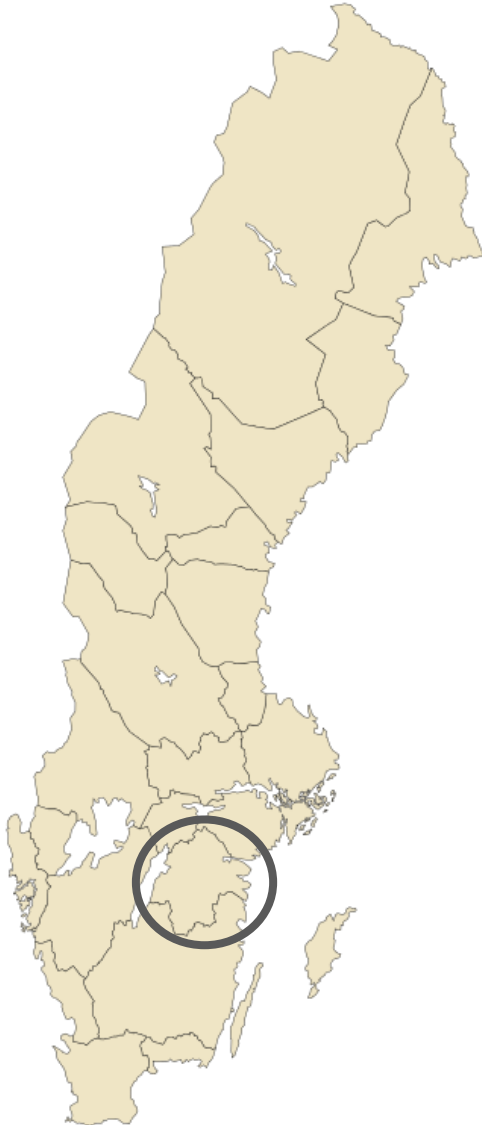
Context and background

- Municipal care and social services are facing significant challenges related to demographics and reduced resources
- The digitalization in care och social services are going slow.

Estimated population change by 2033, Östergötland
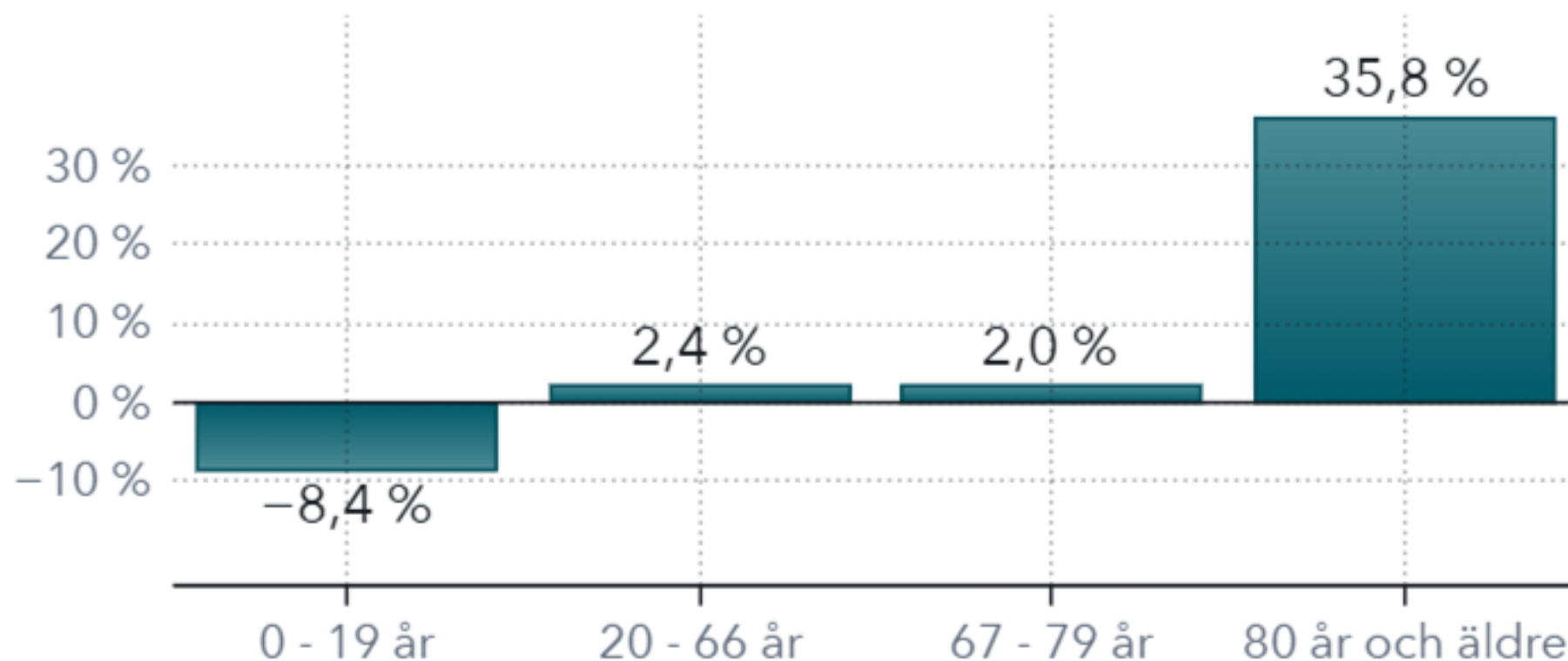
Navigating the future of welfare technology

To meet future staffing challenges and welfare needs, we must transform how we work. This requires a combination of technical proficiency and human-centric skills:

- **A unified mindset:** Success begins with a positive attitude from both managers and employees, paired with the courage to embrace digital solutions and new ways of working.

- **General digital competence:** Mastering the basics—practical device handling, secure login procedures, and a fundamental understanding of digital concepts.

- **Complementary non-technical Skills:** Focusing on the human element through ethics, communication, and an understanding of the interaction between people and technology.

- **Strategic Leadership:** Empowering managers with the proficiency to lead change, drive innovation, and implement new workflows that benefit users and
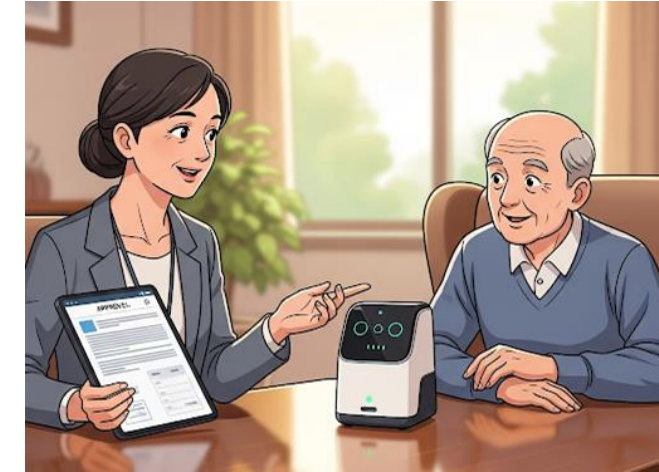
Welfare technology

Digital technology aimed at maintaining or increasing safety, activity, participation, or independence for a person who has, or is at an increased risk of developing, a disability.
(Definition by the Swedish National Board of Health and Welfare)

Goal: To enable active participation in society and contribute to satisfactory health and independency

Examples:

- **Digital social alarms**
- **Camera and sensors surveillance**
- **Robots and automated dispensers**
- **Digital games and activities**
- **Digital locks (Smart locks)**
- **Digital meal ordering**

Digitalization- technology that increases efficiency

- **Digitalization: Digital tools and processes aimed at increasing efficiency, quality, and accessibility within municipal operations.**

Examples of digital tools:

- **Administration:** Digital records, mobile scheduling, leave applications, and access management.
- **Communication:** Secure digital systems for internal communication and video meetings.
- **Planning and Follow-up:** Digital systems for workforce planning, staffing, time reporting, and quality assurance.
- **Education:** Digital learning platforms.
- **Various Apps:** For example, language apps that help ensure clear communication between staff and users.
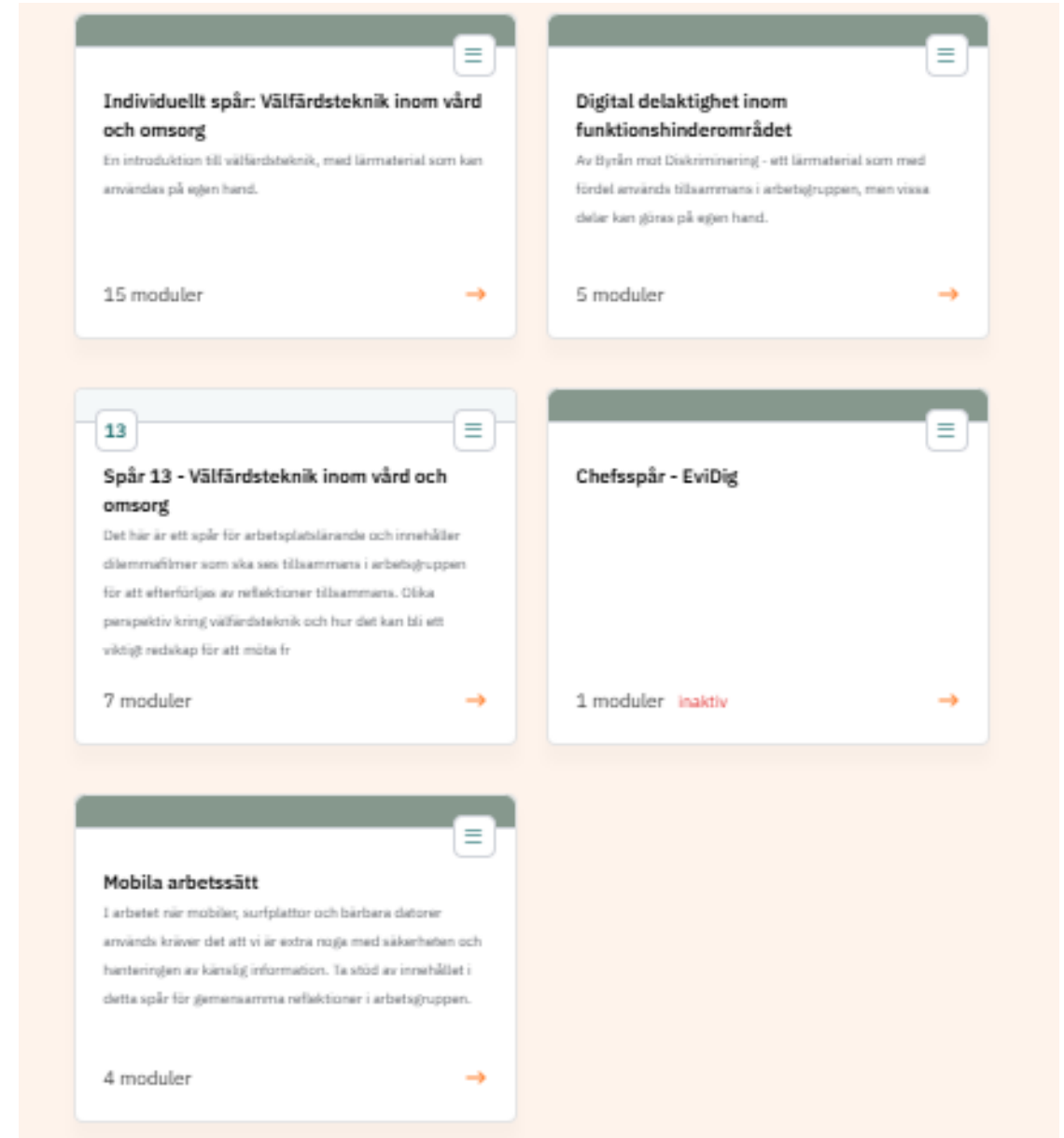- **Public Services:** E-services for citizens.

Digital solution first

Both managers and employees may have thoughts about what happens when welfare technology takes on a larger role in health and social care. Perhaps there is some resistance?

Employees and managers need to work together to utilize and innovate work methods through welfare technology.

EviDig's materials are here to help you along the way!

Exampel från the learningplattform

"Non-digital" skills, is for example, the interaction between humans and technology, as well as crucial topics such as ethics, culture, and our perspective on the role of technology in current and future care.

FILM: Medarbetar

Reflektions with colleagues

After watching a dilemma film, a moment of collective reflection within the workgroup is always needed to reach a conclusion!

Reflection-questions:

- **What do you think is the reason behind the womans skepticism toward the introduction of new welfare technology?**

- **What are your own thoughts on the introduction of welfare technology within health and social care?**

- **How can you address or support a colleague who is hesitant?**

- **How is the user/resident affected if the staff is hesitant?**

Results achieved & impact

Projektstatus per Kommun
Utförda timmar per månad

Kommun	Mars	April	Maj	Juni	Juli	Aug	Sep	Okt	Nov	Dec	Totalt		Mål
Linköping	30	24	56	39	15	55	62	98	100	150	629		5 520
Norrköping	23	60	45	42	17	12	86	112	147	75	619		4 940
Motala	25	8	17	12	9	11	10	2	18	15	127		1 520
Söderköping	10	17	155	8	2	10	22	23	51	10	308		520
Vadstena	6	8	18	6	0	7	12	40	19	5	121		260
Finspång	10	5	5	3	3	5	34	23	6	6	100		740
Valdemarsvik	0	10	7	5	3	2	14	14	17	2	100		740
Boxholm	0	3	61	2	0	1	3	4	17	2	103		200
Ödeshög	1	2	5	2	0	1	2	0	0	10	23		200
Ydre	5	0	8	2	0	4	15	6	3	9	52		140
Kinda	2	97	211	3	3	1	361	536	87	4	1 305		360
Åtvidaberg	10	0	6	3	6	6	20	49	20	4	124		400
Mjölby	12	6	25	9	2	4	13	5	6	11	93		940
Totalt	134	240	619	136	60	119	654	922	491	303	3 678		16 000

3 678 Timmar — Gjorda timmar 23%

Mål vid projektets slut 16 000 Timmar

Lessons learnt

- We have already implemented a vast amount of welfare technology and digital work methods within our municipalities.

- Management decisions, prioritizations, and procurement strategies are not always in place.

- It is often unclear what "digital first" means in practice.

- New ways of working challenge all levels. Managers, employees, users, and relatives.

- New professional roles are needed to support tools and workflows, but these roles are not always identified.

- Preventative work, before citizens require municipal intervention, remains a challenge.

- Collaboration between municipalities enables more efficient implementation.

- **There is a high level of understanding across all levels that welfare technology is necessary. -But all not like it!**

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Thank you!

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EviDig
-en del av Evikomp

Medfinansieras av Europeiska unionen

FoU
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