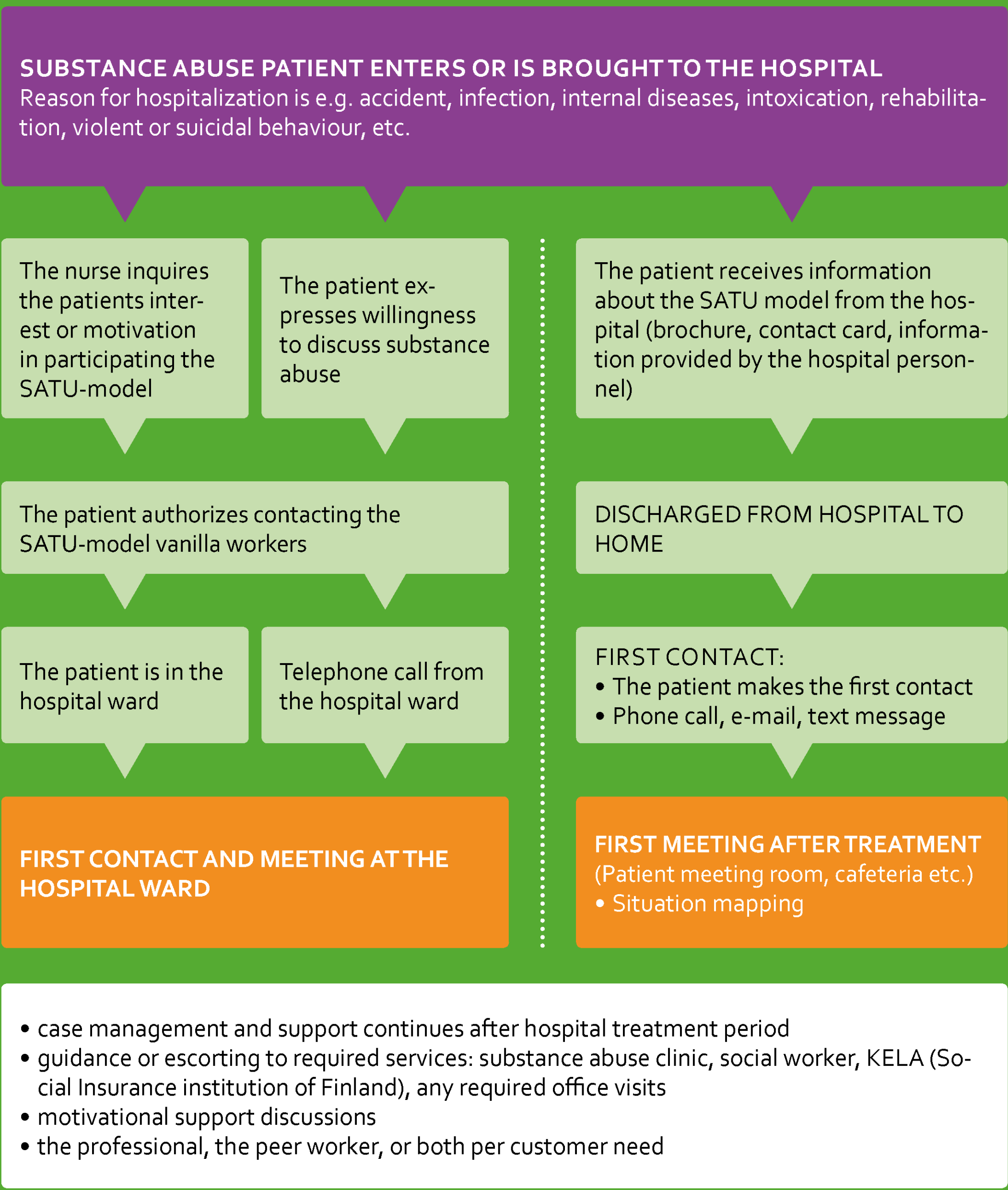


# SATU operating model

The SATU operating model provides motivational case management and support activities for substance abuse patients in conjunction with hospital care and afterwards.



## SATU-model in an emergency duty hospital



## Purpose of the SATU operating model

The SATU-model supports patients to receive substance abuse treatment or other related services available after hospitalization, and to emphasize the importance of better taking care of themselves going forward. The principal idea is that the hospitalization period is a perfect moment to reach the patients and motivate them to change. The SATU-model is put into practice at the HUS Acute wards and emergency hospital wards at the Helsinki Haartman and Malmi hospitals. If required, it is also possible for the SATU-model workers to operate in other Helsinki area hospitals as well depending on the need or demand. The SATU-model realizes an unique way of co-operation between the public and the third sector. Co-operation with the hospital ward plays also a very important role in the program. The method of implementation is very hands-on and aims at actively searching and finding the patients in need of attention.

### Customer work objectives

- The patient to identify the improvement of their own life situation and condition
- Improving self-confidence and trust in their own abilities to cope with their own skills
- Strengthening of the patients' well-being, functional capabilities and living their lives independently
- Support from their peers
- Getting the required services available for them
- Minimizing hospitalization need
- Improving and strengthening the skills, capabilities and knowledge-base of the hospital personnel in encountering patients/customers with substance abuse or mental problems

### Results

- Found and reached patients and lead them to receive and benefit from the required services and care
- Interventions resulting in stopping long term hospitalization situations by supporting patients/clients to take better care of themselves
- Especially beneficial for patients/clients with no relatives or contact persons to help and lead to the social care system
- Improved skills and understanding of the hospital personnel has affected positively in the quality of the hospital care for the substance abuse patients
- Co-operation has made it possible for the to receive the necessary help at the right time

### Customer focus

- The patient is the Customer and the best expert of their own life situation
- The main focus is in the RESPECTFUL ENCOUNTER with presence and support
- Genuine listening without prejudice or judging
- First focus on the life situation, not the substance abuse
- Possibility to receive holistic support and service guidance as a follow-up step to hospital care
- The aspect of harm reduction: Substance abuse does not prevent getting the help and support needed

### Peer co-working with the counselor

- Their own experience of rehabilitation provides beneficial support to the client
- Creates client trust
- Share their own experiences and act as encouraging examples and peers to the client
- It is very important for the hospital personnel to understand and see that rehabilitation is possible
- Helps also the hospital personnel to better understand that their condition is an illness, and not self-inflicted, and the problematic issues related

### Education and training

- Lectures to the social and health sector professionals and students
- The objective is to strengthen the professionals' abilities to encounter substance abuse patients
- Aiming at changing any negative attitudes towards substance abuse patients



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