

SELF-SUPERVISION PLAN

Service provider:

Psychotherapist Iiris Koskinen

Y-number 1559380-6

Address: Pakkamestarinkatu 1 business space 140, 00520 Helsinki

Num: 0405012999

Email: hyvanvuoksi@gmail.com

Service unit

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Services

The operations of the service unit mainly consist of client consultations, preparing statements and feedback related to client processes, supervision and training, as well as administrative tasks. The service provider operates through two service units. Client consultations are conducted at two service points and through an online platform tailored to meet the specific requirements of psychotherapy.

Working principles

Patient and client safety, collaboration based on mutually agreed goals. Monitoring and improving operational quality and effectiveness. The core values are reliability, openness, and meaningful connection.

Mission

The mission is to provide high-quality and personalized psychotherapy, offered as short-term, crisis, or long-term therapy, tailored to the needs of each client. Additionally, supervision services are provided, primarily for professionals in the social and healthcare sectors as well as members of religious communities.

Client and patient safety

The service provider ensures through monitoring and dialogue with clients and partners that the services are high-quality, client- and patient-centered, safe, and properly implemented.

The effectiveness of the services provided is primarily monitored through feedback discussions during most sessions and occasionally with CORE-OM questionnaires. Additionally, assessments are made based on observation. Any potential changes are discussed with the client. The service provider ensures the maintenance and development of professional expertise through training and supervision. They also stay updated on developments in healthcare practices and legislation, implementing necessary changes in their operations. Furthermore, the service provider ensures the safety of service facilities in collaboration with property management and, when necessary, other authorities.

Responsibility for service quality

Psychotherapist Iiris Koskinen, working as an independent practitioner within the service unit, ensures the implementation of self-monitoring and the quality of services. There are no other staff members in the service unit.

Client and patient position and rights

The content of psychotherapy processes and supervision is built on mutually agreed objectives and tailored methods. Each session provides clients an opportunity to express their needs regarding the services and offer feedback based on their experiences. Client satisfaction and feedback are gathered continuously throughout the psychotherapy and supervision processes. Feedback is addressed as fast as possible and necessary, though adjustments are implemented as soon as possible. Feedback is utilized thoughtfully, both within individual processes and for broader service development within the unit. At the start of the psychotherapy or supervision process, clients are informed about the possibility of resolving issues collaboratively with the provider and any referring party, if applicable. Clients may also contact a patient representative, whose services are overseen by the Helsinki Wellbeing Area. If attending in person is challenging or otherwise impractical, sessions can be conducted remotely. Clients can communicate with the service provider through phone, text message, mail, or email.

Handling complaints

If a client submits a complaint regarding the service unit's operations, a written response will be provided within 1-4 weeks. The response will outline the actions taken in response to the complaint and how the issue has been resolved. If necessary, the complaint will also be addressed in collaboration with the party that referred the client to psychotherapy.

Personnel

The service provider is psychotherapist Iiris Koskinen, and there is no additional staff in the service unit. Clients can verify professional credentials through the public Julkiterhikki register.

Multidisciplinary collaboration

For the client's care, appropriate and necessary multidisciplinary collaboration with other social and healthcare service organizers and providers involved in the client's service package is arranged through

cooperative meetings and communication via messages or phone calls. These interactions are conducted with the client's consent.

Operations and facilities

Client meetings primarily take place at premises in Itä-Pasila or Mäkkylä, located at Pakkamestarinkatu 1, Business Space 140, Helsinki, and Mäkkylänmutka 5 C 2, Espoo. Restroom facilities are available for clients. The reception area is secured with appropriate locking systems. The service unit does not contain any healthcare devices or equipment.

Information systems and technology use

The service unit does not use an electronic patient information system. The service provider records patient information in a personal paper archive, adhering to current guidelines. These records are stored securely in a locked filing cabinet located on the service provider's premises, which are inaccessible to outsiders. Only the service provider has access to the cabinet key. Patient documents or copies thereof can only be shown or shared with the client's consent and only with their healthcare provider. The service provider is fully aware of the general confidentiality regulations applicable to healthcare personnel.

Handling client and patient feedback and data protection

Independent psychotherapist Iiris Koskinen is responsible for the processing and protection of client information in accordance with Section 7 of the Client Data Act. The service unit follows the guidelines and regulations issued by the Finnish Institute for Health and Welfare (THL) concerning the documentation of patient records. The service also ensures compliance with the rights established under the EU General Data Protection Regulation (GDPR).

Considering regularly collected and other feedback

Feedback on the quality of psychotherapy and supervision processes is collected throughout the therapy/supervision process through discussions with the client. When necessary, dialogue with the client's other partners is also utilized to ensure the quality of the care process. The feedback received is used to improve self-monitoring and enhance the quality of the service unit's operations.

Management in self-monitoring

Responsibilities for Risk Management, Identification, and Assessment

Psychotherapist Iiris Koskinen, working as an independent practitioner, is responsible for managing risks within the service unit in collaboration with key partners. These include organizations referring clients to psychotherapy, those responsible for their care and rehabilitation, and parties managing the physical premises, such as the property management company and fire and rescue services.

Key risks include potential challenges in ensuring the continuity of psychotherapeutic care, issues related to data security, and concerns about fire and evacuation safety in the physical premises.

When signs of risks related to patient care processes, data security, or physical safety arise, they are addressed promptly. The magnitude and impact of these risks on services are assessed as quickly as possible, in collaboration with partners when necessary. Preventative, corrective, and problem-solving measures are implemented based on the assessment.

Risk management methods and handling of issues and deficiencies arising in operations

At the beginning of psychotherapy and supervision processes, a psychotherapy/supervision agreement is made with the client, which can be either oral or written. The client is informed about the nature and methods of psychotherapy. If risks that threaten the implementation and quality of treatment arise during the process, they are addressed through mutual discussion with the client and, as needed, with the party that referred the client to psychotherapy, developing viable and realistic solutions to the issues. If signs of safety risks related to physical premises emerge, the situation is investigated and the problems are resolved in cooperation with the premises' landlord/tenant association. Requests for clarification, guidance, and decisions from supervisory authorities are addressed and taken into account in the development of the service unit's operations. The service provider notifies the service organizer and supervisory authorities without delay, in accordance with confidentiality regulations, of any significant issues that pose a substantial threat to client and patient safety that have arisen in the service provider's own operations or those of its subcontractor, as well as incidents, damages, dangerous situations, and other such deficiencies that the service provider has been unable or is unable to correct through self-monitoring actions.

Monitoring, Reporting, and Ensuring Expertise in Risk Management

The effectiveness of risk management is continuously monitored and evaluated based on ongoing assessments and specifically designated risk management evaluation and development sessions. Hazardous and harmful events are reported to the regulatory authorities and other partners as needed. The service provider participates in regional training events related to social and healthcare risk management whenever possible.

Outsourced services and subcontracting

Discussions are held with outsourcing partners to maintain and ensure awareness of risk management practices. These discussions focus on confirming and reinforcing the shared understanding of managing risks within the collaboration.

Emergency and continuity management

The service provider is responsible for emergency preparedness and continuity management, including planning for these aspects.

Implementation, publication, monitoring, and updating of the self-monitoring plan

The service provider has developed a self-monitoring plan based on Valvira's guidelines. This self-monitoring plan is always available in paper form at the service provider's office. The plan is reviewed and updated approximately once a year.

In Espoo

16.9.2024

Iiris Koskinen