



# Communication and Technology Centre Model in Finland

Service delivery Systems for Assistive Technology  
in Europe

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# tikoteekki

The three main areas of Tikoteekki in the field of AAC and AT are

1. Assessment and Support
2. Development and Projects
3. Information and Education, Training



# Background

- early 1990
    - development of technological devices
    - services only in 3 central hospitals:
      - one speech therapist
      - services only to their own clients
- > need for equal services  
for people with disabilities in the  
field of Communication and AT

# Tikoteekki project

## Tikoteekki Centre Project (since 1995)

- promote participation of the people with complex communication needs and people with physical disabilities
- to establish 8 regional communication and technology centres:
  - started with one speech therapist
  - later getting more experts

Project was supported by the Finnish Slot Machine Association (RAY)



# Assessment of Communication

- Client centered assessment model
  - The aim is to find the most suitable way to
    - a) communicate in his or her environment
    - b) use computer and software.
  - **Multiprofessional team** (speech therapist, occupational therapist, IT-adviser, AAC-trainer)
  - **People nearby** are included to the assessment
  - The process is carried out mostly **in clients own environment** (home, school etc.)
  - **Long tryout** in clients everyday situations
  - **Individually planned and modified solutions / applications**



# Tikoteekki-network

- Tikoteekki Centre in FAIDD coordinates a national network of 10 regional communication and technology centres:
  - more than 40 experts working together
    - multiprofessional teams
  - Information dissemination
  - Workshops
  - Good practice dissemination
    - files, rebuild applications, handbooks (made for clients), consultation etc.



# Challenges

- 1) Equal services to all
- 2) Equal standards for getting devices (web site)
- 3) Person centered services
  - Hopes and needs: Individualized applications
- 4) Guidance (most important in communication devices: technical and developmental)
  - who pays, who does?
- 5) Evaluation

Thank you for your interest!

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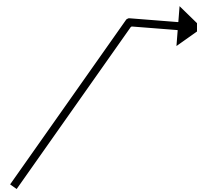
INITIATIVE FROM  
CLIENT'S CLOSE  
PERSONS  
-REFERRAL AND  
COMMITMENT OF  
PAYMENT  
IS NEEDED



PRELIMINARY  
PREPARATIONS  
-BUILDING UP THE  
TEAM  
-INVITATION LETTER  
-PREPARATION OF  
FIRST  
MEETING



FIRST MEETING AT  
TIKOTEEKKI OR AT  
CLIENT'S HOME.  
DISCUSSION ABOUT  
NEEDS AND WISHIES  
-AGREE UPON GOALS



TRYOUT AND EVALUATION PERIOD  
VISITS, MEETINGS AND TRAININGSESSIONS  
IN FAMILIAR ENVIRONMENT AND IN  
EVERYDAY LIFESITUATIONS

FOLLOW-UP,  
CHECKING UP AND  
REDEFINITION  
WHEN NECESSARY

TRYOUT AND EVALUATION PERIOD  
VISITS, MEETINGS AND TRAININGSESSIONS  
IN FAMILIAR ENVIRONMENT AND IN  
EVERYDAY LIFESITUATIONS



DISCUSSIONS WITH  
STAKEHOLDERS IN CHARGE  
FOR ECONOMIC DECISION



GOALS ACHIEVED!?  
-FINAL MEETING  
-STATEMENT  
-RECOMMENDATIONS



FINAL GUIDANCE VISIT



FOLLOW-UP



INOFFICIAL FOLLOW UP  
PHONE CALLS AND MEETINGS