



**Co-creating the municipal treatment services together with the experts by experience & the professionals – the first (positive) results from Oulu!**

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# Pelirajat'on in a Nutshell

**Wide range of Peer support around Finland for Problem Gamblers & those close to them + a community for advisers**

**Peer support groups** for problem gamblers (PG's) & concerned significant others (CSO) since 2012.

- 15-20 cities annually, 2 times a year *(at spring & autumn)*
- 12 weeks, structured program *(workbook, homeworks)*
- Led by trained volunteers, peers *(over 100 trained peer advisers)*
- Over 300 people participate in the groups every year.

**Empowerment Courses:** one week, twice a year for PG's & CSO.

**Empowerment Weekends** for Significant Others.

**Subsidized Holidays:** one week (10 € person/night)

**Theme events & evenings.**

Peer support also via **chat, phone & internet.**

**25 trained Experts by Experience ('EBE') around Finland**

- More experienced peer advisers, trained further *(both PG's & CSO's)*
- influence attitudes & increase awareness *(in media, events etc.)*
- events & media etc.
- Mentoring the other peer advisers.
- **developing the services**

**5 employees in Helsinki!**

# 'A TIGHTER GRIP OF PROBLEM GAMBLING BY INCLUSION' -PROJECT!

## THE AIM!

**Help** municipal treatment clinics (3 pilots) to **develop their treatment services** (*..and **distribute the findings** all over Finland at the end..*)

## HOW?

Develop the services by **co-creating!**

## WHO CO-CREATES?

**Professionals**  
**+ Experts by Experience.**



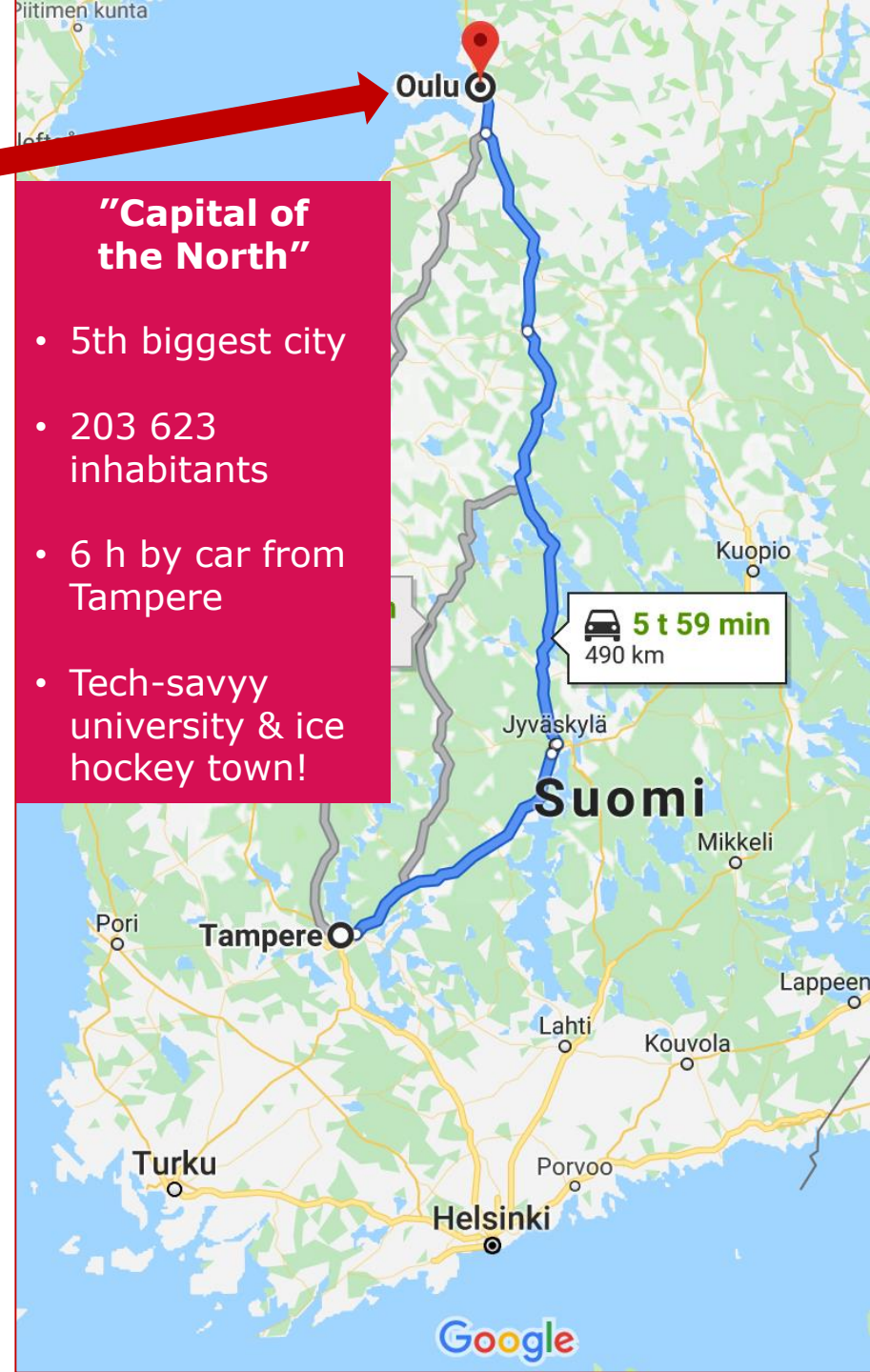
# CO-CREATION GROUP IN OULU!

## 4 MEMBERS OF PELIRAJAT'ON

- Experts by Experience (**3** persons)
- Project planner
  - Planning the workshops, facilitating the group work, reporting etc.

## 4 MEMBERS OF THE MUNICIPAL ADDICTION TREATMENT CLINIC

- **3** counsellors/psychologist who regularly meet problem gamblers
- Their boss





**1. CREATING SHARED UNDERSTANDING..**  
**What type of needs people have..? What happens when people recover..?**

**2. SETTING GOALS!**  
**What should work better in this town?**

**3. BRAINSTORMING!**  
**How can we do another way?**  
**How to contribute each other?**

**CO-CREATION = DOING TOGETHER!**

**5. TESTING & MEASURING!**  
**Did it work? Need to make changes?**

**4. CHOOSING SOLUTIONS TOGETHER!**  
**That's how we'll try it!**



MITÄ IHMISSÄ TAPAHTUU  
KUN HÄN TOIPUU?

**AVUN TARVE.**

- Kuulluksi tuleminen
- Ymmärrys (OMA TILA)
- KÄYTÄNNÖN NEUVOJA
- TALOUS (VELAT)
- LÄHEISILLE APUA
- TIETOA

- 1. RYHMIIN -> PELAJAT JA LAHEISET ERILLEEN
- 2. ESITTÄYTYMINEN (KAIKKI) MITÄ ON SUUREN HUOLEN?
- 4. AJATUKSIA? ODOTUKSIA? TALLE ILTAA? (FLÄPPI)
- 7. SÄÄNNÖT ENSIN
- 5. TUEN JA HOIDON SAAMINEN, MISTÄ?
- 6. Keskustelu esiin nousseista asioista
- 3. AJATUKSIA VIDEOSTA
- KOKEMUSASIAINTUNTAJA, ...
- YHTEEN PALAAMINEN, PALAUTEET
- PALVELUT JA ESITTEET
- MITÄ JÄI PÄÄLIMMÄISENÄ MIELLEN?

- VAAITTI RUTININEN RIKKOMISTA, PAKKOKOSKA IHMINEN HEIKKIMÄNT => PELI PAIKKOJEN VÄLTTELY ESTÄ
- TUNNESYIDEN HUOHIOINEN TAUSTALLA => DEN KÄITTELY ORETTU, DEMONINEN KOHINEU, SYVÄTASON PROSESSINEN LÄPIKATY
- TÄLS PELAMATTOMUUS ON PAKOLINEN, NEM SAIRAUS
- REHELLISYYS ITSELLE JA MUILLE
- PÄRANMISEN LOPOLINEN DEN.

ENSI TILTA  
- ESITTELYT, KUUN OIKO  
- VIDEO 8MIN  
- RYHMIIN JA TUEN JA HOIDON SAAMINEN  
- Keskustelu esiin nousseista asioista  
- KOKEMUSASIAINTUNTAJA  
- YHTEEN PALAAMINEN, PALAUTEET  
- PALVELUT JA ESITTEET

Alukuvaio ja nopea apu:  
Ihminen: ajatuksia, odotuksia, toiveita, esteitä, pelkoja, tunteita, tärkeitä, epäilyksiä yms...

KEHITTÄMISTARVE 3: "Alkuvuoron ja päivystysvuoron kehittäminen"  
- missä vaiheissa kokemusasiantuntijien käytön alkamisesta?  
- henkilökunnan rooleista

Hoidon sisältöjä, muotoja, keinoja nyt..?  
- Käytännön asioiden lopitoyantia + relat + Ulri-  
Ben kontrollin rohentaminen + rutiininen tuki  
(mah. lähes sektori)  
- Varainnainen hoito perustuu Karolinska Institutin-  
sa kehittelyyn poli ongelmajolle kehittelyyn log-  
hidniss-  
Yksityshoitona myös: Ongelmakäytön malli hoito-  
Rajunen on hoito: Käytännön malli hoito-  
1.2. Biopsykiatrian rooli laulainnollisilla hoito-  
3. Kehittämisen muotoja. Ammattitieteiden  
4. Pelikroonin hallinta  
5-6. Pelokortit  
Olen tyytyväinen saamaani hoitoon ja tukeen  
Olen saanut hoidossa uusia keinoja ja toiveikkausta tilanteeni helpottamiseksi  
Hoito on auttanut minua läheltäni pelamisen hallitsemisessa  
8. Olen tyytyväinen hoito-  
9. Lipsakkuus, Retkittäminen, hoito-  
Toini: tunne-olon heikentyminen ja rutiinien muuttaminen

PAREMMIN:  
NOPEAMPI...  
HOITON PÄÄSY  
JA OIKEA  
AIKASUUS  
3e 3e3e  
TIEDON SAANTI / TIEDOTTAMINEN  
Tiedotus tapahtuu  
KOULUTUKSELLISEN YHDISSÄ TEKEMINEN  
le



**4 workshops!**

**4 h per workshop!**

**3 experts by experience!**

**+ 30 h per Expert by Experience for implementing new service experiments!**

***(Project paid a reward for them..)***

## ALKUARVIO JA NOPEA APU.

- Yhteistyö Kriisikeskuksen kanssa
- Henkilökunnan perehdytys
- Velka- & ulosottoasioihin kokemustiedon olisi hyötyä
  - (Oma luottokielto päälle)

sasiantuntija m...  
rioon (2-3 ke...

# The co-creation Process & Content of the Workshops

## **Before the Workshops..**

- **Introducing the project** for pro's & EBE's.
- **Contracts!**
- **Client questionnaires!**
- Designing **the workshops!**

## **Workshop 1**

(12. September 2018, 2 – 6 pm.)

**Getting to know** each other, our thoughts, the project and the current situation.

- **Recognizing the current situation and the shared developmental wishes!**

1 month..

## **Brainstorming solutions for the recognized developmental needs!**

- **First alone and then..**
- **with "mixed pairs" or small groups** (consisting of both EBE's + pro's)

## **Workshop 2**

(10. October 2018, 2 – 6pm.)

1. Checking the solutions.
2. Creating more ideas.
3. Choosing the best ones!

- **Drafts of how to put the chosen ideas into practice!**

3 months..

## **Preparing the drafts to operating models.**

- Instructions for personnel & clients.
- Designing the evaluations.
- **Starting the experiments!**

## **Workshop 3:**

(23. January 2019, 2 – 6 pm.)

### **Group evaluation:**

1. what has / hasn't worked?
2. Necessary changes?
3. Will to continue?

- **Decide how shall we continue!**

4 months..

## **Making the necessary changes to the procedures.**

Keep on collecting the feed-back.

## **Workshop 4**

(8. May 2019, 2 pm – 6pm)

1. The final evaluation!
2. Will, need & resources to continue?
3. Desbring the experiments.

- **material for sharing the findings!**

# WHAT DID THE GROUP FIND IMPORTANT TO DEVELOP..?

## ..AND WHAT WAS THEIR SOLUTION?

### 1. FASTER HELP FOR CLIENTS! (too long queue now!)

- **Organizing the queing process into a new way!**
  - **EARLIER:** 2 evaluation appointments + queue
  - **NOW:** 2+3 appoitments + queue

### 2. MORE HELP FOR CONCERNED SIGNIFICANT OTHERS ('CSO')

- **Calling the Significant Others more to the co-appointments**
- **Info-evenings for PG's+ CSO's**

### 3. MORE EFFECTIVE TREATMENT (ESPECIALLY) FOR THE ENTRANCE PHASE!

- **Combing the pro+peer help = co-appointments (+CSO's welcome to join)**

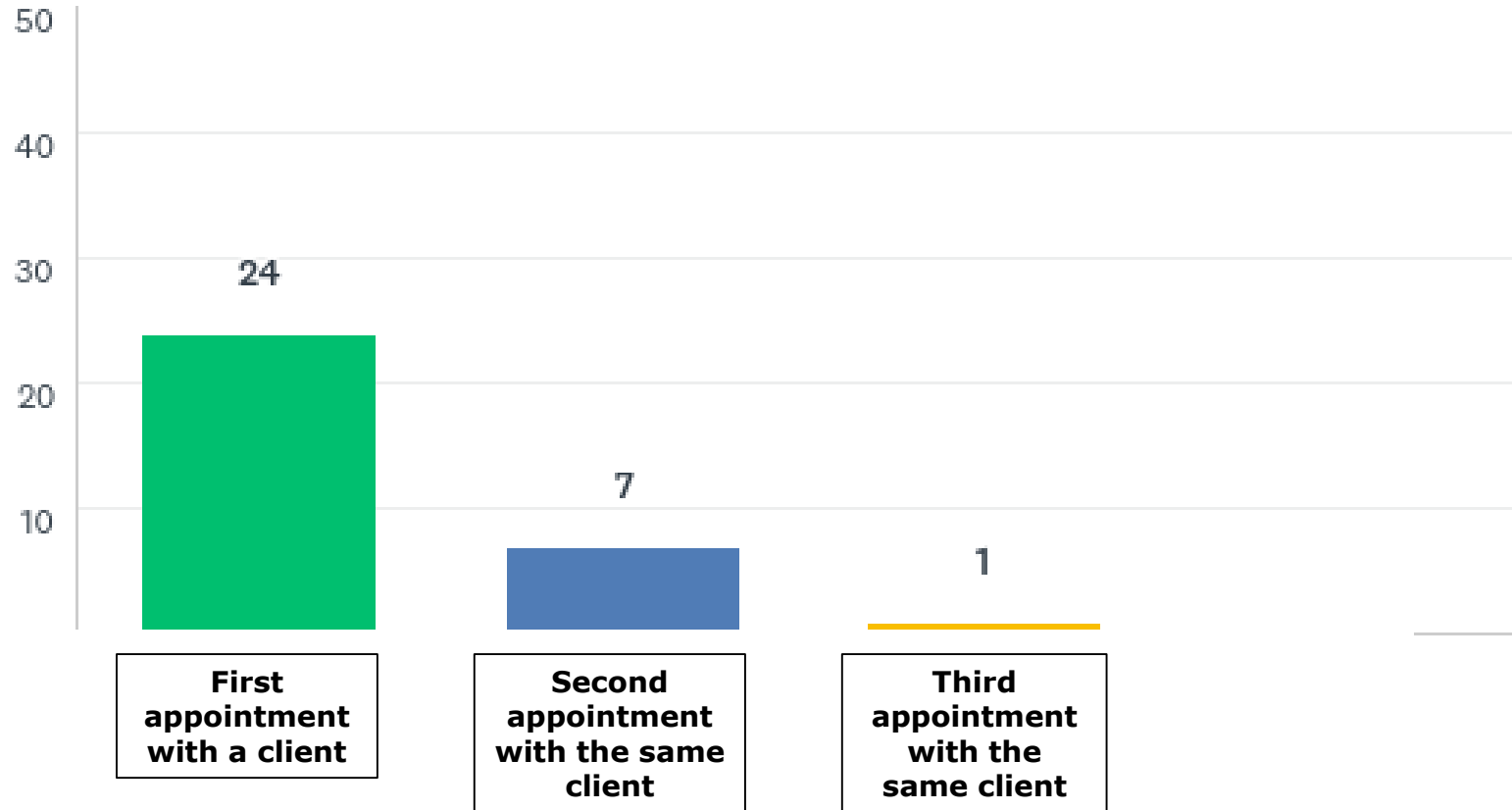
### 4. TO INCREASE THE CO-OPERATION WITH THE PROFESSIONAL & PEER SUPPORT

- **EBE's will join the meetings, the CBT-treatment groups of the clinics etc.**



# CO-APPOINTMENTS

The 3 Experts by Experience participated all together to **32** co-appointments of which..



# THE CO-APPOINTMENT: The roles & tasks of the Professional & The Expert by Experience ('EBE')

BEFORE THE APPOINTMENT..	AT THE BEGINNING..	DISCUSSION THEMES	AT THE END
<p><b>COUNSELLOR / THERAPIST</b></p> <p>Offers the service for a client.</p> <p>Helps him/her to choose a suitable 'EBE'.</p> <p>Books a time!</p>	<p><b>COUNSELLOR / THERAPIST</b></p> <p>Introduces the persons</p> <p>Mentions the confidentiality</p> <p>Helps to start the discussion by..</p> <ul style="list-style-type: none"> <li>▪ Reminding of the earlier discussion themes</li> <li>▪ Asking questions</li> </ul>	<p><b>COUNSELLOR / THERAPIST</b></p> <p>Can propose some important themes if necessary. (based on his/her knowledge of a client).</p> <p>Take advantage of 'EBE': asks experience based coping methods + other experiences that relates to the client's situation.</p> <p><b>EXPERT BY EXPERIENCE</b></p> <p><b>Keeps up the 'atmosphere of hope'</b></p> <p>Is interested of a client.</p> <p><b>Shares his own point of views &amp; comments in an encouraging way.</b></p> <ul style="list-style-type: none"> <li>▪ Asks questions from client, listen up.</li> </ul> <p><i>Typical themes at the co-appointment:</i></p> <ul style="list-style-type: none"> <li>▪ Surviving with debts..</li> <li>▪ Challenges in interpersonal relationships</li> <li>▪ Own well-being</li> <li>▪ The importance of goal-setting</li> <li>▪ The good things that has followed after quitting gambling</li> <li>▪ Responsibility to make the change</li> <li>▪ Own examples of how to fill the emptiness</li> </ul>	<p><b>COUNSELLOR / THERAPIST</b></p> <p><b>Ends the appointment</b></p> <ul style="list-style-type: none"> <li>▪ Takes care of the running time.</li> <li>▪ Leads the <b>reflection / feed-back</b> of all participants.</li> <li>▪ <b>Recommends to invite Significant Other the next time</b> (<i>..if EBE will be asked to join again..</i>)</li> </ul> <p><b>EXPERT BY EXPERIENCE</b></p> <p>Praise the client for searching a help for him/herself.</p>
<p><b>EXPERT BY EXPERIENCE</b></p> <p>Will come to the co-appointment on time (15 mins before)</p> <ul style="list-style-type: none"> <li>▪ With a good openminded attitude</li> <li>▪ <b>"Warms up" with therapist (background info etc).</b></li> </ul>	<p><b>EXPERT BY EXPERIENCE</b></p> <p><b>Brakes the ice by revealing a main points of his own story:</b></p> <ul style="list-style-type: none"> <li>• why he gambled</li> <li>• how it impacted</li> <li>• how/why/when he managed to make the change etc.</li> </ul>		<p><b>EXPERT BY EXPERIENCE</b></p> <p><b>Cheers up the client: surviving is really possible!</b></p>



## What kind of immediate impacts of the co-appointments? - Feedback from the clients

- Asked at the end reflection when 'EBE' and Therapist are in the same room

**GIVES ME HOPE**

**MAKES SPEAKING EASIER**

**MAKES ME FEEL BETTER**

**HELPS ME TO CLARIFY MY GOALS**

*It started to feel I really have a chance to beat this problem now.*

*I have really good feeling at the moment. It felt good to hear someone else has struggled in these same boots and survived. It was also nice that the Expert by Experience was younger person, as I am too.*

*It was great to see we were immediately at the same wavelength. He understood exactly my situation and I did his.*

*Expert by Experience told his story from his family point of view. It helped to hear the case from this angle: me and my husband are not the only ones who has suffered of this.*

## Opinions of the personnel of the Addiction clinic (N=3)

	I Completely disagree	I disagree	I don't know	I agree	I Completely agree
It has made <b>easy</b> for a client to choose a suitable EBE from the written descriptions			1	1	1
It has been <b>difficult</b> to work with EBE's	3				
It has been <b>useful</b> for the client that EBE has participated to the appointments					3
I <b>haven't got</b> new perspectives for my work from EBE's	2		1		
It would <b>be useful</b> to continue this service in Oulu					3
I <b>don't recommend</b> this service to be distributed to another cities	3				

*The experiences of the Experts by Experience has been really convincing. It seems for me they are even more in "the same level" with the clients than the professionals can be. They even have a shared language.*

*Working together with 'EBE', I've learned to give more concrete guidance for the clients.*



# INFO-EVENINGS FOR BOTH PG's & CSO's

Organized 2 times: December 2018 and  
May 2019

11 PG's & 10 CSO's participated

- divided into **separate discussion groups!**

## WHY?

- Meeting other people in the same situation.
- Seeing informative videos. (in order to make talking easier)
- Stories of Experts by Experience.
- Intro of the methods in the clinic, the different support options in Oulu

## TERVETULOAA

### ALKUINFOTILAISUUTEEN!

PVM \_\_ / \_\_ / \_\_\_\_ KLO \_\_\_\_ - \_\_\_\_

#### MISSÄ ?

Avopäihdepalvelut, Yrttipellontie 6, 2. krs

#### KENELLE ?

Tilaisuus on tarkoitettu Avopäihdepalveluihin hoitoon hakeutuneille rahapelaajille sekä läheisille.

Tervetuloa joko yksin tai yhdessä!

#### MITÄ ?

- Ensitietoa rahapeliiriippuvuudesta ja läheisen roolista.
- Tietoa Avopäihdepalveluiden hoitomenetelmistä ja käytännöistä.
- Tietoa Oulussa tarjolla olevista muista hyödyllisistä tukimuodoista.
- Kokemusasiantuntijoiden rohkaisevia selviytymistarinoita ja vinkkejä.
- Mahdollisuus saada toivoa, että ongelman voi saada hallintaan.
- Mahdollisuus vaihtaa ajatuksia samassa tilanteessa olevien kanssa ja havaita, ettei ole ongelmasi kanssa yksin.

#### KUKA JÄRJESTÄÄ ?

Oulun Avopäihdepalvelut yhdessä rahapeliiriippuvuudesta toipuneiden Pelirajat'on-toiminnan kokemusasiantuntijoiden kanssa. Tutustu tarkemmin [Pelirajaton.fi](http://Pelirajaton.fi)

#### LISÄTIETOJA :

Avopäihdepalveluiden päivystyksestä,  
p. 044-7036 160  
(ma-to klo 8-15.30, pe 8-15)

## FEED-BACK FROM INFO-EVENINGS..

*You should hold these evenings in the future, too! Peer support was more important for me in this situation that I could even imagine!*

*I came with open-minded attitude. Very good that Significant Others were also invited.*

*The opening video was good, it was made for fast-paced persons. The leaders were good!*

*Good insight to divide us into 2 separate groups. Gamblers to their own group and significant others to another one.*



# CONCLUSION!

- Co-creation made both Pro's & Experts by Experience **involved** into the project
- **All the developed concepts have been useful!**  
(Still in use even the project has ended!)
- It probably also made the Pro's & Experts by Experience to **learn from each other** and respect more the different type of knowledge.
- Great chances to **continue the co-operation!**

**IT SEEMS THIS WAS SUCCESSFUL! 😊**



A man and a woman are shown in profile, facing each other and talking on a balcony. They are both wearing dark, hooded jackets. The background shows a brick building and a metal railing.

**More at [pelirajaton.fi](https://pelirajaton.fi)**  
*(Unfortunately just briefly in English)*

**THANK YOU!**

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**SOSPED**