

# The Challenges of Implementing XR Products in a Healthcare Company

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Doctor of technology and visiting researcher,  
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Background in engineer, education and healthcare



# Mehiläinen

European social and healthcare service provider

- Operating in 7 European countries
- 55 000 employees
- 116 years old company from Finland
- Rapidly developing and growing pioneer in its field, focusing on:
  - Digitalization
  - Quality
  - Effectiveness across all its business areas



# Implementation Requirements

What is needed for a successful implementation?



# Implementation Requirements

## Excellent usability of the product

Without this, I will not introduce the product for our professionals

For example: easy of use from installation, management, user interface and data.

User-centred design and user studies always appreciated.



# Implementation Requirements

## Enough time

At least 6 months demo from introduction to final decision

Introduction to the XR Team

Finding interested professionals who want to use the product

Introduction for them

Demo/pilot

Final decision

14-30 day free trial is not enough in a big organization



# Implementation Requirements

## Hands on support

Online support for installation

Easy to reach user guidance

Intro session for our professionals



# Implementation Requirements

## Business model

Sustainable for infrequent use

Shared use

Contingent worker vs employee practitioner



# Case study

- November
  - I got to know the products
  - I reached out to the business and asked for volunteers to try it out
- December
  - Volunteers found
- January
  - Set up process and planning
- February
  - Meeting with the volunteers and giving them introduction and the headset with laptop
  - They can test for 30 days. First on their own and then with a client.
- Issues:
  - Quest developer mode did not function with two profiles in the installation phase
  - Therapist do not have personal laptop - they use desktop computer in the room
  - They work with clients in different rooms and locations
  - Company Wifi did not allow VR headset to connect



# Looking for XR solutions

## SKILLS DEVELOPMENT

Training professionals  
(off-the-self and  
content creation)

## HEALTHCARE

Serving healthcare  
clients, i.e. hospitals  
and therapies

## SOCIAL SERVICES

Serving clients, i.e. long  
term living and home  
care services



Physical  
Rehab?

Apps for living  
services?

??



MEHILÄINEN

# Mehiläinen

Mehiläinen offers a comprehensive range of services, including:

- **General and Specialist Medical Care**
  - General practitioner services, and specialized care in areas such as gynecology, orthopedics, eye diseases, and cancer treatment.
- **Diagnostic Services**
  - Imaging services (X-ray, MRI, ultrasound, CT) and laboratory services.
- **Therapy and Rehabilitation**
  - Physiotherapy, speech therapy and mental health services.
- **Specialized Clinics**
  - Cancer center, children's health services, dental care.
- **Hospital Services**
  - Providing various surgical and examination procedures.
- **Occupational Health Services**
  - Occupational health professionals dedicated to corporate clients.
- **Digital Services**
  - Including the Digital Clinic 24/7 and the OmaMehiläinen mobile application for easy access to services



# Connect!

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