Re:Design – Healthy ageing and the Individuals Journey
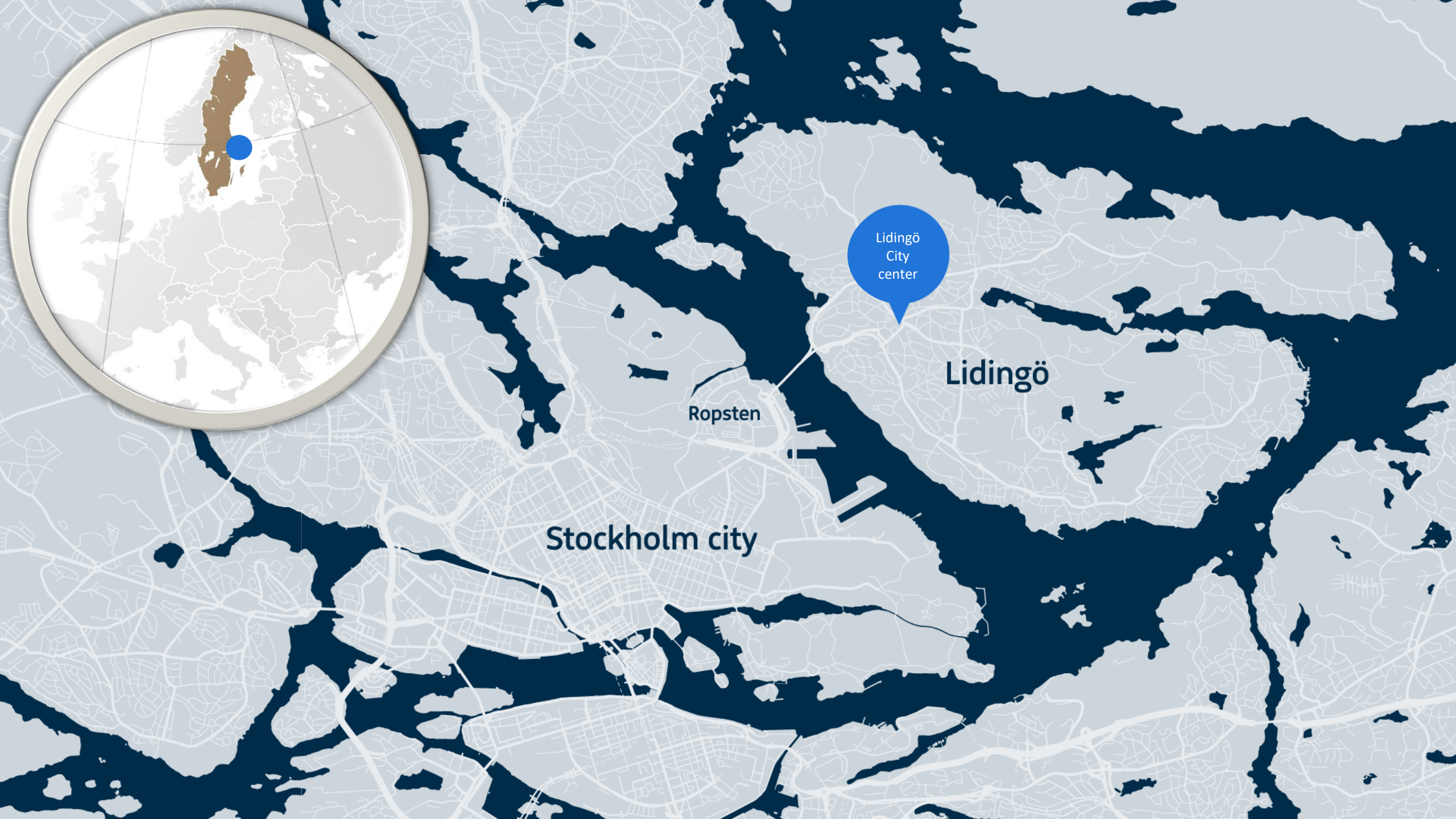
Lidingö City

Lidingö stad

12 June 2025

Agenda

- Strategies to meet the needs of a growing population

- Innovation and culture moving the organization forward

- The Individuals Journey with examples from practice

Lidingö in numbers

48 377 Population	**41,9** Average age	**2237** Employees	**23 500** Households
86,2 Lifeexpectancy Women	**606 000** Income (S.Kr)	**2 %** Unpemloyment	**403** Population growth
83,4 Lifeexpectancy Men	**47 %** Higher education	**18 %** Born abroad	**20 %** 65 +

lidingo.se/digitalisering

Talent Management Strategy
Local government

Make smart use of technology

Real development with technology happens in the day-to-day work. That means both employees and managers need to find new ways of working with digital tools. Technology isn't a goal in itself—it's about how it can help us reach our goals.

Used right, tech can ease the workload, replace or simplify certain tasks, and make things easier for the people we're here to support. Some tasks can be automated or digitized, which frees up time and resources for what really matters: our core mission.

Welfare for Older Adults in Sweden

Key Elements

National Strategies
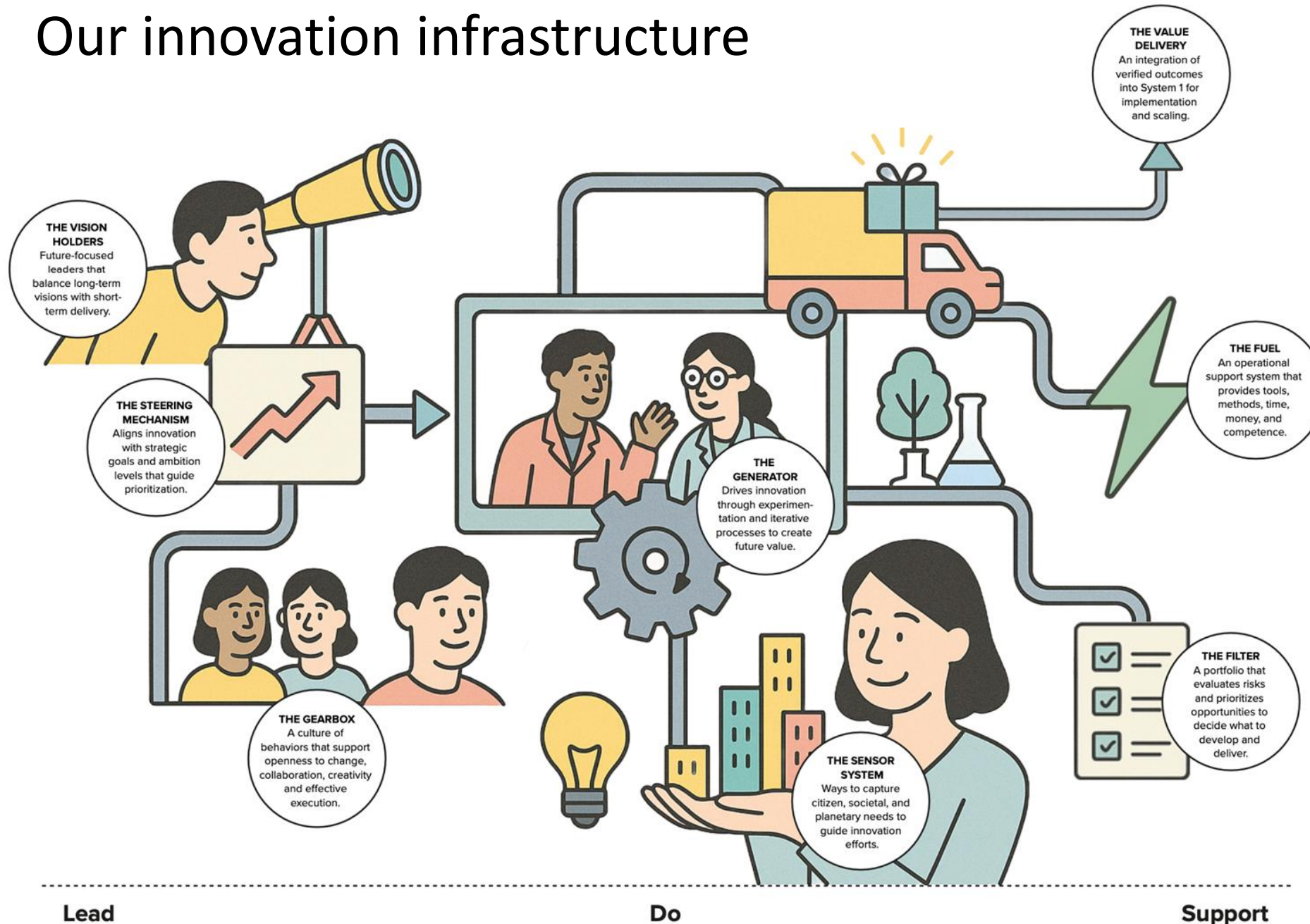

Digital Strategy 2025-2030
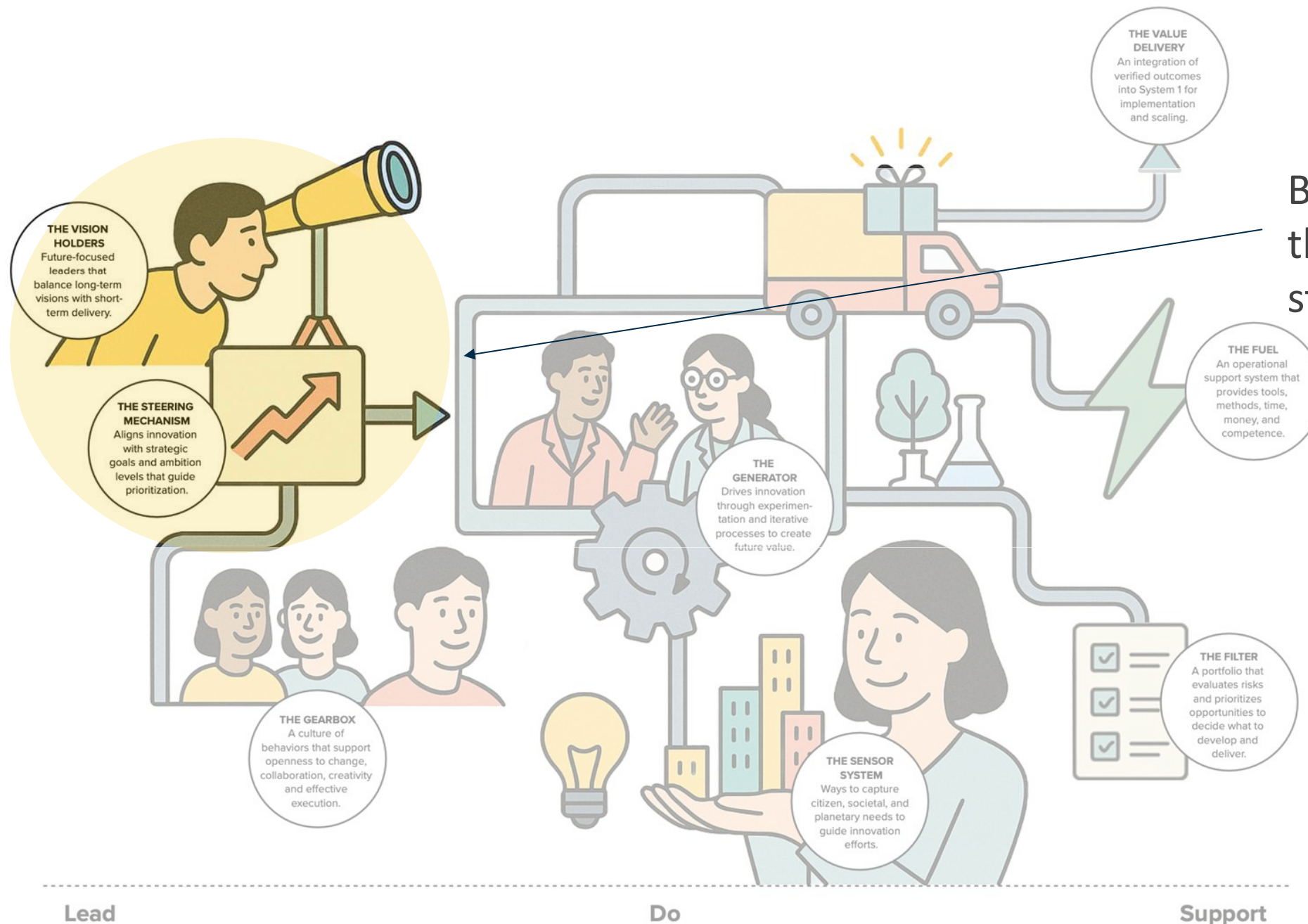
Dementia Strategy

National Strategy to tackle loneliness

The Individual´s Journey
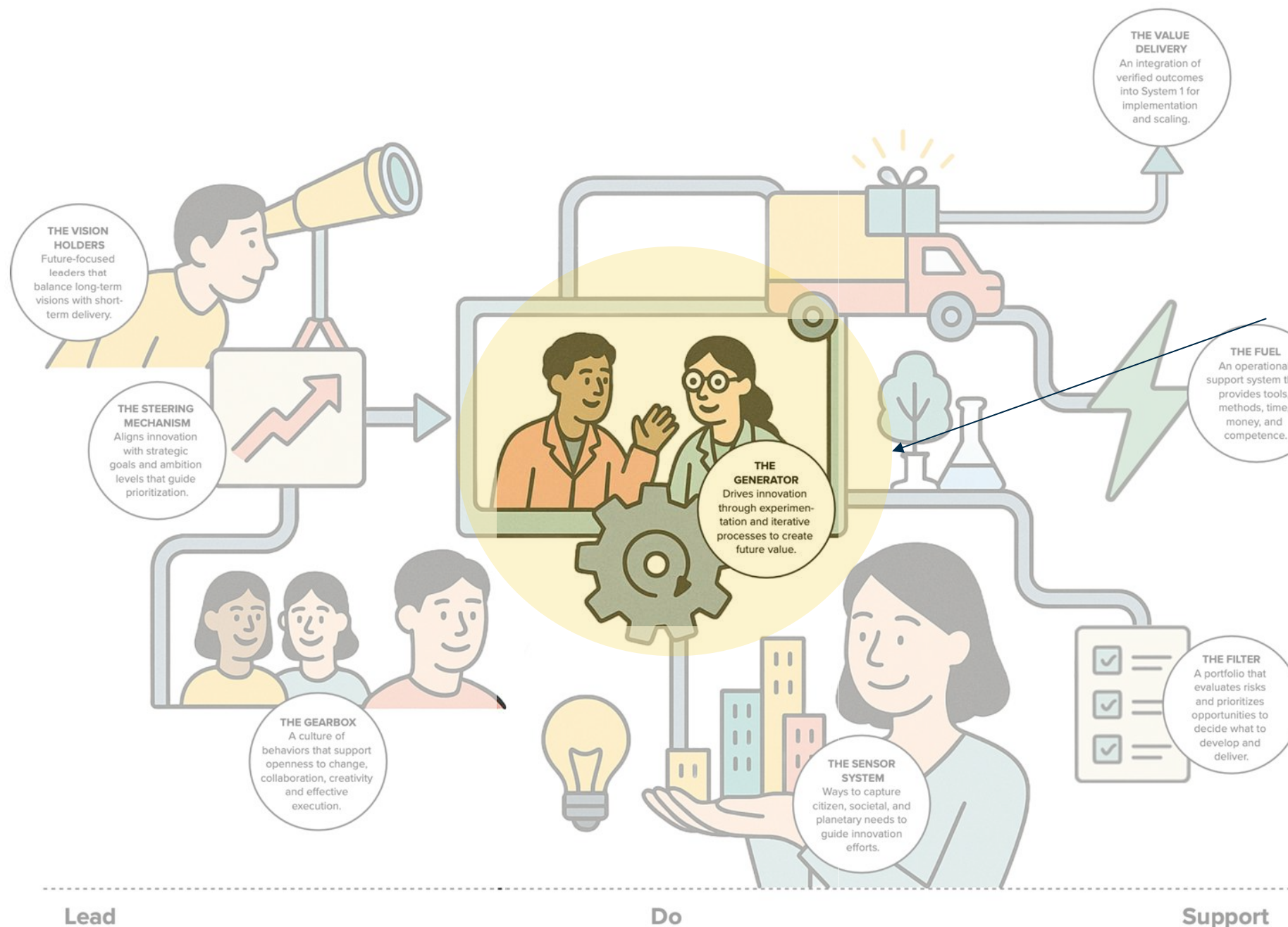
DEVELOPING **WITH** THOSE WE DEVELOP **FOR**

Our innovation infrastructure

Modell utvecklad av:: Karin Lycke

THE VALUE DELIVERY
An integration of verified outcomes into System 1 for implementation and scaling.

THE VISION HOLDERS
Future-focused leaders that balance long-term visions with short-term delivery.

THE STEERING MECHANISM
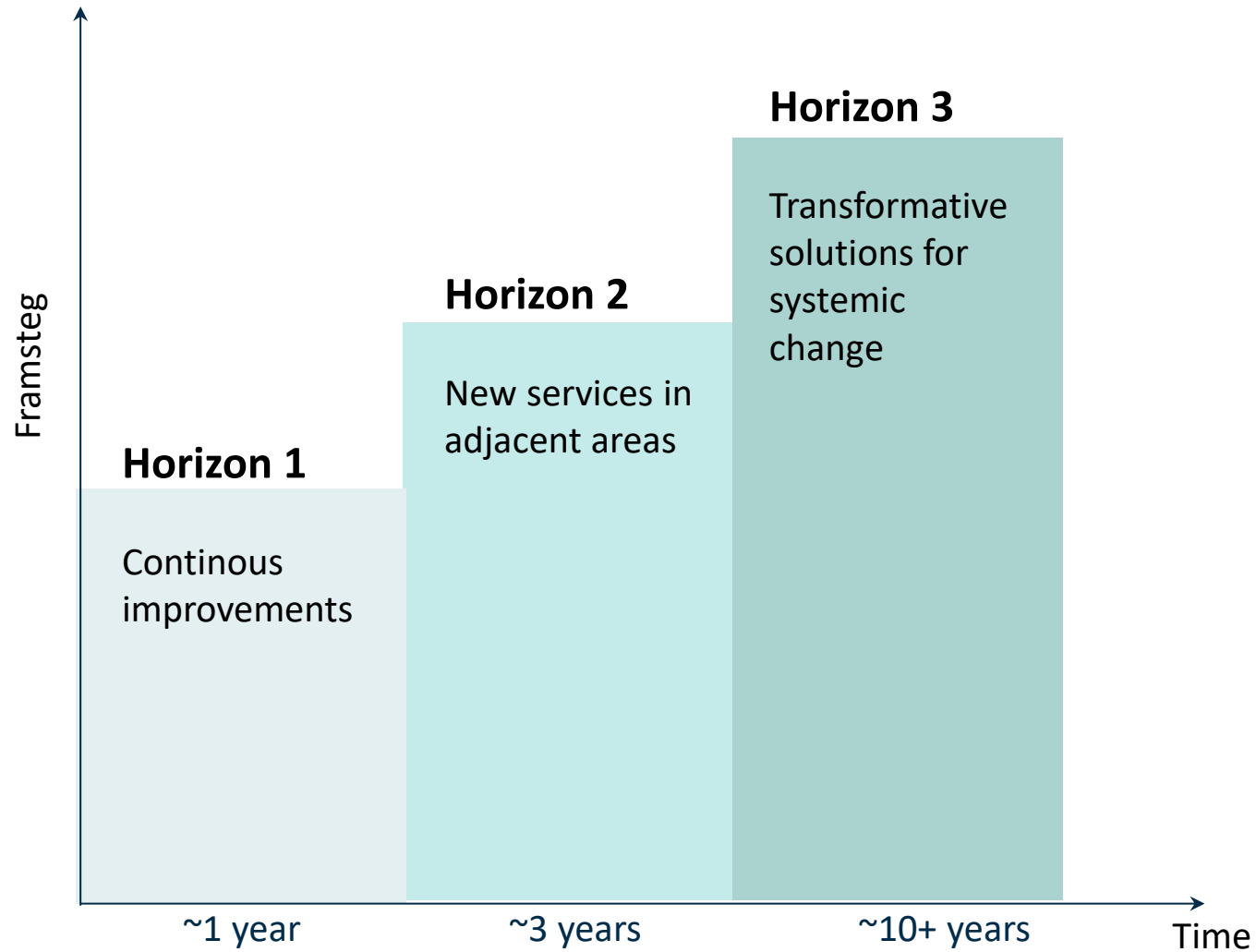Aligns innovation with strategic goals and ambition levels that guide prioritization.

Based on vision and the city's innovation strategy

THE FUEL
An operational support system that provides tools, methods, time, money, and competence.

THE GENERATOR
Drives innovation through experimentation and iterative processes to create future value.

THE GEARBOX
A culture of behaviors that support openness to change, collaboration, creativity and effective execution.

THE SENSOR SYSTEM
Ways to capture citizen, societal, and planetary needs to guide innovation efforts.

THE FILTER
A portfolio that evaluates risks and prioritizes opportunities to decide what to develop and deliver.

Lead

Do

Support

Modell utvecklad av:: Karin Lycke

Lidingö stad

The individuals journey

"Learning by doing"
new methods and ways
of working

Modell utvecklad av:: Karin Lycke

Working in across different innovation horizons to ensure our future readiness

Framsteg

Horizon 3

Transformative solutions for systemic change

Horizon 2

New services in adjacent areas

Horizon 1

Continous improvements

~1 year   ~3 years   ~10+ years   Time

Design thinking & Strategic Foresight methods
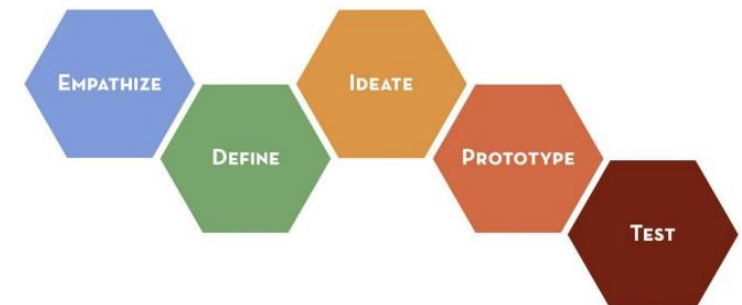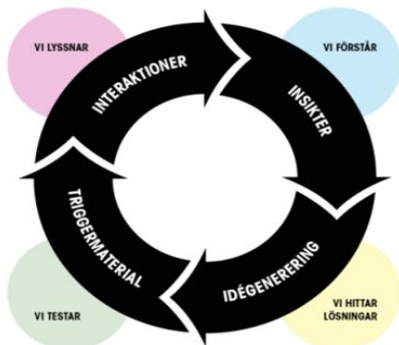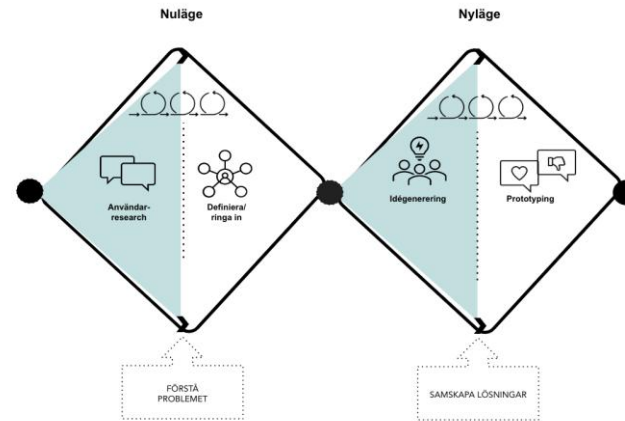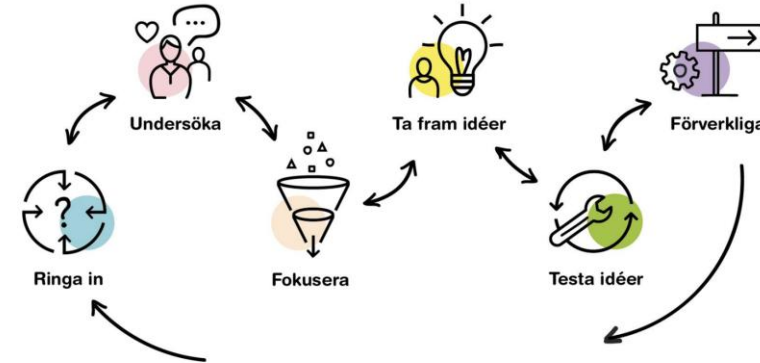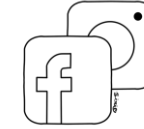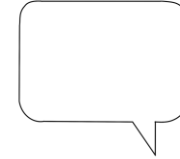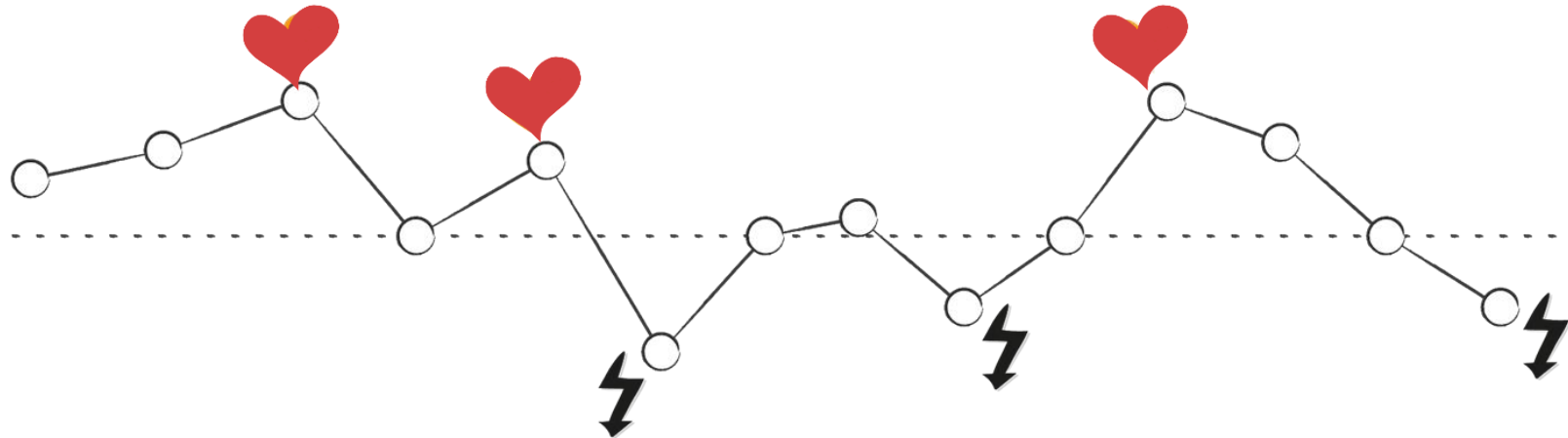
Preventative interventions

Interventions address involuntary loneliness

Lifestyle programs

Predictive modeling of future care needs

**Early interventions
Aging in place**

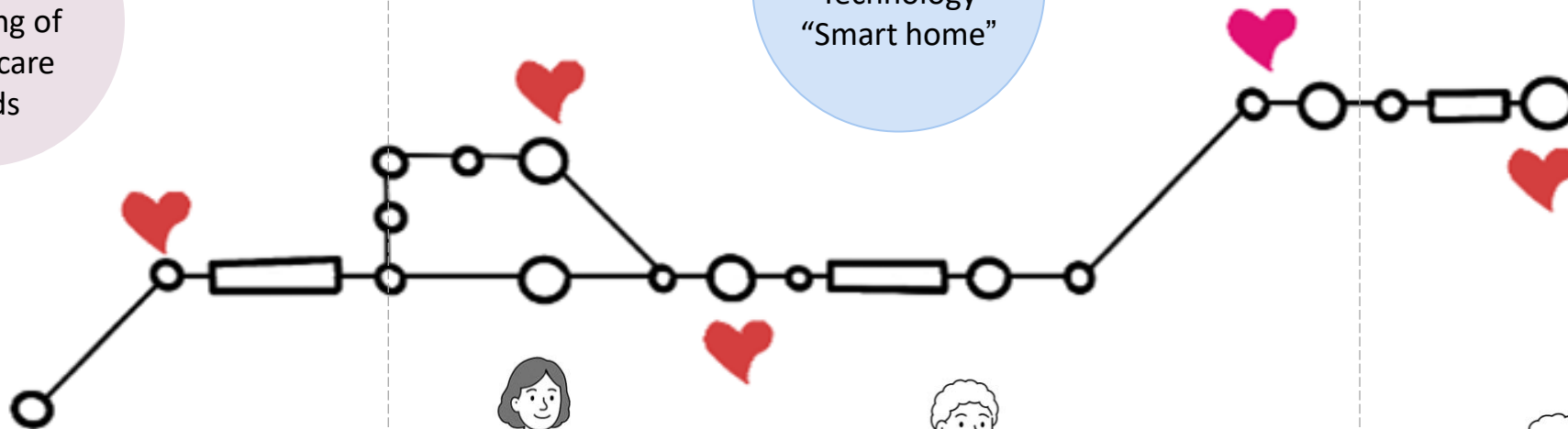Helping riskgroups stay involved in the community

Welfare Technology "Smart home"

**Advanced interventions
Aging in place**

Caregiver support

Nursing home

New forms of nursing homes

Social activities and new collaborations

18

Predictive modeling of future care needs

Collaboration on Datadriven development

Karolinska Institute
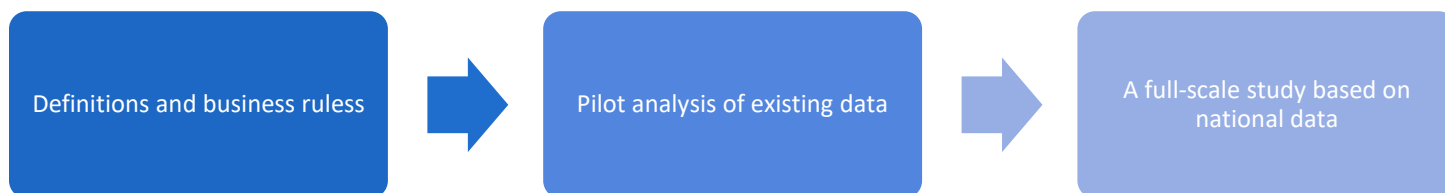**Professor Linus Jönsson**
linus.jonsson@ki.se
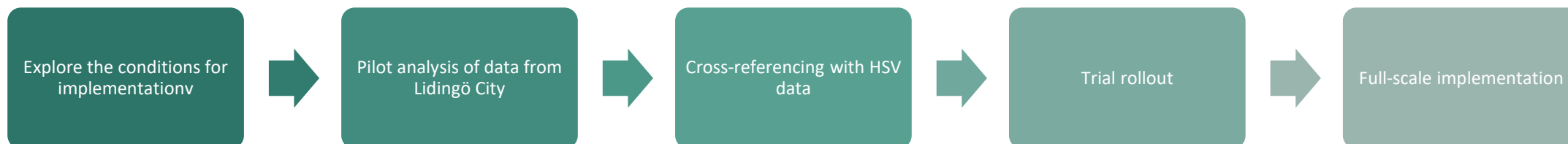**Lidingö City linda.lofquist@lidingo.se**

Predicting the risk of future care needs can be useful in several ways.

- It helps with planning and scaling municipal care services.

- It supports assessing how preventive efforts might reduce future care needs.

- It helps identify people who are at high risk.

- It can highlight specific health-related risks.

- It allows us to evaluate how effective preventive actions could be.

- And it enables us to offer those preventive services proactively.

- Testing using Data from different organizations within welfare system in Sweden (Healthcare, Social services and national registers). Legal aspects are taken into account.

Developing a prediction model based on national data

| Definitions and business ruless | → | Pilot analysis of existing data | → | A full-scale study based on national data |

Implementation – local government Lidingö

| Explore the conditions for implementationv | → | Pilot analysis of data from Lidingö City | → | Cross-referencing with HSV data | → | Trial rollout | → | Full-scale implementation |

Karolinska Institutet - ett medicinskt universitet

Lidingö City

InfoWiki

- Gathering all our systems and information sources—and mapping out the types of data they handle—into our new InfoWiki. It also shows how the data is classified, which helps us make sure we're not violating any protection levels when data flows between systems.

Integrations
We're in a position where we can cross-pollinating between older and newer tech areas, just like the image shows.

Lidingö City
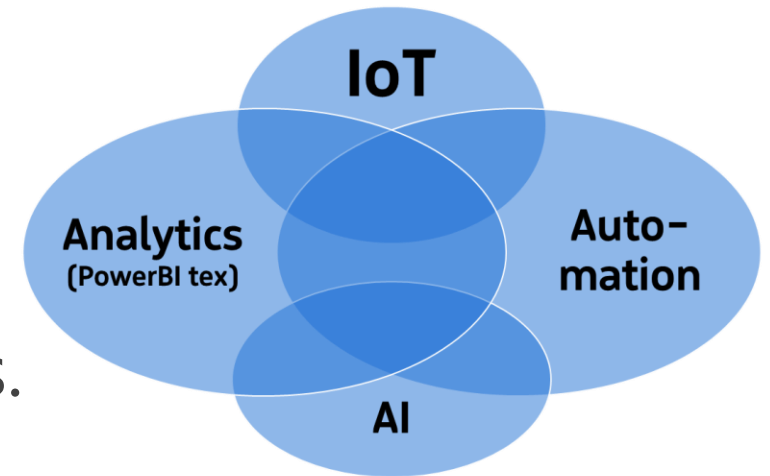
AI

When it comes to AI, we're not only working on generative AI. Good old machine learning is part of the picture too—and it's making a well-deserved comeback.

As we develop new AI services, we're paying close attention to ethics and data protection. The mandatory Data Protection Impact Assessment is a great tool for figuring out whether we can fully automate a process or if we need to keep **"humans in the loop."**

Interventions address involuntary loneliness

**Cross-sector collaboration to between civil sector, private and public sector, academia.**

Lidingö City katarina.ahlen@lidingo.se

Lidingö City

- Systemic approach and cross-sectoral collaboration

- Strong local agreement and network - Together against Loneliness

- Bringing together healthcare providers, community organizations, civil sector, to identify and support people who are lonely.

- Working together with a goal - Better use of each other´s recourses, strengths and skills

- New services developed collaboratively within the network

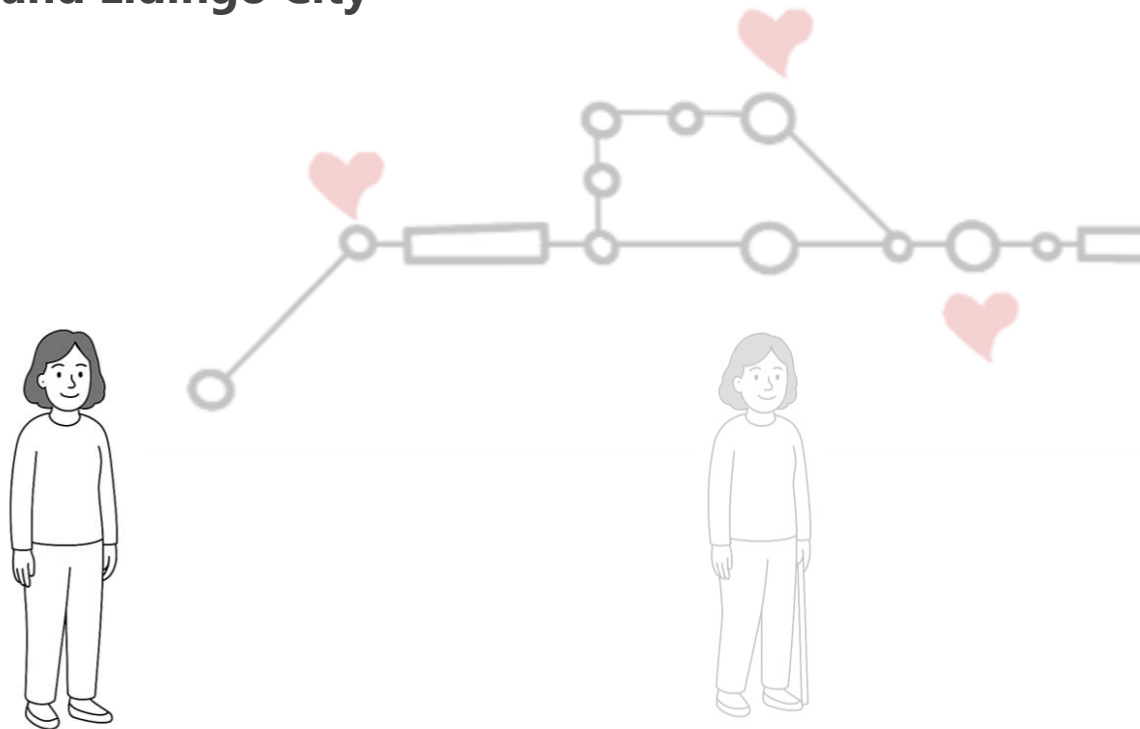- One actor can't tackle this alone – we need to cooperate

Lifestyle programs

Illustration: Martina Krona from the book "Brain Health" (Miia Kivipelto, Mai-Lis Hellénius)
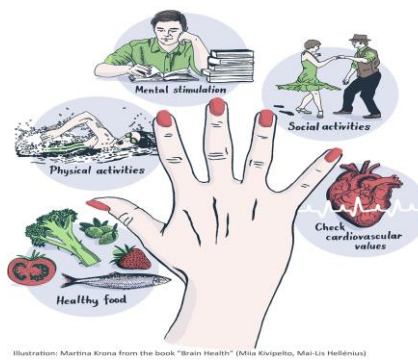
Collaboration

Karolinska institute, professor Miia Kivipelto and Lidingö City

What results have we seen?
The results showed great outcomes — everyone who took part improved their memory, felt less lonely, and experienced better health and well-being. Reduced or discontinued medication for diabetes, high blood pressure, and depression.

The effects are being tracked by both the city and researchers at Karolinska Institute and the FINGERS brain health institute study team.

Next step? We're seeing development of a digital platform to make the program available to even more people.

Looking ahead - personalized AI assistants - collecting data and communicating with care and healthcare providers. On demand support...

Björn

Before i was alone, I suffered from depression, diabetes and obesidy.

Today I no longer need medication and I have regained good health.

I am an ambassador in the Train your brain program.

Helping people stay involved in the community

Collaboration between Lidingö City and ATEA SWEDEN

Contact mattias.olsson@lidingo.se

Modernize local news with AI generated voices for people with visual impairments

What´s the issue?
The local newspaper was facing shutdown due to high costs and small audience.

What did we do?
Involving the users in crating a new more modern newschannel using generative AI and AI generated voices. Reducing costs by 90 %.

Future potential
- Translating content into different languages
- Simplifying complex text
- Personalizing content based on individual interests
- Summarizing political decisions or public information for broader accessibility
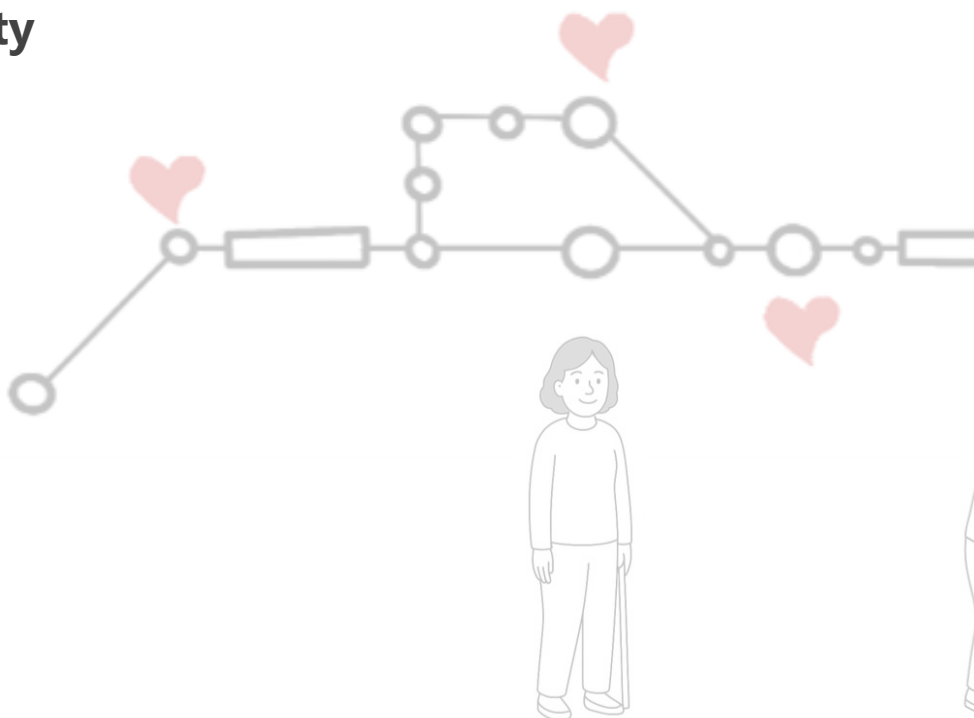
Caregiver support

Collaboration on Generative AI

**Microsoft
ATEA
Lidingö City**

A careful process to ensure safe answers

When we first started testing the mentor, one staff member asked how to handle a client with suicidal thoughts. The answer was technically correct — but it didn't follow the municipality's own guidelines. No harm was done, but it was still a kind of AI hallucination.

AI can hallucinate if it pulls from the wrong documents or makes its own assumptions. That's why it's so important to strictly limit the AI to the official routine documents — and to make sure those documents are well structured. It's also crucial that staff have enough knowledge to question the mentor's answers if something doesn't seem right.

To support that, the AI mentor always shows the source behind each answer, so staff can double-check the original document if they're unsure.

Results

It saves staff valuable time, supports them in their daily work, and is easy to use. Staff say routines are easier to understand and follow with the help of the digital mentor.
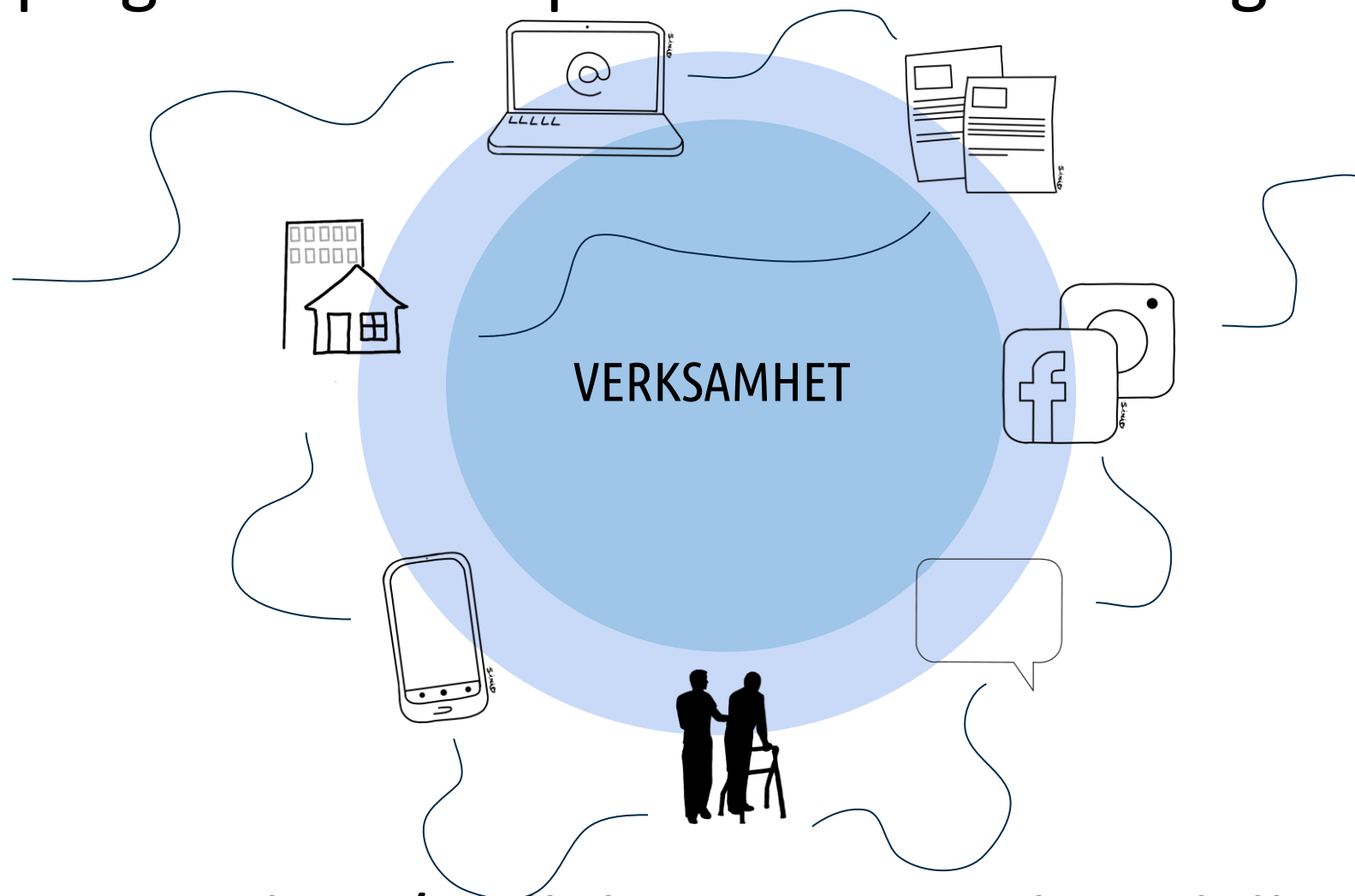
Teams with different skill sets play an important role in shaping the user experience and creating new solutions

VERKSAMHET

Working together / collaboration is a key skill

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2025-06-11

Lidingö
stad