Kela

Kela Data balance sheet

Year 2023

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New statistical information service provides information about morbidity and incapacity for work in the population.

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Data balance sheet illustrates Kela's informational operations

Information is valuable public capital in Finnish society, and as such it must be tended and processed with care. Here at Kela, we want our data to be of as much benefit as possible to society at large.

All of Kela's operations are knowledge-based. It is on the basis of information that we make benefit decisions, provide guidance and advisory services in social security, and maintain and improve the functionality of our services.

Information enables us to serve our clients according to their needs and in a timely manner. We also provide information to support public decision-making and as input for the providing of services by other authorities. Legislation should provide for better potential than at present for Kela to offer and process data, for instance for the use of wellbeing services counties and the employment authorities. This will require amendments to be made to the Act on the Secondary Use of Health and Social Data.

Our information assets are unique not just nationally but also by international standards. We take professional care of information management, data protection and information security.

We strive to continuously improve the relevance and effectiveness of the information we produce and process for Finnish society and also to report what the information we share is used for. This is why we are now publishing our annual data balance sheet for the third time.

This year, we use practical case studies to illustrate what we do. We describe Kela's research reports and projects, long time series in statistics compilation, quality registry activities, evolution of the Kanta Services we provide and our methods of information management and knowledge-based management.

The publication includes key indicators that were also featured in previous editions. These illustrate the diversity, significance and scope of Kela's informational activities.

We hope that we have managed to describe our informational activities in an interesting and useful way. Welcome to our world of information!

Kari-Pekka Mäki-Lohiluoma
Director of Kela

Information is shared capital.

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Kela's principal information assets

Kela has extensive information assets within which data on the delivery of social security and on Kela operations are managed along with national data on social welfare and health care.

Kela's information assets consist of the following datasets:

- **Social security records** contain data about social security benefits delivered by Kela, e.g., national pension, housing subsidies, financial aid to students, basic social assistance, disability allowance, rehabilitation and family benefits. These data are used not only for processing benefits but also for compiling statistics, for research, for reporting and for improving our operations through knowledge-based management.

- **Kanta-Services** contain national social welfare and health care data, such as the Patient Data Archive, the Client Data Archive for Social Services and the Prescription Centre. Kanta data are not entered in the Kela data repository.

- **Customer service records** contain service data and benefit-related data entered in processing social security benefits. This information asset also contains appointment booking data.

- **Financial and HR records** contain data pertaining to financial and HR planning, guidance, management and monitoring.

- **Reporting and statistical records** contain data on security benefits delivered by Kela, customer service data, and financial and HR data. This information asset comprises data collected from operational systems. It is leveraged for reporting, statistics compilation, knowledge-based management and research.

Kela data repository

The purpose of the Kela data repository is to bring all essential Kela data together in one location and in a consistent format for easy access. The data repository facilitates knowledge-based management by providing a uniform and up-to-date information base.

Kanta data platform

The Kanta data platform facilitates the undertaking of knowledge-based management, research, steering and discharging of official duties as mandated in the Act on the Secondary use of Health and Social Data and other specific legislation.

Kela's principal information assets

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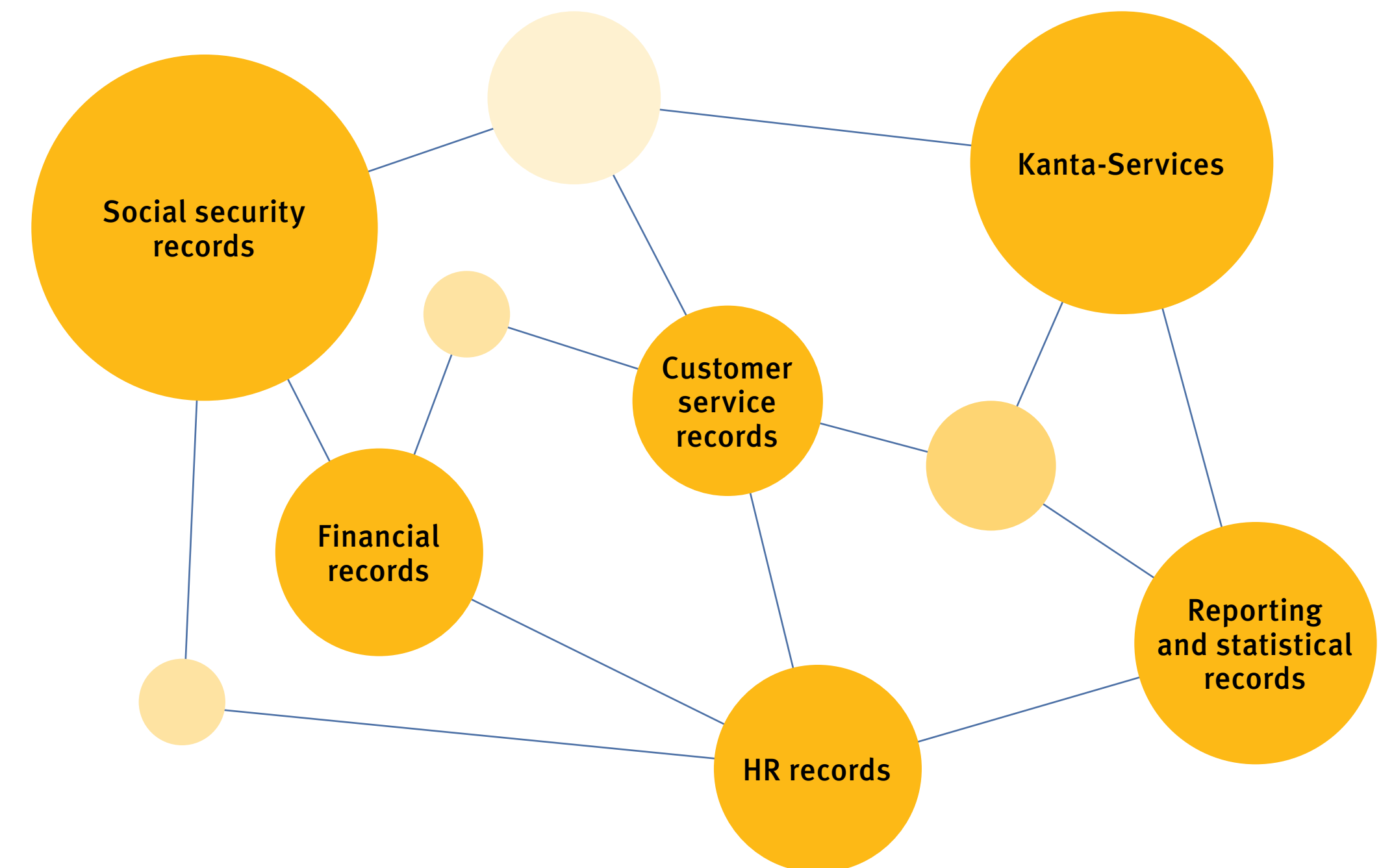
Kela's Information Services

We provide accurate and reliable information to benefit Finnish citizens and society at large. Information helps us streamline transactions with citizens and official processes.

Kela's Information Services play a significant role in delivering social security at the national and EU levels. By producing and sharing information, we ensure that Kela's operations in delivering social security are based on correct and reliable information. Information helps us streamline transactions with citizens and official processes.

We are a reliable public source of information. We facilitate the use and further leveraging of information for those who need it, contributing to the building of a better society and improved wellbeing.

Clients of Kela's Information Services include ministries, local authorities, wellbeing services counties, authorities, professionals in various public organisations, the media, researchers, non-governmental organisations and Kela's various other units.

Kela's Information Services

Core data and information sharing form the foundation of streamlined transactions
In deciding on benefits and in providing customer service, data gained from our partners play a crucial role. When a client applies to Kela for a benefit, a multitude of background data on the applicant and their life situation is needed for processing and resolving the matter. Obtaining correct data and being able to smoothly transition between systems and partners contribute to making accurate decisions and providing a positive customer experience. Information sharing is always grounded in legislation.

Basic client data
Information use is founded on reliable and comprehensive core data – basic client data. Kela has a wealth of data on the life situations of individual clients: where they live, whether they have a residence permit, their payment details. Up-to-date personal data are retrieved by Kela from the Population Information System on a daily basis. The core data thus produced enables the delivery of social security, along with research and statistics compilation.

National information sharing
National information sharing is managed through Kela's centralised information sharing services. Our national information sharing services include: Kelmu, Kela's benefit information service, which allows us for instance to communicate individual clients' benefit data to our partners.

International information sharing
International information sharing is undertaken pursuant to the EU Regulation on the coordination of social security systems and to international treaties. Our international information sharing services include: Electronic Exchange of Social Security Information (EESSI), a system that enables us to share social security information with social security agencies in EU Member States. In Finland, the EESSI system is used not only by Kela but also by unemployment funds, employment and economic development services, the Employment Fund, accident insurance companies, the Finnish Centre for Pensions and employment pension institutions. Finland's EESSI contact point is at Kela, and Kela is responsible for its upkeep.

Info tray
Kela's info tray makes research data and statistics that we produce available to various actors in society at large. Information offered by Kela is available as input for decision-making for instance to wellbeing services counties, local authorities, ministries, researchers, educational institutions, and so on. The info tray helps people find and use Kela's data and information products to support their decision-making.

In 2023 there were

Total reads of the research blog
173,845

Total research publications
173

domestic publications
138

international publications
35

peer-reviewed publications
40

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Statistical reports 2023

Total downloads

348,488

Requests for statistical information on benefits

Requests for statistical information

1,586

Most requested statistics by topic

Medicines

655

Sickness allowances

134

Pensions

97

Secondary use of data
Kela provides a variety of information services relying on the secondary use of data, for the benefit of clients and of society at large. Kela is a reliable public source of information for researchers, the media, citizens, etc.

Research
Our researchers produce and interpret data on Finland's social security and how it functions.

Our research supports improvement of the social security system in general and of Kela benefits and operations in particular. We conduct independent, multi-discipline research at a high level of scientific quality and participate in public debate.

Statistics
We cater to society at large with up-to-date social security statistics. We provide ready-made and customised statistics and advisory services for customers who require statistical data. The statistics we produce serve as inputs to the delivery of, planning of and research in social security. They provide information on how the social security delivered by Kela impacts the income of individuals and families in various life situations. Benefit statistics produced by Kela form part of the Official Statistics of Finland (OSF).

Kelasto is Kela's statistical database. Kelasto is a compilation of essential statistics on social security delivered by Kela. The statistical information service also accepts requests for ready-made and customised statistics files on Kela's benefits and operations and provides guidance on Kela's statistics.

Kela publishes edited statistics in hard copy and PDF formats. Almost all of Kela's statistics publications are available for downloading in the HELDA Digital Archive.

Data access and dataset services
We provide datasets created to customer specifications and related advisory and permit services for secondary use, drawing on various Kela information assets, both for in-house use at Kela and for other organisations.

Materials Catalogue
Frequently accessed Kela registry data are listed in the Materials Catalogue.

Open-source data
Kela publishes open-source data at avoindata.fi, a service maintained by the Digital and Population Data Services Agency. The open-source data are machine-readable digital data and are free for anyone to use.

Data applications
Kela's data applications visualise data in an easy-to-understand format. You may use these applications to study a topic of interest in depth or to examine regional differences.

Data Science
Our Data Science service offers advanced analyses to Kela units and expert services to help improve our operations.

Library and Information Services
The Kela Library is a specialist library focusing on social services, catering to Kela personnel. The library's collections comprise literature on social security, social policy and legislation.

Digital data collection
The digital data collection service supports Kela's in-house needs for collecting and producing data in scenarios where digital data collection methods can be employed.

Kanta Services – cornerstone of digitalisation in Finland's health and social services

Kanta is a digital services package devised to benefit individual citizens, pharmacies and the social welfare and health care sector.

Kanta Services are maintained and developed by Kela. Kanta Services are developed and expanded in collaboration with multiple other operators. Data processed into an easy-to-use form on the Kanta platform can be leveraged for research and knowledge-based management but also for compiling statistics, for development and innovation projects and for teaching.

The Kanta services in figures, 2023

3.65 billion
patient files in the archives
(cumulative)

6.7 million
persons about whom
health data is stored
(cumulative)

35.4 million
MyKanta logins

3.1 million
MyKanta users

97.1 million
documents in the Client
Data Archive for Social
Welfare Services
(cumulative)

1.6 million
persons, about whom
social welfare data is stored
(cumulative)

29.8 million
ePrescriptions

3.7 million
prescription renewal requests
via MyKanta

80.0 million
medicines delivered

5.2 million
wellbeing data entries
in the Kanta PHR
(cumulative)

11,514
Kanta PHR users
(cumulative)

Knowledge-based management of wellbeing at work at Kela

The annual Personnel Barometer allows knowledge-based management of wellbeing at work from the highest level of the organisation right down to the group and team level.

Conducted once a year, our extensive Personnel Barometer survey gauges wellbeing at work and employee experience at Kela. It allows Kela employees to answer questions about working conditions, the workplace community, supervisors, and Kela as an employer. A more limited barometer survey is conducted in March to support continuous improvement of wellbeing at work. Workplace communities may commission interim surveys if they wish.
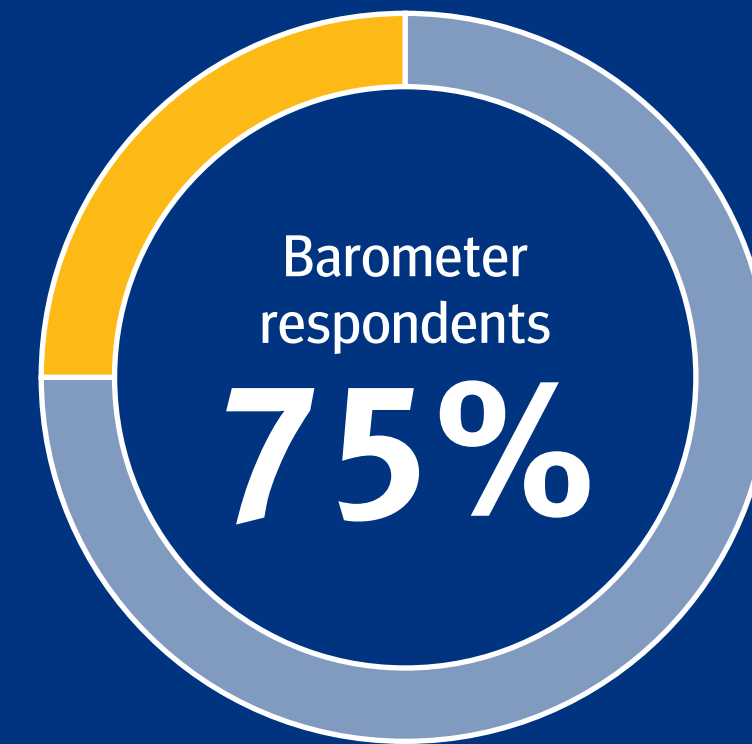
The response rate to the barometer surveys is high, which indicates confidence in the survey. Management of wellbeing at work at Kela is knowledge-based from the highest level of the organisation right down to the group and team levels. Workplace communities use the barometer results for their efforts in improving wellbeing at work. The survey results also help make the development of wellbeing at work systematic and goal-oriented in workplace communities at Kela: teams, groups, units and profit areas set the goals of their wellbeing-at-work plans on the basis of the barometer results.

The questions included in the Personnel Barometer are based on research in work and organisational psychology and established indicators. These allow comparisons to other central government personnel or to the Finnish working population in general. Some questions address themes of current relevance for Kela.

The Personnel Barometer involves experts from Kela's various units. Experts in the research unit are responsible for running the survey and for reporting on the results.

The Personnel Barometer has evolved from an annual questionnaire into a data collection and sharing system spanning multiple categories. The project generates some 600 basic reports each year, containing synchronic and diachronic comparisons. A varying number of separate reports, lectures, research articles and other publications are also produced per year concerning Kela, its various levels of administration, its profit areas and their sub-groups.

The data collection for and reporting the results of the Personnel Barometer is a multi-stage and largely automated process built on modern open source code technologies. The reporting comprises thousands of reports and hundreds of thousands of analyses in multiple areas of wellbeing at work at the various levels of the organisation.

Barometer respondents
75%

Number of Kela staff
8,552

Personnel Barometer

Results and analysis

Minibarometer

Analysis

Wellbeing at work plans

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Improved availability of social welfare data in Kanta Services

Kanta Services caters to social welfare as well. Social welfare client data are easily and securely available in Kanta Services.

The Client Data Act expanded the use of Kanta Services in social welfare. Public and private social welfare service providers are adopting Kanta Services within the transition periods defined in the Act.By the end of 2023, all except one of the wellbeing services counties had adopted Kanta Services in social welfare. In the private sector, 15 service providers had adopted Kanta Services by the end of 2023. Kanta Services provide robust support and guidance for social welfare organisations in adopting and using Kanta Services.

As at the end of 2023, a total of 97 million social welfare documents on 1.6 million persons had been entered in Kanta Services. By November, data from the first piloting wellbeing services county were available in MyKanta, and in 2024 we are seeing client data from other wellbeing services counties being added.

Clients are able to view the social welfare client data stored about them in the Client Data Archive for Social Welfare Services in MyKanta. This improves their potential for participating in managing their affairs. Data will become available gradually, according to when social welfare service providers make the required changes to their client information systems.

The Client Data Archive for Social Welfare Services has been developed with a view to improving support for structured social welfare documents. At New Year 2024, the Finnish Institute for Health and Welfare (THL) published its first estimate of the number of social welfare clients in each wellbeing service county. These data were collected from the wellbeing services counties through the Client Data Archive for Social Welfare Services in Kanta Services. Such statistical data on the total number of social welfare clients had not previously been available.

In the future, data will be obtained on a regular basis, which will raise research in, development of and monitoring of social welfare to a new level. With the data and registry available, wellbeing services counties can compare their services to those of other wellbeing services counties for knowledge-based improvement of their operations. The registry is also used by authorities for the evaluation, steering and supervision of social services.

At the end of 2023, the shelter services of THL and three shelters participating in the pilot joined Kanta Services. They adopted the 'extensive access to the data file' function, as a result of which the client data generated in shelter services can be directly entered into the THL client data file.

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National Health Index provides information on morbidity and incapacity for work in the population

The National Health Index is a new statistical data service where morbidity and incapacity for work in the population can be examined by municipality, by cooperation area and by wellbeing services county.

In December 2023, Kela and the Finnish Institute for Health and Welfare (THL) launched the National Health Index to assess the health and working capacity of wellbeing services counties and municipalities as compared to the national level. As more data are accumulated, changes over time in morbidity and incapacity for work can also be examined.

The data can be leveraged for instance for needs assessments for social welfare and health care services and for social welfare benefits. They can further be used to predict future trends in wellbeing and health by region or by municipality.

The National Health Index is part of KUVA, the social welfare and health care cost-effectiveness indicator panel, which is a tool supporting the steering and governance of providing social welfare and health care services. It is also listed as one of the national goals in the providing of social welfare and health care services between 2023 and 2026.

> **The data can be leveraged for instance for needs assessments for social welfare and health care services and for social welfare benefits.**

The data are produced in collaboration with the THL, the Finnish Centre for Pensions and Statistics Finland. The data are updated annually. The Index replaces the former THL morbidity index and Kela's Health Barometer.

In addition to the National Health Index, Kela produces a number of other research publication applications, where information is presented in a clear and easy-to-understand format for the use for instance of the wellbeing services counties.

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Kela evaluates the benefits and costs of medicines as part of their deployment process

When new medicines enter the market, their benefits and costs are evaluated before the Pharmaceuticals Pricing Board makes decisions on what the medicines should cost and whether they should be eligible for Kela reimbursement.

Kela issues statements on request to the Pharmaceuticals Pricing Board concerning the cost impact of a new preparation and the conditions and limitations that might be necessary to allow the medicine to be reimbursable under National Health Insurance. Such a statement includes an evaluation of the added benefit of the new preparation compared to existing treatment options and an evaluation of the efficacy, side effects and costs of the new preparation and how suitable it might be for Finnish patients and in Finnish therapeutic regimes. The goal here is to identify those preparations that show the greatest potential benefit relative to the resources available.

This evaluation is a demanding expert task that requires extensive competence in the theory and methods of pharmacy, health economics, evaluation research, etc. In 2023, the Kela Information Services research unit issued 26 expert statements on medicines. Kela also submits expert statements to the Pharmaceuticals Pricing Board in cases where the cost effectiveness of medicines is not being evaluated. Such statements are issued by the medicine team at Kela's Centre of Expertise. In 2023, 73 such statements were submitted.

Kela paid out a total of EUR 1.8 billion in reimbursements for medicine expenses in 2023, an increase of 1.2% (EUR 21 million) on the previous year.

The reason for this increase is an expansion in the purposes of medicines and the addition of new and more expensive medicines to the reimbursement system. It is thus vital to evaluate the benefits and costs of medicines before deployment.

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Reform of the series 'Kela's statistics in charts'

The chart series offers unique insights into long-term trends from as far back as the 1940s.
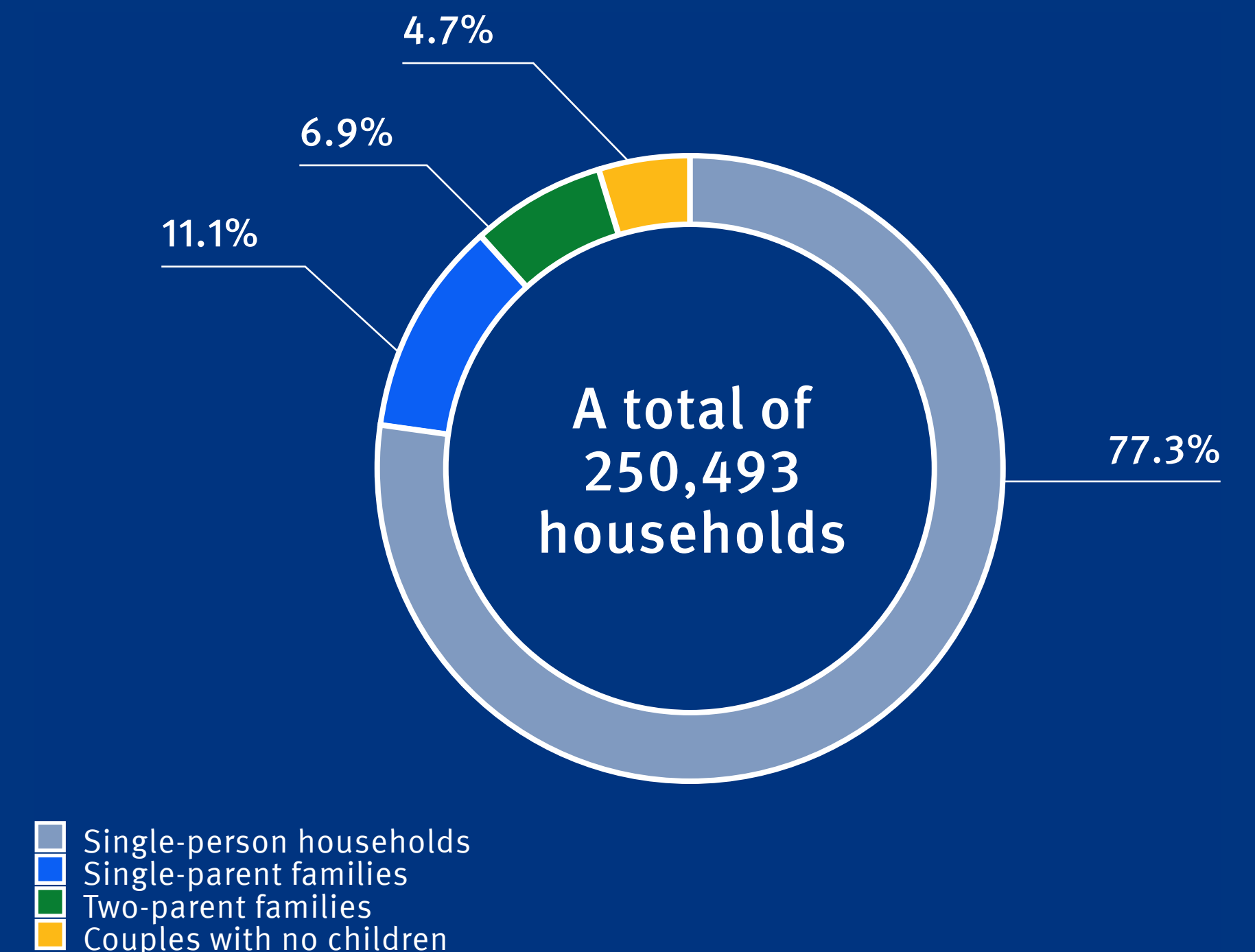
The series 'Kela's statistics in charts' was reformed in 2023. The series served as a pilot in the development of a new way of presenting information in visual form on the Info Tray. The reform was carried out in collaboration between the developers of the Info Tray and the statistics publication team.

The charts are now easy to use and accessible on our website. The data illustrated by each chart can also be viewed in table form, and the chart and data can be downloaded for personal use. The charts may be freely used not just by professionals but by anyone interested in social security and its historical trends.

'Kela's statistics in charts' provides information about Kela itself, about the social security managed by Kela and about national pension coverage and unemployment security in Finland. In addition to statistics from the most recent year, the charts offer unique insights into long-term trends from as far back as the 1940s

The charts cover 12 topics:
- housing benefits
- pensions
- Kela's operations
- rehabilitation
- benefits for families
- benefits for students
- basic social assistance
- health insurance
- conscript's allowance
- occupational health care
- unemployment benefits
- disability benefits

All datasets are available on the Info Tray on the page headed Kela's statistics in charts in Finnish, Swedish and English. The charts are updated annually at the same time as the annual report for each topic is published. The publication dates can be found in the statistics publication calendar.

Households receiving basic income support by household type in 2023

4.7%

6.9%

11.1%

A total of 250,493 households

77.3%

- Single-person households
- Single-parent families
- Two-parent families
- Couples with no children

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Research data to support development of the benefits and services system

A research project focusing on the population of Oulu made exceptionally diverse use of registry data on benefits and services in our national social security system. The project generated new information on how benefits and services are used by various demographic groups.

The year 2023 saw the conclusion of a multiannual Kela research program, Use and Costs of Social and Health Services and Social Security Benefits in Oulu 2013–2018. The purpose of the project was to map out a cross-section of how the benefits and services in our national social security system were used in one municipality, focusing on both the population as a whole and various demographic groups. What was of particular interest was the combinations and parallel use of services and benefits provided by various sectors.

The unusually voluminous research dataset in the project was a compilation of registry data on all residents of Oulu between 2013 and 2018. This dataset contained data on the distribution of various social security benefits and on the use of services provided by various areas in the social welfare and health care sectors and of employment services. The dataset included a wide range of socio-demographic background information on the population.

The sub-studies in the project generated new information for instance on the total number of persons receiving benefits and services, the use of services provided by various health and dental health subsectors in various socioeconomic groups, and use of rehabilitation services provided by various operators. New information was also gained about the use of social welfare, health care and employment services by recipients of benefits such as sickness allowance, unemployment benefits, social assistance and rehabilitation allowance for young people, and about service paths.

The findings of the project have been used as input for instance in building the knowledge base for the national social services reform and in the evaluation of the use of health care and rehabilitation services and on socioeconomic allocation.

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Diabetes Registry as the forerunner of quality registries

The social welfare and health care quality registries contain data on the quality, outcomes and impacts of care given to clients or patients. The information contained in the national quality registries is used to improve the quality of care and services.

The Finnish Institute for Health and Welfare (THL) maintains nine national quality registries, one of which is the Diabetes Registry. What makes this registry particularly important is that diabetes is a major public disease in Finland, and the registry is a comprehensive compilation of data from all of mainland Finland.

Development of the Diabetes Registry began in 2018 in collaboration with Kanta Services, when the patient data required for the registry were processed on the Kanta platform and delivered to THL experts for analysis and registry building. The goal is to have the data content of the Diabetes Registry be updated nearly in real time.

So far, the target group for the Diabetes Registry has been defined using a combination of three Kela information sources:
- Patient Data Archive: diabetes diagnoses, laboratory examinations and procedures
- Prescription Centre: diabetes medication prescriptions
- Kela's benefit register: special compensation rights related to diabetes

Going forward, the aim is to form the target group by drawing on diabetes diagnosis data in the Patient Data Archive.

The national Diabetes Registry gauges the quality of diabetes care provided by primary health care and specialist medical care in the public and private sectors. Public reports based on the registry will make it possible to confirm that diabetes care is in compliance with care recommendations and effective in equal measure irrespective of where patients are resident.

Concrete benefits resulting from the development of the Diabetes Registry have already been observed e.g. in improved treatment outcomes for diabetics in the town of Äänekoski. As treatment outcomes improve, an increasing number of diabetics will be able to avoid consequential illnesses. On a regional scale, even small improvements can have surprisingly substantial effects.

The Diabetes Registry was awarded Diabetes Act of the Year 2022 and is the first quality register to have been established as a permanent feature after its pilot phase.

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Kela's impact assessment process revised

Kela's data protection impact assessment process was revised in 2023. New form templates were devised, and collaboration between units was increased.

The GDPR requires organisations to carry out a data protection impact assessment.The purpose of such an impact assessment is to identify, assess and manage the risks involved in processing personal data before any new function, process, service or system is deployed.
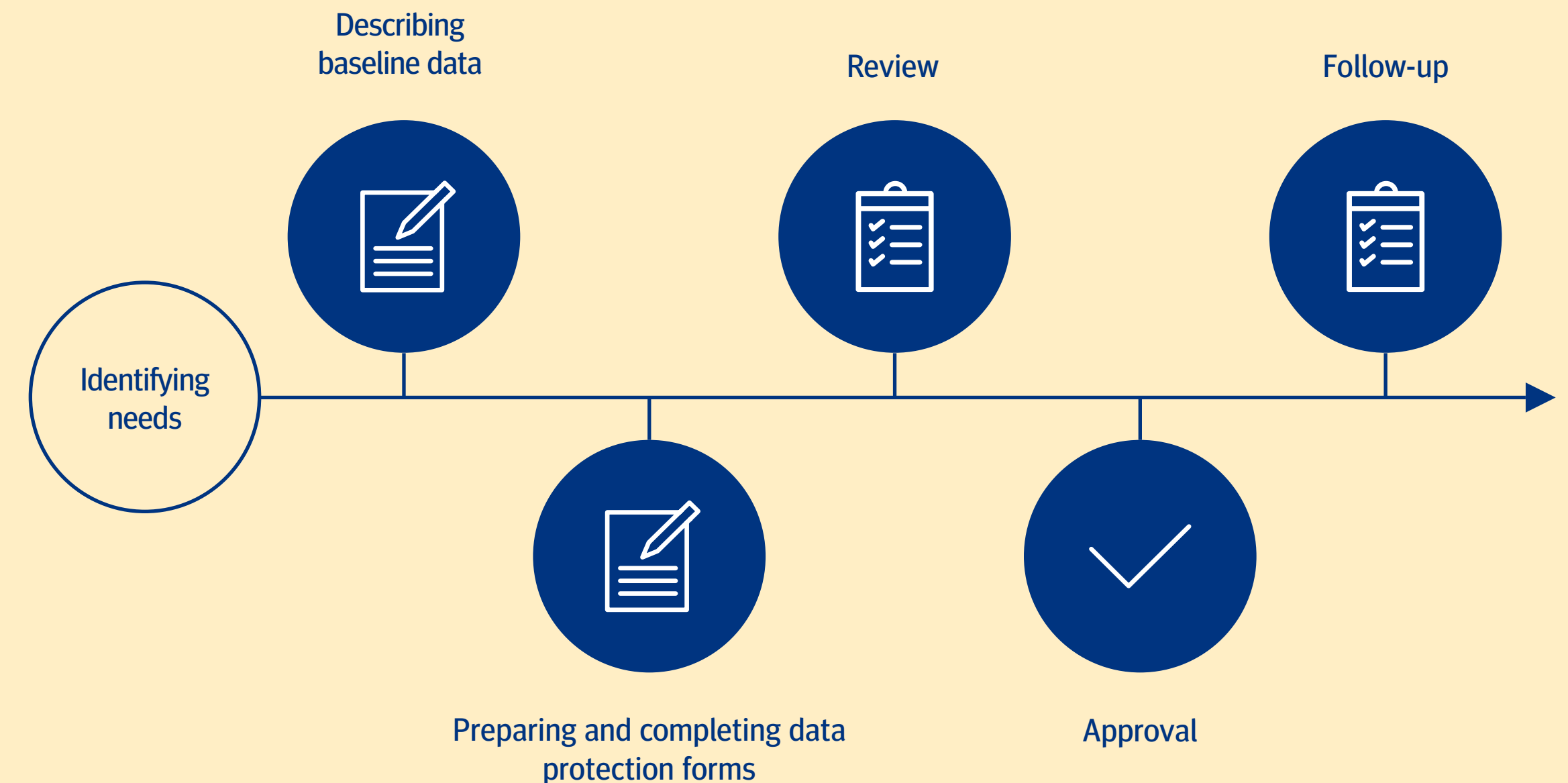
In 2023, a new data protection impact assessment process was introduced at Kela, and the associated forms were revised.The purpose of revising the process and the forms was to consider the perspective of users of the impact assessment service.The reform was launched to streamline the process and to make using the forms easier.There was also a desire to increase cooperation between various functions such as data protection and information security.The post of Service Manager was created in 2023 for operational management and development of the impact assessment service.The process was streamlined through service design, and a service path was drawn up for the revised process.

In the new process, cooperation between units begins as early as possible, and this translates into

smoother running of the overall development process down the line.Describing basic data is contributed to not only by Kela service representatives but also by experts in data protection, information security and information management.

New impact assessment process at Kela:

1. Describing basic data for information management. The basic data form is used for recording entries such as the protection class of the data processed at the location, the personal data involved in the processing and a description of information flows. Describing basic data facilitates better compliance with data information management legislation.
2. If it becomes clear in the description of basic data that personal data are being processed at the location, then the impact assessment process proceeds to the filling out of the data protection form.
3. At the end of the data protection form there are threshold analyses that guide towards the performing of further assessments as necessary. If the processing of personal data involves high risk

Identifying needs

Describing baseline data

Preparing and completing data protection forms

Review

Approval

Follow-up

potential, then a Data Protection Impact Assessment (DPIA) must be filled out.
4. The Transfer Impact Assessment (TIA) form must be filled out if the processing of personal data involves international data transfers.

The change has not happened overnight, and all of its effects are not yet seen, but the new process is already contributing to the establishment of a default, integrated data protection process at Kela.

Information is safe at Kela

A number of measures to improve data protection and information security were put in place and promoted in 2023. Kela's data protection and information security policy was revised, and we introduced a data classification model. The key theme for the year under review was increasing awareness of security.

By security, we mean ensuring the safety of personnel and clients, keeping operations free of disruptions, safeguarding continuity and protecting our data, facilities and assets. Security includes data protection. Security development is based on the strategic security policies put in place at Kela.

Kela processes critical and protected data that are qualitatively and quantitatively significant to Finnish society as a whole. It is essential that we ensure the continuity of services and data confidentiality in all circumstances through information security and data protection. Information security and data protection are basic prerequisites for serving society at large and for protecting citizens' daily lives in accordance with our strategy.

Digital security at Kela means safeguarding the confidentiality, integrity and availability of the extensive datasets processed in delivering social security and in providing Kanta Service, and also processing data in accordance with data protection requirements. Digital security comprises data protection

and information security, and also executive management, risk management, continuity management and cybersecurity.

We exercise due diligence in all operations and ensure implementation of data protection and information security. Personal data are processed at Kela on the basis of discharging Kela's statutory duties. Kela informs clients of the processing of personal data in privacy statements. Kela has been focusing on producing data protection information for clients in order to improve transparency of operations. Further information on the processing of personal data stored with Kela can be found at Data protection and handling of personal data – kela.fi.

In 2023, the focus in data protection and cybersecurity was on preparatory work for IT continuity management and on improving observational capacity and operational data protection measures. Kela's technical situational awareness centre went online in spring 2023, and 24-hour monitoring capacity using our own personnel was attained in summer 2023.

In data protection, the focus was on improving and deploying procedures in Kela's management system and deploying revised impact assessment tools.

Kela prepared for the introduction of automated decision-making for instance by publishing an automation policy.

Improving security competence among personnel and management was one of the goals for 2023. Three online learning courses were published during the year under review; these concerned data classification, data protection and information security.

Key data protection and information security measures implemented in 2023 included:
- deploying the data classification model,
- revising and redeploying the data protection and information security policy,
- establishing the data protection steering group,
- publishing and completing new security-themed online courses (data classification, data protection, information security),

- preparing for the adoption of a data protection and information security management system (ISO27001 and ISO27701),
- revising the security agreement models and
- implementing the security principles outlined in 2022 and 2023,
- publishing new data protection impact assessment forms and revising the process

A process to revise strategic security policies was launched in spring 2023 to conform to Kela's updated strategy.

During 2023, Kela participated in several exercises on the topics of data protection, cybersecurity or information security.

For further information on Kela's strategic security policies, visit our website kela.fi.

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Key indicators – Kela as an information service provider

Social security

Decisions (qty) by benefit	2023	2022
Exemption from payment of child support arrears	18,340	17,773
Child maintenance allowance	39,338	39,585
Pension assistance	17	116
Housing allowance for pensioners	221,213	204,672
Pensions	133,818	119,922
Special care allowance	10,491	9,489
Right to care	9,299	7,014
School transport subsidy	146,903	106,123
Rehabilitation	264,881	252,059
Rehabilitation allowance	103,724	97,258
Child benefits	91,227	85,618
Child care allowances	175,639	187,890
Medicine reimbursement rights	360,833	329,307
Additional medicine reimbursements	20,774	20,396

Decisions (qty) by benefit	2023	2022
Student loan deduction and compensation	40,498	39,443
Student financial aid	322,276	318,761
Family leave compensation	22,434	21,681
Basic social assistance	1,624,778	1,587,216
Reimbursement of medical expenses	9,585,503	11,555,441
Sickness allowances	804,552	1,197,556
Conscript's allowance	37,769	32,574
Guarantee pension	23,246	18,934
Occupational healthcare, employers	48,819	49,117
Occupational health care, entrepreneurs	61,105	56,468
Unemployment benefits	1,063,482	1,075,012
Insurance matters	167,727	110,800
Disability benefits	135,654	122,638

Decisions (qty) by benefit	2023	2022
Parental allowances	195,834	153,535
Annual holiday cost compensation	34,762	32,353
General housing allowance	903,995	881,665
Maternity grants	42,630	44,292
Temporary assistance with electricity costs	6,001	-

Benefit payouts and recovery	2023	2022
Recipients of benefit payments	**4.5** million individuals	**4.6** million individuals
Total benefits paid	**EUR 16.6** billion	**EUR 16.3** billion
Benefit recovery accrual	**EUR 117.0** million	**EUR 114.0** million
Benefits recovery first decisions (qty)	**530,602**	**543,220**

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Key indicators – Kela's service network transaction volumes

Social security	2023	2022
Visits to Kela service points	0.7 million	0.6 million
Visits to joint service points	60,000	60,000
Answered phone calls	2.3 million	2.2 million
Online identifications*	76.4 million	76.4 million
Number of direct reimbursements**	36.5 million	37.3 million

* Identifications: private clients, customer service (2023: 38.3 million); private clients, MyKanta (2023: 35.4 million); corporate and organisation clients (2023: 2.7 million).

** Reimbursement credited to clients on site when visiting a service provider.

Kanta Services – MyKanta	2023	2022
MyKanta logins	35.4 million	37.2 million
MyKanta users	3.1 million	3.5 million
Average number of MyKanta users per month	1.08 million	1.19 million
Underage MyKanta users	90,000	111,000
Adults on behalf of whom MyKanta was accessed by power of attorney	25,000	15,000
Minors on behalf of whom MyKanta was accessed by a guardian	463,000	475,000
Prescription renewal requests via MyKanta	3.7 million	3.4 million

Kanta Services

	2023	2022
Patient records in the Patient Data Archive (cumulative)	3.65 billion	3.17 billion
Individuals on whom health data has been recorded (cumulative)	6.7 million	6.5 million
Documents in the Client Data Archive of Social Welfare (cumulative)	97.1 million	69.8 million
Individuals on whom social services data has been recorded (cumulative)	1.6 million	1.4 million
Online prescriptions written	29.8 million	28.2 million
Medicine deliveries	80.0 million	76.6 million
Organ donation testaments	825,183	782,113
Living wills	201,639	178,637
Wellbeing data records entered in MyKanta PHR (cumulative)	5.2 million	5.1 million
Users of MyKanta PHR (cumulative)	11,514	12,210
Applications joined to MyKanta PHR	0*	4

* New certification criteria for applications entered into force on 1 Dec 2023.

Kanta Services – persons who applied for a COVID-19 certificate

(as of June 2021, cumulative until 31 Dec 2023)

	2023	2022
COVID-19 vaccination certificate	3.6 million	3.6 million
Test result certificate	903,000	876,000
Certificate of recovery from COVID-19	509,000	490,000

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Key indicators – Information sharing

Kela exchanges information nationally and internationally in order to deliver benefits and to discharge duties related to equivalent responsibilities of Kela's counterparts. Kela acquires information pursuant for instance to the National Pensions Act. International information sharing is undertaken pursuant to the EU Regulation on the coordination of social security systems and to international treaties.

International information sharing

Social security information is shared among European countries in the EESSI* system.
Information is also shared bilaterally in respect of citizens resident abroad: changes in circumstances, additional pensions paid abroad, and periods of insurance cover abroad.

	2023	2022
EESSI messages sent and received	1,199,540	915,012
Received	800,867	634,915
Sent	398,673	280,097

Bilateral international information sharing

	2023	2022
Information in respect of changes in circumstances	2,370,529	2,430,071
Information in respect of insurance	104,006	110,209
Information in respect of additional pensions	7,789	6,781

* EESSI = Electronic Exchange of Social Security Information
EESSI user institutions pay Kela for information sharing. The largest payer is the employment pension sector.

Kelmu, Kela's benefits information e-service

Information is shared on benefits or concerning data needed for processing benefits.

	2023	2022
Kelmu queries submitted to Kela	6,865,065	6,708,110
Interface queries	1,282,035	1,302,317
User interface queries	5,583,030	5,405,793
of which municipalities	418,813	5,109,567
wellbeing services counties	4,087,209	
Helsinki	798,087	

Luova, delivery and reception service

Information sharing between Kela's systems and stakeholders' systems..

	2023	2022
Daily number of messages	0.5–1.5 million	0.5–1.5 million

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Information sharing between unemployment funds and Kela

	2023	2022
Earnings-related unemployment security data received form unemployment funds	1,374,699	1,433,084
Information requests from unemployment funds	605,984	573,768
Benefits data delivered from Kela to unemployment funds	1,401,424	1,260,529

Information sharing between the national employment pensions sector and Kela

Kela receives data on employment pensions that are needed for delivering benefits. Similarly, Kela shares data needed for the processing of employment pensions with the Finnish Centre for Pensions. Data are transmitted via several services. The following list only includes the national services for which Kela Information Services is responsible.

	2023	2022
Employment pension decision data from pension institutions to Kela for benefits processing	606,469	660,728
Job history queries in the Finnish Centre for Pensions official service by Kela	75,248	65,052
Benefits data on periods without wages to the Finnish Centre for Pensions	918,816	996,410
Kelmu queries from the employment pension sector about Kela's benefits*	795,926	865,415
Queries to Kela from the employment pension sector about data on traffic accidents and personal injuries received from insurance companies	570,000	635,000

 * Included in the total under "Kelmu queries received".

Information sharing between banks and Kela – payment transactions

	2023	2022
Payment messages sent	52,722	49,940
with payments totalling EUR	38,699,823	39,146,912

Online medical certificates and physicians' statements

	2023	2022
Online medical certificates and physicians' statements forwarded to Kela at the patient's request	853,389	936,306

Sharing of income register data

Kela draws on the income register for pay data and uploads data on benefits and pensions to the income register.

	2023	2022
Income register notifications on pay received by Kela*	67,677,266	61,340,414
Benefit data notifications received by Kela	61,101,559	61,531,871
Tax information requests submitted by Kela	8,855,587	8,432,973
Responses to tax information requests returned to Kela	8,619,875	7,777,312

 * Including corrections and cancellations.

Clients' basic data (core data)

Number of data change notifications received from the Digital and Population Data Services Agency

	2023	2022
Details of birth	43,442	
Details of death	86,429	
Address changes	1,565,424	
Registrations in resident population	91,826	
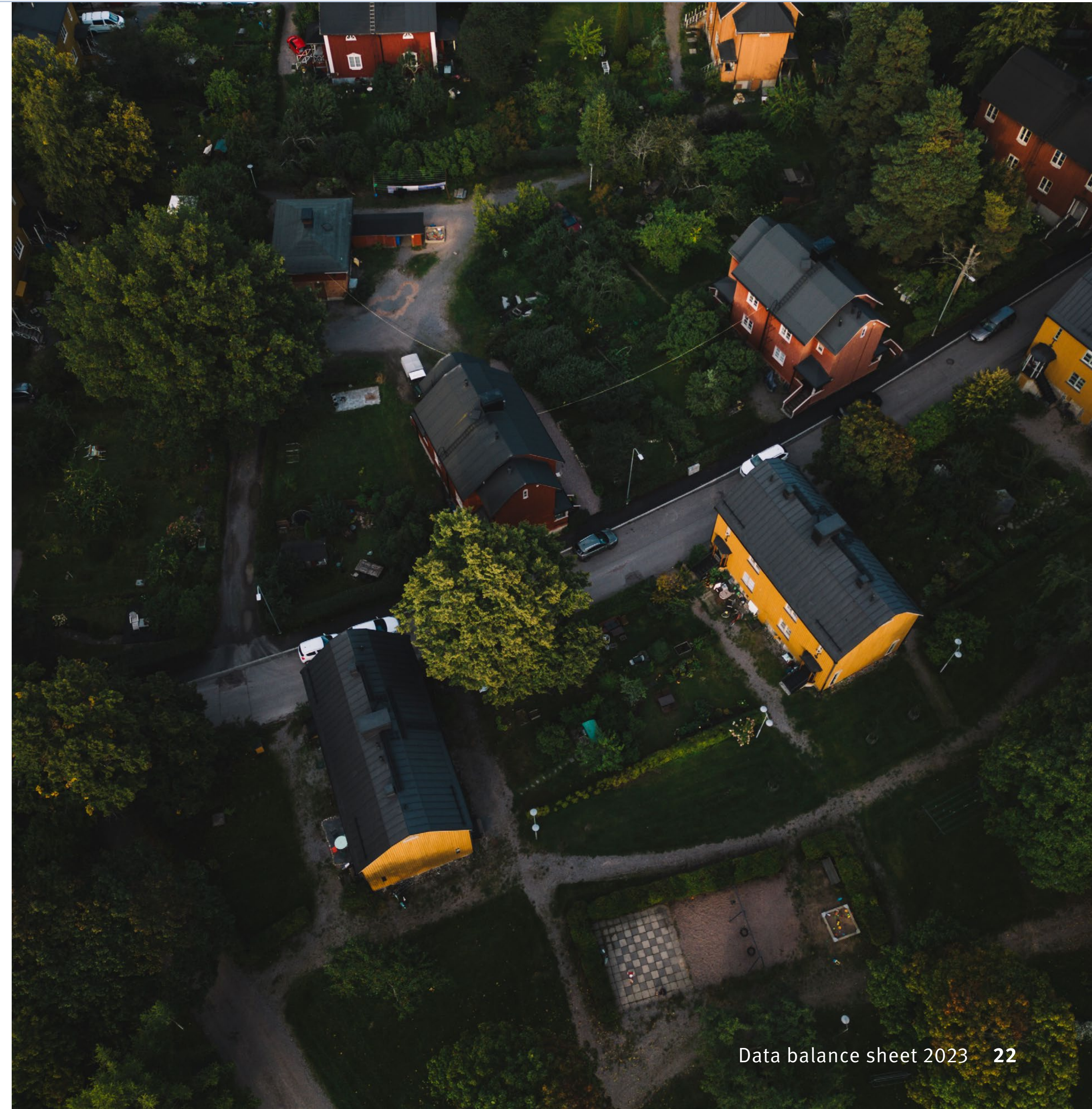
Kela's secondary data use services

Requests for statistical data, by benefit

	2023	2022
Total requests	1,586	1,329
Disability benefits	68	66
Unemployment bene-fits	33	45
Social assistance	83	77
Sickness allowances	134	124
Reimbursement of medical expenses	65	85
Family benefits	35	66
Financial aid for stu-dents	91	59
Housing allowances	38	39
Pensions	97	106
Rehabilitation	64	91
Medicines	655	449

Kelasto (Kela's statistics database) and statistical publications

	2023	2022
Kelasto statistics reports, total down-loads	348,488	264,141
Kelasto statistics reports, external user downloads	166,365	147,197
Statistics publications in Kela's publi-cation series	11	11
Statistics publications downloads	47,000	54,000

Kanta Services, reporting and statistics

	2023	2022
Data protection reports delivered	1,029	1,034
Regulatory reports delivered	245	

Data access and dataset services, and data resources catalogue

	2023	2022
Data resources catalogue publica-tions	0	5
Dataset deliveries pursuant to a data access permit or specific legislation	189	133
Kela in-house dataset deliveries	111	96
Data access permits as per permit applications	16	16

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Research

	2023	2022
Total research publications produced	173	146
of which peer-reviewed	40	44
of which domestically peer-reviewed	13	16
of which internationally peer-reviewed	27	28
Domestic research publications	138	114
International research publications	35	32
Research blog visits	173,845	99,800
Research blogs	51	50
Publications in Kela's publication series	21	14
Research publication downloads	143,000	159,000

Open-source data

	2023	2022
Open-source datasets published by Kela (cumulative)	16	11

Digital data collection

	2023	2022
Questback Essentials data collections	117	155
Accrued responses c.	34,000	54,000
Elisa Dialogi mobile surveys	19	-
Dialogues initiated c.	11,000	-

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