

Appendix SI

In 2008, the Finnish government released a healthcare programme of measures to develop the care and prevention of chronic diseases based on the Chronic Care Model (CCM). The intention was to rapidly switch focus from acute and reactive care to an activated patient and a prepared, proactive practice team. The implementation of a case manager was a central part of the programme. The lack of new resources and a resistance to change has delayed implementation in Finland. This reform was also meant to benefit those without occupational health care, where multidisciplinary models have already been available.

The target group of this pilot study was patients with chronic pain who were not entitled to occupational healthcare. The primary care centre where this study was carried out had noticed that this specific group kept seeking healthcare, both acutely and planned. Finnish employers have an obligation to arrange preventive occupational healthcare coverage for their employees and may also choose to provide access to medical care at general practitioner level. Consequently, a separate medical service system, including early multimodal pain care interventions, has been developed for most employees, leaving a small group that is exposed and marginalized. Individuals in this group are often at the start of their careers, unemployed or in between jobs, and are excluded from healthcare interventions provided by the employer and instead are caught in the discontinuity of public primary care, not seldom resulting in prolonged diagnosis and treatment.