



REPUBLIC OF ESTONIA
HEALTH BOARD

Service management in the Estonian Health Board

Rasmus Pruus, service manager (physical risk factors)

Pilleriin Kalmus, service manager (water safety)

Working experience

- Pilleriin Kalmus
 - Inspector
 - Chief specialist
 - Service manager
- Rasmus Pruus
 - Inspector
 - Chief specialist
 - Service manager



Introduction

7 core departments:

1. **Environmental health** (national competent authority) – 4 services
2. Chemical safety (national competent authority)
3. Medical devices (national competent authority), till 31.12.2024
4. Epidemiology, infectious diseases (national competent authority)
5. Health care systems
6. Health care crisis management
7. National poison control centre

Main functions:

1. Permits and licencing
2. Inspection, law enforcement
3. National surveillance

Labs and supportive functions

Physics lab:

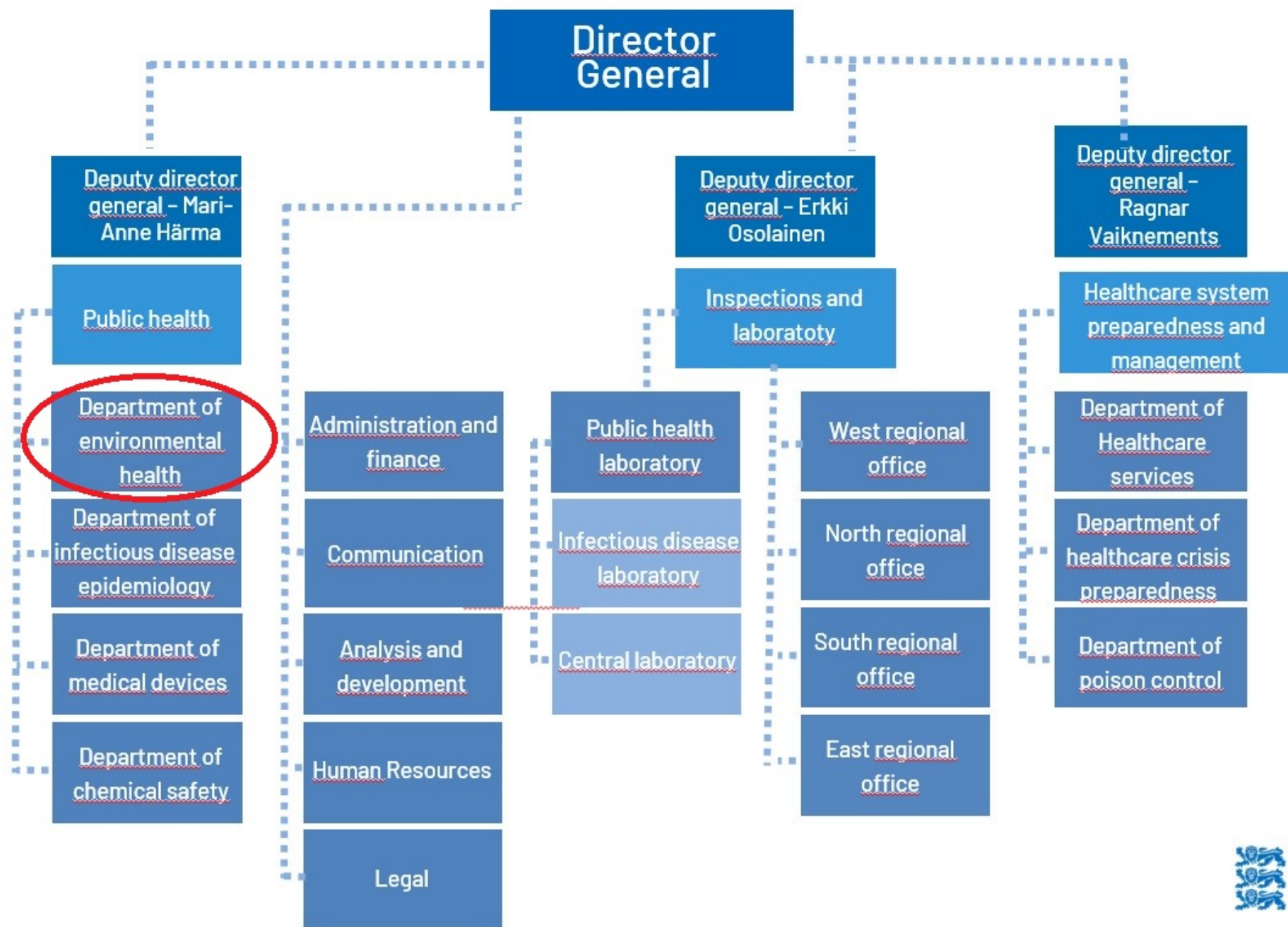
noise, non-ionizing radiation, stress tests, light etc.

Chemical labs:

water quality, air quality, metabolic byproducts, environmental waste products in humans etc.

Clinical lab:

communicable diseases diagnostics and surveillance (polio, COVID-19, influenza,
monkeypox, cholera etc.



Enviromental health: Water safety

- High priority in Europe and Estonia
- Quality, availability of drinking water
- Inspection of waterworks and water centers
- Prevention activities are effective
- Drinking water is good in Estonia



Enviromental health: Physical risk factors

- Noise pollution is a growing concern across Europe
- Main physical risk factor in Estonia
- Every fifth Estonian resident suffers from excessive noise
- About 180 noise complaints per year
- The Health Board deals mainly with residents noise complaints
- Complaints should be prevented through **good spatial planning**
- **Counseling** is of great importance

Challenges in general

- Insufficient resources
- Practice is not always in line with regulation
- Collaboration between departments/institutions
- Communication

Goals for the future

- Service based management
 - Based on the needs and expectations of the people receiving the service
 - Sustainable solutions
- Improvement of supervision
 - Risk based approaches
 - IT tools, data



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Thank you!

