HoCare
Interreg Europe

Ho-Care Project: Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains

CODE OF OPERATIONS FOR NICOSIA MULTI-STAKEHOLDERS GROUP

August 2016

Code of Operations of the Nicosia Multi-Stakeholders Group (NMSG)

Project summary, aims, outputs

European population is getting older which means that the number of people over 65 is increasing. Ageing trend presents numerous social changes and challenges, for which adequate solutions need to be found. At the same time it also means opportunity for growth and jobs as there is great potential to deliver innovative solution for home care. 8 partners representing Cyprus, Slovenia, Bulgaria, Romania, Lithuania, Hungary, Portugal and Czech Republic have launched the HoCare project – "Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains". The partnership is led by the Nicosia Development Agency (ANEL) from Cyprus.

The 4 year project (April 2016 - March 2020) was approved within the Interreg Europe programme financed by the European Regional Development Fund. Interreg Europe programme helps regional and local governments across Europe to develop and deliver better policy. The HoCare project deals with the issues of ageing population. It aims to improve the implementation of regional development policies and programmes that support the delivery of innovation by actors in regional innovation chains.

The HoCare project aims to positively influence efficiency and impact of Structural Funds. It has additionally three thematic sub-objectives related to the natural generation of innovation for Home Care in regional innovation chains. The first sub-objective is to focus on generation of innovation through addressing unmet needs identified by stakeholder groups in quadruplehelix model means by formal carers (i.e. hospitals, social houses, elderly houses) and informal carers (i.e. family members). The second sub-objective is to focus on generation of innovation through public driven innovation processes. The third sub-objective is to bring innovative Home Care solutions quicker to the market by using, again, quadruplehelix approach.

The results will be achieved mainly thanks to 4 dimensional international policy learning processes. Initial content for it will be created by partners during Regional analysis, further investigated during 3 International Thematic Workshops. It will formulate 30 transferable Good practices and enable formulation of high-level outputs: 3 HoCare Policy Thematic reports and 3 HoCare Policy Transfer Reports. Collected knowledge will enable project to contribute to EU external policy learning by organizing 2 international and 8 National High-Level Policy Learning events. Local partners will be working closely with local Structural Funds policy to multiple stakeholders of different types of organizations.

Logic and aims of multi-stakeholder groups including quadruple-helix distribution and roles of inclusion

Every partner in HoCare project is required to set up a Regional Multi-stakeholders Group (RMS) to bring together all relevant local stakeholders related to the chosen policy. These stakeholders represent all helixes of the society (public actors, academia, private industry and

civil society) engaged in the chain of production of innovative solutions for home care. These groups are the vehicle by which integrated and participative approach to policies improvements are developed.

The objective of the NMSG is to elaborate the Regional Analysis in regards to the local policy selected, to share knowledge and experience learnt through international events, to initiate the process of Action plan preparation and to finalize it including suggestions for improvements on the selected policy instrument.

Members of the NMSG will be formal and informal providers of health care, industrial actors or Business sup. Actors related to Home care industry, research actors, public actors (senior public servants & policy decision makers in field of R&I, health care, social care at regional and national level, Senior Managers from Health Insurances and Regulators).

More specifically, the NMSG activities include:
a) analyzing selected local policy, seeking improvements and ultimately developing a Local Action Plan to achieve the policy improvement.
b) embedding the learning from the transnational exchange (practical knowledge, good practices etc. from other regions in the project and beyond) into the local policy-making process
c) contributing to the transnational exchange and learning process taking place at project's international level
d) communicating the results at local level and disseminating lessons learned to the wider local community
e) taking part HoCare thematic workshops organized at international level

Benefits for the OP and for the stakeholder
- Integrated approach
- Solutions closer to the needs of the stakeholders
- Eased implementation and stronger support of defined "changes" because they have been developed by the stakeholders
- Coordinated public, academic, private and societal actions aiming at a common goal
- Tapping further resources for the implementation of the objective (man power, human resource, knowledge, existing experience etc)

Specifics of meetings – how many, format, content to discuss, where, reports, communication after, impact, etc
Four (4) meetings will be organized during the project's lifespan (one in each semester during the 1st Phase of the project) aiming at conducting the Regional Existing Situation Analysis, definition of local good practices and policies, analysis of partner region's good practices and policies, elaboration of Local Action Plan including suggestions for the selected policy's improvements.

List of potential members

<u>Public Sector:</u>
Directorate General for European Programmes, Coordination and Development
Social Welfare Services
Ministry of Health
Municipality of Latsia
Municipality of Strovolos
Municipality of Lakatamia
Municipality of Engomi
Municipality of Aglantzia
Municipality of Yeri
Municipality of Tseri
Municipality of Dali

Academia:
University of Cyprus
a) Department of Computer Science
b) Medical School
University of Nicosia
Open University of Cyprus
European University
Cyprus University of Technology

Private industry:
Able Tools
Insurance services
Materia Group
MIC Private Nursing
Medigence Home Healthcare
Cyprus Healthcare Cyprus

Civil society:
The Cyprus Institute
The Cyprus Institute of Neurology & Genetics
Red Cross Cyprus
Cyprus Family Planning Association
KIOS Research Centre for Intelligent Systems and Networks
IDEA incubator
Cypriot Enterprise Link
Cyprus Investment Promotion Agency
Cyprus Nurses and Midwives Association
Social Centre for the Elderly (Strovolos Municipality)

NMSG Coordinator

The MSG coordinator is a key player in the operations of the group. A person will be designated in charge of running the NMSG. This person either the Nicosia Developments Agency HoCare project manager or an ad hoc external expert recruited to perform this task. The decision will be made by the members of the NMSG. The NMSG Coordinator will be the "reference person" for the group, at local level and at project's level. Each MSG Coordinator will have a correspondent/peer in the other partners regions. The Group Coordinator will be responsible for running the group at local level, managing the on-going process, ensuring the two-way bridge between the local and project level's activities and delivering the concrete output in the form of the Action Plan. Important factors for success of the NMSG are leadership, trust, the provision of clear information, an agreed roadmap, regular communication, and well-managed meetings.

Roles of each stakeholder

Significant element is the feeling of equality of each member, independently of the organization he/she represents. The participants should receive a role that they do not "play" in their professional field – effect of "motivation through job rotation" - possibility for acquiring new knowledge for the stakeholders. Identification and demonstration of the importance of the participation of each member in the project for the promotion of HoCare is of great significance.

Tips for Organization of Meetings

- Sufficient time should be secured so that every member will be able to express its opinion.
- The meetings should be short and efficient.
- Promote the discussion between the members of the group and do not spend much time on single person shows (long presentations/speeches)
- Well prepared agenda
- A road map should be prepared for the operation of the NMSG
- Workshops where participants are engaged in a conversation, or involved in a hands-on activity, rather than overwhelmed by experts' presentations, are more likely to generate ideas and ownership of the outcome
- Keep the lines of communication open with the NMSG members between the meetings
- Disseminate the outcomes of each meeting to the media and advertise the role of each stakeholder in the Group