



National Healthcare Service Center

CODE OF OPERATIONS OF THE NHSC MULTI-STAKEHOLDER GROUPS

HoCare project

Delivery of Innovative solutions for Home Care by strengthening quadruplehelix cooperation in regional innovation chains

FINAL

12 September 2016

National Healthcare Service Center - NHSC (ÁEEK)



1. Project information

Project summary

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.

Project objectives

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.

Project outputs

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.

Project duration

Phase 1 Duration: 24 Months Start date: 01/04/2016 End date: 31/03/2018

Phase 2 Duration: 24 Months Start date: 01/04/2018 End date: 31/03/2020

Project Total Budget

€ 1.247.673,00

2. Logic and aims of multi-stakeholder groups (RMG) including quadruple-helix distribution and roles of inclusion

Each region sets up its own 'Multi-Stakeholder Group'. The Multi-Stakeholder Group ensures that learning does not only take place at individual level, but also at organizational and stakeholder levels. The project partners will actively involve relevant stakeholders in the activities of the project. Some of the stakeholders may also implement measures of the action plan later on.

"Quadruple helix", as an innovation model, is built on the concept of cooperative inclusion of all 4 relevant groups (helixes) to the innovation process: citizens/users, businesses, research and public. The cornerstone of quadruple helix approach is the facilitation of communication and cooperation across actors represented each helix. This approach is reflected in HoCare project through the formation of Multi-stakeholder group in each region constituted by 20 institutional members.

Stakeholders are groups of carefully selected target groups, who have an interest in the project and can have influence on its ability to achieve its goals:

1, Representatives of demand side:

- Formal providers of health care – hospitals, social houses, senior houses, doctors and other health care professionals;
- Informal providers of health care – mostly family members of elderly care recipients (preferably their associations or any other formal body);
- Health care recipients (preferably their associations).

2, Industrial actors or Business sector:

- Industrial actors /Home care industry – SMEs, LMEs;
- Business support actors – associations, innovation or regional development centres related to Home Care.

3, Research actors:

- Universities
- Research centres with research activities in Home Care sectors.

4, Public actors:

- Senior public servants & policy decision makers in field of R&I, health care, social care, funding at regional and national level;
- Senior public servants & policy decision makers in field of funding programmes at regional and national level – with a special regard to the Managing Authority of the Operational Programme (OP) concerned, such as policy and strategy makers for the OP and bodies responsible for and contributors to the implementation of the OP;
- Senior analysts, senior managers from Health Insurance companies, authorities and Regulators;
- EU level policy decision makers – public servants responsible for Digital Single Market, PcP, PPI regulation, standardization, including MEPs from relevant parliamentary groups.

Multi-stakeholder group will be involved in policy learning activities, support development of the Action plan and participate in its implementation at national level regarding the management on the policy instrument. There will be organized 4 Multi-stakeholder meetings. They will be thus actively involved in the whole project, while the objective of Multi-stakeholder meetings is mainly stakeholder learning, but there will be implemented also dissemination measures and they will also give valuable feedbacks for the project activities. Selected members of the Multi-stakeholder group will be invited to participate in project events such as interregional thematic workshops and high-level policy events.

3. Benefits for the OP and for the stakeholder

- Raising awareness about using of Quadruple Helix approach for delivery of innovative Home Care solutions.
- Changing of mindset to boost public driven innovation.

- Policy learning are transformed into actions.
- Transferable best practices from the partner regions and proposals (by the MSG) for aid programmes/calls for proposals to find and fund innovation projects based on real needs in the field of home care.

4. Specifics of meetings – how many, format, content to discuss, where, reports, communication after meetings, impact, etc.

4 stakeholder group meetings are planned during the implementation of the project. All the meetings will be held in Budapest. To produce meaningful discussions and get useful feedback the stakeholder group meetings will be organized in workshop format.

- **1st** stakeholder group meeting will take place in **November or December 2016** with aims to present the project and thematic workshop methodologies, to present a draft of Regional analysis and get additional inputs.
- **2nd** stakeholder group meeting will take place in **September 2017** with aims to share knowledge and experience from international events (as part of organizational and stakeholder learning process) and initiate process of Action plan preparation and to get additional inputs.
- **3th** stakeholder group meeting will take place in **January 2018** with aims to present a draft of the Action plan and get comments and proposal for improvements.
- **4th** stakeholder group meeting will take place in **March 2018** with aims to present final Action Plan and Kick-off implementation process.

5. List of specific members of RMG

Representatives of demand side:

- Hungarian Hospital Association
- Hospitals

Industrial actors or Business sector:

- Hungarian Association of Science and Technology Parks
- Association of Medical Devices Manufacturers
- Medical Innovation Center

Research actors:

- University of Pécs
- University of Szeged, Institute of Informatics
- Healthcare Technologies Knowledge Centre of the Budapest University of Technology and Economics

Public actors:

- Managing Authority for Economic Development Programmes, Deputy State-Secretariat of Economic Development Programmes at Ministry for National Economy
- State Secretariat of Economic Development and Regulation at Ministry for National Economy (policy maker for GINOP)
- National Research, Development and Innovation Office (policy maker & preselection authority of RDI project for GINOP)
- MFB Hungarian Development Bank Private Limited Company (programme operator for priority axis for financial tools of GINOP)
- Deputy State Secretariat of Economic Planning and Competitiveness at Ministry for National Economy, Hungary
- State Secretariat for Health at Ministry of Human Capacities
- National Health Insurance Fund (OEP)
- National Institute for Health Development (NEFI)

6. Coordinating of multi-stakeholder groups meetings

The Multi-Stakeholder Group coordinator is a key player in the operations of the group. She/he will be responsible for running the group at local level. Coordinator of the multi-stakeholder group will be the representative of NHSC.

7. Basic rules of multi-stakeholder groups meetings participation

- A significant element is the feeling of equality of each member of the Regional Multi-stakeholders Groups, independently of the organisation he/she represents.
- Identification and demonstration of the importance of the participation of each member in the project for the promotion of HoCare is of great significance.
- Proactively, responsibility and communication are some of the roles of the groups.

8. Tips for Organization of meetings

- The duration of a RMG meeting is 4 to 5 hours.
- The meeting organizer is responsible for booking the location and the catering.

- The meeting organizer invites the representatives/experts and provides information on date, hour and location of the meeting.
- The meeting organizer plans the meetings well ahead. He formally invites the stakeholders in due time. All invited guests are requested to promptly reply to the meeting invitation confirming if they will be able to attend the RSG meeting.
- The meeting organizer prepares a detailed agenda for the meeting and briefly describes the topics that will be addressed. Preparatory documents should be sent in advance to all participants.
- At the beginning of the meetings participants sign an attendance register.
- The moderator introduces the agenda and coordinates the meeting.
- Each RMG meeting should have a **specific focus**. Based upon this focus the leader of the RMG meeting will prepare a **discussion guide** with a list of questions and statements to discuss during the meeting.
- The organizing project partner has to share the ideas, best practices, other results and conclusions of the Multi-Stakeholder Group meeting with all other project partners.