



HoCare




Interreg Europe

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

**CODE OF OPERATIONS FOR IDE, IP-RAM MULTI-
STAKEHOLDERS GROUP**



IDERAM Business Development Institute of the Autonomous Region of Madeira	 PT	PP7
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INTERREG EUROPE

Interreg Europe Programme Rationale

An interregional cooperation project is a project in which partners from different countries work together on a shared regional policy issue by exchanging their experiences and practices in order to integrate the lessons learnt from this cooperation into their policies.

The objective of an interregional cooperation project is to improve the performance of the regional policy instruments of the participating regions, in particular the Investment for Growth and Jobs goal programmes, and, where relevant, their European Territorial Cooperation (ETC) programmes.

Interreg Europe projects structure

An Interreg Europe project is applied in two phases:

- **Phase 1 – Interregional learning** – is dedicated to the exchange of experience among project partners and preparing the implementation of the lessons learnt from the cooperation. In order to optimise the chance that the findings from interregional policy learning are transformed into actions, an action plan must be prepared at the end of phase 1 for each policy instrument indicated in the application form.
- **Phase 2 – monitoring the implementation of the action plan** – in order to better assess the results of interregional cooperation, phase 2 is dedicated to monitoring the implementation of the action plan. Each partner is responsible for monitoring

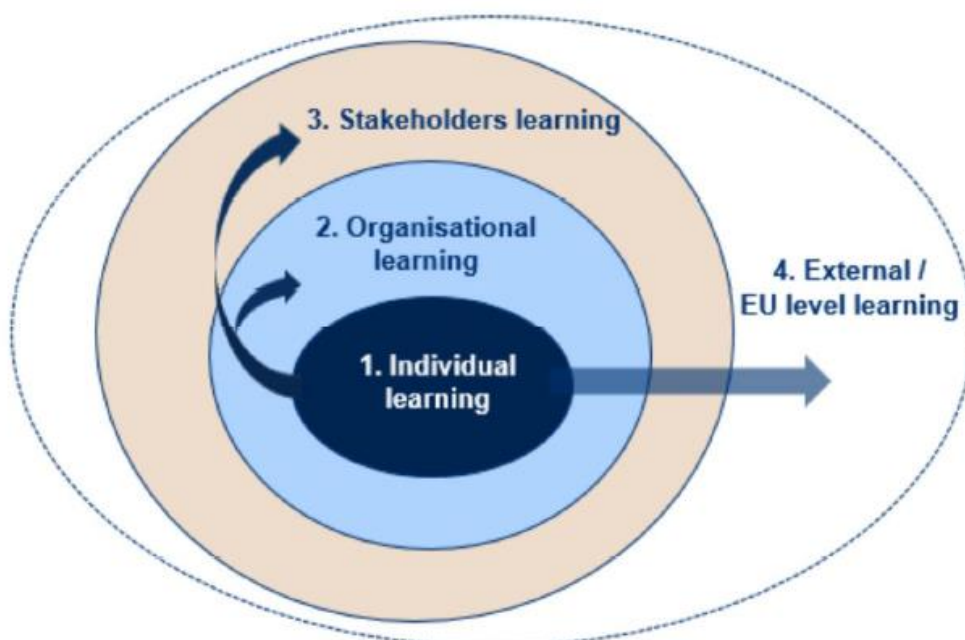


the progress of the implementation of their action plan and to report to the lead partner.

Exchange of experience: the cornerstone of an interregional cooperation project

The exchange of experience among partners is an interregional learning process. It is the main catalyst for generating the expected policy change in the participating regions. The learning process is based on the identification, analysis and exchange of knowledge and practices in the field of policy tackled by the project. Interregional cooperation projects need to analyze the experiences and/or practices exchanged within the projects and disseminate the most interesting findings.

Levels of learning:





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- **Level 1:** Individual learning refers to the staff members of the partner organizations who have increased their capacity by being directly involved in all the activities of the interregional cooperation project.
 - **Level 2:** Organizational learning deals with organizational or institutional learning. Such learning. Occurs when the new knowledge does not remain at the level of individuals alone, but is also shared within the organizations these individuals are working for.
 - **Level 3:** Stakeholder learning refers to the stakeholders in the regions involved in the policy-making process and policy implementation.
 - **Level 4:** External learning refers to learning beyond the regions. It is important that the lessons learnt at project level are also exploited at programme level in order to be of benefit for other public authorities in Europe. The policy learning platforms should play an important role in this regard in light of the project's contributions.



CODE OF OPERATIONS OF THE IDERAM MULTI-STAKEHOLDERS GROUP (IDE-MSG)

Project summary, aims, outputs

Aging of the population is challenge for all EU regions. But it means in the same time also an opportunity for Growth and Jobs as there is created great potential to deliver innovative solution for Home Care. Common challenge in all HoCare regions is unlocked potential to delivery innovation it this field. 8 partners coming from different EU regions decided to join forces and form HoCare project to address these challenges.

Objective of HoCare project is thus to boost delivery of Home Care innovative solutions in regional innovation chains by strengthening of cooperation of actors in regional innovation system using Quadruple-helix approach and the aim is to do it by improvement of relevant Structural Funds thanks to the international policy learning.

HoCare project aims to positively influence efficiency, impact, level of project qualities etc. of structural funds.

The aim is to do this by improvement of 8 Regional / National structural funds available in 8 HoCare regions to support research and innovation in the field of Home Care. As a result, HoCare aims to improve management structures funds. These improvements at strategic level will be complemented at practical policy level by generation of 10 practical projects funded from tackled funds and inspired by policy learning and good practice exchange inside HoCare partnership.



The above mentioned improvements will target primary 3 sub-objectives of HoCare project:

- 1) Generation of innovation through addressing unmet needs of customers
- 2) Generation of innovation through public driven innovation by boosting adaption of innovative solutions
- 3) Bring innovative Home Care solutions quicker to the market.

These results will be achieved mainly thanks to SMART outputs delivered and thanks to 4 dimensional international policy learning process. 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: 3x 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. 800 participants will increase their professional capacities thanks to these events.

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



Project Partners

- 1 Nicosia Development Agency (ANEL) CY
- 2 Development Centre of the Heart of Slovenia SI
- 3 Business Agency Association BG
- 4 National Institute for Research and Development in Informatics RO
- 5 Lithuanian Innovation Centre LT
- 6 National Healthcare Service Center HU
- 7 IDERAM Business Development Institute of the Autonomous Region of Madeira PT
- 8 DEX Innovation Centre CZ

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

To increase the chance of achieving policy change, project partners should therefore actively involve relevant stakeholders from their region in the activities of the project. This group has therefore an intraregional focus and is constituted by players from each region. Some of these stakeholders may be those who implement measures of the action plan later on.

The corner stone of Quadruple Helix approach is the facilitation of communication and cooperation across actors representing each helix. This approach is reflected in HoCare project through the formation of 1 Multi-Stakeholder group in each region constituted



by 20 institutional members, while it is obligatory for all PPs to involve to Multi-stakeholder groups representatives from all “helixes”. That means:

1. Formal (hospitals, social houses, senior houses, doctors, other health care professionals) and informal (mostly family members of elderly care recipients) providers of health care;
2. Industrial actors or business support actors related to home care industry (SMEs, LMEs, business supporting actors, as 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 at regional and national level, Senior Managers from Health Insurances and Regulators).

Benefits for the OP and for the stakeholder

- By generating of high quality projects in the frameworks of tackler SFs.
- Raising awareness about using of Quadruple Helix approach for delivery of innovative Home Care solutions.
- Changing of mindset to boost public driven innovation.
- Disseminating knowledge.
- Shared regional policy issue by exchanging their experiences and practices in order to integrate the lessons learnt from this cooperation into their policies.
- Improve the performance of the regional policy instruments
- Disseminate the most interesting findings.
- Policy learning are transformed into actions.



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- The objective of working groups is to further develop proposed good practices and strengthen the exchange of knowledge between PPs for further development of the Action Plan.
 - Working groups results to HoCare Regional Analysis
 - The possibility on the Thematic Workshop the representatives of Quadruple Helix to present their own success stories.
 - Raise awareness about the HoCare project and effectively utilize experiences and knowledge of the multi-stakeholder group.
 - HoCare project aims to positively influence efficiency, impact, level of project qualities of structural funds.
 - 8 Action plans will formulate a roadmap for the structural funds improvement.

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

Four meetings will be organized during the project:

- **1st Stakeholder meeting** - November 2016 - To present the project and the Thematic workshop methodologies. During the 1st. Stakeholder meeting, the findings from Regional Analysis will be presented and additional input will be added; good practices, knowledge and information provided by stakeholders will be noted. The aim is to boost stakeholder learning process, to raise awareness about the HoCare project and effectively utilize experiences and knowledge of the multi-stakeholder group.

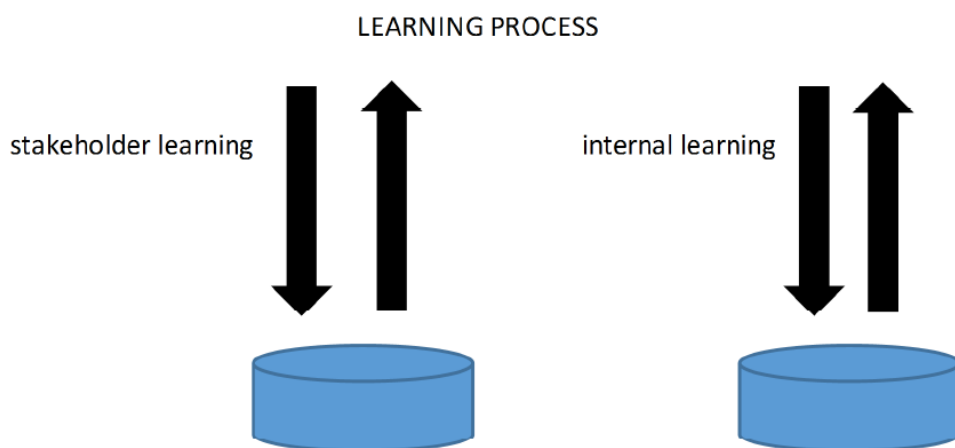


- **2nd stakeholder meeting** - August-September 2017 - Apart from sharing knowledge and experience through international events (as part of organizational and stakeholder learning process), the objective of the second meeting will be to initiate the process of Action plan preparation and get input for the Action plan from Multi-stakeholder group.

- **3rd stakeholder meeting** - January 2018 - In order to present the draft and get comments and proposal for improvements from colleagues in their organization and from multi-stakeholder group.

- **4th stakeholder meeting** - March 2018 - To present their final Action Plan and initiate the implementation process.

Internal reporting meetings are partner institutions organizational learning processes to upscale learned experience on individual level from stakeholder meetings to an institutional level. The main aim of these meetings is to upscale learning from individual to institutional level within partner organizations.





List of members

Public actors:

Social Security Institute of Madeira, IP-RAM (ISSM, IP-RAM)
IDR, IP RAM – Regional Development Institute
Regional Secretariat for the Tourism Economy and Culture
SESARAM Madeira – EPE - Health Services of Madeira,
IA-Saúde - Health and Social Affairs Institute, IP-RAM
Regional Secretariat for Social Affairs and Inclusion
Regional Secretariat for Health

Research actors:

M-ITI HCI Research Institute in Madeira
Madeira University
ARDITI – Regional Agency for the Development of Research, Technology and Innovation
Madeira Rochas - Scientific and Cultural Disclosures

Industrial actors or business support actors related to home care industry:

ACIF – Chamber of Commerce and Industry in Madeira
Thalasso SPA
ACIN - iCloud Solutions, Lda
Montepio Geral Bank
MadeBiotech - C R & D, S.A
Wowsystem, Lda

Formal and informal providers of health care:

Nélio Mendonça Hospital and João de Almada Hospital
Union of IPSS of Madeira
Alzheimer Foundation Regional Delegation
Dilectus Madeira – Assisted residence



IDE Multi-stakeholders Group Coordinator (IDE-MSG)

The corner stone of Quadruple Helix approach is the facilitation of communication and cooperation across actors representing each helix. This approach is reflected in HoCare project through the formation of one multi-stakeholder group in each region by 20 institutional members.

The IDE Multi-stakeholders Group is composed by different actors. For coordinate the multi-stakeholder group, a person will be appointed as a coordinator of the group. This person either the IDE HoCare project manager or an ad hoc external expert recruited to perform this task. The decision will be made by the members of the IDE-MSG. The IDE-MSG 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.

Basic rules of RMG meetings and roles of each stakeholder

The ground rules of multi-stakeholder groups meetings set the main principles of responsibility for behaviour:

- **Attendance:** strive to ensure the personal participation in all meetings. In the absence of opportunities to delegate a competent person able to represent the institution.
- **Promptness:** to carry out the delegated tasks or obligations on time;
- **Participation:** everyone's viewpoint is valuable; build upon each other's ideas.
- **Conversational Courtesy:** listen attentively and respectfully to one another; don't interrupt; hold one conversation at a time.



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- **Communicate** ideas and feelings accurately and clearly (be willing to listen, question, and speak);
 - Encourage other members to **actively participate**, acknowledge others' contributions.
 - **Influence other members** based on expertise, access to information, and ability, not on authority - power is distributed equally throughout the group.

Engage in **constructive controversy** by disagreeing and challenging ideas or proposals through discussion, thus promoting creative decision-making and problem-solving.

The main functions of stakeholder group members are:

- Get acquainted with the material before the working group meeting and, if necessary, organize its discussion in the represented institution;
- Provide comments and suggestions on reading material before the deadline;
- Proactively participate in the stakeholder group meetings;
- During the meeting provide position on the issues discussed;
- If appropriate, make remarks of combining the minutes;
- Share the received information with the authority represented by;
- Share learning and experiences with other partner organizations;
- If possible - publicize the project and benefits.

Tips for Organization of meetings

- First meet separately with the different actors and explain in what consists the project, making him knowm the importance of HoCare Project and the benefits and results that it allows him achieved with it;
- Do a survey of best practices, in order to share with all the stakeholders and later with the other partners;



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- Giving them an opportunity to express with all stakeholders their most successful cases;
 - Consolidate experiences and good practices, trying to share know-how with all representatives of different actors;
 - The meetings should be short and efficient;
 - Sufficient time should be secured so that every member will be able to express its opinion, but no more than 3 hours;
 - Avoid long presentations/speeches;
 - Another tips during the sessions:
 - Well prepared agenda;
 - Working room with good conditions for the meeting;
 - Coffe break;
 - Presentation of the project.
 - After each meeting, group members periodically receive the following information:
 - Minutes of meetings;
 - The main working group's formulated proposals, comments or recommendations;
 - Separately summarized the main working group's formulated proposals, comments or recommendations;
 - Information about main events of the project;
 - Information about project's outputs;
 - Methodological and training materials, etc.
 - The members of multi-stakeholder group will be invited to participate in other project's activities and workshops.