

1ST INTERNATIONAL THEMATIC WORKSHOP

Generation of innovation by addressing unmet needs identified by formal and informal providers of health care

Funchal, 26-28 January 2017

REPORT



Introduction

IDERAM - Business Development Institute of the Autonomous Region of Madeira organized the 1st international thematic workshop of Interreg Europe project “Hocare” at the Museum of Electricity on the 27th of January of 2017.

Attended more than 100 people with an interest in the matter, contributing to the success of the event.

Increasingly the aging of the European population will lead to changes and the emergence of new social challenges arising from this new reality. The future presents a picture in which there will be a greater number of elderly people and a longer healthy life expectancy.

The International Thematic Workshop on Home Care offered many opportunities for the exchange of experiences and good practices in the field of innovative home care solutions.



Opening Speeches

During the opening speeches Dr. Eduardo Jesus, Regional Secretary for Economy, Tourism and Culture, agreed on the importance of this sector for RAM and that the aging of the population is bringing opportunities for new companies and the development of innovative solutions for the provision of home care and marked opportunities in the sector Business in Madeira.

The President of the Business Development Institute of the Autonomous Region of Madeira, Dr. Jorge Faria, explained the benefits of this cooperation in the HoCare project and detailed the length of the project, the total amount of the project and the countries participating in the project. The managing director of Nicosia Development Agency Mr. Eleftherios Loizou explained the expectations of the project and the next steps such as the thematic workshops.



Current Situation regarding Home Care R&I support

The current situation in each country/region regarding Home Care R&I support were presented by the following speakers with the main topics addressed:

Gabriela Florescu - National Institute for Research and Development in Informatics ICI Bucharest

Country: ROMANIA

Current Situation:

- the national level organizations for informal care are generally from Religious Nature.
- the complexity and the bureaucracy as participant in projects funded
- the network in Home Care is efficient via SeniorNet network for long term cooperation
- ICT tools for health/homecare developed by research operators are not well received



Rui Freitas - Instituto de Segurança Social da Madeira, IP-RAM

Country: PORTUGAL

Current Situation:

- **Strengths** - Home Care Service coverage throughout the Region; Extension of Home Care Service working hours; Involvement of a large number of NGO Partners; Assignment of Technical Aids as a complementary resource; Single / efficient management of home care resources
- **Needs** - Improvement of the Home Care Information System; Upgrading and diversification of services at home; Creating new and innovative responses to the relief of informal caregivers; Reinforcement of Home Care teams with other professionals; Upgrade / qualification of the technical teams;



Michal Štefan - DEX Innovation Centre

Country: CZECH REPUBLIC

Current Situation:

- not so many national level organizations in informal care and not for innovative solutions
- formal providers mainly university hospitals via research projects
- they know the needs from home care very well, but are overwhelmed by financing problems of their operations
- the network in Home Care in CZ is small
- CZ actors can develop great ICT gadgets for home care use, but with few implementation.



Elena Nikolaidou and Kyriaki Varnava - Home Nursing Services, Ministry of Health

Country: REPUBLIC OF CYPRUS.

Current Situation:

- The Ministry of Labour and Social Insurance has the Social Welfare Services Department and the responsibility of Social Inclusion of disabled people.
- Home Nursing is divided in community nursing, Non-governmental organizations and private nursing agencies.



Vesna Dolničar, University of Ljubljana, Faculty of Social Sciences, Centre for Social Informatics

Country: SLOVENIA.

Current Situation:

- There should be a better mechanism for coordinating activities in telecare and telehealth within and between government directorates, research organizations, the (health)care services and SME's.



István Csizmadia, National Health Service Center (ÁEEK)

Country: HUNGARY

Current Situation:

- **Strengths** – (Providers of Healthcare) Continuous innovation in the care service solutions and procedures; (Research) Practicing teachers and clinicians and creative students and post graduates; (Businesses) Innovative private homecare providers and manufacturers ready to develop and innovate; (Public Institutions) Care providers, Insurance fund, Authority HTA and Drug, RIS3 and OP tools.
- **Weakness** - (Providers of Healthcare) Lack of knowledge about and/or in using the new technologies,+ Weak motivation; (Research) Lack of own resources and low level of wages; (Businesses) Lack of own resources and low level of wages; (Public Institutions) Inflexible, bureaucratic structures and low level of wages and lack of own resources.



Sigitas Besagirskas, Vilnius Industry and Business association,

Country: LITHUANIA

Current Situation:

Sigitas Besagirskas President of Vilnius Industry and Business association Addressed the following themes :

- Health care providers
- Business
- Research actors
- Public actors



Silvia Stumpf, Business Agency Association

Country: BULGARIA

Current Situation:

- many organizations in informal care are operating at national level, , however not for innovative solutions
- Formal providers are not pro-innovation oriented
- Innovations is driven by business, research is focused on health issues, not on home care
- There is a discrepancy between different policies and applicable strategies
- The unmet needs are formulated more clearly by the pro-innovative participants in the helix, and not by he need users/careers
- To implement innovations in home care the careers need to be largely informed about them



Presentation of Good Practices - Elevator Pitch

The Presentation of Good Practices from each country/region regarding Home Care R&I support were presented by the following speakers with a brief description:

Mircea Marzan, MD, EMBA General Manager - Ana Aslan International Foundation (Romania – stakeholder)

Good practice: PROJECT

Country: ROMANIA

- CarerSupport - Integrated Platform for Informal Carers' Training, Tele-consulting and Collaboration. The main innovation of the project lies in the creation and operation of a sustainable pan-European ICT-based ecosystem for the training, orientation and support of informal carers.



Jorge Faria, Instituto de Desenvolvimento Empresarial da Região Autónoma da Madeira (IDE, IP-RAM)

Good practice: MANAGEMENT

Country: PORTUGAL

- PROciência 2020 - System of Financial Incentives to the Production of Scientific and Technological Knowledge of the Autonomous Region of Madeira. Aimed the Generation of innovation by addressing unmet needs identified by formal and informal providers of healthcare



Jan Kubalik, DEX Innovation Centre

Good practice: PROJECT

Country: CZECH REPUBLIC & CENTRAL EUROPE

- InTraMed-C2C - Innovation transfer in the medical sector from clinics to companies. Pilot generation of new products, processes and services by cooperation of clinics and SMEs.

Deployment strategy of the Innovation transfer from clinics to companies for the Central Europe program area.



Eleftherios Loizou Nicosia Development Agency (ANEL)

Good practice: PROJECT

Country: CYPRUS

- DITIS - Virtual collaborative teams for home health-care – Design and creation of new ICT technologies for provision of needed services (DITIS Platform). Training and set up of multi-disciplinary health-care professionals teams.



Dr. Vesna Dolničar - University of Ljubljana, Faculty of Social Sciences, Centre for Social Informatics

Good practice: PROJECT

Country: SLOVENIA

- m-ageing - Digital inclusion and active ageing: Developing a user-centered methodological approach to investigate the use of mobile phones among older people. Potential for triple-win outcome: improved QoL of older people and informal carers, financial gains for the health and social care sector, new market opportunities.



István Csizmadia - National Health Service Center (ÁEEK)

Good practice: PROJECT

Country: HUNGARY

- BioTech_InnoCluster-IVD - Development, manufacturing and sales of in vitro diagnostic (IVD) medical devices, equipment, reagents and agents and services. Better diagnosis helps to develop innovative medicines for personalised/functional care providing appropriate solution and humane treatment with less pain and adverse reaction



Edgaras Leichteris - Lithuanian Innovation Centre

Good practice: STRATEGIC FOCUS OF OP

Country: LITHUANIA

- Improvement of R&I priority setting process - Sophisticated engagement methodology which brought Fundamental change how priorities are set up, Showed value of the debate process and closest implementation of Quadruple Helix in practice for Lithuania.



Silvia Stumpf, BAA, Bulgaria

Good practice: PROJECT

Country: BULGARIA

- Development of sustainable capacity of the center for applied technology related to health
The center provides opportunities for the realization of cloud services, basis for building a network of virtual laboratories for remote monitoring, capacity for continuing education nationally and innovation events attracting academia professionals and business



Other Success Stories - Moderated Panel

The objective of this moderated panel was to allow for a broader approach to the successful examples of home care related cases, both. By sharing their stories and there examples, including the positive and negative experiences, the participants can help the HO-CARE partners to assess their needs and the applicability of the presented models to their reality. The panel was formed taking into account the Quadruple- Helix approach also to force the debate between the participants and lead them to conclude (together with the audience) the advantages that could have been achieved if all the presented projects could have started using this approach. The participants were:

- Prof. Dr.. Sergi Bermúdez i Badia from University of Madeira, were he develops research in the fields of Informatics, Human Computer Interaction and Entertainment Technologies. In this panel, Professor Sergi represents the University/Research Institutions;
- Mr. João Vasconcelos e Sá from Dilectus- an assisted residence for senior people that is considered as an example of good practices in the care of people with special needs. In this panel, Mr. Vasconcelos e Sá represents the civil society and the private sector;
- Prof. Dr. Pedro Filipe Pereira Campos from the WowSystems company. This company has been developing solutions for human-machine interactions with special applicability in the case of home care solutions. Prof. Pedro represents both the university and the private sector and show how this partnership can be successfully achieved;
- Mr. Rui Carvalho from the Bclose company. Mr. Carvalho has presented an innovative project in the field of ICT that can significantly improve the life quality of people with special needs. The company Bclose was also representing the private sector in this panel, and
- Ms. Catarina Campos from the Institute for the Regional Development of Madeira, the regional funding agency. Ms. Campos represented the public sector and helped understanding the frame of this Home Care topic in the current funding scheme from the European Comission and from the Regional priorities that were established under the Program “Madeira 2020”.

The panel was very successful and was able to achieve its goals, since it became clear, both for the participants and for the audience that all of the success cases presented could have been boosted and improved if the Quadruple- Helix approach has been used since the conception of the projects.



Interactive working groups

1st Interactive working group - Facilitated by Silvia Stumpf:

Participants:

1. Sigitas Besagirskas, Lithuania
2. Eleni Malekkidou (ANEL), Cyprus
3. ANA SAVŠEK, Slovenia
4. Jan Kubalík, Czech Republic
5. Snejana Angelova, Bulgaria
6. Boris Krastev, Bulgaria
7. István Csizmadia, Hungary
8. Gabriela Florescu, Romania
9. Rui Carvalho, Madeira - Portugal

The 1st interactive working group was focused on the topic “Transferable projects: Businesses”. 3 GPs related with answering unmet needs in the home care sector have been selected to be discussed within this workshop – 1 from Bulgaria, 1 from Hungary and 1 from Cyprus. It has been facilitated by Silvia Stumpf, senior expert from PP3 (Bulgaria). The group included 10 participants from 8 countries, each one representing different helixes of the quadruple-helix to ensure feedback from all interested parties. The session was open by a brain-storming activity on the agreed understanding of the concept of “unmet needs in home care”. Then all participants have been briefed shortly about the pre-selected GP’s by the relevant participants. A vivid discussion has been facilitated on every GP, applying a participative analysis of strong and weak sides of it, specifying the further need for additional information and enlisting the countries that have expressed their interest for transferring the selected GP.



2nd interactive working group - Facilitated by Edgaras Leichteris:

Participants:

1. Eleftherios Loizou (ANEL), Cyprus
2. ALEKSANDRA GRADIŠEK, Slovenia
3. Mustafa Chaushov, Bulgaria
4. Gabriella SZÁNTÓ-NAGY, Hungary
5. Catarina Campos, Managing Authority, Madeira – Portugal
6. Florescu Valentin, Romania
7. Zeljko Savic, Slovenia

The aim of the 2rd working group was to work on the two selected good practice cases in the management/strategic focus of the OP. Target audience of the working group was managing authorities and other interested public or other representatives.

Two cases were selected as good practice:

- 1) Good practice on Improvement of R&I priority setting process (Lithuania)
- 2) Good practice on Incentive system PROCIÊNCIA 2020 (Portugal, Madeira region)



3rd interactive working group - Facilitated by Mantas Vilys:

Participants:

1. Henrika Varnienė, Lithuania
2. Kyriaki Varnava (Ministry of Health), Cyprus
3. Eleni Nicolaidou (Ministry of Health), Cyprus
4. IGOR KOŠIR, Slovenia
5. Michal Štefan, Czech Republic
6. Radostina Panajotova, Bulgaria
7. Béla Muzsik, Hungary)
8. Mircea Marzan, Romania
9. Sergi Bermudez, Madeira - Portugal

The 3rd group has been focusing on transferable projects that are relevant to formal and informal care providers. During the session 3 GPs have been analyzed and discussed by the participants:

- 1) Digital inclusion and active ageing: Developing a user-centered methodological approach to investigate the use of mobile phones among older people (Slovenia)
- 2) CarerSupport: a platform providing combined services for informal carers: education & training, psychological support, collaboration and tele-consulting (Romania)
- 3) Intramed: Innovation transfer in the medical sector from clinics to companies (Czech republic)



Presentation of the conclusions, next tasks and closure

1st interactive working group - Facilitated by Silvia Stumpf:

The workshop ensured the final tune-up of the preselected 3 GPs to be ready for transfer into interested countries. The participative format – with the active involvement of all participants in the process of fine-tuning of the data required for the full understanding of the GPs’ – helped shaping up the information gathered in accordance to the unmet needs in different countries. The concerns and challenges discussed for every specific GP contributed strongly for the further preparation of the GPs selected for transfer. The workshop discussion clarified some bottle-necks and burdens related to the country-to-country transfer that helped improving the methodology for the preparation of next Objective 2 GPs and next workshops. It also became clear that a longer format of the workshop and the provision of the GPs’ to the participants before the workshop would improve the effectiveness of next workshops.

2nd interactive working group - Facilitated by Edgaras Leichteris:

2rd working group decided:

- 1) that GP on Incentive system PROCÊNCIA 2020 is not suitable for further transfer at the moment, because it is in the too early phase of the development and it is too early to judge about the results. Group concluded that further information is needed, especially on the outcome of Regional ageing plan implementation, which in case of good results seemed a good case for a potential transfer to other countries.
- 2) That GP on Improvement of R&I priority setting process has potential for further transfer. Most interested country was Bulgaria, but only to some parts of the GP (in particular – “testing” phase, where S3 priorities were tested with the help of the questionnaire on the wider audience). Other countries concluded that they have similar systems already and there is no need for big changes in those systems. Also a lot of

depends on the context of specific country – for example in Hungary the system is sophisticated and it will be difficult to transfer good practice, for Cyprus GP seemed too sophisticated with too much products, but in general there was agreement that there are elements in this GP where countries can learn from each other. Need for further information was on the role of consultants in the project, lessons learned about engaging business companies, potential for simplification of procedures and amendment of procedures (where we can improve). Also was concern that quadruple helix was not implemented, because 2000 experts does not correspond to society and public in general. So this process can be also improved.

3rd interactive working group - Facilitated by Mantas Vilys:

All three GPs have been presented to the group by the experts that have been directly involved in development and/or implementation of these GPs in the national ecosystem. This proved to be a successful practice as the experts with the hands on experience with the particular GP at the national level were not able to answer all (even the most bizarre) questions/concerns/comments of the partners from other countries but also to help develop possible GP transfer scenarios that could be relevant to the particular country affairs. During the session main contributors to the enlightenment of the GPs and possible transfer scenarios has been made by - Michal Štefan (Czech Republic), IGOR KOŠIR (Slovenia), Mircea Marzan (Romania). After the GPs have been presented representatives from other countries had a chance to declare the expression of interest to the particular GP. Lithuanian, Cyprus, Bulgarian, Hungarian stakeholders expressed the initial interest in the GP from Slovenia, Lithuanian, Cyprus, Bulgarian, Hungarian, Romanian stakeholders expressed the initial interest in the GP from Czech Republic whereas the Slovenian, Cyprus and Bulgarian stakeholders expressed the initial interest in the GP from Romania. The map of initial expressions of interests to the GPs analyzed in the working group will serve a framework for the future project activities and for the next steps of GPs transfer facilitation.

Press Conference

During the press conference, Dr. Eduardo Jesus, Regional Secretary for Economy, Tourism and Culture, agreed that the aging of the population is bringing opportunities for new companies and the development of innovative solutions for the provision of home care and marked opportunities in the sector Business in Madeira.

The President of the Business Development Institute of the Autonomous Region of Madeira, Dr. Jorge Faria, explained the benefits of this cooperation in the HoCare project.

The Chairman of the Board of Directors of the Madeira Interactive Technologies Institute, Nuno Nunes, said that there are some models of cooperation between researchers and companies in the area of successful home care, and stressed the importance of the quadruple-helix approach involving all its stakeholders



ANEXO

AGENDA

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Funchal, 26-28 January 2017

AGENDA

26.01.2017

Place: Auditorium of the Regional Secretariat of Agriculture and Fisheries, 21, Avenida Arriaga, Golden Gate Building, 5th floor - Funchal.

17:00 Preparatory meeting between partners / stakeholders

17:00 - Michal Štefan, DEX Innovation Centre, Czech Republic - Final guidelines and details about the methodology of the Thematic workshop

17:30 - Eleftherios Loizou, Nicosia Development Agency, Cyprus - Opening Speech of the Thematic workshop

17:45 - Ana Savšek, Development Centre of the Heart of Slovenia - Press conference of the Thematic workshop / Session between DEX and the 3 facilitators

18:00 – Michal Štefan, DEX Innovation Centre, Czech Republic - Session between DEX and the 3 facilitators

18:30 Preparatory meeting between partners

18:30 - Eleftherios Loizou, Nicosia Development Agency, Cyprus - Next steps WP1

18:45 - Ana Savšek, Development Centre of the Heart of Slovenia - Next steps WP2

19:00 - Michal Štefan, DEX Innovation Centre, Czech Republic - Next steps WP3

27.01.2017

Place: Congress hall, Electricity Museum, Rua Casa da Luz, 2 - Funchal

9:00 Registration and Reception

9:30 Opening speeches

- Jorge Faria, President of IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira
- Eleftherios Loizou, Managing Director of Nicosia Development Agency, Cyprus, Lead partner
- Miguel Albuquerque, President of the Regional Government of Madeira

10:00 – 10:30 Press Conference

Speakers:

- Miguel Albuquerque, President of the Regional Government of Madeira
- Eduardo Jesus, Regional Secretary of Economy, Tourism and Culture
- Jorge Faria, President of IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira
- Eleftherios Loizou, Managing Director of Nicosia Development Agency, Cyprus, lead partner
- Nuno Nunes, President of Madeira Interactive Technologies Institute

10:00 Current situation regarding Home Care R&I support – Keynote Speech

- DEX Innovation Centre, Czech Republic
- Development Centre of the Heart of Slovenia
- National Healthcare Service Center, Hungary
- Business Agency Association, Bulgaria
- National Institute for Research and Development in Informatics, Romania
- Lithuanian Innovation Centre, Lithuania
- IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira
- Nicosia Development Agency (ANEL), Cyprus

11:00 Coffee Break

11:30 Presentation of Good Practices - Elevator Pitch

- Nicosia Development Agency (ANEL), Cyprus
- DEX Innovation Centre, Czech Republic
- Development Centre of the Heart of Slovenia

- National Healthcare Service Center, Hungary
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- Business Agency Association, Bulgaria
- National Institute for Research and Development in Informatics, Romania
- Lithuanian Innovation Centre, Lithuania
- IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira

12:30 Lunch break

14:30 Other Success Stories - Moderated Panel

Moderator: Miguel Cardoso

15:15 Q&A session

15:30 Interactive working groups

- 1st group – Transferable projects: Businesses
Facilitator: Silvia Stumpf (Bulgaria)
- 2nd group – Transferable projects: Formal and informal care providers
Facilitator: Mantas Vilys (Lithuanian)
- 3th group – Management and strategic focus of Operational Programme
Facilitator: Edgaras Leichteris (Lithuanian)

16:30 Coffee Break

17:00 Continuation of the Interactive working groups

18:00 Presentation of the conclusions, next tasks and closure

Conclusions

- Facilitator: Silvia Stumpf (Bulgaria), 1st group
- Facilitator: Mantas Vilys (Lithuanian), 2nd group
- Facilitator: Edgaras Leichteris (Lithuanian), 3th group

Next tasks

- Michal Štefan, DEX Innovation Centre, Czech Republic
- Ana Savšek, Development Centre of the Heart of Slovenia
- Cristina Gouveia, IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira

Closure

- Jorge Faria, IDE, IP-RAM, Business Development Institute of the Autonomous Region of Madeira

28.01.2017

9:15 Meeting point - Hotel do Carmo, Travessa do Rego 10 - Funchal

10:30 Meeting with Chamber of Commerce and Industry of Madeira

11:00 Technical visits to present good practice

12:30 Lunch