Regional Stakeholder Group Meeting

Partner/Region:	Date:	Round:	Participants:			Main outputs:
Autonom'Lab / Gérontopôle Nouvelle-Aquitaine	10/12/2021	Meeting n°1 in Bordeaux	**Name of the structure**	**Name of the participant**	**Function**	See below
			ALOGIA	Lisa POTIER	Responsable R&D	
			LINESTIE COM	Aurélie THEVENET	Founder & CEO	
			EHPAD LA MADELEINE (retirement home)	Sylvain CONNANGLE	Director	
			ULLO	Rémy RAMADOUR	CEO	
			NOMADEEC	Louis ROUXEL	Medical Director	
			EHPAD Saint-Dominique d'Arcachon (retirement home)	Mickaël CHALEUIL	Director	
			ReSanté-Vous	Guy Le Charpentier	Directeur et Co-fondateur	
			La Poste, Silver économie et Santé	Dr. Omar BELOUCIF	Directeur médical	
			SATELIA	Dr. Laurent BETITO	Director medical innovations	
			SATELIA	Aurélie ROBIN	nurse	

Cabinet HD Link	Hervé DUFAU	CEO
DIGITAL STRATEGIST	Gaël MULLER	CEO & Digital Expert
Région Nouvelle-Aquitaine (online)	Nadège DUBERNARD-NEGRE	Silver Economy project manager
La Poste Silver économie et Santé (online)	Julien VALLAS	Strategy Director - La Poste Silver économy and health & president of Nouveal

We organized visio-conference at a B2B level with the following people who could not attend the stakeholder meeting in Bordeaux. Thus, they are part of our stakeholder group:

Corinne LLOVEL, Director of PTA/DAC of CORREZE
Noëlle SAINT UPERY, Director of ESEA
Anaick PERROCHON, researcher at HAVAE lab

Isabelle LESTERPT and Lucie VAAMONDE organized this stakeholder meeting in Brdeaux for the ITHACA Covid project.

All the participants participated in the ITHACA questionnaire. The meeting was organized through a co-creation afternoon divided into 2 workshops.

The co-creation workshops were aimed to have a clear vision on the creation and/or development and/or improvement of digital products, processes and services used during the COVID-19 pandemic, intended for the elderly (as well as throughout life), within the Nouvelle -Aquitaine region mainly.

The first workshop was organized in order to detect the needs and difficulties arising from COVID pandemic. And the second one was organized in order to classify the practices mentioned in workshop 1 and in relation with the ITHACA Covid project (mainly in the Nouvelle-Aquitaine region).

Workshop 1: Needs/Difficulties arising from the COVID 19 pandemic

Regarding the needs that have been identified during the COVID pandemic, several items emerged:

1/ Digital:

- Culture and digital access

- Problems of access to technologies

 - Lack of internet speed

- Digital acculturation of seniors

- Access to digital technology for beneficiaries but also for certain actors

2/The social bond and isolation:

- Maintain social ties

- Drastic drop in the social relations of the elderly, especially without digital tools

- Facilitate professional and personal exchanges

- Sedentarization

- Social stimulations and interactions

- Need news from relatives

- Social isolation

 - A relative in difficulty and we do not know who to contact or where to find information (feeling of loneliness)

3/Professional life:
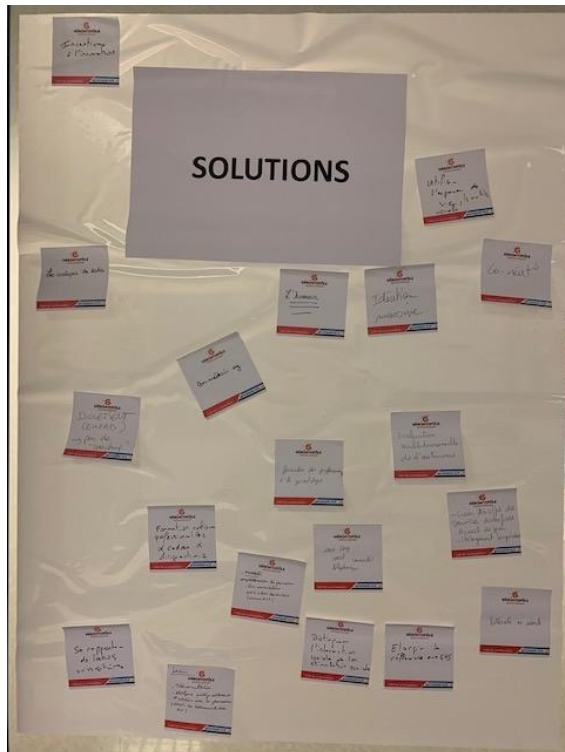
- Decline in vocational training

- Staff training

- People's illiteracy and lack of mediators in digital health

- Lack of training in gerontology for professionals

- Understaffed and turnover

- Problem of exchanges of interprofessional practices and recognition of work

- Shortage of doctors

- Problems of organization and integration of digital on a daily basis

- Need for increased remote supervision

- Frequency of assessments (of people)

4/The integrated care pathway:

- Fewer interactions between home helpers and families

- Stimulation of health literacy for the elderly

- Caregiver exhaustion

- Need to understand what will happen in the context of hospitalization or entry into a home retirement

5/In general:

- Decrease in innovative approaches

- Uncertainties and immobility

- Find funds to finance projects

- Too many differencies between health systems in Europe.

Here are the solutions found to the needs listed above:

1/ Digital:

- Data analysis,

- My doctor.org

- "Nouveal" with the digitization of care pathways

2/ Social bond and isolation:

- Long-term follow-up

- Distinction between social interaction and social stimulation

- Use the usual tools and living space

- Day reception in retirement homes

- Temporary accommodation in retirement homes

 3/Professional life:

- Innovation incentives

- Massive ideation

- Co-creation

- Continuous training of professionals

- Extend reflection to SHS (human and social sciences)

- Diversified service offerings

- The human

4/The treatment path:

- the digitalization of the care pathway with applications or software that allow patient monitoring

- Long-term follow-up (already present in the theme of isolation/social ties)

- Multidimensional evaluation of autonomy

- Health literacy.

An important discussion took place also between the participants, in particular around the acculturation of people in the front of digital technologies.

The second workshop was organized in order to classify the practices mainly created or improved or developed in the Nouvelle-Aquitaine region (mentioned in workshop 1 and in relation with the ITHACA Covid project). The list can be attached to this document if needed. This workshop aimed to know which practices are important to be presented during the ITHACA PRGA.

Conclusion:

The stakeholders were really motivated to participate in the stakeholder meeting first because it allowed them to present their own innovative products/services/processes and also because they are eager to exchange knowledge of the digital products, processes and services used during the COVID-19 pandemic, intended for the elderly (as well as throughout life), in the other partner regions of the ITHACA COVID project.

Photos:

Link on Linkedin:

https://www.linkedin.com/posts/lucie-vaamonde-ba33a420_apr%C3%A8s-midi-de-travail-autour-du-projet-europ%C3%A9en-activity-6875118801881563136-OJQR/