



TAKING
COOPERATION
FORWARD



Kraków, 24th May 2022



HoCare2.0 Final Transregional Evaluation



HoCare2.0 SME Partners

LESSONS LEARNT

- The presentation summarizes the key learnings and overall evaluation and experience gained during the SME Co-creation Pilot implementation.
- The Pilots were conducted in health care facilitations for seniors.
- The key learnings and lessons learned are categorized based on the topic:
 - Technical equipment
 - Cooperation on IT solutions with silver generation
 - Other



LESSONS LEARNT

- For testing and usage of technical equipment, especially the testing prototypes is beneficial to involve **a technician on site**.
- It's essential to always have **spare technical equipment** (PCs, tablets, mobile phone).
- An accurate preliminary **assessment on the IT conditions** of the house of the user is crucial for the correct functioning of the solution (i.e. availability of a strong mobile phone signal).
- Seniors should be **technically inclined** and able to operate a smartphone.
- A very clear structure and **easy-to-use interface** of the application must be ensured



LESSONS LEARNT

- The key to working with nursing home residents is to involve the nurses. The **nurses are crucial** for the pilot implementation and the quality of the results.
- Meetings should always start with a **short summary** of what has already happened to pick up the participants and focus their attention on the task ahead
- Regular, **physical meetings** are important for motivated participants
- **Virtual meetings** should last one hour maximum.



LESSONS LEARNT

- **Silver generation** does not shy away from digital solutions, if they are properly introduced and used.
- It is very important to **listen actively and carefully**. First feedback from participants may be unspecific, by using questions or by joint conversation the true requirements come to light.
- The most important part of the co-creation process is **getting the trust** of all participants, keep regular contact, answer all the questions.
- Seniors have big difficulties to imagine what kind of help they will need in future



LESSONS LEARNT

- There might be a challenge to overcome a possible barrier to the co-creation process represented by **the GDPR**. Mainly if the project participants are receiving health care assistance and the implemented solutions involve information about the health conditions.
- The frequent organization of virtual meetings among all the key actors involved in the pilot proved to be very beneficial to the execution of the pilot activities and it can be considered as a good practice.
- Transparent **communication** of the concrete **vision** is very important for successful development
- Good **business connections** are an inevitable element of implementing any project, especially with the personel of day care centres for the elderly.

