



TAKING
COOPERATION
FORWARD

📍 Kraków, 24th May 2022

💬 HoCare2.0 Final Transregional Evaluation Meeting_Workshop

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LESSONS LEARNT

- A strong **relationship** between partner and stakeholders helps to assure a full commitment to the project, the willingness to engage in the project.
- Users and caregivers needs to be **engaged since the beginning** of pilot, with a careful analysis of their needs.
- Users and caregivers should **be informed** of the co-creation process and the goals of the project activities.
- The co-creation approach is very helpful for a **proper design** and management of pilot actions, whenever innovative services are meant to be deployed.
- The challenge with the **Co-Creation Lab** was to ensure the commitment and the involvement of participating members of the 4H organizations throughout the entire lifespan of the project. It should be composed of total maximum 10-12 people
- **Physical meetings** are important for motivating participants in the process and for better communication with care recipients.



LESSONS LEARNT

- Finding suitable care recipients, who are able to participate cognitively as well as physically in the project was one of the biggest challenge.
- A strong involvement of **caregivers** is important.
- Involvement of an **external expert** for communication with the target group is helpful.
- The crucial problem is the **lack of interest of key public** partners for end-user experience and opinion and a limited interest in expert opinion and suggestions.
- In order to have a meaningful pilot with long lasting effects, it is crucial to learn from previous and on-going pilots of other HoCare2.0 partners and other non HoCare2.0 pilots in the field.
- **End-users recruiting** should not be based only on purely clinical data but also on a qualitative evaluation by professional caregivers;



RECOMMENDATION FOR POLICY TOOL

- Improve **summary** to briefly describe important steps of the co-creation proces.
- Improve **language**, less technical would better suit the users.
- The tool is very strongly specialized in the development of products and less in the development of **services**.
- Provide more **practical examples**.
- The part about home care within the health care system (point 2) is not relevant.
- To pay special attention to different **institutional culture** and motivations of public partners, especially the necessary financial sources for new services and rewards for behavioral change.



RECOMMENDATION FOR HEALTH AND CARE POLICY

- Introduction of technological innovations require an **overall re-evaluation** of the existing organizational structures, in terms of roles, tasks and responsibilities, so that the innovative service can be integrated into the existing health and social care system effectively and efficiently.
- The **availability of caregivers** and dedicated support are a necessary requirement so that the technology can be more easily accepted by an elderly user target and possibly affected by cognitive disorders.
- It is essential to maintain a **continuous and constant relationship**, in terms of design and development, with the suppliers of these innovative solutions, in order to ensure any refinements in the implementation phase to facilitate better acceptance of the technology by end user and better integration with local operators.
- Especially care services need more support from the **government**. The "small" service providers have a lack of knowledge about such novel methods of innovation management. If the health system does not address such approaches, the care service will not know about it.



RECOMMENDATION FOR HEALTH AND CARE POLICY

- To **overcome the division** between these two policies. A much more complex transformation is needed to move from current silos systems of health and social home care for elderly.
- The common **stream of funds** for care and health. While social care has to be paid for by the recipient (even though they receive donations from the state to cover these costs), health care is covered by the health insurance and there are no direct payments by the care recipients. This tends to the over usage of health care, which is more expensive for the state, and not enough use of social care.
- Training of the service operators is among the most relevant tasks for public health and care policies: as sometimes opposition to new technologies and wrong enforcement of services based on them are still an issue.
- **Raising awareness** in the care sector of the role of co-creation in the planning of care services

