

– USING CO-CREATION TO IMPROVE HOME CARE WITH MODERN TECHNOLOGIES, POLICIES AND APPROACHES, HOCARE2.0–

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| <u>Organisation(s):</u> | Institution for social care in Prague 4 Central Transdanubian Regional Innovation Agency | |
| <u>Country:</u> | Czech Republic, Hungary | |
| <u>Contact Person:</u> | policy@esn-eu.org | |
| <u>Theme:</u> | <input checked="" type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input checked="" type="checkbox"/> Housing & Homelessness | <input type="checkbox"/> Active Inclusion & Employment <input checked="" type="checkbox"/> Integrated Services <input type="checkbox"/> Mental Health <input type="checkbox"/> Service Quality & Management <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce Support <input type="checkbox"/> Minimum Income <input type="checkbox"/> Other, please specify: |
| <u>Principles of European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i> | Chapter I. Equal opportunities and access to the labour market Principle 3. Equal opportunities Chapter III. Social protection and inclusion Principle 16. Health care Principle 18. Long-term care | |
| <u>Current status of the practice:</u> | <input type="checkbox"/> Concept and design phase <input checked="" type="checkbox"/> Execution & monitoring phase <input type="checkbox"/> Consolidation phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify) | |
| <u>Social issues addressed</u> <i>Please explain the problem you attempt to solve</i> | Social issues and specific needs addressed include: A fast-ageing population and a lack of carers across Europe. The health sector is under pressure as the silver economy being the main consumer (+50% share). Digital involvement of older people is limited- preventing the integration of health services and increased connectivity to the ageing population. Social life and opinions- older people see isolation as a core issue. Housing and living- older people living in institutional households and dwellings were under-occupied as prices were unaffordable. | |

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| | This practice addresses the increasing home care needs of older people. |
| <p><u>Objectives:</u> Please provide a maximum of three objectives in bullet points.</p> | <ul style="list-style-type: none"> • To design a home care solution for and with older people in Hungary, the Czech Republic, Poland, Germany, Slovenia, and Italy. • To establish a co-creation lab in each participating country and, in this environment, prepare and run 18 pilot projects – 2 SME and 1 policy pilot per country. • To improve health and home care for older people. |

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| <p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</i></p> | <p>The HoCare2.0 project is an Interreg Central Europe project involving 11 partners from 6 participating countries (Hungary, Czech Republic, Poland, Germany, Slovenia, and Italy).</p> <p>Social Ambulance in Prague 4: A municipal company - provider of social home and relief care services in Prague's most populous district (130k residents).</p> <p>Voice Control in Mobile Senior Platform: A start-up enterprise creating a mobile platform that helps seniors access communication and other online services.</p> <p>Dr BetMen – The patient journey manager: The National Directorate General for Hospitals is a Hungarian government agency responsible for maintaining 94 hospitals, thus, the biggest actor in the national healthcare system in the country.</p> <p>Tino DTB – The digital therapy companion: DTB is a newly founded part of a pharmaceutical corporation dedicated to digital development in the field.</p> |
| <p><u>Evaluation of practice:</u> <i>Please explain how you evaluate the practice, and what the results were/are so far</i></p> | <p>As the project is still ongoing there is not yet a final evaluation.</p> <p>The original aim of the project was to evaluate mostly through focus group meetings, but the Covid situation made it necessary to also use other approaches, such as surveys and individual interviews. The project was developed in a co-creation lab involving all members of the quadruple helix (science, policy, industry, and society), including a group of care providers and recipients, participates in the review of the pilot projects through every step.</p> <p>The result is establishing 6 co-creation labs in as many countries, involving, apart from other representatives of the quadruple helix, 11 care recipients and 11 care providers in each country. The result is also the completion of 18 pilot projects with several promising results. The limitations of the co-creation process, especially with the specified target audience, were clearly shown due to the Covid situation, as it was tough to perform physical meetings, especially the care recipients, but also many of the care providers still had limited possibilities and skills in participating in virtual meetings and events. On the other hand, this limitation is also a challenge for the project itself, and one of the pilot projects involves a modern communication platform with better accessibility to online communication for older people.</p> |
| <p><u>List three key elements for successful implementation</u></p> | <ol style="list-style-type: none"> 1. Using the quadruple helix to bring new approaches and technologies to health and social home care for older people. |

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| | <p>2. Every country involved in the project has a focus group consisting of 11 care recipients and 11 care providers. This body is used throughout the project and pilots to provide ideas and feedback on the specific technologies and policies tested.</p> <p>3. Pilot projects do not generate extra costs in the long run</p> |
| <u>Sources of Funding</u> | The project is funded through the Interreg Central Europe Programme. Its output will be several pilot projects. Most of these will be for SMEs, who must ensure the continuation of their products and services. The policy pilots aim to be prepared in a way that will not generate extra costs in the long run; on the contrary, they aim to increase the effectiveness of provided care services. |
| <u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i> | Link to organisation/ project LinkedIn |