



# HoCare

## Interreg Europe

**Ho-Care Project: Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains**

**1st Local Stakeholders Group Meeting**  
**Nicosia, 15.10.2016, Latsia Municipality**

## **AGENDA**

**11:30 – 12:00**

Registration & Welcome Coffee

**12:00 – 12:10**

Introduction to **HoCare** Project

**12:10 – 12:20**

Brief Presentation:

Operational Program "Competitiveness and Sustainable Development 2014 - 2020"

Priority Axis 2: "Fostering the use of ICT"

Priority Investment 2c: "Enhancing ICT applications for e-government, e-learning, e-inclusion, e-culture and e-health".

**12:20 – 12:50**

Round table discussion: Current Situation Analysis – Needs Identification

**12:50 - 13:00**

Coffee Break

**13:00 – 13:20**

Round table discussion: Highlight innovative - good practices in the field of Home Care.

**13:20 – 13:50**

Formulation of suggestions for improving the application of the quadruple helix approach

**13:50 – 14:00**

Wrap up – Concluding Remarks – Next Steps



## PARTICIPANTS

| No | Full Name                   | Organization  | Position                                 | Helix side                  |
|----|-----------------------------|---|--|-----------------------------|
| 1  | Eleftherios Loizou          | Nicosia Development Agency  | HoCare Project Manager                   | Public                      |
| 4  | Panayiotis Mountoukos       | Nicosia Development Agency  | HoCare Financial Manager                 | Public                      |
| 5  | Eleni Malekkidou            | Nicosia Development Agency  | HoCare Communication Manager             | Public                      |
| 6  | Maria Malli                 | Nicosia Development Agency  | European Projects Officer                | Public                      |
| 7  | Elli Theodoulou             | Nicosia Development Agency  | European Projects Officer                | Public                      |
| 8  | Christiana Kouta, PhD       | Cyprus University of Technology   | Assistant Professor                      | Academia                    |
| 9  | Philios Savvides            | Materia Group   | Board Member                             | Private                     |
| 10 | Kyriaki Varnava             | Nicosia General Hospital / Ministry of Health                             | Head Nursing Officer                     | Public                      |
| 11 | Athina Christodoulidou      | Strovolos Municipality  | Administrative Officer                   | Public                      |
| 12 | Eleana Theodoulou           | Directorate General for European Programmes, Coordination and Development | Coordination Officer                     | Public (Managing Authority) |
| 13 | Anna Savvidou - Michaelidou | Idalion Municipality  | Administrative Officer                   | Public                      |
| 14 | Charalampos Agathaggelou    | Community Volunteerism Council of Idalion                                 | Director                                 | Civil Society               |
| 15 | Sophia Papadopoulou         | Municipal Multipurpose Centre of Lakatamia                                | Director                                 | Civil Society               |
| 16 | Nikolas Stylianides, PhD    | Leafnet Ltd   | Director                                 | Private                     |
| 17 | Socrates Sarris             | Engomi Municipality   | Cultural Services Officer                | Public                      |
| 18 | Zoe Argyridou               | Municipal Multipurpose Centre of Engomi                                   | Director                                 | Civil Society               |
| 19 | Philippou Anna              | Strovolos Municipal Multipurpose Centre                                   | Director of the Municipal Elderly Centre | Civil Society               |
| 20 | Nicos Kyriakides            | Strovolos Municipality  | IT technical support officer             | Public                      |
| 21 | Ioanna Pieri                | Medigence Home Healthcare   | Assistant Nurse Manager of Operations    | Private                     |
| 22 | Antonis Onisiforou          | Lakatamia Municipality  | Municipal Officer                        | Public                      |



- 1) **Introductory** speech by Eleftherios Loizou, HoCare Project Manager (LP)
- 2) All participants briefly introduced themselves and their organizations.
- 3) **Introductory** presentation of **HoCare** project by Eleni Malekkidou, HoCare Communication Manager (LP)
- 4) Brief Presentation of the **Operational Program "Competitiveness and Sustainable Development 2014 - 2020"**, (Priority Axis 2: "Fostering the use of ICT", Priority Investment 2c: "Enhancing ICT applications for e-government, e-learning, e-inclusion, e-culture and e-health") by Mrs Eleana Theodoulou, Coordination Officer of the Directorate General for European Programmes, Coordination and Development
- 5) **Round table discussion:**
  - i. **Current Situation Analysis – Needs Identification**
  - ii. **Highlight innovative - good practices in the field of Home Care.**
  - iii. **Formulation of suggestions for improving the application of the quadruple helix approach**

All participants described the Current Situation from their point of view and have attempted to a) identify the gaps and the needs from their perspective, b) describe good practices in the field of Home Care in Cyprus and c) to suggest possible ways to make things better in the field of Home Care.

More specifically:

- **Philios Savvides (Materia Group):**
  - a) He highlighted the lack of cooperation between the government and private sector in the field of Home Care and that it constitutes a missed opportunity to effect improvements to Home Care Services.
  - b) Encourage effective dialogue and networking between representatives of the quadruple helix approach.
  - c) Importance of Assessing Quality of Home Care in Cyprus
  - d) Update current legislation after consultation/discussion with representatives from SMEs, Academia, and End users (quadruple helix approach).
  - e) Problems at the Policy Level: The definitions of Home Health Care (Home Care Nursing) and Home Care (non-medical care) are not as clear as they should be.
  - f) Delivery of high quality Home (health) care requires that the general practice nursing and carers staff should be better trained and supported in this area.
  - g) Establish a home care nursing and carer certification program.
- **Kyriaki Varnava (Nicosia General Hospital / Ministry of Health)**
  - a) Reorganization and modernization of the public sector.
  - b) Develop and modernize the regulatory framework for the health sector.
  - c) Strengthening the network of specialized health services.
  - d) Modernization of the public hospital network and strengthening their response capacity by linking them with cooperative networks of multifunction providers (public-private cooperation) at the provincial and district levels, coordinated through new structures for



governance, administration, and self-management via new hiring mechanisms and service agreements, management information systems, quality assurance and logistical support for supply of inputs, and management and administrative mechanisms.

- e) Effective promotion of public-private cooperation.
- f) Promotion and development of social participation, supporting and contributing to development, strengthening and creating social solidarity networks in the health area.
- g) Expand health services coverage through the primary care strategy.
- h) Lack of effective communication between the doctors, nursing staff and carers.
- i) Lack of effective communication among departments at (local & national) government level. (Ministry of Health and Ministry of Labour, Welfare and Social Insurance)
- j) Promote innovation and research in the field of home care.
- k) Establish a home care nursing and carer certification program to assure high quality services.
- l) Home care practice should be based on professional standards
- m) In order to design an effective future system of home care, it requires thinking in terms of quality of services provided to be fulfilled rather than in quantity in terms of manpower.
- n) Problems in providing technology in home care (high cost)
- o) Introduce next-generation healthcare business models
- p) Adapt new home health monitoring systems that integrate with hospital networks to mobile pharmaceutical administrations units.
- q) 'home care' is understood very differently across sectors

- **Christiana Kouta, PhD (Cyprus University of Technology)**

- a) Give a clear definition of what Home Care in Cyprus is and ensure that the representatives of the quadruple helix approach participate in the local stakeholders group have a common understanding on the definition.
- b) Lack of cooperation between the government, the private sector, the R&I sector and the civil society (end users) in the field of Home Care.
- c) The continuation of the benefits or activities of a project after the grand ends - is something that every grant-holder struggles with. The importance of HoCare Project and its continuation after the 4<sup>th</sup> year of implementation.
- d) Communication between the different providers and provider organizations is minimal. Each organization tends to make its own decision as to whether a person needs their services or not. There is no common standard for defining needs, and there is no one doing a need assessment and prescribing services to meet those needs.
- e) There is no coordination on Home Care Sector.
- f) To secure continuation of HoCare after funding, it is necessary to have the support of the Government and Municipalities (Public Sector)
- g) New Regulations for Home Care will be announced very soon from the Government.



- **Ioanna Pieri (Medigence Home Healthcare)**
  - a) What is needed is a careful assessment of future needs, followed by appropriate training programs to assure that individuals are available with the necessary skills.
  - b) The focus should be on the skill sets and specific competencies of assigned staff to provide the nursing care a resident needs rather than a static number of staff or hours of nursing care that does not consider resident characteristics.
  - c) Nursing homes should be required to report staffing levels
  - d) The biggest problem is that the current rules/legislation is not enforced. It's a very weak and timid enforcement system that does everything it can to cajole facilities into compliance instead of imposing penalties for noncompliance.
  - e) The importance of an evidence-based clinical guidelines - mechanism to be used in order to ensure high-quality care
  - f) Industrial and academic involvement is needed in research and development on home care technology.
  - g) Importance of assessment (collect data from a variety of sources to make a determination about the health status of the patient/client)
  - h) Challenge of finding qualified staff.
  
- **Philippou Anna (Strovolos Municipal Multipurpose Centre)**
  - a) The Municipal Multipurpose Centre is responsible for delivering health care (including rehabilitation, home care, prevention of abuse and promotion of health)
  - b) Home care services provided to the elderly in Strovolos are failing to meet quality standards due to poor funding.
  - c) A great loss for the Municipalities is Government's decision to reduce the number of Community Health Centers.
  - d) High demand for home care services
  
- **Eleana Theodoulou (Directorate General for European Programmes, Coordination and Development)**
  - a) Local Authorities should start identifying their needs and preparing their project proposals before entering the new programming period.
  - b) Local Authorities should have a more active role in policy making and decision making processes.
  
- **Zoe Argyridou (Municipal Multipurpose Centre of Engomi)**
  - a) They have stopped the provision of home care services due to financial problems.
  - b) The Municipal Multipurpose Centre of Engomi will cooperate with a Local Private University to prepare a "Needs Identification Study" in the field of Home Care.
  - c) High demand for home care services.
  - d) Government in cooperation with local authorities and universities/research centres should prepare a comprehensive study on the identification of the needs and, based on its results, the government should reconstruct the National Health Services System.



- **Antonis Onisiforou (Lakatamia Municipality)**
  - a) They intent to develop a Home Health tele-assistance system for their citizens (elderly and disable people).
  - b) High demand for home care services – Municipality is planning to restart the provision of home care services to its citizens. (They have stopped the provision of home care services due to financial problems)
  - c) Weak organizational structure of Municipal Social and Health Services - Barriers to healthcare coordination. The Importance of clear objectives, directions and municipal personnel management (roles and responsibilities)
  - d) Learning needs analysis should be a continuous process for all municipalities and government departments.
  - e) Weak organizational structure of Ministry of Health and Ministry of Ministry of Labour, Welfare and Social Insurance
  - f) Lack of effective communication among the departments at (local & national) government level. (Ministry of Health and Ministry of Ministry of Labour, Welfare and Social Insurance)
  
- **Nikolas Stylianides (Leafnet Ltd)**
  - a) Human resources contribute to the performance of all main functions of health systems; efforts to improve the effectiveness of the health workforce are crucial for improving health system performance.
  - b) The public health workforce should be at the forefront of the response to all these challenges (mentioned above), working in partnership with a wide range of governmental and non-governmental agencies and across a variety of sectors. Promote quadruple helix cooperation.
  - c) The transition-to-production process faces numerous obstacles which need to be tackled.
  - d) Lack of basic quality characteristics in public health providers.
  - e) Lack of effective communication among municipalities and Social Welfare Services (Ministry of Labour, Welfare and Social Insurance)
  - f) Poor home care services due to financial problems.
  
- **Charalampos Agathaggelou (Community Volunteerism Council of Idalion)**
  - a) The Community Volunteerism Council of Idalion is cooperating with Local Universities and students in preparing Needs Identification Studies in the field of Home Care.
  - b) Importance of assessment (collect data from a variety of sources to make a determination about the health status of the patient/client)
  - c) Need to identify new technologies in home care which can be successfully implemented in Cyprus
  - d) Need to strengthen the primary care and home care in Cyprus.
  - e) Home care practice should be based on professional standards