



**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**  
**Dolsko (Slovenia), 7<sup>th</sup> December 2016**

## **AGENDA**

**13:30 – 14:00**

Registration & Welcome Coffee

**14:00 – 14:30**

Introduction to **HoCare** Project

**14:30 – 15:00**

Presentation:

Operational Program for the Implementation of the EU Cohesion Policy in the period 2014 - 2020

Priority Axis 9: "Social inclusion and poverty reduction" with focus on ICT development projects

**15:00 – 16:15**

Round table discussion: Current Situation Analysis – Needs Identification, innovative solutions in home care

**16:15 – 16:30**

Wrap up – Concluding Remarks – Next Steps

## **PARTICIPANTS**

<b>No</b>	<b>Full Name</b>	<b>Organization</b>	<b>Helix side</b>
1	Aleksandra Gradišek	Development Centre of the Heart of Slovenia	government
4	Ana Savšek	Development Centre of the Heart of Slovenia	government
5	Anita Molka	Development Centre of the Heart of Slovenia	government
6	Vesna Dolničar	Faculty of Social Sciences	academia
7	Igor Košir	Conos	business
8	Martin Kopatin	Institute for social care "Pristan"	citizen
9	Arso Savanovič	Smart Com	business
10	Jožef Gašperšič	Federation of pensioners of Slovenia - ZDUS	citizen
11	Martina Ozimek	Association Oreli	citizen
12	Roman Rener	Association Oreli	citizen
13	Ana Pleško	Simbioza	citizen
14	Jani Bizjak	Institut Jožef Stefan	academia
15	Elena Nikolavčič	Telekom Slovenije	business
16	Marija Pukl	Office of Slovenian prime minister	government
17	Katja Kunstelj	Municipality Kamnik	government
18	Ljudmila Obreza	Institution Vest	citizen
19	Eva Jelnikar Mrak	Association "Zlata mreža"	citizen
20	Karmen Goljuf	Association "Doktor 24"	citizen
21	Jože Dular	Center of intergenerational co-operatives - CeMeKo	citizen
22	Željko Savič	LAG The Heart of Slovenia	citizen

**1) Introductory** speech by Aleksandra Gradišek, director of Development Centre of the Heart of Slovenia, HoCare Project partner

2) All participants briefly introduced themselves and their organizations.

3) **Introductory** presentation of HoCare project by Ana Savšek, HoCare Communication Manager. The objective of HoCare project is to boost delivery of home care innovative solutions in regional innovation chains by strengthening of cooperation of actors in regional innovation system using Quadruple-helix approach.

4) Presentation of the Operational Program for the Implementation of the EU Cohesion Policy in the period 2014 – 2020, Priority Axis 9: “Social inclusion and poverty reduction” with focus on ICT development projects by Vesna Dolničar from Faculty of Social Sciences.

The document Operation Programme was prepared in 2014, since then the need for specific services increased. All the countries in European Union are facing aging population. Slovenia is on the first place by the fact that the elderly want to die at home. Directive of the European Commission go in the direction that older people stay in their own homes as long as possible. Slovenia is the eighth in the country in Europe which is rapidly aging.

Marija Pukl explained that the government is planning two pilot projects, funds will be provided by the Ministry of Labour. One pilot will take place in the rural and other in urban environment. The call is scheduled for the following year. The task of the pilot is to examine the provisions in the law. The funds are available, it is necessary to take advantage of them. Mrs. Pukl leads a group to develop a strategy of long-living society and she is also involved in the mediation group for the preparation of the law on long-term care.

**5) Round table discussion:** (moderated by Mr. Igor Košir)

- Current Situation Analysis – Needs Identification
- Highlight innovative - good practices in the field of Home Care.
- Formulation of suggestions for improving the application of the quadruple helix approach

The moderator explained that we want to exchange views and to develop a debate.

How the government sector sees home care, which is a strategic focus? Can researchers contribute with their knowledge to the business sector?

Within the HoCare project there is an opportunity to share best practices on governmental level (policy) and non-governmental partners (projects, best practices, methods). If we have a good practice in Slovenia, it can be exchanged abroad. Which practices can be exported to Europe?

The participants come from all four helix (different colors on their badges):

- Business sector
- Government
- Academia
- Citizens / users

All participants described the current situation from their point of view and have attempted to identify the gaps and the needs from their perspective, describe good practices in the field of Home Care in Slovenia and to suggest possible ways to make things better in the field of Home Care.

More specifically:

**Ljudmila Obreza:** presented the invention "recovery room" for internal strengthening of the body of elderly. It's a soundproof room, which is a multimedia space and allows the strengthening lucid, regeneration of the body and improve health.

**Jožef Gašperšič:** A categorization of the different solutions / services to assist the elderly is needed: supporting pathology and health; another area is supply, the third is to support health. These are especially important for longer and quality of life. Within ZDUS Mr. Gašperšič is acting in a professional association of information technology. They work with users of concrete solutions, they worked on a project to support informal carers with modern technology. They also work on project with older volunteers who visit all older than 69 years in their vicinity, they ask them about how they live and they try to organize help when they need it.

**Karmen Goljuf:** They developed the "red button" with Telekom Slovenia as their technological partner. Knowledge of older people is growing fast. Not only that technology is rapidly evolving, the end users are more and more demanding. Older people are becoming more demanding, wanting gps locations etc. Doctor 24 also cooperates with the Jozef Stefan Institute in the international project for testing the sensor falling.

**Elena Nikolavčič:** New technologies have been tested among the users. It turned out that older people receive them well. Relatives are better informed and able to jump in when needed. In Slovenia this kind of solutions, however, are not yet widespread. Telekom

Slovenia introduces new technologies in the field of health. An example is the project "Eco Smart", a smart system of integrated health care.

**Arso Savanovič:** Smart Com is a technology company that deals a lot with e-care and e-health services. If we look at what already exists, there are many solutions, the question is why none has come to life in order to sell itself. A key element in his opinion is psychology of all actors involved, in particular the end-user. Still no solution has been launched at the right place at the right time.

Academia is carrying out sociological studies, technological studies, in his view, also the psychological studies are important.

How does technology affect greater comfort the elderly? The elderly and families are more comfortable to live in the real running rails. Technology facilitates work and residence. Some elderly people have a sense that the technology is taking away personal contacts. Ethical aspects of new technologies are important.

Do pilot projects help as a bridge to help these issues? They are useful because they reveal weaknesses. It is important to have constant dialogue with professionals to raise awareness about technology trends. The pilot project is an opportunity to test and become familiar with the problems.

**Jani Bizjak:** communication technologies, they work on the project "In Life" to help elderly people living alone at their homes, to feel safe.

**Marija Pukl:** the challenge is how to promote and implement solutions. In Slovenj Gradec a great project for monitoring cardiac patients was implemented. Ministries does not deal with these areas unfortunately to extend successful projects to the whole territory of Slovenia. Horizontal flow system for the elderly: the last instance is the home for the elderly, the first is home care. Good practice is necessary to introduce the system of long-term care. The aim of the society is to ensure the quality for any period of life.

**Željko Savič:** Older people should get a 'package' when entering a designated age in life, in order to obtain the basic elements for a new period of life. The local community must invest in this area, in addition to the government. In Dolsko in collaboration with architecture students development village center with day care centers was designed which also included the supply of local food.

**Roman Rener:** In Kamnik municipality they understood many years ago that the field of home care should be domain of local communities. They offer an example of good practice, they organize volunteering from young to elderly, volunteers are connected to the network. Through LAG Heart of Slovenia they carried out education for vulnerable groups,

participated in the European project Innovage, they had the best volunteer project in 2010. Slovenia does not have a good developed service for the elderly.

**Martin Kopatin:** Institute Pristan from Vipava cares for 800 users (institutional care), they have the center of the elderly, they carry out home help, undertake the social services. Institute Pristan has evolved through institutional care. A certain part of people who are today in institutions could age at home.

In the case of technologies for the elderly is often forgotten that the technology should be tested by users. Another question: do we help the elderly or do we help the family? Big social problem is loneliness of the elderly.

How to trigger an avalanche that will start making more extensive use of technology?

**Ana Pleško:** their action of the computer and Internet literacy Simbioza began six years ago and is still ongoing. Their practice "Simbioza masters" include young people who teach elderly how to use technology. Simbioza is preparing the next national campaign "Smart with smart" for the use of smart phones. There is also a social aspect - the problem is large isolation, many elderly people are lonely. Simbioza is a social innovation that elderly trust to. Why the red button does not work? Probably because people do not trust and they are not sufficiently informed.

**Eva Jelnikar Mrak:** Project "Zlata mreža" (Gold network) aims to improve the quality of life of older people. One of the services of Zlata mreža is organization of transports for elderly "Prostofer" which combines words "voluntary" and "driver". Zlata mreža created a concept of "golden corners", which grow at different locations in Mercator centers in Slovenia. The Golden corners encounter friends who want to educate, entertain and socialize.

**Vesna Dolničar:** She is working in the field of ambient solution since 2006. Key obstacles exist at the structural level. Slovenia is closer to the Mediterranean, not the Scandinavian system. This means that our older people expect and wish that children will care for them, and they often refuse to modern technologies. This means great burden on informal carers, technology is therefore a relief. How to find the intersection between the needs of the elderly and informal caregivers. How to help older people to overcome their aversion to technology and how to bring technology closer to them. The end user should always be in the centre of the research and should be involved throughout the process of design and development services. Knowledge transfer in Slovenia is very important and welcome. Pilots are almost the only way to get the most useful answers. However, pilots are very expensive.

**Jože Dular:** The field of co-operatives, they have members throughout Slovenia. It is necessary to make such devices, that people really need. Helping people to remain at

home to extend the stay of the elderly at home. It is imperative not to forget the community - neighbors, etc.. The main problem is not the technique but loneliness. Community for socializing and mutual understanding, integration in the community. Older people have big houses, where they often live alone, they do not have the resources to maintain them. Their goal is to create housing community, where the presence of all generations.

#### **CONCLUSIONS OF THE MEETING:**

- We have a lot of technologies that solve partial problems but they must be resolved systemically.
- Cooperation of different actors in quadruple helix model is the key.
- We shouldn't live so much individually, people should be more integrated in the community. Systematic solutions should go in the direction of including everyone.
- There should be a redistribution on national level. Things should go from national level to local level as much as possible.
- Ministries should better organize themselves. Also outside relevant good practices of solutions should be found.