



## **Interreg Europe HoCare PROJECT - PGI01388**

**%Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains+**

# **ACTION PLAN**

**Project partner (PP2)**

**Development Centre of the Heart of Slovenia, d.o.o.  
SLOVENIA**



**March 2018**



## INTRODUCTION

Interreg Europe HoCare project (PGI01388, <https://www.interregeurope.eu/hocare/>) tackles the challenge of ageing population and the related opportunity for new potential innovations in home care. It's overall objective is to boost generation of innovative Home Care solutions in regional innovation chains by strengthening of cooperation of actors in regional innovation ecosystems using Quadruple-helix approach.



Figure 1 - Quadruple-helix cooperation model involving 4 helixes:  
Business, Research, Public/Government, and Citizens/Users

Quadruple-helix is an innovation cooperation model in which users (citizens), businesses (industry), research actors (academia) and public authorities (government) cooperate in order to produce innovations. They work together to co-create the future and drive structural changes far beyond the scope of what any one organization or person could do alone. Compared to triple-helix model, this model encompasses also user-oriented innovation models to take full advantage of ideas' cross-fertilisation leading to experimentation and prototyping in real world settings; - European Commission, Digital Single Market, Open Innovation 2.0: <https://ec.europa.eu/digital-single-market/en/policies/open-innovation>

HoCare project has run extensive international exchange of experience process to reach various levels of improvements - both strategical level improvements (by governance improvement of relevant Operational Programmes supporting R&I . their strategic focus and management practices) as well as practical level improvements (by support of transfer of high quality projects financed through these Operational Programmes) supporting high quality projects, instruments efficiency and partially also wider usage of available instruments in partner countries.

One Action Plan has been prepared by every partner of HoCare project. The objective of the Action Plans is to provide details on how the lessons learnt from the project's cooperation will be implemented in order to improve the Policy Instrument identified by each HoCare project partner in the Application Form. This document specifies the nature of the actions to be implemented, their time frame, the players involved, the costs and funding sources per region.

## Project Partners

1	Nicosia Development Agency (ANEL)	 CY
2	Development Centre of the Heart of Slovenia	 SI
3	Business Agency Association	 BG
4	National Institute for Research and Development in Informatics	 RO
5	Lithuanian Innovation Centre	 LT
6	National Healthcare Service Center	 HU
7	IDERAM Business Development Institute of the Autonomous Region of Madeira	 PT
8	DEX Innovation Centre	 CZ

## Part I – General information

Project: PGI01388 - HoCare: Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains

Partner organisation: DEVELOPMENT CENTRE OF THE HEART OF SLOVENIA, d.o.o. . PP2

Other partner organisations involved (if relevant): N/A

Country: SLOVENIA

NUTS2 region: Vzhodna Slovenija

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## Part II – Policy context

The Action Plan aims to impact:

<input checked="" type="checkbox"/>	Investment for Growth and Jobs programme
<input type="checkbox"/>	European Territorial Cooperation programme
<input type="checkbox"/>	Other regional development policy instrument

Name of the policy instrument addressed: Operational Programme for the Implementation of the EU Cohesion Policy in the Period 2014-2020

## Part III – Details of the actions envisaged

### ACTION 1

**1. The background** (please describe the lessons learnt from the project that constitute the basis for the development of the present Action Plan)

Development Centre of the Heart of Slovenia partnered with 7 other European organizations in the Interreg Europe HoCare project to boost delivery of homecare innovative solutions. HoCare aims to optimise Structural Funds investment to strengthen regional innovation system in the field of home care. We are aiming to influence Operational Programme for the Implementation of the EU Cohesion Policy in the Period 2014-2020 by preparing suggestions for the Ministry of economic development and technology (MEDT) based on GPs and lessons learnt between project partners together with engagement of the local stakeholders through the regional multi-stakeholders group (RMSG) series of meeting organized. We are targeting to positively influence OP indicator %increase of share of innovation active enterprises+by HoCare project (SF target is to change from 46,5 to 55% until 2023), since Home care is a complete new sector in the starting phase where many new innovative companies shall appear.

In Slovenia, new assistive services are continuously evolving but despite the growing body of evidence about their positive effects, Slovenia is in its infancy regarding the adoption of smart solutions for home care. There is a strong need to launch a national pilot who will show the benefits of the new approach how to organize long term care with the help of ICT.

We have identified several projects (GP) where development of ICT based home care products/services took place. Main obstacle is that they still have not reach the phase, that they will be ready for large-scale pilot (innovative, certified, proven on the market, having large install base, stable production and after sales services). However Romanian good practice (GP) %European network for fall prevention, intervention and security+was scanning GP on Fall prevention across Europe. Then they have evaluate them and working on business models. Most importantly, they have created a large repository of available products/services. We would like to use their knowledge on what works fine and what doesn't.

**2. Action** (please list and describe the actions to be implemented)

We are planning to propose a basket of ICT services concerning Home care sector. The main goal is to guide policy owners to support **most perspective** and **proven** ICT based services.

We will present a list of a **most perspective** and **proven** ICT based services to the Ministry of economic development and technology (MEDT) and Ministry for labour, family, social affairs and equal opportunities (MLFSE) who is supporting MEDT on the social and care topic. They are planning to prepare a call for implementation of a large-scale national pilot to test ICT based services in the field of Home care.

We would like to achieve a balanced set of services, which has already established track on the market as well as in the scientific society. It has to be socially and economically viable and it should not be too large or too narrow set for the national pilot to make significant breakthrough in the society where ICT services in Home care will be a standard service.

**3. Players involved** (please indicate the organisations in the region who are involved in the development and implementation of the action and explain their role)

Ministry of economic development and technology (responsible body for Operational Program)

Ministry for labour, family, social affairs and equal opportunities (Responsible for calls for ICT Home care

services)

Faculty of Social Sciences of the University of Ljubljana (Active stakeholder with a lot of knowledge on implementation of ICT home care services and long lasting relationship with the Ministry for labour)

Development centre of the heart of Slovenia (prepare and execute the action plan)

#### **4. Timeframe**

April 2018 . March 2020

#### **5. Costs** (if relevant)

Approximately 20.000 EUR for staff cost is estimated for the above mentioned action.

#### **6. Funding sources** (if relevant):

Development Centre of the Heart of Slovenia own sources.

### **ACTION 2**

#### **1. The background** (please describe the lessons learnt from the project that constitute the basis for the development of the present Action Plan)

Development Centre of the Heart of Slovenia is collaborating with 7 other European organizations in the Interreg Europe HoCare project to boost delivery of homecare innovative solutions. HoCare aims to optimise Structural Funds investment to strengthen regional innovation system in the field of home care. We are aiming to influence Operational Programme for the Implementation of the EU Cohesion Policy in the Period 2014-2020 by preparing suggestions for the Ministry of economic development and technology (MEDT) based on GPs and lessons learnt between project partners together with engagement of the local stakeholders through the regional multi-stakeholders group (RMSG) series of meeting organized. We are targeting to positively influence OP indicator %increase of share of innovation active enterprises+by HoCare project (SF target is to change from 46,5 to 55% until 2023), since Home care is a complete new sector in the starting phase where many new innovative companies shall appear.

We have learnt (the GP named Intramed C2C is coming from Czech Republic - Health sector) how quadruple helix cooperation can boost innovation much faster than in the traditional way. Local SME has a chance to contribute to the development in the healthcare institutions, where big multinational vendors with their new products are the main innovation driver. Local needs were mainly neglected. The transfer to Home care sector should be feasible, since the knowledge of how to set Quadruple helix innovation organization is similar across the sectors.

In Slovenia, there is a lack of successful innovations delivered to end-user organizations. Additionally we are missing support to end-user organizations and informal carers to have knowledge and resources needed to implement it. Most important is to accept the fundamental legislation where system and financing should be ensured. In order to overcome mentioned barriers Quadruple helix cooperation at R&D projects level and at the setting the legislative framework should be a standard mode of operation and collaboration.

**2. Action** (please list and describe the actions to be implemented)

We are planning to present how to demand (request) Quadruple helix cooperation to the Ministry for labour, family, social affairs and equal opportunities. They can use our proposals at the preparation of the future calls in the Home care segment. Quadruple-helix cooperation should be included as new evaluation criteria or should trigger extra points in the calls to projects where full quadruple helix cooperation is proven. Further, we should give extra points to R&I projects that include participatory design, user acceptance testing or living lab demonstrations.

We are going to support the Quadruple Helix approach, proving the need for including in the Final Beneficiaries all sectors required in order to achieve the best from the activities applied in the framework of the Structural Fund.

We will present a set of criteria, which will foster balanced quadruple helix cooperation to the Ministry of economic development and technology (MEDT) and Ministry for labour, family, social affairs and equal opportunities (MLFSE) who is supporting MEDT on the social and care topic.

We are expecting that future calls will be designed in a way where consortiums that consist of Quadruple helix mix of partners will get distinctive scoring differences and will therefore have much high chances to get founding.

**3. Players involved** (please indicate the organisations in the region who are involved in the development and implementation of the action and explain their role)

Ministry of economic development and technology (responsible body for Operational Program)

Ministry for labour, family, social affairs and equal opportunities (Responsible for calls for ICT Home care services)

Faculty of Social Sciences of the University of Ljubljana (Active stakeholder with a lot of knowledge on implementation of ICT home care services and long lasting relationship with the Ministry for labour, family, social affairs and equal opportunities)

Development Centre of the Heart of Slovenia (prepare and execute the action plan)

**4. Timeframe**

April 2018 . March 2020

**5. Costs** (if relevant)

Approximately 20.000 EUR for staff cost is estimated for the above mentioned action.

**6. Funding sources** (if relevant)

Development Centre of the Heart of Slovenia own sources.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Stamp of the organisation (if available):** \_\_\_\_\_