Digitally Supported Care

Some lessons learned from European projects

Lutz Kubitschke
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Gesellschaft für Kommunikations- und Technologieforschung mbH

SMART RURAL 21

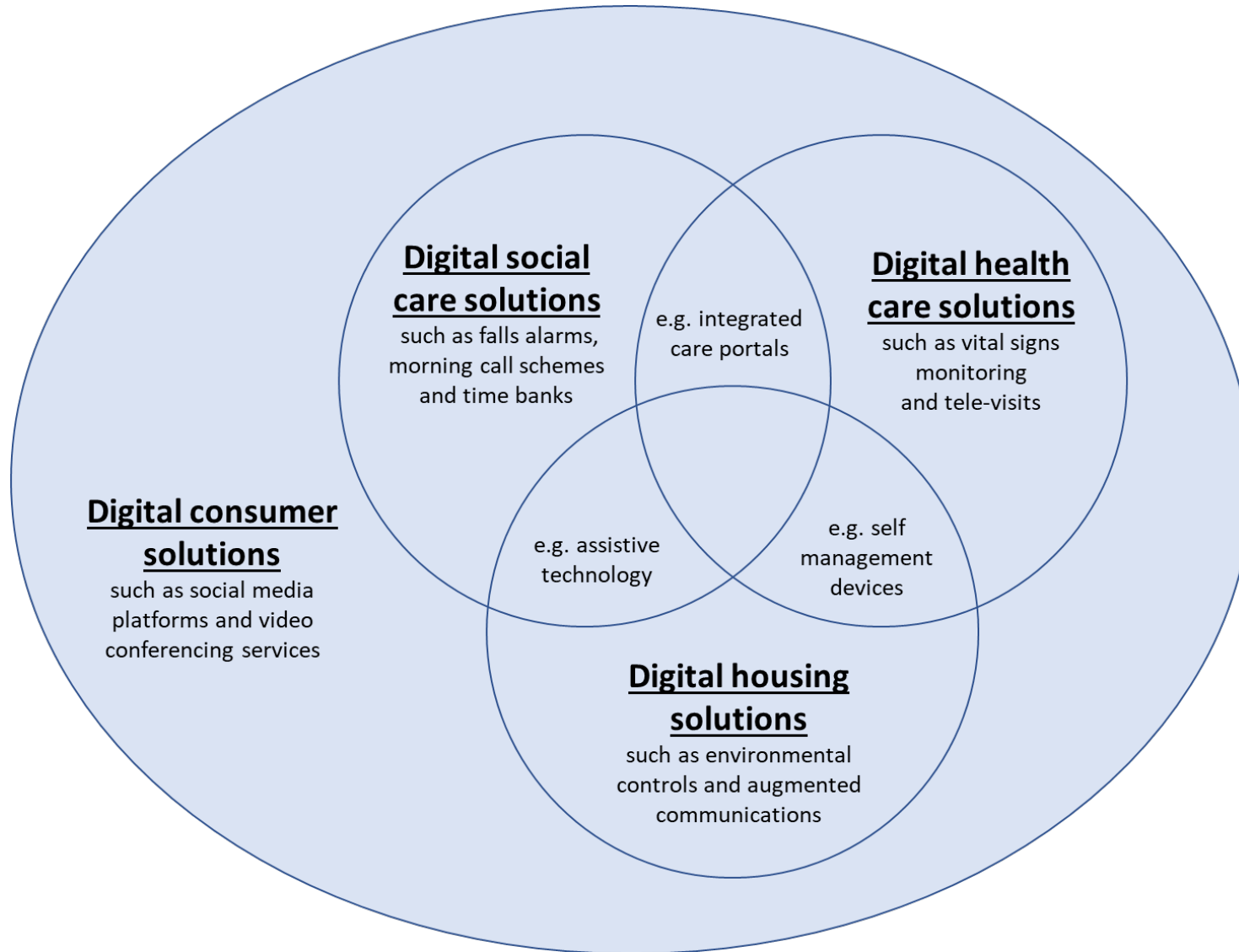# What we do

▶ Independent research and consultancy organisation based in Bonn, Germany

▶ Digital innovation projects in various service domains such as health care and social care

▶ Strategic studies on digital developments in various domains

▶ Interdisciplinary team

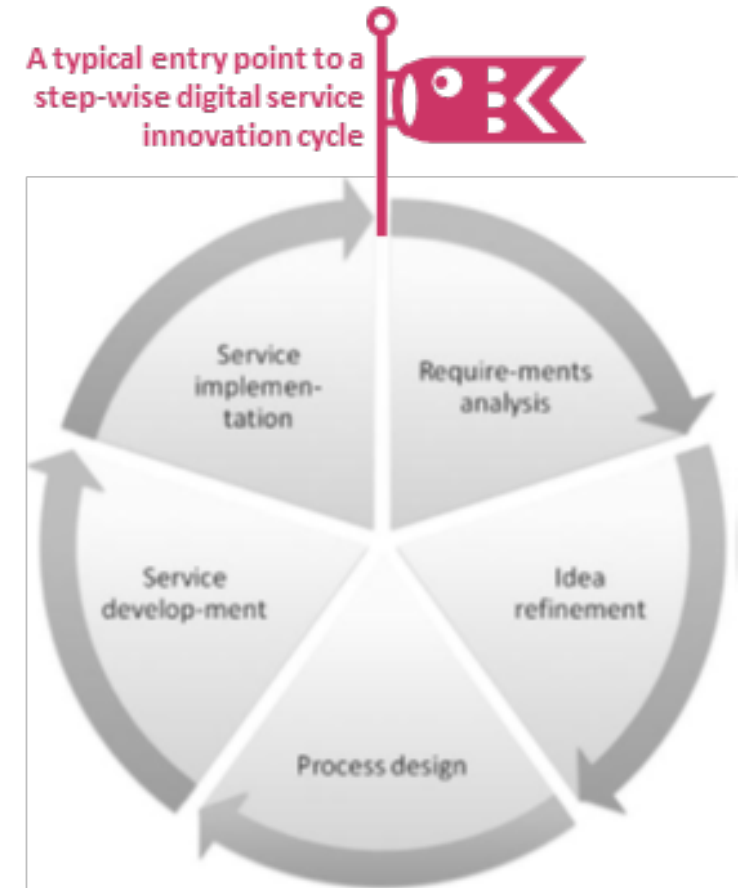▶ Visit our website – **www.empirica.com**

The promise of smart care

▶ Enhanced quality of care

▶ Improved access to care

▶ Efficiency of care delivery

▶ Improved satisfaction

Digital solutions available today

Digital social care solutions such as falls alarms, morning call schemes and time banks

e.g. integrated care portals

Digital health care solutions such as vital signs monitoring and tele-visits

Digital consumer solutions such as social media platforms and video conferencing services

e.g. assistive technology

e.g. self management devices

Digital housing solutions such as environmental controls and augmented communications

Some lessons learned

▶ "Digital" alone is often not enough to solve the problem

▶ "Going digital" is not always a "cheap" route

▶ Bottom-up projects often struggle with resources and long-term commitment of volunteer stakeholders to sustain digital "solutions" after the initial euphoria

▶ Digital "solutions" tend to be strongly context-bound and not simply replicable one-to-one

A typical entry point to a step-wise digital service innovation cycle

- Require-ments analysis
- Idea refinement
- Process design
- Service develop-ment
- Service implemen-tation

Digital innovation may be seen as a "journey" rather than a once-off acquisition of a digital "tool"

How to get started?

> Start the "journey" by defining an implementation project that is feasible under given circumstances and that is supported by relevant stake holders

▶ Structure expectations and targets

- What exactly is the (non-technological) problem to be solved with help of a digital solution?

- What exactly could be done by (different) stakeholders with help of a digital "tool" to solve the problem?

- What does it take to get a suitable digital solution fully up-and-running?

▶ Narrow down practical steps for technology implementation

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