

AAL FORUM 2018

Interactive Session / Workshop Information	
Thematic area:	Theme 1. Demand-Driven Track: Regulated Markets. Specifically as Local and Regional Authorities (LRA) solutions.
Title of session and workshop:	Market for Remote Care Services
Name of session coordinator:	Jofre Tenorio
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Name of session chair/ workshop leader:	Eukene Barrenetxea (H-ENEA) and Jofre Tenorio (Osatek)
Type of time slot (45' or 90')	90 minutes workshop
Names of speakers/experts	Ester Sarquella (Tunstall); Jofre Tenorio (Osatek/ BetiOn); Itziar De Lecuona (Bioethics expert)
Session Content	
<p>Rationale & objectives:</p> <p>There is wide-reaching agreement on the new challenges arising from population ageing and, particularly, in how the social and healthcare systems can face them. Public Administrations, and particularly the Basque Government, work intensely to transform and adapt its services to the changing realities. In that sense, the Basque Telecare Service (BTS) has focused his transformation based on a user-focused care and the intensive use of ICTs.</p> <p>In 2011, the telecare service became a competence of the Basque Government (it was formerly allocated in the local councils), and it is now a single service for all of the population. The creation of a unique figure, as BTS manager and innovation agent, has allowed the Basque Government to centralize the service. The relevance of this action is reflected by the following indicators:</p> <ul style="list-style-type: none"> - The BTS has doubled the number of users (currently 48,000 users) - Increased its efficiency (actual cost of 154 euros per user and year) - Migrated from a reactive model towards a proactive and preventive one. - More importantly, the current BTS provides an operative model to test and absorb new services/ innovations (catalyst for innovation). <p>Stating from our experience managing the BTS and from the perspective of its evolution, we can provide relevant insights regarding the technology that has been introduced (and how) within the last decade. From here, we could understand what kind of services/ technology would be introduced next in a regulated market of remote care services.</p> <p>In addition, we understand that virtual assistants have a high potential as the next step on remote care services. Virtual assistants are home-based solutions capable promote healthy habits, active aging and extending autonomy of elderlies. In that sense we aim to keep working on virtual assistant environments, learn from past errors and ensure</p>	

a better projection of this type of solutions. To this end, we aim to take advantage of our participation in the H2020 EMPATHIC project aimed to develop advanced virtual coaches to improve independent healthy-life of the elderly.

Our goal from this workshop is, through a participative process, obtain a **map of factors** that have **allowed the absorption of ICT technology** by remote care services and to **identify/ share unmet needs and opportunities for technology** developed within the context of **virtual assistants**.

Programme/method:

Our workshop will start with a short **introduction and model presentation** (not more than 30 minutes) as described below. The goal of this part is to provide a context, **focus on the remote care services** area and provide our input regarding new opportunities and needs.

- 1- Workshop presentation, goals and agenda (5 min.)
- 2- An Expert from BetiON will present the current BTS as working model (5 min)
- 3- An expert from Tunstall will present new trends of remote care services (10 min)
- 4- An expert in big data bioethics will present the main challenges that those services may suffer in the future (10 min)

After providing the model presentation, we will split the participants in different groups. Each **group will be composed by 4-5 participant plus 1 group coordinator**. We will account for a total of 4 group coordinators. Thus, we will have a **maximum capacity of 20 participants**. The group coordinators will gather the feedback of the working group, ensure that all the topics are discussed and provide the feedback gathered.

After the formation of groups, we will provide to all the participants with a **set of paper cards** describing different **modules of technology**. Each card will describe a specific capacity (technological module) being **develop within the H2020 EMPATHIC project**. (e.g. Natural language understanding, eye gaze tracking etc.)

Then we will formulate the following **questions to the working groups** (35 min):

1. Identify ICT **technologies absorbed** by remote care services during the last 10 years (5 min)
2. Identify **factors** that have **allowed** to successfully **integrate** these technology on current services (5 min)
3. Identify **needs and opportunities** (5min)
4. **Potential match** of the technology modules with needs and opportunities (20 min)

We strongly aim to **involve public service providers** or related relevant agents in our workshop. As described before, we will build working groups (4-5 people per group) and we will try to include at least one public service provider or related agent per group. Nevertheless, we will provide answers to the questions 1,2 and 3 (see above), from the BTS perspective. We will elaborate answers to those questions based in our knowledge,

experience and own resources. Thus we will ensure both 1) there is enough starting information in order to face question 4 (matching of technology and opportunities) and 2) provide guides to stimulate the participants feedback on the questions 1 to 3.

In order to enrich the process and feedback, we would like to **implement pre-workshop interviews** to the registered participants (if possible). Those pre-workshop interviews are targeted to understand and provide an answer, from each participants, to the key questions stated above (1 to 3). The answers would be compiled and analysed in order to identify and understand beforehand the different realities of our participants and enrich the process.

Finally, each group coordinator will **present the main outputs of each group** (5 min each max. 20 in total). In addition, we aim to compile all the feedback gathered and matchings identified in a single document.

We pretend with this final output, to provide a vision of different realities (present) and expected potentialities (future) for public services of remote care.

Confirmed speakers/experts:

The confirmed expert to be involved on the workshop:

Ester Sarquella (Business Development Director for Digital Health. Southern Europe at Tunstall).

Itziar de Lecuona (PhD, Law and Bioethics. Tenure-Track Lecturer University of Barcelona; Assistant manager Bioethics and Law Observatory)

Summary of agenda:

- Pre-workshop interviews in order to gather the answers from key agents and potential participants, beforehand (if possible).
- **Context presentation** and Expert contribution. Present situation, trends and new challenges of remote care services (30 min)
- **Working groups**, questions and tech-need matching exercise (35 min).
- **Main conclusions** from the working groups (20 min – 5 min per group)
- Closure (5 min)

Expected outcomes:

Map of factors that provide answer, in an ordered way, to the initial questions of the workshop (see key questions above).

How do you envisage to create interactivity between the participants?

Engagement and interaction among participants will be stimulated as per the following actions:

- **Experts** will provide real and relevant context that will stimulate and engage exchange of experiences among participants
- **Pre-workshop interviews** (if possible), will force the participant to think about the key questions before hand. Therefore, the participants will reach the

workshop with elaborated and ordered arguments (based on their own ideas) allowing a fluid, fast and quality feedback during the debate.

- Working group (**reduced groups**) will facilitate the interaction and participation.
- **Group coordinators** will stimulate the interaction of the participants

Expected number of participants (minimum/maximum)

We expect between 8 and 20 participants for this workshop, in order to ensure a proper implementation. This estimation is based on the methodology selected for the workshop.

Specific requirements

Advanced list of registered participants to be contacted if possible (pre-workshop interviews)

Other issues (if relevant)