ICT Solutions & Communication

Exhibition Review

Ken Scott-Brown

Abertay University

Santiago Martinez, Dan Gilmour, Paula Forbes

Where?

10 Partners

6 Countries

6 Co Beneficiaries

1 InForCare

1. Universitetet i Agder,
   Grimstad, NORWAY
2. Abertay University,
   Dundee, UNITED KINGDOM
3. Knutepunkt Sørlandet,
   Kristiansand, NORWAY
4. Stichting CMO STAMM
   Groningen Drenthe,
   Groningen, THE NETHERLANDS
5. Länsstyrelsen Värmland,
   Karlstad, SWEDEN
6. University College Syddanmark,
   Esbjerg, DENMARK
7. Stad Turnhout,
   Turnhout, BELGIUM
8. Stad Aalst,
   Aalst, BELGIUM
9. Landstinget i Värmland,
   Karlstad, SWEDEN
10. Provincie Drenthe,
    Assen, THE NETHERLANDS
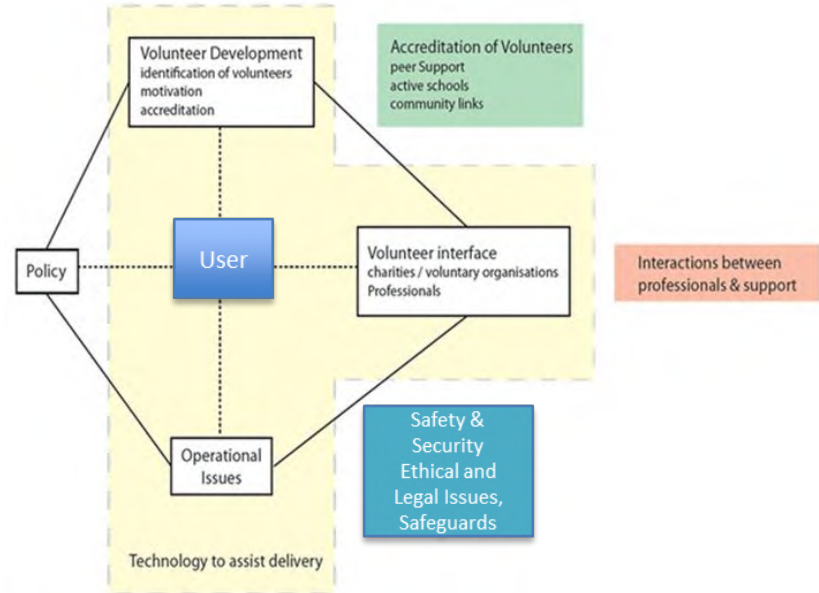
Tusen Tag!

Interreg
North Sea Region
In For Care
European Regional Development Fund   EUROPEAN UNION

Sorry for any mistakes or ommissions!

**Thank you to all the creators,
co designers,
end users, public sector,
SME and academics**

What were we trying to do:

- Using Technology to support social interaction
- Social Media interface to engage young people
- Online Platforms to empower informal care givers
- Testing and validating tools and apps

Quadruple Helix Innovation

Government, Academia, Industry and Citizens collaborating together to drive structural changes far beyond the scope of any one organization could achieve on it's own

Government/Public

Academic

Industry

Citizen

Scope Overview

	CMO Stamm	VR Songdalen	FRIDA	UC SYD	Mantelzorg	Jocce	Abertay Challenge
Testing and validating tools and apps	√		√	√			
Using Technology to support social interaction	√	√			√	√	√
Social Media interface to engage young people		√			√		√
Online Platforms to empower informal care givers	√			√	√		

Why?

Young Worries

Game on informal care for students CMO STAMM

- Game on informal care for students

Young Worries

- CMO STAMM

-

- Ingeborg Kooger
- Adviseur
- // 06 460 784 44

cmo stamm.
van inzicht naar impact.

Weiersstraat 1E 9401 ET Assen
Laan Corpus den Hoorn 100-2 9728 JR Groningen
Postbus 2266 9704 CG Groningen
www.cmostamm.nl

Role Playing Game:

Selecting Character names, genders and roles

C1 is 14 years old and lives with her mother in a relatively small home. His mother has had a car accident two years ago, which makes her walking and having problems with it daily. Long standing or walking is difficult and with a lot of pain, so she is almost always in her wheelchair.

C1 is therefore responsible for many matters in and around the household. So she does the shopping every day helps a hand with cooking and cleaning. Character 1 is in the 2nd grade of high school. She tries her best but unfortunately the school results suffer from performing all tasks for mother.

Perfect Teenage Dreams
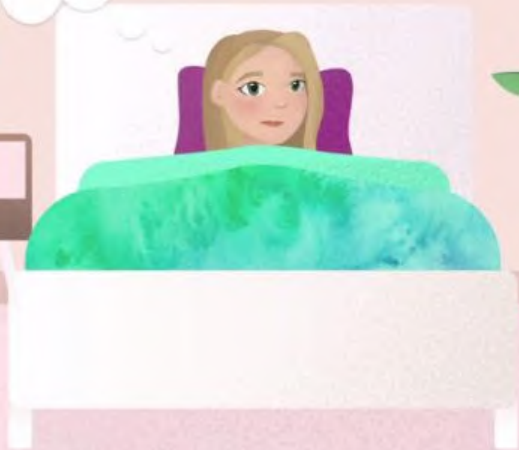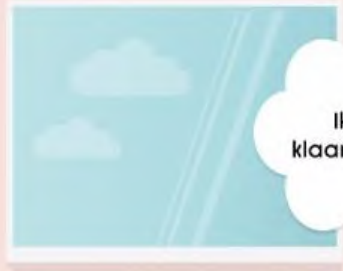
Huiswerk

Opdracht 2 t/m 7
Hoofdstuk 8

Niet gemaakt?
Extra werk in de les

2 uur later,
tijdens de pauze.

Verder

08:30

02:18

Dilemma 3: During the break C1 is asked by friends to play football after school.
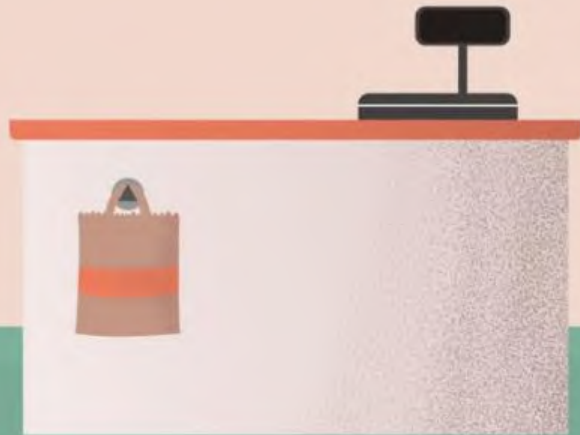
Dilemma: Play and be late home? Or say not to friends..

The risk is either that the friends may be disappointed or
there is no dinner in the house
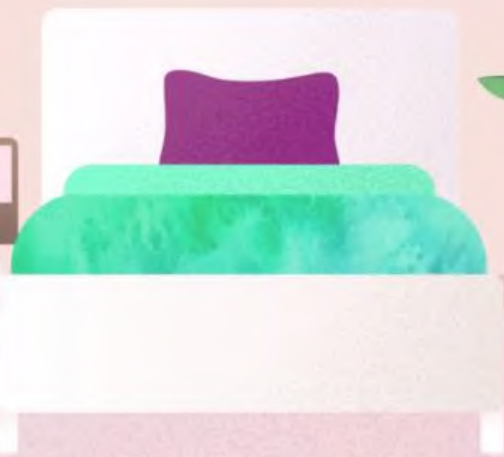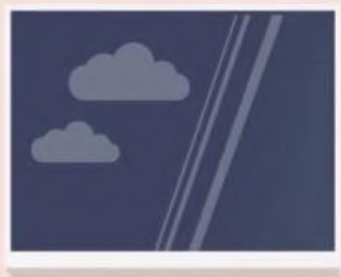
Dilemma 4: C1 is in room in the evening. Mother asks if she can be helped with a shower.

Dilemma: do homework or help mother take a shower?
The risk is either poor school results or being unhelpful.

C1 discusses the young informal care flyer with mother.
Mother asks if would register for the support center?
Choice:
Have your character register by mother or let your character
Sign Up yourself ?

There are no risks involved.
No Dilemma, win win.
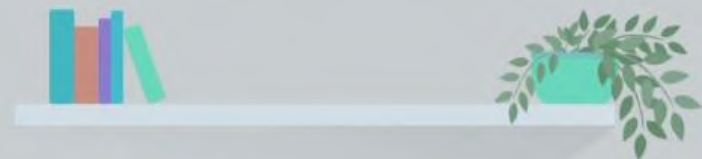
Einde van het spel

Verder

Learning through Play and Narrative

- Why? target group shape the story themselves of the game with the help of making choices.
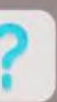
- option to enter the game to experiment and experience what is involved in being a young caregiver.

- two roles available per gender to play.

- If the user cannot recognize themselves and is not a young caregiver, the game shows how a younger can recognize signals from a young caregiver.

- It also shows how important it is to to discuss the subject with each other

VR-based simulation

- Songdalen

University College South Denma
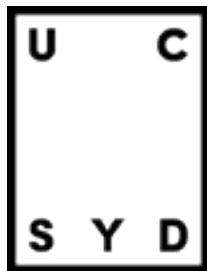
Health communication

- Education for volunteers, professionals and volunteer students

- with the focus on health communication and supporting the education by testing and using an existing health educational tool, in the form of an **e-learning platform**.

- promote the health literacy among the informal carers.

- Improve cooperation between volunteers, professionals and informal cares in health communication matters for citizens in Esbjerg Municipality.

Background

- From a concept developed through a user-driven innovation process actively involving **professionals, family members, and especially end users.**

- The concept consists a guide, two theoretical models, and seven dialogue tools.

- A central element is a positive, dynamic and constructive collaboration between end users and volunteers.
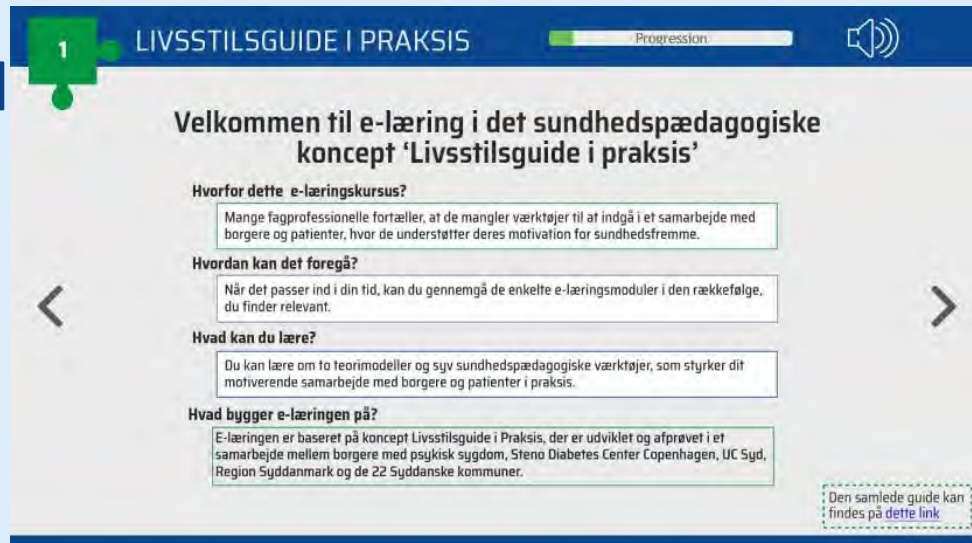
How and what?

- courses facilitate a better basic understanding and skills for volunteers and professionals of how to have conversations on health issues with the informal cares.
- Build confidence to handle conversations with a health promotion approach of both volunteers and professionals.
- Developing an e-learning platform "Guide to health communication" to maintain and sustain learning both in the courses and after project completion.

E-Learning

- Developed in collaboration with the Region of Southern Denmark

- Target group: Volunteers and professionals

- Implemented in the course "health promotion communication"

Three elements are necessary for volunteers to facilitate a collaborative approach

- Dialogue about the setting: discuss and balance expectations about the setting.

- Sharing of knowledge: explore the user's resources, social relations, lifestyle and values.

- Reflection about readiness to change: discuss and explore the user's motivation for health behaviour change, rather than assuming that the user wants to engage in a certain behaviour.

- Dialogue tools

Name	Purpose	Contents
1. Balancing expectations of the collaboration	To establish a positive initial contact by discussing expectations of the activity/ meeting	
2. Talk about your day	To gain a shared understanding of the everyday life of the user and what he or she considers meaningful in daily life	
3. The good life	To achieve a shared understanding of the user's resources, challenges, experiences, values and/or wishes related to health	
4. My body senses	To discuss topics that are relevant to the user in relation to his/her physical and mental health	
5. My network	To achieve a shared understanding of how the user experiences contacts with and social support from his/her social network	
6. Communication about the good life	To promote reflection among professionals about how to communicate about motivation for engaging in health behaviour change	
7. Strategies – types of motivation	To explore and reflect on strategies to address the user's motivation for engaging in health behaviour change	

The tools can be used in individual and group-based activities.

FRIDA

- **EVRY is a leading IT company in the Nordic region. Through advice, technology and solutions,**

- **EVRY brings information to life, creating value for our customers' business to the benefit of society.**

- **With a combination of extensive industry experience and a customer centric approach, as well as international capabilities and local presence, we help customers realise the full potential of IT.**

Merete Myren

evry.com

FRIDA by EVRY

- The software matched the preliminary need's analysis from workshop with end-users
- Aim: Management of volunteers in the municipal service
- Where? Two municipalities Southern Norway: Vennesla and Grimstad
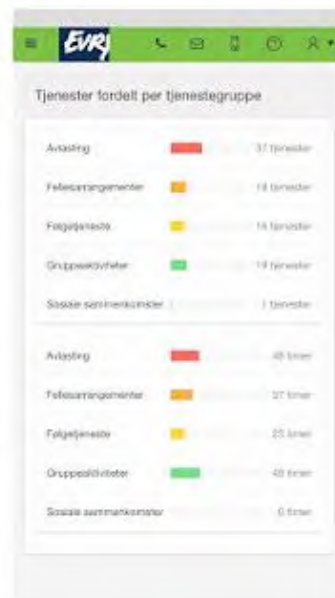
- Overview of User Journey - See Next slides

Smartphone App

Smartphone
User
Interface

≡ EVRY

Support: 📞 62 35 60 05 ✉ AppsSupport@evry.com 📱 FRIDA mobile version 👤 Test Abertay (administrator) ▼
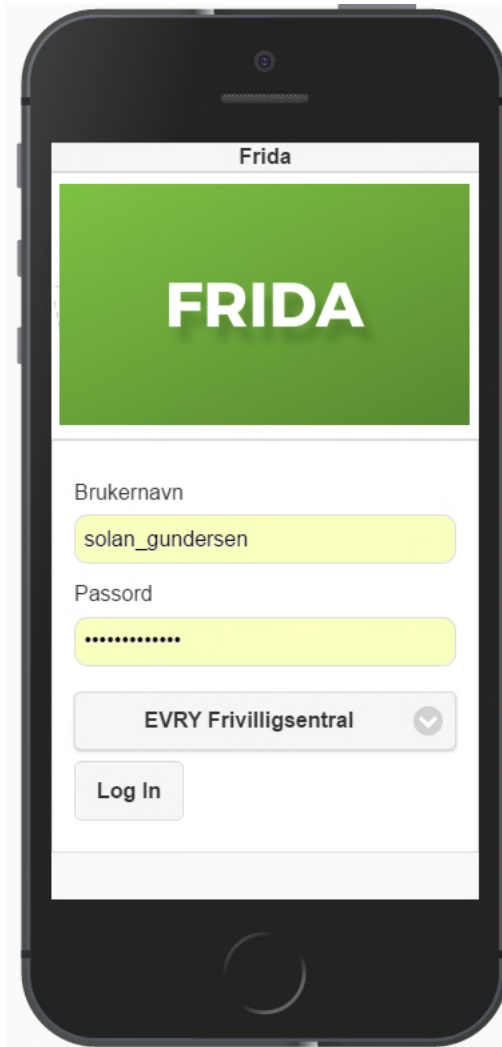
- 📅 Calendar
- ⏱ Timeline
- 🔔 Follow up ▼
- 🔍 Search services
- 📊 Statistics ▼
- ✉ Messages
- ⚙ Administration ▼

Calendar
-- Test fridatst --

[Registrer Brukerbehov >] [Create Adm. Service >] [Create one to one Service >] [Create Event >]

[Reset search]

Category [-- Everyone -- ▼] ⑦   Service group [-- Everyone -- ▼]   Service type [-- Everyone -- ▼]

◄ ► | I dag   **November 2019**   [Måned | Uke | Dag | Liste]

Mandag	Tirsdag	Onsdag	Torsdag	Fredag	Lørdag	Søndag
28	29 08:00 - 10:00 Allsang på Odden	30	31 10:00 - 12:00 Klippe gresset på banen 11:00 - 13:00 Keeperskole 14:00 - 15:30 Fotballtrening for barn 9-12 år 14:00 - 15:30 Måle spydkast	1 08:00 - 10:00 Testing varsel 08:00 - 10:00 Testing varsel 13:00 - 15:00 Allsang på Odden 14:00 - 16:00 Allsang på Odden	2 16:00 - 19:00 Avlastning	3
4	5	6	7	8 08:00 - 10:00 Testing varsel 08:00 - 10:00 Testing varsel	9 16:00 - 19:00 Avlastning	10
11 11:00 - 13:00 Trimtur i skog og mark	12	13	14	15 08:00 - 10:00 Testing varsel 08:00 - 10:00 Testing varsel	16 16:00 - 19:00 Avlastning	17
18 11:00 - 13:00 Trimtur i skog og mark	19	20	21	22 16:00 - 19:00 Avlastning	23	24
25	26	27	28	29 16:00 - 19:00 Avlastning	30	

Kalender

Tidslinje

Oppfølging

Søk

Statistikk

Meldinger

Administrasjon

Epost   SMS

Send SMS

Til (rolle)	KOORDINATOR	?
Til (tjenestetype)		?	Vis gruppe
Til (enkeltpersoner)			?

Fra   **EVRY FRIV**

Melding *   Skriv inn melding

Status

Send SMS

Meldingsmottakere

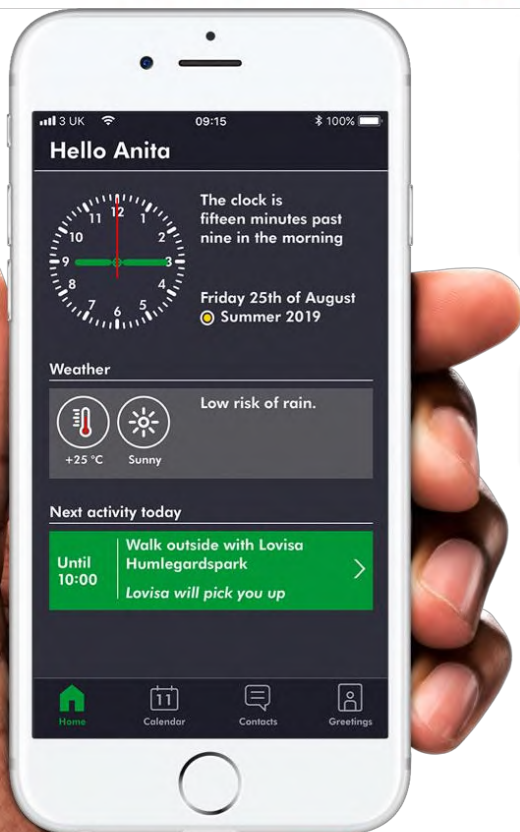| Bukernavn	Navn	Mobiltelefon
Emanuell_Desperados	Emanuell Desperados	90799796
91308316	Johnny Bjørnstad	91308316
Solan_Gundersen	Solan Gundersen	93216084

1 - 3

Tilbake

# Quick and easy coordination via the Jocce app
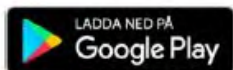
Family Link→

With Jocce you become less alone

Create safety together!

- The app Jocce **creates a new link between relatives and professional care providers**

- In Jocce, **a closed and private network** is created around someone who needs support of others in their everyday lives due to age, illness or disability

- Jocce **follows the Swedish law** according to GDPR and is not a medical record system

- Jocce enables quick and easy **information sharing**. Relatives get to know **in real time** when efforts are made ➔ Less misunderstandings, questions and concerns

- Jocce shows the work that staff performs, which is often "invisible" ➔ **More appreciation** from relatives

- Jocce **saves time** for staff in e.g. home service, day care, housing, LSS. Reporting is done using simple symbols in the app instead of writing a diary. Fewer calls from troubled relatives
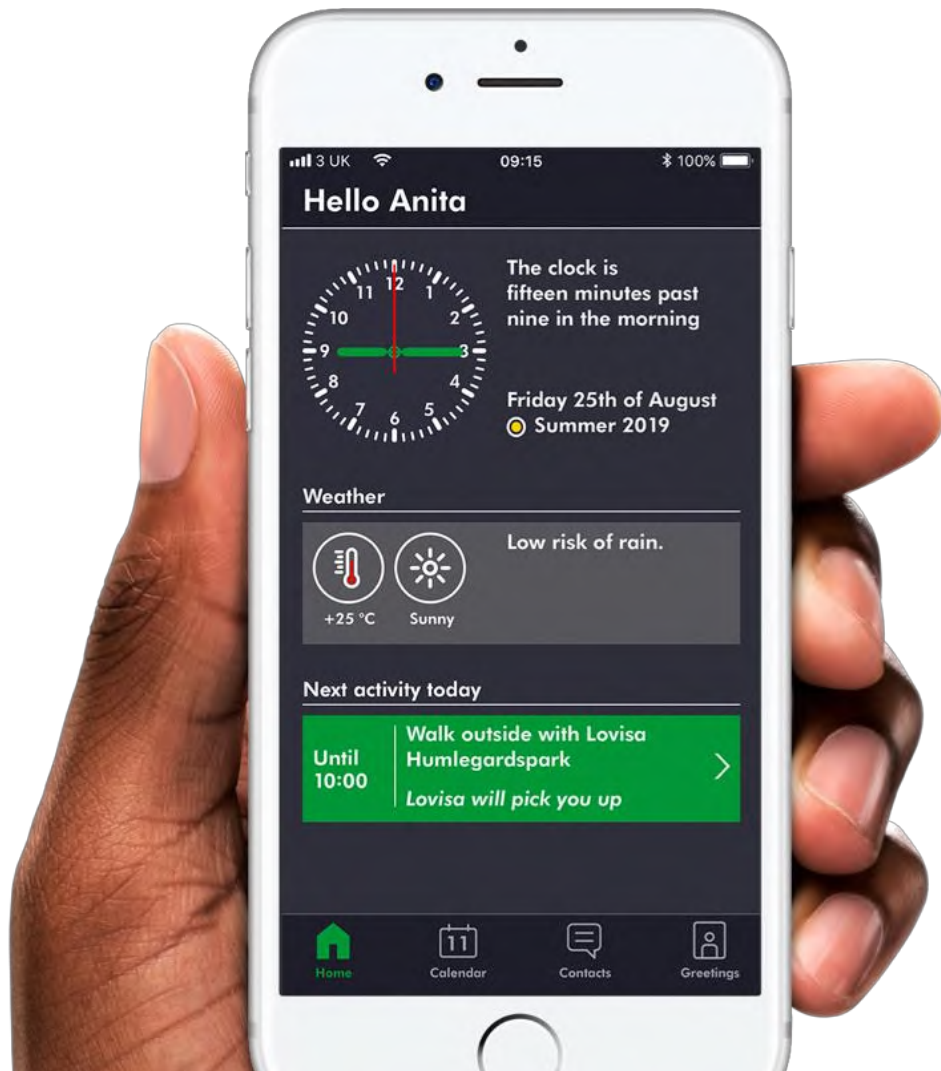
Family Link→ Effects of using Jocce

More shared information creates value for everyone

Care providers

- Fewer phone calls from relatives / customers
- Replaces contact book in paper → increased reporting
- Time saving → more efficient use of resources
- Highlight the staff's efforts → Jocce as a quality tool
- Contributes to achieving corporate goals to involve relatives more
- Contributes to increased customer satisfaction
- Safer relatives ←→ safer customers → peace of mind for the staff
- Less duplication and information gaps → coherent care
- Jocce supports taking steps towards individualized care

Relatives / customers

- More information about close one's everyday life situation
- Fewer phone calls to caregivers, e.g. home care
- Increased confidence in the caregiver (customer satisfaction)
- Easier reporting for staff compared to contact book
- Clearer reporting → reduced anxiety and stress
- Intuitive user interface design
- Ability to help and communicate with the close one without being physically present
- With Jocce, a relative is never alone but part of a network that together helps each other
- The social functions (greetings and pictures) contribute to less isolation for the person in need of care

Results from Jocce questionnaire

Responses from users

CARE PROVIDERS STAFF

- 100% of the staff
  - thinks it is **easy to use Jocce**
  - **regularly uses Jocce** with its customers
  - **prefers Jocce** over the contact book
  - would like to **have Jocce their self** as they get older

- The most important thing to get started with Jocce is that the manager / supervisor gives clear instructions that the app should be used as **work routine**

RELATIVES

- 86% of relatives feel that they receive **more ongoing information** about their close one's everyday life
- Relatives experience **increased safety** and **more involvement**
- 71% of relatives feel that Jocce has led to a **more positive view of staff's work**
- Relatives **lack nothing in Jocce** but want other providers to use Jocce as well
- 100% of the relatives
  - thinks it is **easy to use Jocce**
  - who have more care providers think they should also **offer Jocce to relatives**
  - would like to **have Jocce their self** as they get older

In what way has Jocce implicated a change?

"Daily info that he gets food and medicine that he should have"

"I get direct feedback and know they are there"

"I felt calmer when I saw Dad getting help"

"Able to see how my grandmother feels, that she often seems happy and that she seems to have a lot of fun with several from home care"

"Feels good when staff log in"

"I know who goes there, what happens"

"Great if used extensively, more on a regular basis than exceptions. Then the app will be most useful"

"Superb with symbols that make it easy to quickly and easily get/share information"

"Perfect with the message / picture function; very nice to occasionally get a picture or a funny greeting about what they have done today"

"Ooh what this helps us and my grandmother who has Alzheimer's. Hope this becomes a new standard!"

Family Link→ Said about Jocce

" Jocce really facilitates cooperation and communication between us staff and relatives. It becomes a safety for everyone. I think the app is easy to use and it takes no extra time, on the contrary it becomes a natural part of the work."

Staff Home Care

"It makes me calmer to follow mother's everyday life, especially when not living in the same place. I have contact with home care and day care and now know what my mother does during the days. I can also see that she is happy when home care comes, and it is a great relief."

Relative (living abroad)

"We have relatives who often call to ask questions if we have done what we should with their close one's. Since we started using Jocce, the number of calls has dropped dramatically. When relatives through Jocce receive brief and simple information about what is happening, their concern decreases, and they do not need to call. In this way, Jocce does something good for relatives but also for us as professionals".

Dementia coordinator

In **media**, Jocce has been called "Sweden's first app for relatives" and described with the words: **"Safe. Smart. Simple"**.

Family Link-> Thanks!

Rikard Schröder +46 70 6260775, email: rikard.schroder@familylink.se

www.jocce.link

Digital tool: the informal care HUB
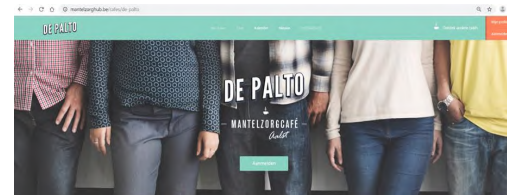
- Aalst cooperation with !DROPS, a social innovation agency that was to support caregivers.

- Based on Human-Centered Design (HCD) the focus was on the needs of informal carers, caregivers. HCD is a creative way to solve problems and face societal challenges.

- The target group, caregivers themselves, participated in the process

- This resulted in 'the informal care HUB (De MantelzorgHUB)' = an overarching concept to support caregivers, cities, municipalities and local care players.

The informal care HUB to provides answers to the challenges and concerns of caregivers:

- Relaxation: 'me-time' and pursuit own interests
- Network: social contact with people in similar situations, appreciation
- Accessible information: administrative and financial support
- Exchange of experiences: learn from each other to strengthen the care, psychosocial support

This consists of a monthly *'caregiver café'* (in the city of Aalst this is called *'De Palto'*),

the *'caregiver academy'* to coach care professionals and caregivers,

and also *'caregivers online'* with the digital platform: www.mantelzorghub.be.

De MANTELZORGHUB

CAREGIVER TOOLKIT FOR CITIES

CAREGIVER CAFE
SOCIAL CONTACT & EMPOWERING

CAREGIVER ACADEMY
LEARNING & EMPOWERING

CAREGIVERS ONLINE
CREATING COMMUNITY & INFORMING

www.mantelzorghub.be
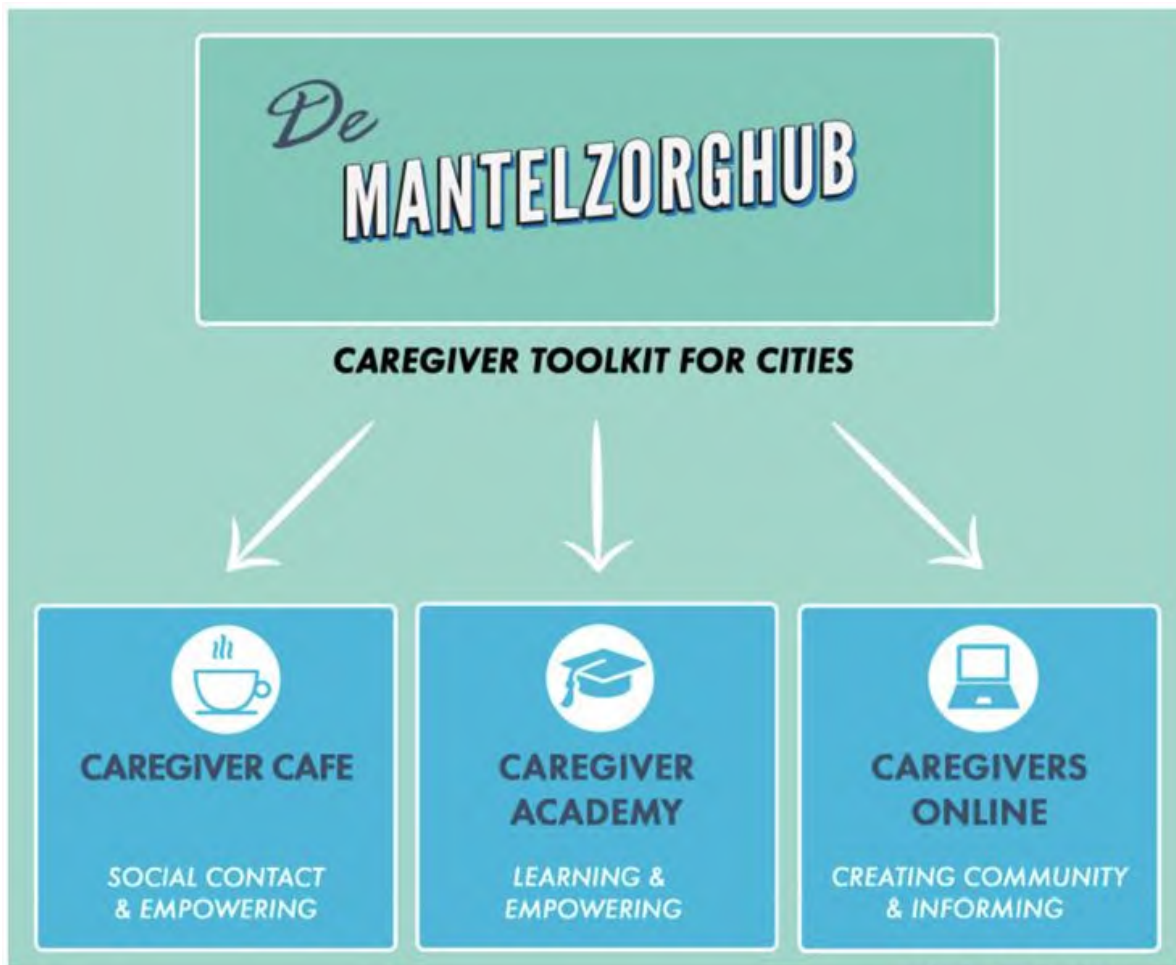
homepage of the informal care HUB for all cities and municipalities,

informal care cafés.

The names were all chosen by a core group of local informal carers.

Most of them are a 'dialect' reference to informal care or listening to each other.
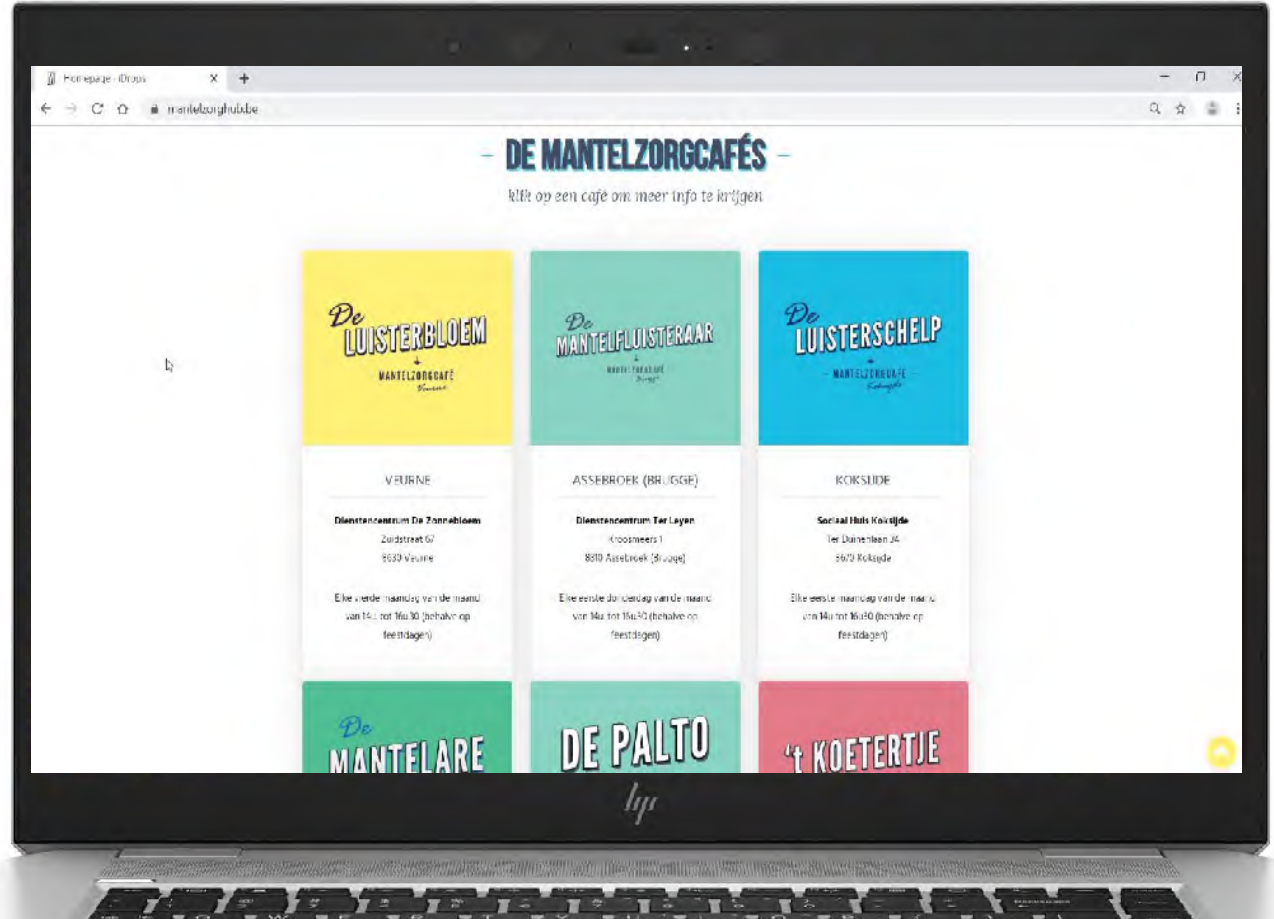
The menu: '
Who is Who'- 'Chat' – 'Calendar' – 'News' – 'Information database'.

'De Palto'

Event calendar, with the coming informal care café's, but also other interesting local activities to caregivers.

For example, a few times a year a care café especially about dementia is organised in Aalst.

Finally, the platform also consists of a 'who is who' – page

and the possibility to chat with each other.

Say hi !!
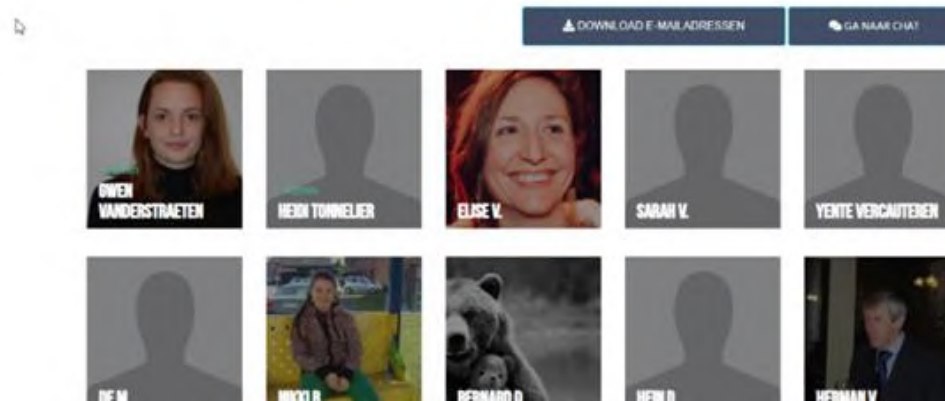
Thank you!

Sally Cameron

Stuart Beveridge

Understanding Needs

- Collaboration

.....

Access Technology Roadshows

Engaging Student
Volunteers

Turning Students into
evangelists

Using Co-Design as a tool

Scott Burrows, Shelby Lusk
Alison Duffy, Paula Forbes
Ken Scott-Brown

On the road with an interactive co-design roadshow.

Abertay Challenge RoadShow

2018   •   General Tech Wishes

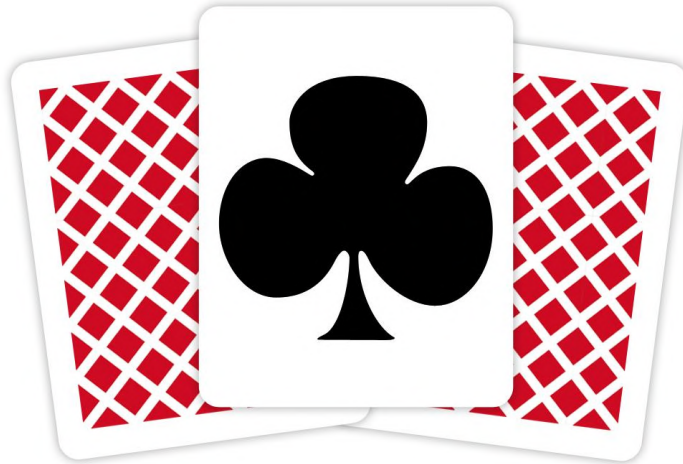**2019**   •   Specific Changes to App

TAPOLOGY

Play to introduce touch screens and tablet technology

A tool to facilitate play and social interaction between volunteers and clients
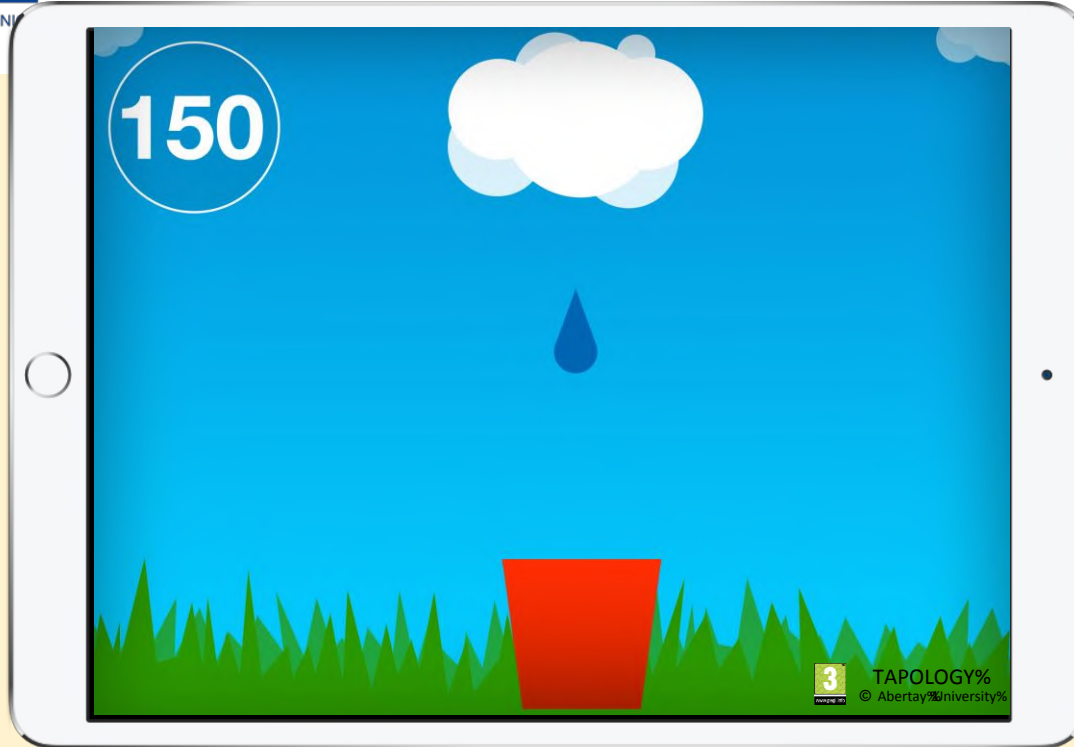
Where%Psychology%meets%Technology%

The$age$of$gaming$-$vision$for$ac1on!$

Garden Games through Co-design

150

TAPOLOGY%
© Abertay%University%

The game requires the user to use their finger to drag the bucket left and right and catch the rain drops.
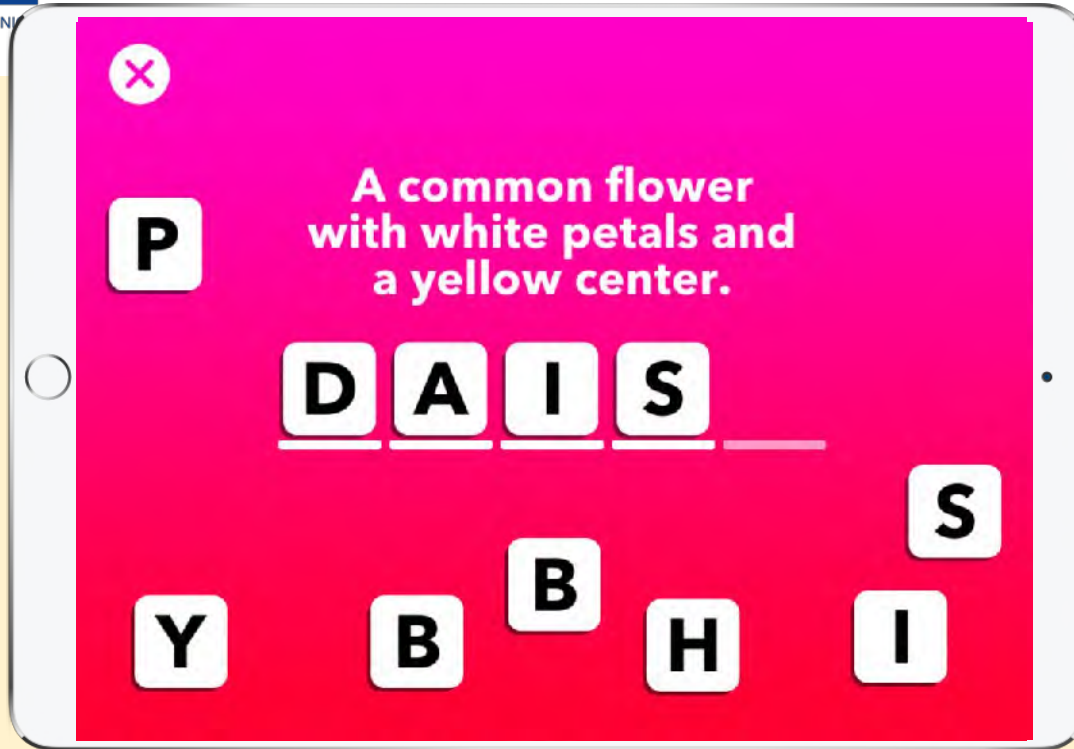The bucket moves more quickly at each level to increase playability.
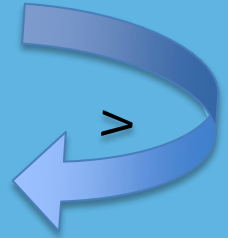
Word Games through Co-design
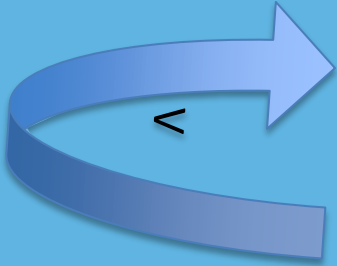

The game requires the user to use their finger to drag the bucket left and right and catch the rain drops.
The bucket moves more quickly at each level to increase playability.

RECAP
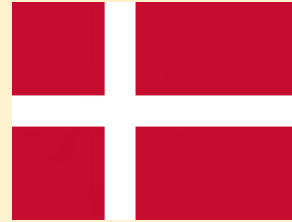
15:45 – 16:15 ICT Solutions & Communication

- In For Care User Test Design and presentation of developed ICT solutions:

- Game for Informal Carers – understanding and telling stories
- VR Simulation – creating empathy
- E-learning Programme – enhancing knowledge
- FRIDA – Empowering volunteers and coordinatorsl
- Jocce Family Carer App – Facilitating Families
- Mantelzorg Hub – Connecting Communities
- SeeScape & Abertay – CoDesigning Connections

Overall

Lessons learned

- Define your target users
- Involve user representatives in all the stages
- Continuously evaluate preliminary needs' fitting (with users)
- Facilitate dialogue between provider and end-users.

Challenges

1. Does the solution cover the user needs (Continuous Assessment)?

2. Is the provider listening and understanding updated user needs and accordingly accommodating system functionality?

**Meet the teams
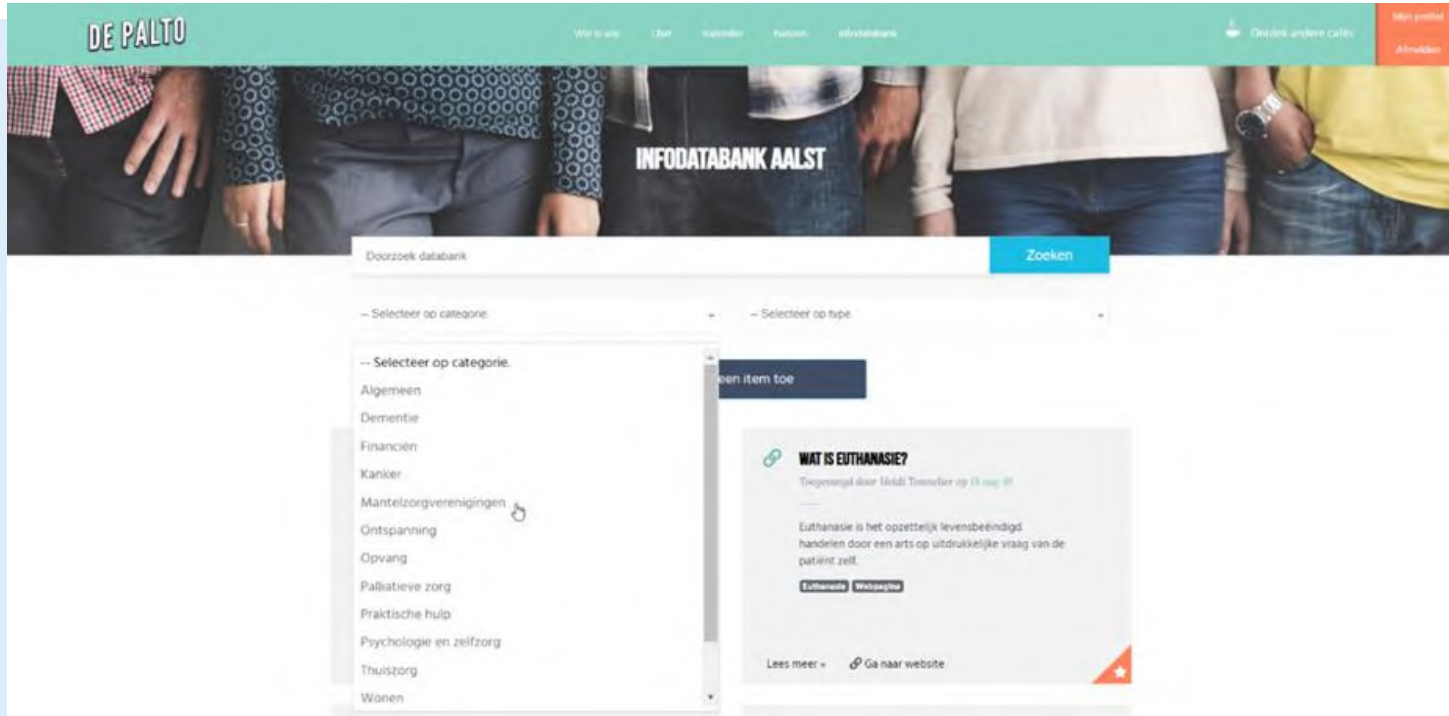learn about the work**

In the exhibition!
or
This evening…..

InfoDataBank Aalst

Info. database, like 'Google'.

A caregiver can write any word to search the right LOCAL information.

Can also search categories on the page, for example: dementia, financial support, cancer, informal care associations, relaxation, home care,…

Results (Spring 2019)

- The quantitative and qualitative results of the pilot course (autumn 2018) where 12 volunteers and 6 professionals attended showed:

- 86% find that the course "greatly" or "some degree" has strengthened their knowledge of health communication.

- 93% experience the course has provided inspiration for how they can use health communication to improve the health of the citizen's relatives and networks.

Improve the effectiveness of delivery of(healthcar e) services by enhanced cooperation between formal and informal network