



GURULO WORKSHOPS AND LOGISTICS NETWORK

GOOD PRACTICE - PROJECT



European Union
European Regional
Development Fund

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Introduction to the Good Practice:

Rehabilitation Centre for Physically Disabled People (**MERЕК** - www.merek.hu) is operated and financed by the General Directorate for Social and Child Protection, operated by the Ministry of Human Capacities. MERЕК's services are aimed at improving the physical condition of the residents, improving their autonomy, promoting their education, vocational training and employment. MERЕК carried out two projects in order to settle the organizational and physical infrastructure for improving its capacities. Programmes were implemented by the support of various funding schemes (PHARE ACCES 2003, Structural Funds (2007-2013) SROP, SIOP) and delivered solutions for unmet needs concerning personalized assistive products and frequent repair

Project 1

"Guruló" Service Network and Workshop for developing equipment assisting employment and independent living of people with reduced mobility (www.gurulo.hu) supported by Social Renewal Operation Programme – SROP / TÁMOP-1.4.2-07/1 to enhance the labour market integration and independent living of people with physical disabilities through the establishment of a national network.

Project 2 - further development of the service infrastructure of the "Guruló" project

Development of Social Services Providing Supportive Technology Devices in Home Care supported by Social Infrastructure Operation Programme – SIOP / TIOP-3.3.2-12 / 1-2013-0001 as a continuation of the "Guruló" project providing rental of home care assistive products for the persons in need through the creation of a logistic network, starting from July 2013 also targeting social integration and collaboration with a health or social institutes.

Problem:

Project 1 (supported by SROP)

- the assistive products are not personalized, providing and using of inappropriate products
- lacking proper service the products and devices frequently go wrong, or fail, untimely replacement is needed
- the waiting time for repair is long, services are hard to reach in the countryside
- supply and service for children's products is rudimentary
- the number of sports assistive products is low, lack of high cost support
- the rental of products temporarily needed is less secured or accessible

Project 2 (Supported by SIOP)

- people in the service felt bad as the quality of the service was low
- both severely disabled people's family members and friends, or relatives of those who need temporary care in the family are also subject to a huge load of nursing care.

Solution:

Project 1 (supported by SROP)

- establishment of a national network of developing workshops and services, to provide mobility aids and tools assisting home-care and day to day living,
- repair and maintenance service of assistive equipment produced in series, personalization and rental following a proper assessment, retrieval and delivery of devices to clients
- establishing strong collaboration between workshops and healthcare professionals
- carry out surveys by locomotor physicians and physiotherapists with the involvement of technicians on the basis of the FNO (Functional Ability, Disability and Health International Classification) methodology
- full service of clients' needs - including co-operation with their therapists - personalization of their aids –enabling them to return to the labor market

Project 2 (Supported by SIOP)

- The logistics rental centers are designed to provide tools assisting home-care and day-to-day living by offering a cost-effective rental system to those who need mobility aids for a short-term.
- in cooperation with the Guruló Workshop Network –logistic units have been opened on six points of the country for storage, release, delivery and retrieval of mobility aids & devices

Impact:

Project 1 (supported by SROP)

- operating logistics rental centres as a nation-wide network in 6 regions of Hungary.
- increase the lifespan of devices, avoid scrapping too soon
- providing personalized quality services by way of cooperation in Team work (physiotherapist, orthopaedist, mechanics of the repair workshop) to fully serve clients' needs and enable them to return to the labour market.
- developing services like: rental, repairing, maintenance and customization of assistive products and assistive sports tools and aids to satisfy clients' needs
- preparing case studies on the project in order to disseminate results at national and international conferences
- establishing, maintaining and monitoring relationships with healthcare institutions, social services and clients
- Introducing the FNO method in the form of training, as broadly as possible (institutions, therapists, doctors)
- development of international relations and cooperation agreements (Guldmann lifting and transport system - www.guldmann.com)

Project 2 (Supported by SIOP)

- reduces the risk of hospitalization,
- home care would be facilitated by the system in the client's habitual environment, following shorter hospital rehabilitation treatment, which enables a shorter recovery
- Both cared patients and family members can return to the labour market sooner.
- Social reintegration is sooner and easier,

1. Relevancy of the Good Practice (GP) project

The “Relevancy of the GP project” section provides quick check and definition of its relevancy in regards to HoCare project objectives.

Good practice of quadruple-helix cooperation in R&I?	Yes, this GP project includes good practices of quadruple-helix cooperation in R&I
Good practice of delivery of Home Care R&I?	Yes, this GP project includes good practices of delivery of Home Care R&I.
If not in Home Care R&I, description and proof of its potential for transferability to delivery of Home Care R&I	
Generation of innovation in home care through answering unmet needs identified by formal or informal healthcare providers?	Yes, this GP project includes good practices of innovation through answering unmet needs.
Generation of innovation in home care through public driven innovation?	No, this GP project does not include good practices of public driven innovation.
Generation of innovation in home care via quadruple-helix cooperation for quicker delivery to the market?	No, this GP project does not include good practices of innovation via cooperation for quicker delivery to the market.

2. Quick overview of the GP project

The “Quick overview of the GP project” section provides initial overview of the good practice project (GP project) and enables readers to see if this GP project idea is relevant for possible transfer to their organization potential innovation activities.

Name of the GP project	Gurulo workshop and Logistic Networks
Region of origin of GP project	Hungary
5 keywords that best describe the content of the GP project	Rehabilitation for physically disabled people, assistive products, service network and workshops, service infrastructure, personalization and rental
Relevant Operational Programme name through which the GP project has been funded (+ also in	(1) Service Network and Workshop for developing equipment assisting employment and independent living of people with reduced mobility

local language in brackets)	TÁMOP-1.4.2-07/1.-2008-0001 (2) Development of Social Services Providing Supportive Technology Devices in Home Care supported TIOP-3.3.2-12/1-2013-0001
Relevant support programme / intervention area name of the GP project through which it was funded (+ also in local language in brackets)	(1) Social Renewal Operation Programme – SROP/ TÁMOP-1.4.2-07/1.-2008-0001 (2) Social Infrastructure Operation Programme – SIOP/ TIOP-3.3.2-12/1-2013-0001
Single or multiple recipients of the GP project?	multiple recipients
Type of lead recipient (SME, LME, research centre, innovation centre, network/association, university/school, municipality, other public body, other (specify)	Formal and/or informal healthcare and/or social providers
Types of participating partners (list all participating partner types. E.g.: hospital, social house, senior house, patient association, networks, SMEs, LMEs, research actors, business supporting organizations, public institutions/regulators, other (specify)	Rolling Service Network and Workshop has established relationships with city and county hospitals, rehabilitation institutes, old age homes, sports clubs, medical devices and sports aids manufacturers and distributors. Active and solid relationships has been built with clients’ family members and friends to fulfil the goal of providing comprehensive personalized services.
Summary of the good practice	Antecedents: <ul style="list-style-type: none"> - Grant received in the PHARE ACCES 2003 programme to establish cooperation with rehabilitation institutions, organizations of disabled and sport clubs and raising awareness of consumer protection rights and technical issues. - “Guruló- Rolling” project financed by the Social Renewal Operation Programme – SROP / TÁMOP-1.4.2-07/1 in 2008 with the goal to enhance the labour market integration and independent living of people with physical disabilities through the establishment of a national network (GURULO NETWORK) of assistive tool development workshops and services.

	<ul style="list-style-type: none"> - further development of the service infrastructure of the “Guruló” project supported by Social Infrastructure Operation Programme – SIOP / TIOP-3.3.2-12 / 1-2013-0001 to provide rental of home care assistive products for the persons in need through the creation of a logistic network, starting from July 2013. <p>Project milestones:</p> <ul style="list-style-type: none"> - establishing logistics rental centres to design and provide mobility tools and sports assistive products, operating as a nation-wide network in 6 regions of Hungary. - providing personalized quality services by way of cooperation in Team work (physiotherapist, orthopaedist, mechanics of the repair workshop) to fully serve clients' needs and enable them to return to the labour market. - developing services like: rental, repairing, maintenance and customization of assistive products and assistive sports tools and aids to satisfy clients' needs - preparing case studies on the project in order to disseminate results at national and international conferences establishing, maintaining and monitoring relationships with healthcare institutions, social services and clients
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3. Transferability

The “Transferability” section provides more detailed review of strengths and weaknesses of this GP project including description of necessary basic conditions for region and leading organization to potentially transfer it. At the end of the section, the key threats in the successful transfer open up possibility to focus on specific relevant issues important for the successful transfer.

Strengths and weaknesses of the project

<p>What are the GP project strengths? Why it was funded?</p>	<p>MEREK established a national network of developing workshops and services for assistive products and assistive sports tools and aids. The workshops were intended for the repair and maintenance of the assistive equipment produced in series, personalization and rental after a proper assessment, and were organized in strong collaboration with healthcare professionals. Locomotor physicians and physiotherapists carried out surveys with the involvement of technicians on the basis of the FNO (Functional Ability, Disability and Health International Classification) methodology with the aim to fully serve the clients' needs - to co-operate with their therapists - personalization of their aids - to return to the labor market. The logistics rental centers were designed to provide tools assisting home-care and day-to-day living in a cost-effective rental system to those who need mobility aids in the short-term. Within the framework of the development - in cooperation with the Guruló Workshop Network – on six points of the country, such logistic units have been created that enable the storage, release, delivery and retrieval of these devices, as well as re-delivery to</p>
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	clients.
What are the key weaknesses of the GP project?	<ul style="list-style-type: none"> -the social and health networks and the access to institutions, are quite different based on each organization and the specific situation in each region, and for example due to the economic situations in these regions the institutions have no big motivation to start such a transfer process - should be planned for sustainability of operation in long-term with a further facilitators, financial resources and continuous linkage to institutions needs and access

Basic conditions for successful transfer

Why is this GP project transferable? – innovation, impact, financial, legal, and timeframe aspects	<ul style="list-style-type: none"> -the all regions started in with individual approaches and with a common understanding of the situation the way how to access those with needs (client, social and healthcare institutions) -the idea could be transferable for example to social and/or healthcare service or home care segment and sports clubs, medical devices and sports aids manufacturers and distributors
What are the basic conditions the region needs to have to be successful in transferring this good practise?	<ul style="list-style-type: none"> -the Gurulo workshop and Logistic Network need to have motivation to start such a rent and/or personalization and/or repair process - the direct access to client -infrastructure accessible in order to present, discuss or evaluate such identified ideas -the will to establish permanent structures in the partner regions the innovation transfer between Gurulo workshops and the institutions in after project ends -the continuation of the activities will depend on a financial support of resources/authorities. The Gurulo Workshop themselves will probably not be able to continue this process by their own
What are the basic conditions the leading recipient from the region needs to have to be successful in transferring this good practice?	<ul style="list-style-type: none"> additional financial support change of attitude increasing demand for personalization and rental

Key threats in GP project transfer

What are the key potential threats for the GP project transfer?	<ul style="list-style-type: none"> -poor motivation / the decreased interest of the clients and institutions -the project ends and / or public authority support missing resulting in no sustainability of operation
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4. Description of the GP project

The “Description of the GP project” section provides more detailed information on the Good Practice project (GP project) and enables readers to get further detailed inspiration and easy ready-to-use information for possible innovation transfer to other project applications. This includes: tackled problem, time length of the GP project, objectives, phases, activities and deliverables of the GP project, its main innovation and target group.

Description of the tackled problem

<p>What was the problem / challenge tackled by the project?</p>	<p>The first project (supported by SROP) aimed to tackle the following needs: the assistive products are not personalized, providing and using of inappropriate products, lacking proper service the products and devices quickly go wrong, or fail, untimely replacement is needed; the waiting time for repair is long, services hard to reach in the countryside; supply and service for children’s products is rudimentary; the number of sports assistive products is low, lack of high cost support; the rental of products temporarily needed is less secured or accessible. The second project, (supported by SIOP), aimed to tackle the following needs: the people in the service feel bad, the quality of the service they consider is low; Family members, friends or relatives who have seriously and / or severely disabled people or those who are in need of temporary care living in their family are also subject to a huge load of nursing care.</p>
<p>What were the reasons for the problem?</p>	<p>Helping the independent life of disabled people. Serving and customizing their devices.</p>

Time length of the GP project

<p>What was the time length of the GP project in months?</p>	<p>60 months</p>
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Objectives of the GP project

<p>Describe the overall and specific objectives of the GP project</p>	<ol style="list-style-type: none"> (1) The project “Guruló” the main goal to enhance the labour market integration and independent living of people with physical disabilities through the establishment of a national network (<i>GURULO NETWORK</i>) of assistive tool development workshops and services. (2) As a continuation of (and building on the outputs and results of) the “Guruló”, MEREK developed its service infrastructure and to provide rental of home care assistive products for the persons in need through the creation of a logistic network. In addition this project targeted social integration and collaboration with a health or social institute as well.
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Phases, activities and deliverables

List all main phases of the GP project including their time length	<ul style="list-style-type: none"> - select cities - selecting and renovating properties - select the workforce
List and describe all main activities that were implemented by the GP project	<p>Antecedents:</p> <ul style="list-style-type: none"> - Grant received in the PHARE ACCES 2003 programme to establish cooperation with rehabilitation institutions, organizations of disabled and sport clubs and raising awareness of consumer protection rights and technical issues. - “Guruló- Rolling” project financed by the Social Renewal Operation Programme – SROP / TÁMOP-1.4.2-07/1 in 2008 with the goal to enhance the labour market integration and independent living of people with physical disabilities through the establishment of a national network (GURULO NETWORK) of assistive tool development workshops and services. - further development of the service infrastructure of the “Guruló” project supported by Social Infrastructure Operation Programme – SIOP / TIOP-3.3.2-12 / 1-2013-0001 to provide rental of home care assistive products for the persons in need through the creation of a logistic network, starting from July 2013. <p>Project milestones:</p> <ul style="list-style-type: none"> - establishing logistics rental centres to design and provide mobility tools and sports assistive products, operating as a nation-wide network in 6 regions of Hungary. - providing personalized quality services by way of cooperation in Team work (physiotherapist, orthopaedist, mechanics of the repair workshop) to fully serve clients' needs and enable them to return to the labour market. - developing services like: rental, repairing, maintenance and customization of assistive products and assistive sports tools and aids to satisfy clients' needs - preparing case studies on the project in order to disseminate results at national and international conferences establishing, maintaining and monitoring relationships with healthcare institutions, social services and clients
List all main deliverables of the GP project	Visiting 4000 disabled clients Customize people with permanent disabilities

Main innovation of the GP project

What was the main innovation of the GP project?	<p>Solution:</p> <p>MEREK established a national network of developing workshops and services for assistive products and assistive sports tools and aids. The workshops were intended for the repair and maintenance of the assistive equipment produced in series, personalization and rental after a proper assessment, and were organized in strong collaboration with healthcare professionals. Locomotor</p>
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	<p>physicians and physiotherapists carried out surveys with the involvement of technicians on the basis of the FNO (Functional Ability, Disability and Health International Classification) methodology with the aim to fully serve the clients' needs - to co-operate with their therapists - personalization of their aids - to return to the labor market. The logistics rental centers were designed to provide tools assisting home-care and day-to-day living in a cost-effective rental system to those who need mobility aids in the short-term. Within the framework of the development - in cooperation with the Guruló Workshop Network – on six points of the country, such logistic units have been created that enable the storage, release, delivery and retrieval of these devices, as well as re-delivery to clients.</p>
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Target group of the project

<p>Who was the main target group of the GP project? (SME, LME, research organization, university, public institution, healthcare provider, business supporting organization, other (specify))</p>	<ul style="list-style-type: none"> - Healthcare professionals, - Hospitals, rehabilitation institutes, elderly homes, - Business: medical devices and sports aids manufacturers and distributors - End-users. Clients, patients, families (Visiting 4000 disabled clients; Customize people with permanent disabilities)
<p>Describe the main target group</p>	<p>End users: 4000 disabled clients were visited; people with permanent disabilities customized. Informal healthcare provider initiated and developed a new solution service for their clients (end-users) and included formal healthcare providers and their employees to the definition and development of new service and personalization of their aids via user centred-design. The aim is to fully serve the clients' needs - to co-operate with their therapists - personalization of their aids - to return to the labor market.</p> <p>Establishment of a national network of developing workshops and services for assistive products and assistive sports tools and aids.</p> <p>The workshops are intended for the repair and maintenance of the assistive equipment produced in series, personalization and rental after a proper assessment. The workshops are in strong collaboration with healthcare professionals. Locomotor physicians and physiotherapists carry out surveys with the involvement of technicians on the basis of the FNO (Functional Ability, Disability and Health International Classification) methodology.</p> <p>Rolling Service Network and Workshop has established relationships with city/local and county hospitals, rehabilitation institutes, elderly homes, sports clubs, medical devices and sports aids manufacturers and distributors. Active and solid relationships has been built with clients' family members and friends to fulfil the goal of providing comprehensive personalized services. The logistics rental centers are designed to provide tools assisting home-care and day-to-day living in a cost-effective rental system to those who need mobility aids in the short-term.</p>

	<p>Within the framework of the development - in cooperation with the Guruló Workshop Network – on six points of the country such logistic units have been created that enable the storage, release, delivery and retrieval of these devices, as well as re-delivery to clients.</p>
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5. Impact

The “Impact” section provides more detailed information on the effect of the GP project implementation and dissemination of major outputs.

Impact

<p>What was the level of geographical impact of the GP project? (village, city, county, country, international, other (specify)</p>	<p>international</p>
<p>What were the final impact indicators including their quantification?</p>	<p>many co-operations have been established See annex!</p>
<p>Describe the changes resulted from the project activities</p>	<ul style="list-style-type: none"> - Gurulo workshop - rent, personalization and repair process - national coverage and use - specific needs of client, social and healthcare insitutions -establishing the processes and procedures of the innovation workshop system -stimulation of future investments

Dissemination of outputs

<p>Describe dissemination activities of the project outputs carried out during the GP project</p>	<ul style="list-style-type: none"> study tours participation in national and international conferences many video and image material press releases radio and TV appearances project video final conference
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6. Risks

The “Risks” section provides more detailed review of potential risks of this GP project implementation including their defined mitigation strategies to eliminate them.

Describe risks involved in implementing this GP project including their mitigation strategies	Sustainability of operation after project ends. Other relevant groups such as health care insurance (fund/companies), health and social care and sports decision maker groups and relevant political groups should be involved.
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7. Budget

The “Budget” section provides more detailed review of costs regarding the project implementation as well as operational sustainability after its end. In addition, if relevant, public tenders within the project and additional generated incomes by the project are showed and explained.

Budget

What was the overall budget of the project in EUR ?	3217183,65 Euro
List relevant budget lines of the project including their % share from total budget	See annex!

Additional income generated by the project

Did the project create any additional income ?	no, the GP project did not generate additional income
If yes, specify which type of income and what amount in EUR ?	-

Public tender

Did the project include any public tender ?	yes, the project included a public tender
If yes, specify what kind of contract (specific contract, general contract, other)	supply and lease
If yes, specify in what amount in EUR	See annex!
Describe the public tender subject	property

Financial sustainability after GP project end

Was there an operational financial sustainability plan in the project after its end ?	no, the GP project did not include an operational financial sustainability plan
If yes, specify where the operational funds after project end came from ?	-
If yes, specify the amount of operational funds in EUR	-

8. Other information

In this section, specific additional information about the GP project could be revealed.

Please describe any other relevant information about this GP project (if relevant)	www.merek.hu www.gurulo.hu
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9. Information gathered by ...

The information about this good practise (GP) project has been gathered for the purpose of the HoCare project (Interreg Europe Programme) by the following organization:

Region	Hungary
Organization name(s) (+ in local language in brackets)	MEREK
Name of the contact person(s)	Barbara Velezdi Szilvia Parcsami
Contact email(s)	velezdi.barbara@merek.hu parcsami.szilvia@merek.hu

AUTHOR – PARTNER OF THE HOCARE PROJECT

National Healthcare Service Center – www.aEEK.hu



National Healthcare Service Center