

EAN HEADQUARTERS

EAN asbl
c/o Résidence Grande Duchesse
Joséphine Charlotte
11, avenue Marie-Thérèse
L-2132 Luxembourg



EUROPEAN
AGEING
NETWORK
former EDE | EAHS
 

EAN OFFICES

Na Pankráci 1618/30
CZ-140 00 Praha 4
Czech Republic
+420 777 357 832
info@ede-eu.org
Skype: edeskype2016

92 Rue d'Arlon
1040 Brussels
Belgium

Working group Digital care

Version V6 February 2023

Meeting Tuesday 14 February 2023

Venue

ActiZ,
Oudlaan 4
3515 GA Utrecht

Contactpersons

Michiel Kooijman and Sjoerd Becx

Agenda

1. 10h Opening and welcome
2. 10h30 Review Working document and agreement about activities
3. 10h45 Review of documents and prepared materials :
 - EAN Digital Care Summit Malta April 2023
 - Towards an ICT and digitalisation wish-list of elderly care providers
4. 12h30 Planning and organization Digital Summit, Malta
5. 14h30 Wrap-up and planning of activities
6. 15h Closing

Digital participation is possible via:

https://teams.microsoft.com/join/19%3ameeting_Mzq0MjE0MzktZjM1My00YzQ4LWJiMmUtMDJlODk3M2NhMTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22b3f7e509-f5a0-4cd9-a17d-361a8f085d7b%22%2c%22Oid%22%3a%22ae5976ea-5cde-4373-ad48-392447e6bb92%22%7d

Meeting-id: 316 424 573 081
Code: CJK4vk



Meeting Wednesday 21 December 2022

Agenda

7. Opening and welcome
8. Review Working document and agreement about activities
9. Review of documents and prepared materials :
 - EAN Digital Care Summit Malta April 2023
 - Towards an ICT and digitalisation wish-list of elderly care providers
10. European Health Data Space
11. Wrap-up and planning of activities
12. Closing

Present

Cornelia Sicher - Cornelia.Sicher@ilogs.com
Andraz Kranjc - andraz@caretronic.com
Sjoerd Becx - s.becx@actiz.nl
Michiel Kooijman - m.kooijman@actiz.nl
Clémence Lacour - c.lacour@fnaqpa.fr
Ulrika Olsson - Ulrika.Olsson@arjo.com
Marcel Smeets - marceljgsmeets@gmail.com

Minutes/ notes

1. Opening and welcome

Marcel opened and recalled the last meeting on the basis of the minutes/ notes hereunder.

2. Review of documents prepared

Clémence introduced her proposal for a Elderly care providers' wishlist (see PPT). Starting points are that ICT and digital solutions are not meant to replace or reduce staff, but to be supportive and that ICT and digital solutions are *instrumental in the care pathway*, and hence, should:

- Save time for staff and support them in their activities;
- Reduce administrative burden/ drudgery;
- Help older people in independent living;
- Easy to use and to learn/ accept by staff and older people;
- Be up-to-date;
- Be based on a sound business model;
- Always be consented by the concerned/ users.

In the discussion, following issues arose:

- ICT as a replacement of humans



It was agreed that ICT can not replace human care, but could replace human presence. In e.g. telemonitoring, the fact that physical presence is replaced by camera surveillance, ICT replaces the staff member on the spot, but not his care-giving. This is part of an ethical discussion;

- Expectations and acceptance of staff, clients and relatives
ICT in care is an issue that different generations consider differently: older generations have lower acceptance than younger generations. As a 'generational issue' it is expected that in the near future the issue of acceptance will be a less urgent/ profound than it is today. In our discussions, we therefore have to focus on the next generations, but with respect for the current generation of staff and older people. Even more, we as a sector have to drive this shift, as our sector can not afford to lag behind as it could also affect the attractiveness of our sector in the view of younger generations (a.o. in terms of labor market);
- Distinction between data and care solutions
We see a difference between ICT solutions for the care provision (as such) on the one hand, and ICT solutions for data exchange on the other. Care providers generally prefer one holistic, integrated ICT system for 'everything': for the care, for EHR, the administrative processes, for HRM, for invoicing etc. But this makes ICT a problem (in terms of maintenance, capacity, management) rather than a solution. ICT must be as simple and as effective as possible;
- The business model
There is not very much information nor experience in this. Most common elements of a sound business model are:
 - Big vs. small projects/ operators
 - Modularity: partly standardised, partly tailor-made
 - Head-count and mass
 - Software vs. hardware
 - Who pays? Is it the operator or the client? And is the investment (partly) re-imbursed or not? And is the re-imbursment public or private?
 - It seems that the variations between countries/ healthcare systems/ insurance models are so numerous, that it is difficult to propose a all-sizes fits answer. We agreed to come back to this issue in a next meeting.

Digital care summit template

Michiel and Sjoerd introduced their proposal for a template for the presentations at the Digital Care Summit in Malta (see PPT). They included the proposal made by Jiri.

The proposal was welcomed and the discussion focused mostly on practicalities:

- The number of issues/ items/ questions should be limited, in order to ease responses. It was suggested to make use of multiple-choice answering for some items;
- The issues/ items/ questions should be country- and system-neutral, and be formulated in more general terms, without losing essence;
- In line with the discussion about the wish-list, it is said to be important to distinguish clearly between primary (care, person-centered) and secondary (data, administrative) use of ICT and digital solutions;



- There is a need to introduce a part about re-imbursement.

The group proposes to organize a digital questionnaire ahead of the summit, to collect more information and to make comparison on a members level possible.

3. European Health Data Space

Marcel presented an EC presentation about the European Health Data Space (see PPT). This initiative of the European Commission will regulate the primary and secondary health data use and exchange.

In the discussion the question arose whether EHDS affects our sector. It is about *health* data and *healthcare* providers. Elderly and social care as such are not specified. Nevertheless, EHDS is considered relevant for our sector:

- EHDS is a proposal for a Regulation, meaning it will impact all Member States and the subsequent healthcare systems – as it is written;
- EHDS is about standards and interoperability. In terms of care pathways, the elderly care sector will be involved. The implementation (costs) of EHDS will also have an impact on our sector and the ICT-systems in place. Relevant for our sector: are ICT-providers able to deliver required changes (on time), who is paying? What is the role of the Resilience & Recovery Funds and the allocated budgets for digitalization and ICT in care on a national level?;
- EHDS is looking at not only primary use, but also at secondary (research, analysis) use. Elderly care providers may be affected via at least one of these, whatever size or activity;
- Elderly care providers often have an obligation to collect and store data from clients, most often by way of national legislation. This can be the case for a.o. falls, wounds. These data are then used for benchmarking or policy development. Data collection and analysis often also fits in prevention policies, and to raise quality of care;
- Data is money. Data from elderly care providers have a value – and could be exploited economically. Related questions are: who owns the data, who adds value, and what goals do they serve (e.g. education, service or product development);

It was proposed to develop a users' manual for EAN members: setting out relevance, possible impact and opportunities of EHDS for elderly care providers.

4. Wrap-up, planning of activities and closing

The discussions did bring new input to the Wishlist (Clemence), the templates (Michiel and Sjoerd) and EHDS (Marcel). The different pen-holders will enrich their proposals accordingly for the next meeting.

Following an earlier Doodle, it was agreed to meet again, in person, on 14 February 2023. Ulrika kindly offered to host in Malmö. Marcel will check possibilities with the Secretariat.

At the next meeting we'll decide about meetings in March and April 2023.

See below for list of agreed actions and responsibilities.

End

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Skype: edeskype2016

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Belgium

Meeting Monday 14 November 2022

Present

Cornelia Sicher - Cornelia.Sicher@ilogs.com
Sjoerd Becx - s.becx@actiz.nl
Michiel Kooijman - m.kooijman@actiz.nl
Saskia Wichmann - Saskia.Wichmann@hartmann.info
Clémence Lacour - c.lacour@fnaqpa.fr
Eckart von Malsen - eckart.vonmalsen@groupe-korian.com
Gang Zhang - Gang.Zhang@arjo.com
Simona Brezar - simona@caretronic.com
Jiří Horecký - president@ean.care
Karel Vostry - info@ean.care
Marcel Smeets - marceljgsmeets@gmail.com

Agenda

5. Opening and welcome
6. Review Working document and agreement about activities
7. ICT and digitalisation issues in health and elderly care in the EU
8. EAN Digital Care Summit Malta April 2023
9. Lunch
10. European Health Data Space
11. Towards an ICT and digitalisation wish-list of elderly care providers
12. Wrap-up and planning of activities
13. Closing

Minutes/ notes

14. Opening and welcome

Jiri and Marcel welcomed the participants in the room and those attending the meeting digitally. Jiri set out the goals and terms of reference of the new Working group.

15. Review Working document and agreement about activities

Marcel reviewed this Working document and proposed to work on this and to update after every meeting. Michiel and Sjoerd presented ActiZ' activities.



16. ICT and digitalisation issues in health and elderly care in the EU

Marcel shortly presented the state-of-play of ICT-issues on an EU level. The PPT is attached.

17. EAN Digital Care Summit Malta April 2023

EAN will organise a one-day Digital summit along the General Assembly and Board meetings in Malta. Goals are to identify innovative solutions and the current play at the level of EAN members. EAN members are invited to present their current practices. Therefor, the WG will develop a template for presentations (15min, 2-3 slides) in order to compare and to focus. The Summit will result in a report/ position paper.

- The summit is meant to identify really new, innovative solutions that are really useful for elderly care providers and for older people. It should also result in a 'wish-list' of solutions for demands and needs.
- We agreed to have three groups of presenters: elderly care providers (EAN members), industry partners and older people's representatives (e.g. AGE Platform).
- The presentations are based on a common template, specified per:
 - Service providers:
 - General info per country
 - Data protection, sharing, processing issues
 - "Smart" (innovative, new concepts, pilots, out-of-the-box solutions)
 - Robotics
 - Communication (between staff, staff and residents, relatives)
 - Administrative burden and ways to reduce
 - Augmented reality
 - Legal & policies
 - Main barriers
 - How do you see the future and how will ICT change care provision.
 - Industry/ providers
 - What is in the pipeline
 - Questions for elderly care providers
 - How do you see the future and how will ICT change care

It was agreed that ActiZ will further specify and elaborate a proposal for the templates for elderly care providers. Industry partners will work on the template for their category. Templates will be finalised by end December 2022, the Summit participants will be asked to provide their completed templates by end of January 2023, so the WG can review and adjust before the last meeting.

18. European Health Data Space

It was agreed to postpone this issue and to invite an EU/EC expert speaker for next meeting. In the discussion participants expressed their interests in EHDS.



19. Towards an ICT and digitalisation wish-list of elderly care providers

In discussing a 'wish-list' for elderly care providers, following elements came up:

- ICT and digital solutions should fit in the care pathway: it should add value/ promote the quality of life, of care and of workforce
- ICT and digital solutions should be based on a valid business model (affordable, cost-effective)
- Should be usable in multiple settings: interoperable, integrated, legally fitting/ compliant
- ICT and digital solutions should be servicing: both formal as well as informal carers, promote independency, promote autonomy and self-care
- ICT and digital solutions should be multi-deployable and scalable
- ICT and digital solutions should be usefull for al land should be possible to train/ learn all users
- ICT and digital solutions should be legally and ethically compliant

The wishlist should also pay attention to issues that make the elderly care sector 'special':

- Vulnerability of the users/ older people
- Cost-conscience
- Dependency
- Specific conditions of users/ older people (e.g. dimentia)
- Conscent of carers and cared-for, communication about use, goals, effects
- Security

All participants will reflect on this list and provide input. FNAQPA will provide a more developed proposal for the next meeting.

20. Wrap-up and planning of activities & closing

It was agreed to have a next digital meeting before Christmas and a in person-meeting end January 2023. A Doodle will be sent out.

See Planning and activities list at the end of this document for more specific action points.



About the WG Digital care

The European Ageing Network (EAN) is the European trade association of elderly care and service providers. Following its vision on elderly care in 2030, EAN strives for better quality of life of older persons, while maintaining the high quality of care.

In line with that vision, EAN recognises the importance of digitalisation and ICT in high quality care provision and its positive effects on quality of life. To better understand challenges and to take more advantage of ICT and digitalisation, EAN has set-up a working group Digital care.

Objectives

The WG Digital care has as a main objective to support and to guide the EAN membership in dealing with digitalisation and ICT issues and to provide the association with input for issue dealing and positioning.

Composition

The working group consists primarily of EAN members with an interest and experience in ICT and digitalisation in their daily practice. The WG will be co-ordinated by Jiri Horecky and Marcel Smeets. They announced the new WG Digitalisation at the General Assembly of September 2022, and called interested members to join.

Objects of interests

The WG will work around following themes:

- Data (Data collection, protection, ownership, cyber security, digital support)
- European Health Data Space (impact,)
- Digitalisation (Which solutions does the sector need, which are risks involved, which opportunities)
- Technologies, devices, solutions (Cost effectiveness, ethical issues, main drivers for digitalisation, best practices)
- Right and obligations (Towards a LTC Digitalisation Charter)

As a start, the WG will focus on the following:

- Prepare the EAN Digital care summit (a.o. topics, speakers, universal template for presentations), to be organised along the GA meetings in Malta (April 2023)
- Draft a “wish list” specifically for elderly care providers: which digital and ICT solutions are useful and interesting in terms of costs and benefits for older people and elderly care service providers; what are best/worst practices; what do elderly care providers expect from ICT-providers; what solutions/ applications are really needed; what is the price of ICT and digitalisation in elderly care?

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- Provide EAN with guidance in the field of the European Health Data Space (EHDS): analysis (risks and opportunities), proposals, policy (lobbying/ seminar).

Working method

The WG Digital care will meet regularly - in person and/or digitally. The co-ordinators will propose meeting agendas, minutes and draft documents. Members will delegate ICT and digitalisation experts and provide input. The meetings will discuss and define actions and follow-up on planned activities. Communications between meetings via email. Please note that eventual costs for travel and/or accommodation are not covered by EAN.

Planning

Meetings (preferably in vivo) and activities are planned as follows:

- 27-29 September: Kick-off and meeting 1 in Vienna
- 14 Nov: meeting 2 in Prague
- Dec 2022: digital meeting 3
- Feb 2023: in vivo meeting 4
- Mar 2023: in vivo/ digital meeting 5
- April 2023: EAN Digital summit

Date	Activity	Responsible	Status
12-2022	Check possibilities online questionnaire Template	MS	
12-2022	Adapt template "users PPT" Digital Summit	ActiZ	
12-2022	Adapt 'Wishlist'	FNAQPA	
12-2022	Check location next meeting (Malmö, Prague?)	MS	
11-2022	Develop and propose 'Wishlist'	FNAQPA	
11-2022	Develop and propose template "industry PPT" Digital Summit	Meyeva	
11-2022	Develop and propose template "users PPT" Digital Summit	ActiZ	
11-2022	Invite EU/EC expert speakers EHDS	MS/Korean	
11-2022	Minutes and Doodle next meetings	MS	
10-2022	Sent out Doodle meeting Nov 2020, Prague	KV/MS	
11-2022	Prepare session 14 Nov 2022, meeting agenda	MS	