Deliverable 1.1
Joint Methodology for Case Finding

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1. Summary

This document outlines the joint methodology for undertaking the activities within Work Package 1 – Initial Need Assessment, and it to be reviewed and carried out by the project partners identified. Its sets out what has already been achieved, and provides an outline of what is planned. Main activities will centre on activities conducting a survey, conducting workshops and identifying target groups and stakeholders. In addition, some elements will need to liaise closely with dissemination activities to ensure they activities are fully exploited.

ENSAFE aims at supporting more effective prevention and self-care strategies by creating a smarter, more accessible and versatile link among the elderly person, their living environment and the support network around them by creating an elderly-oriented, network-based services aimed at fostering independent life. The service vision is built upon a layer of existing technologies, encompassing mobile communication, environmental sensing and clinical monitoring. Within the project the technologies will be further developed and integrated into a common framework which, in turn, will provide the basis for implementing innovative services.

The expected project output and impact will include an integrated system composed of a set of networked devices including a smart phone with built-in sensors, wearable sensors and environment sensors. Due to the open and flexible system design new sensors can be added, allowing for a constant enlargement of the range of elderly users with specific needs and conditions. Pilot applications are set in four different pilot countries representing a wide spectrum of development levels, living and service standards. A business model will be developed to describe how the product service will create, deliver and capture the value of the innovation and will consider the market, economic, social, and cultural and other contextual factors across Europe.

2. Outline of Work Package 1 – Initial Need Assessment

The aim of work package 1 is to prepare the ground for product and service development, the definition of implementation scenarios for different service models of the pilot countries (UK, Netherlands, Sweden, and Italy), and the elaboration of a viable and validated business model and plan. The deliverables for this work package include the following:

- D1.1 – joint methodology for case finding (M1) – *this report*;
- D1.2 – case finding analysis on the four pilot sites (M6);
- D1.3 – joint need assessment report synthesising the case finding analysis (M8);
- D1.4 – status quo analysis on service models and regulatory frameworks (M8).

2.1 Task 1 – (lead: NWC AHSN)

The NWC AHSN will collaborate with partners across four pilot sites to develop a clear joint methodology for case finding to deliver a consistency in user involvement. Each survey in each pilot site will involve 100 elderly (65+) with mild to moderate care needs, who are physically able to use a normal mobile phone and are able to independently manage their personal care. People with or without experience with touch screens and PCs will be eligible for this work. Partners are also aware that other potential end users should not be excluded. The applied methods will include surveying of end users and focus groups with all stakeholders. Tasks for participants therefore need to include the following:

- Identify target users with mild to moderate care needs in designated pilot sites;
- Identify suitable survey questions, and tailor to site specific requirements. *A draft survey has now been developed for partners to review and sign off as acceptable. Following their acceptance the surveys can be translated into specific languages as required*;
- Conduct surveys, undertake analysis, and develop specific conclusions and recommendations for next steps. Partners will need to summarise their findings and forward to WP1 leader for collation and analysis with all other results;
- Undertake stakeholder mapping exercise for focus group participation (to include interest / influence assessment) and to include end users, informal care givers, and representatives from primary and secondary care if relevant e.g. CCGs, LAs, GPs, 3rd Sector (Age UK), User led organisations (ULOs), Hospitals, Supported Living, Housing Trusts, and extra care facilities). This task needs to be completed for the dissemination activities as well;
- Set up focus groups to test conclusions from survey work to include end users and identified target stakeholders to get their view on the feedback from the survey and to develop participation in the development of the proposed solution;
- Project partners will need to feedback and findings to the WP1 leaders so that they will be able to analyse and complete a final report.

2.2 Task 2 – (lead: PROGES, participating: UNIPPR, NWC AHSN, TU/e, RZCC, SICS, and ICE Creates)

Initial case finding will start with the end-users providing insights for both product / service development and the business plan development (e.g. technology acceptance, price sensitivity, willingness to use services). Other stakeholders, such as care institutions will provide valuable suggestions for the product service concept. Demand surveys will use relatively large samples and

include questionnaires (with response options and open ended questions). Questions addressing satisfaction will serve to provide initial inputs for the draft business model. Ambiguity from the surveys will be eliminated through discussion in focus groups with different stakeholders of the elderly network. Following these, co-creation sessions will be held to support the definition of the product service concept.

2.3   Task 3 – (lead: NWC AHSN, participating: UNIPR, TU/e, SICS, PROGES, MTD)

Case findings in the pilot sites will be synthesized into a joint need assessment report by the task leader. In this phase, insights from users and stakeholders will be translated into the product service system. Results will feed in the preparations for the prototype development. The synthesis will also explore differences in the in-depth needs of the elderly in the various markets helping to identify common denominators to develop a uniform product service system and the flexible components adaptable to market differences.

2.4   Task 4 - (lead: NWCAHSN. participants: NWCAHSN, TU/e, UNITBV, MTD)

Status quo analysis on the current care service models and regulatory framework will be carried out by the task coordinators relying on structured inputs from the partner countries. The analysis should feed into Task 4.1 defining the feasibility for the integration of the developed product service system into the operation of the health and / or social care institutions at the local pilot sites and potentially in the wider systems of the pilot countries. Regulatory issues will also be paid due attention, as the collection, interpretation and storing of personal and health related data have very important implications for the feasibility of service deployment. A wider European outlook will be also prepared to explore longer term opportunities for a European wide scalability.

This will be a live document as regulations are evolving across Europe.

2.5   Project Gantt chart:

A project Gantt chart for work package 1 appears below:

		2015 / 2016							
1	**WP1: Initial Need Assessment**	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
1.1	Joint methodology for case finding	■	■	■	■	■			
1.2	Initial case finding in pilot sites (ICE)		■	■	■	■	■	■	
1.3	Joint need assessment report synthesising case finding analyses						▨	▨	■
1.4	Status quo analysis for care service models and regulatory framework				▨	▨	▨	▨	■

2.6 Resource Requirements:

The table below shows the total time allocated to participating partners for Work Package 1 overall, and has been estimated for the identified tasks as follows:

Participant Number	9	6	8	3	1	10	5	4	7
Short Name	NWC AHSN	UNIPR	SICS	TU/e	RZCC	ICE Creates	PROGES	MTD	GAIA
Allocated Person Months	8.0	1.0	2.0	3.5	1.0	2.0	4.0	3.0	2.0
Participation (lead or participant)									
Task 1	L	-	-	-	-	-	-	-	-
Task 2	P	P	P	P	P	P	L	-	-
Task 3	L	P	P	P	-	-	P	P	-
Task 4	L	-	P	P	-	-	-	P	-
Suggested Allocation of Time									
Task 1	2.0								
Task 2	2.0	0.5	1.0	1.5	1.0	2.0	2.0		
Task 3	2.0	0.5	0.5	1.0			2.0	1.5	
Task 4	2.0		0.5	1.0				1.5	

3. Outline of Survey Design

3.1 Initial Draft

An initial draft survey has been developed by NWC AHSN, including open responses to help gain insights into the level of understanding for the subject of technology amongst the target end users and their informal carers. This includes a 'PowToon' animation introducing the project which is now available on the ENSAFE website for review.

NWC AHSN has a number of sources in developing the survey *including*:

- Ward G et al, "Creative approaches to service design: Using co-creation to develop a consumer assistive technology", Technology & Disability 27 (2015) 5-15, IOS Press.
- Ward G et al, "Technology and informal care networks: Creative approaches to user led service design for the Warm Neighbourhoods® and AroundMe™ service", Interdisciplinary Studies Journal, vol 3, No 4, 2014.
- Holliday et al, "Understanding younger older consumers' needs in a changing healthcare market; supporting and developing the consumer market for electronic assisted living technologies", International Journal of Consumer Studies.

A copy of the draft survey will be shared and explained by Richard Harding from NWC AHSN.