CARE ❁
living labs

The Flemish Care Living Lab: a good recipe for innovation?

Birgit Morlion – iMinds Health
AAL Forum 2014, Bucharest, Romania – September 9 - 12

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RICHTING MORGEN

ViA Vlaanderen In Actie Pact 2020

Met steun van de Vlaamse overheid

Flanders' Care
Innoveren en ondernemen in zorg

Back into history of living labs…

✓ Born in 2000: "ambient intelligence" domain: better match needed between technology, society & economy → first homelabs installed

✓ Primary focus on technology innovation; currently, also shift towards social innovation

✓ Huge diversity in definitions, approaches & interpretations of living labs

Social innovation in care Living Labs in Europe

Urban planning in a Living Lab

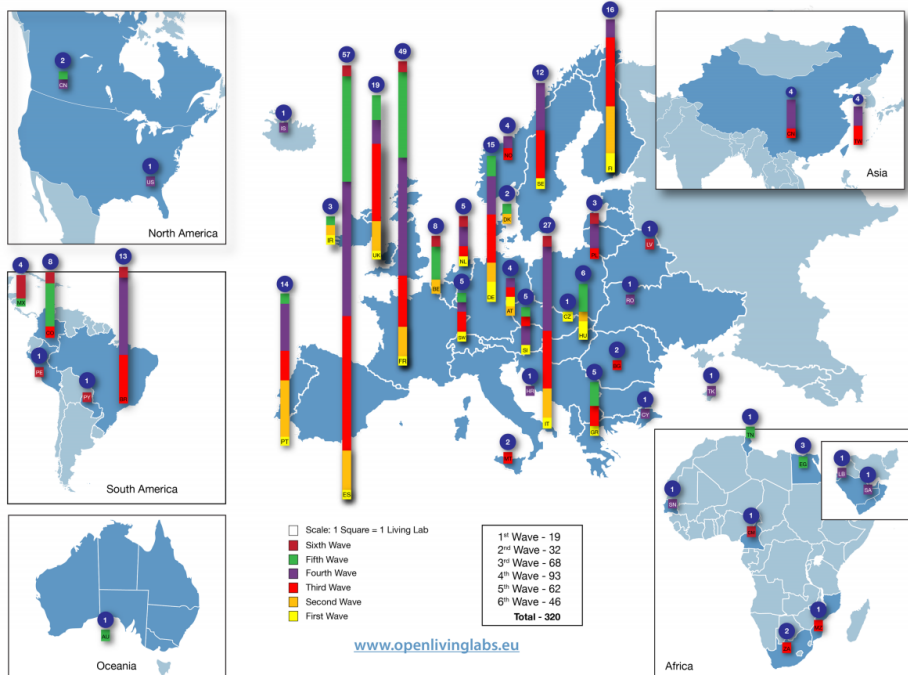A final spurt by seniors and for themselves (Arabianranta)
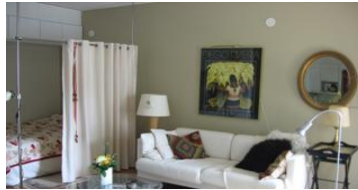
SeniorLab Barcelona

Lopukiri Housing Community

(Arabianranta Living Lab)

CaringTV

(Laurea Living Lab)

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European Network Of Living Labs


European Network of Living Labs

- ✓ Founded in 2006

- ✓ Non-profit international association representing community of over 340 ENoLL accredited Living Labs globally

- ✓ ENoLL office in Brussels facilitating knowledge exchange, joint actions and project partnerships between members
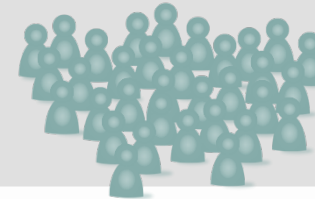
- ✓ www.openlivinglabs.eu

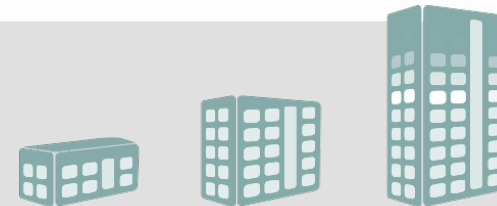**> 340 accredited Living Labs globally**

iMinds living lab definition

- ✓ a real-life test and experimentation environment
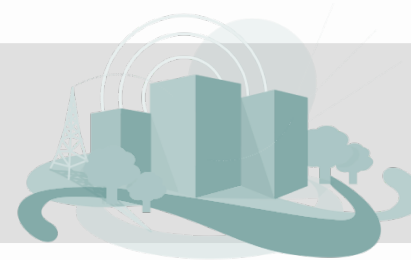
- ✓ where users and producers co-create innovations

- ✓ in a trusted, open ecosystem that enables business innovation

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Flemish context: Care Living Lab

Important societal and economic challenges

- ✓ Ageing population: Proportion 80+ to triple!

- ✓ Increasing need for care

- ✓ More elderly people living alone

- ✓ Staff shortage in health care

- ✓ 6th state reform→ transferring resources for the elderly to Flanders region

How to optimize health care to make quality health care affordable and accessible to everyone by 2020?

Care Living Labs foster innovative solutions tailored to the elderly's needs.

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The Flemish Care innovation Space
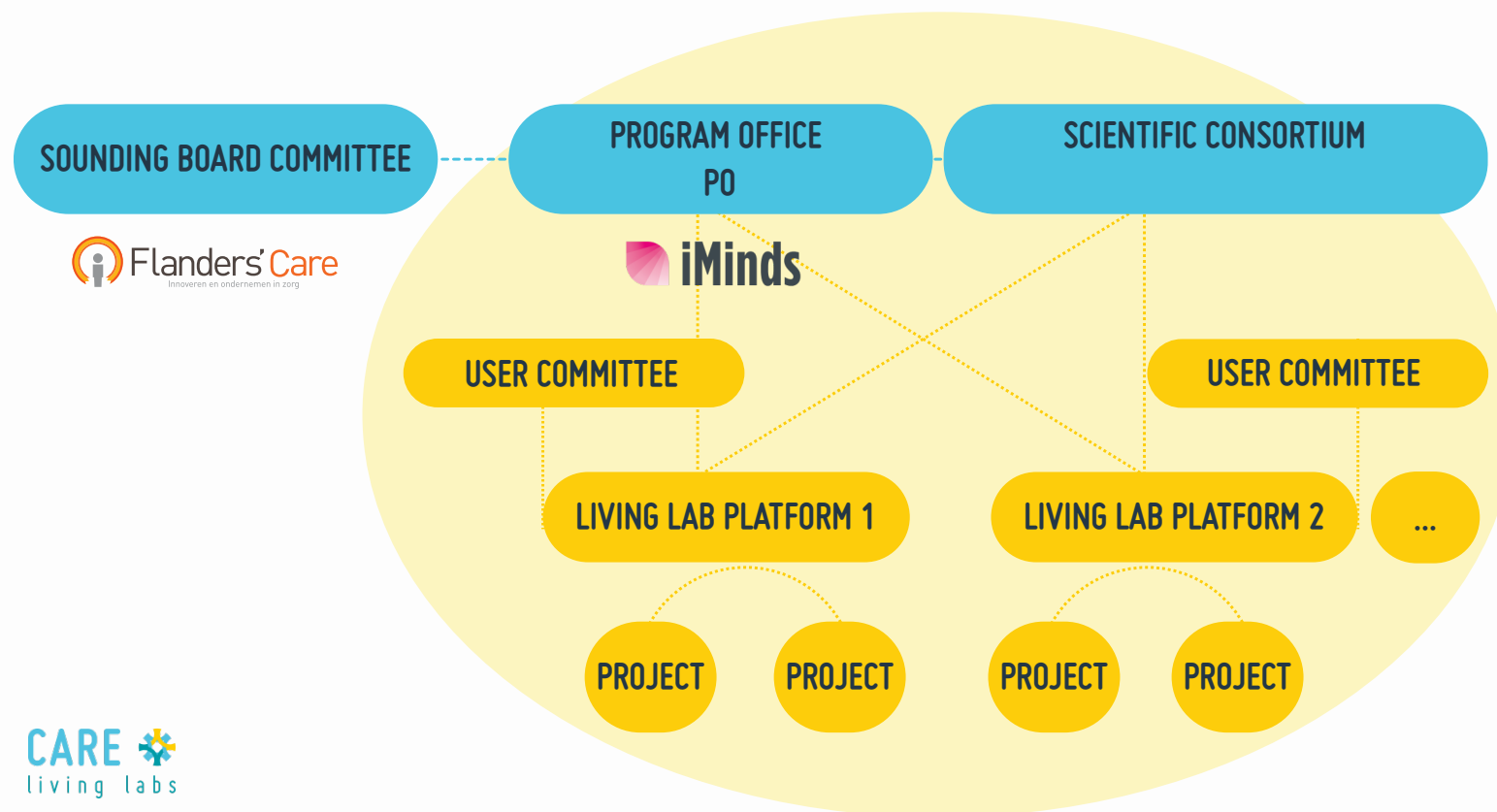
Six living lab platforms

LiCalab
Living and Care Lab
Turnhout

InnovAGE
Leuven

CareVille Limburg
Hasselt & Genk
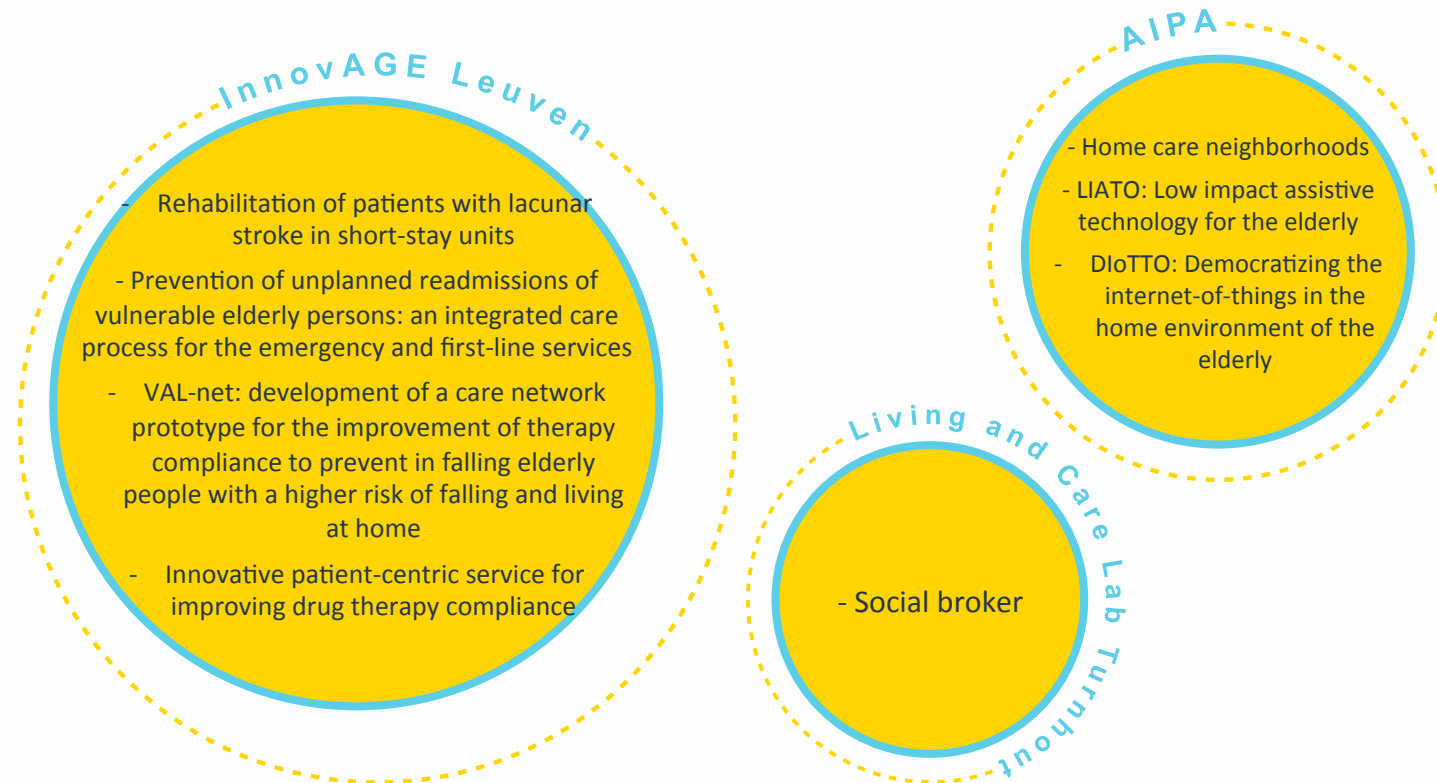
AIPA
Ageing in Place
Aalst

Online Neighborhoods
Bruges

Active Caring
Neighborhood
Antwerp & Brussels

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First wave of projects

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Active Caring Neighborhood
- Developing informal (neighborhood) care networks
- Appropriate Elderly Housing
- Casemgt on care networks

AIPA
- Elderly Test
- Pro DoMo: Test, advancement and demo house

CareVille Limburg
- Cardiocoach
- Individual Medication Preparation
- Jobtime
- Safe mobility among seniors

InnovAGE Leuven
- Diabetes management
- Therapy compliance and medication safety among vulnerable seniors at home

Living and Care Lab Turnhout
- Home delivery of medications (from the home pharmacist to the patient)
- Topshake
- Troeven

Online Neighborhoods Bruges
- Neighborhood in Action

Second wave of projects

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InnovAGE Leuven

- Rehabilitation of patients with lacunar stroke in short-stay units
- Prevention of unplanned readmissions of vulnerable elderly persons: an integrated care process for the emergency and first-line services
- VAL-net: development of a care network prototype for the improvement of therapy compliance to prevent in falling elderly people with a higher risk of falling and living at home
- Innovative patient-centric service for improving drug therapy compliance

AIPA

- Home care neighborhoods
- LIATO: Low impact assistive technology for the elderly
- DIoTTO: Democratizing the internet-of-things in the home environment of the elderly

Living and Care Lab Turnhout

- Social broker

Cross-fertilization
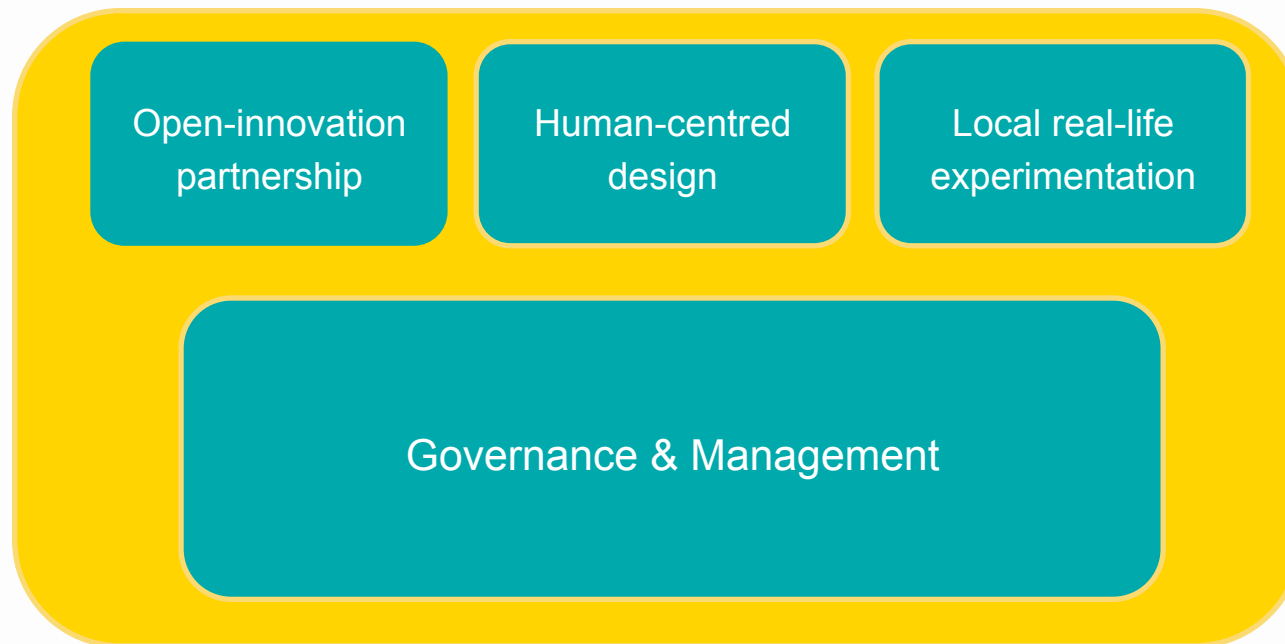## Central coordination and scientific support
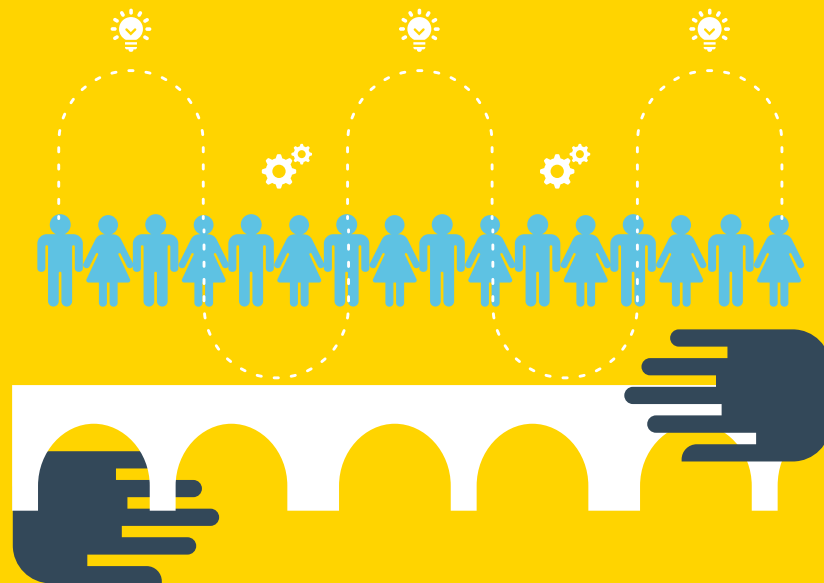
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- ✔ Bridging & matchmaking function between all stakeholders

- ✔ Collecting and disseminating scientific knowledge

- ✔ Following up trends and opportunities inside and outside Flanders

- ✔ Giving policy advice

How to keep our Care living labs sustainable?
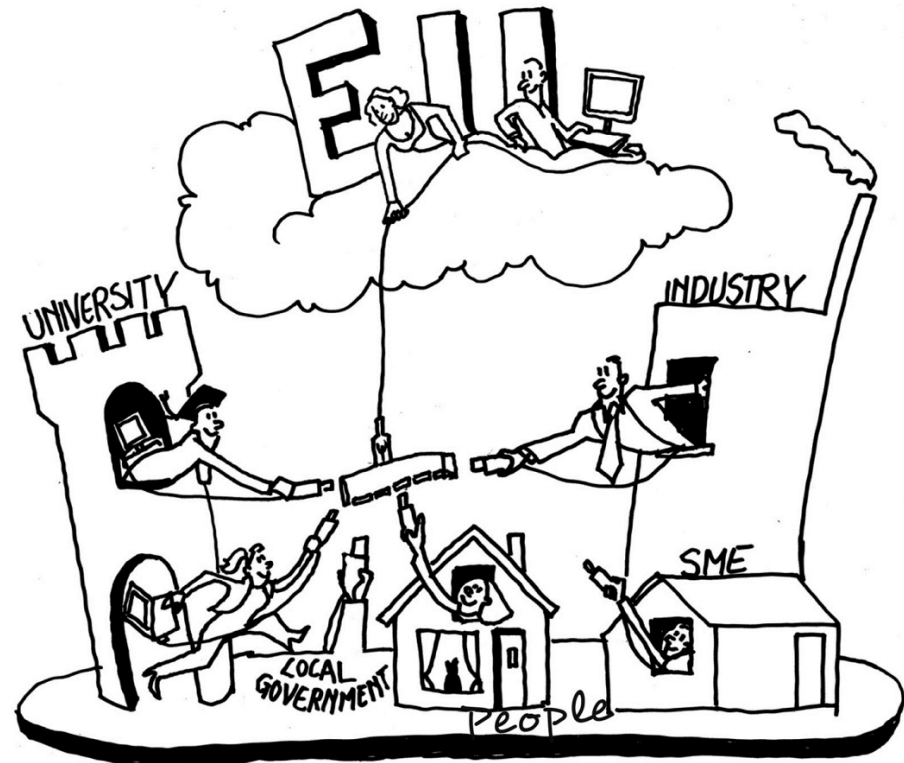
Building blocs "care living lab"

4 dimensions of "ideal" care living lab methodology

Open-innovation partnership	Human-centred design	Local real-life experimentation

Governance & Management

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Building block 1
Open Innovation Partnership

- ✔ Quadruple Helix model
- ✔ Knowledge sharing
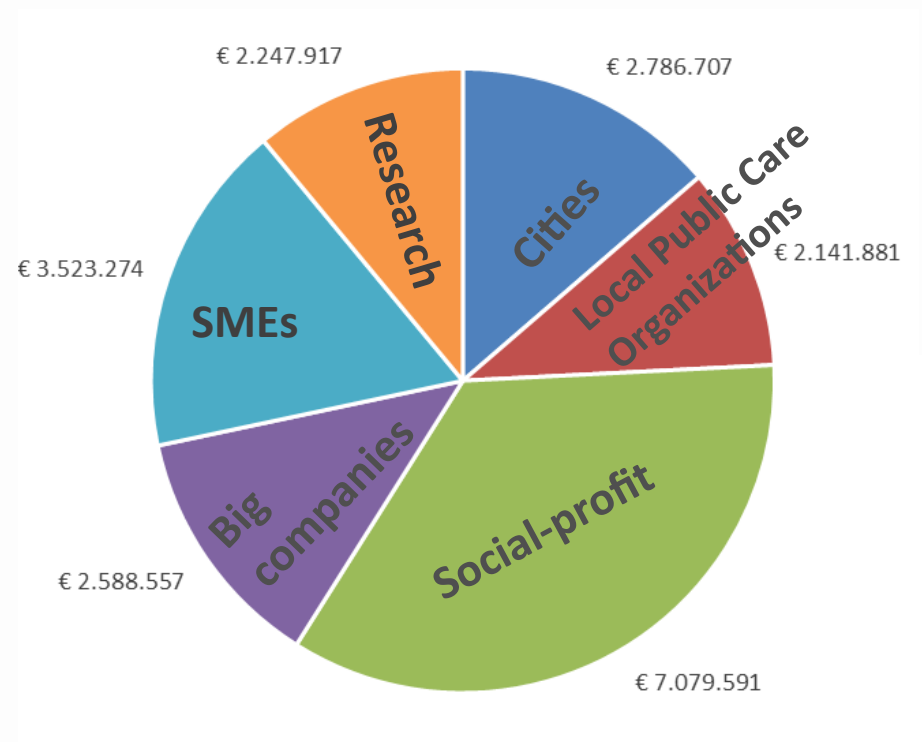- ✔ Interorganisational collaboration
- ✔ Win-win for all actors

Ecosystem Flemish Care Living

Open Innovation Partnership

- ✓ 6 LL platforms
- ✓ 23 LL projects
- ✓ 111 organisations

CARE living labs

Financials

- € 2.247.917 — Research
- € 2.786.707 — Cities
- € 2.141.881 — Local Public Care Organizations
- € 3.523.274 — SMEs
- € 2.588.557 — Big companies
- € 7.079.591 — Social-profit

Cross-sectoral collaboration

Home delivery of medications

LiCalab
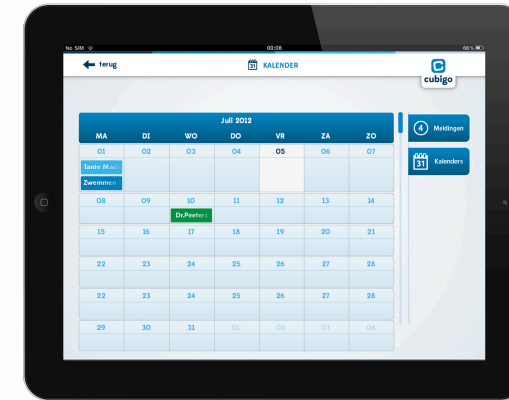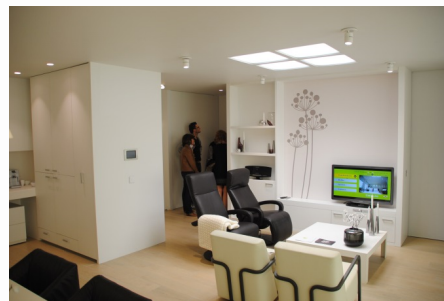Living & Care

Topshake: innovative breakfast for people with difficulty swallowing

AIPA

"elderly proof" houses & public spaces

AZOB On-line Buurten
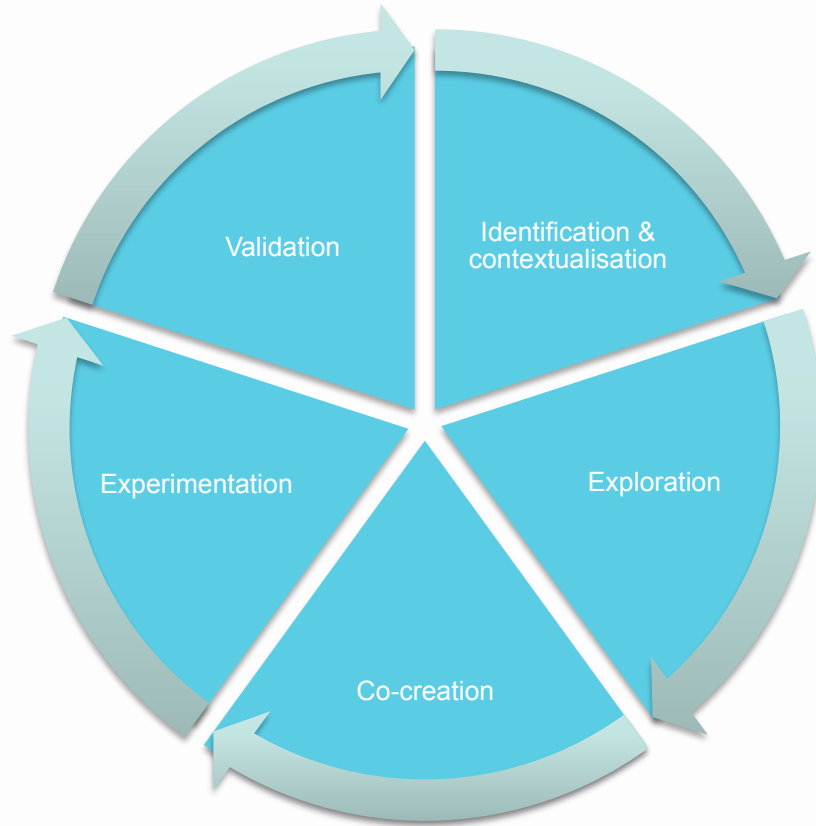
Cubigo ICT platform: create your caring community for independent living

CareVille
moving care

Individual Medication Preparation

Building block 2
"Human-Centred Design" approach

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Multi-actor approach

- Validation
- Identification & contextualisation
- Exploration
- Co-creation
- Experimentation

Care receiver
Family & friends
Volunteers
Informal carers
Professional caregivers

Active end-user involvement requires strong panel management approach

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- ✓ Define the goal of the living lab panel - WHO

- ✓ Recruit the panel members – BE CREATIVE

- ✓ Incentivize the panel members - FUN

- ✓ Support the panel – TWO WAY

- ✓ Log the living lab – PANELKIT TOOL

- ✓ PRIVACY is your first concern

- ✓ Ecosystem FOLLOW-UP: exit strategies, expectation management, etc.

Tips & tricks in panel management

- Motivate & engage elderly people & (in)formal caregivers

- Non-stigmatizing approaches

- Off-line recruitment via senior organizations, information events via cities, elderly advocates, etc.

- Qualitative fun

- Trusted person as SPOC

Building block 3
Local experimentation space for "real life testing"

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Source: launchyourgenius.com

✔ **Outside of controlled lab environment**

Living labs is about creating opportunities …
…to experiment
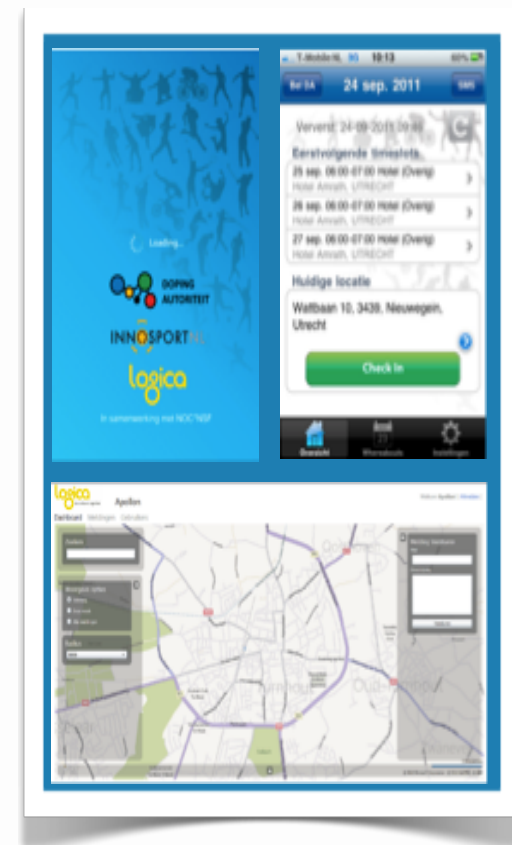…to monitor
…to explore
…to discover
…to identify
…to validate
…to demonstrate
…to create

Example iMinds - Apollon project
From "I can help to" to "whereabouts"

✓ Initial application: I Can Help

✓ Adapted application after Living Lab:
  Whereabouts worldwide

Explore, learn, adapt, validate...

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Joining forces to find the missing ingredients !!

Living Lab Health team

iMinds

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An Jacobs
Methodologist Liason KIO from PO

Karen Willems
Researcher Living Lab methodology in care

Koen De Vos
Living Lab Operations Manager

Katleen Boschmans
Coordinator Care Living Labs

Bram Lievens
Living Lab methodologist

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RICHTING MORGEN

Flanders' Care

ViA Vlaanderen In Actie Pact 2020

Met steun van de Vlaamse overheid

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