ENOLL WEBINAR SERIES

COMMUNITIES INNOVATING AROUND THE HEALTH SYSTEMS: THE REACTION TO THE COVID19- EMERGENCY AND WHAT WILL REMAIN (HELD ON 2ND JUNE 2020)

ENoLL community is actively working on the challenges that the COVID-19 crisis has brought to us. Our aim now, as it is for many others, is to react in an agile way and prepare our cities and communities now for the new societal changes that will take place in Europe and the World. The Webinar Series "Let us tackle COVID-19 together" gathers the global Living Lab community around actual proposed solutions discussing the **current actions preparing our digital societies for a post-COVID future.**

| Presented cases

Jose María Romero. The response of the Galician Health Living Lab ecosystem to COVID- 19. Galician Health Living Lab (Galicia, Spain)
Giuseppe Fico. The EiT Health Living Labs: reaction and beyond the COVID- 19 crisis. EiT Health Living Labs (International Institution)
Amy Wilson. Insights gained from Australia on the COVID19- pandemic. Global Centre for Modern Aging (Tonsley, Australia)

MODERATOR: Fernando Vilariño (ENoLL Chairperson, Library Living Lab)

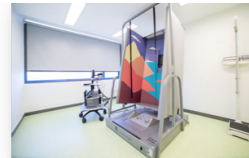# THE RESPONSE OF THE GALICIAN HEALTH LIVING LAB ECOSYSTEM TO COVID- 19 (SPAIN)

Presenter: Jose María Romero (Galician Health Knowledge Agency ACIS – Galician Health Living Labs LABSAUDE)

About Galician Health Living Labs - LABSAUDE:

- An initiative which turns the Galician Health Service into real environments for testing innovative solutions.
- Support from the Public Health Authority of Galicia and the Health Regional Service: a network of facilities, professionals, and resources difficult to find outside the public sphere.
- Operations in the autonomous community of Galicia, located in the northwest of Spain
- Operations in 7 Health areas, 14 Hospitals, 500 primary care centers; including 36.000 healthcare professionals and researchers network
- The first Living Lab of the network is Hospital of Ourense which reflects demographics in Europe of 2050
- The facilities are efficient and self-susitanable, with ability to test necessary technologies. There are experimental rooms, a multi-sensorial stimulation room, a therapeutic garden and co-creation spaces.

Picture credit: LABSAUDE

More information at: https://acis.sergas.gal/cartafol/LABSAUDE-in-English

Actions

The Galician Health Living Labs create an innovation ecosystem in order to:

· improve business opportunities

· develop user-driven innovations

· facilitate cooperation between the Galician health system, business and other stakeholders using the the quadruple helix model by engaging citizens/patients, businesses/Clusters, public administration, and academia.

As a result better health services are provided and the quality of life of the patients/end users increases.

Comapnies can join the network around 6 innovation lines:

1. **Patient over 65 and chronically ill** (Solutions that improve their quality of life and their relationship with the health system)

2. **Patient empowerment** (Projects aimed at improving patient knowledge and self-management)

3. **ICTs** (Projects that facilitate the implementation of telemedicine and telecare are valued)

4. **Robotics and virtual reality** (To be able to test in a real environment projects focused on robotics, virtual relation or the combination of both)

5. **Impact of the environment on the hospital stay** (Projects that improve the patient experience and facilitate recovery)

6. **Others** (Biosecurity, New materials, Food, Textile or others)

It is important to test and check the innovative solutions. The network is open to other products. Galician Network of Living Labs aims to provide better health services and the quality of life of the patients / end users. Regarding the COVID19- outbreak we have to understand that the ageing population suffered more. To come-up with innovative solutions, the ageing population needs to be included in their making.

THE EIT HEALTH LIVING LABS: REACTION AND BEYOND THE COVID19- CRISIS (INTERNATIONAL INSTITUTION)

> Presenter: Giuseppe Fico (EIT Health Living Labs)

EiT Health was established in 2015 as a "knowledge and innovation community" of the European Institute of Innovation and Technology. It is a network of real world ecosystems that include all actors that are needed to make innovation happen and for it to be real and useful for the population. The reference site is in Madrid. EIT Health is the most important innovation initiative in Europe with three main pillars: Innovation, Acceleration, Campus

Involved in two large scale pilots for technological solutions for older adults in Europe. Deploying a "matchmaking" solution for innovators working on COVID- 19 research.

SURVEY ON IMPACT OF COVID- 19 CRISIS

- Within this context the EIT Health LL network has conducted a survey on the impact of the COVID- 19 crisis. Based on the responses:
- All of the Living Labs have somehow been affected by the pandemic (particularly in the first month)
- EIT Health then identified that the same LLs and start-ups can be useful for the healthcare system a 80 % of respondends said that the pandemic created an opportunity

- It brought about a realization that existing start-ups and companies can act as a third party to validate, test and certify solutions needed for this crisis.

EIT Health is supported by the EIT, a body of the European Union

NEXT STEPS

Support companies and the public sector to test and validate products and services for COVID- 19

Educate citizens (older adults) to understand what are the real barriers in order not to suffer the stigma and re-introduce in new scenario and to understand how to re-direct services

Cross-border cooperation to understand how at the international level we can cooperate and how this ecosystem can better serve us

More information at: https://eithealth.eu/

FINDING A SILVER LINING: AN AUSTRALIAN RESPONSE TO COVID- 19 (AUSTRALIA)

Presenter: Dr Amy Wilson (Modern Centre for Global Ageing)

GCMA was Established in 2018 to take Australia to the forefront of Modern Ageing. It is a commercial entity not affiliated with any University, located in Tonsley Innovation District, South Australia. GCMA tests and trials products, for instance in GCMA lifelab – a real time test facility as a simulated real-life environment.

KEY OBJECTIVES OF GCMA

- To disrupt the conversation about ageing – to shift the mindset. To see ageing is an opportunity and is not a burden on society.
- To be a global connector.
- Disrupt markets
- Facilitating job creation

PROJECTS OF GCMA

- Health and industry
- Driverless / autonomous vehicles
- Testing a rehabilitation device
- Developing working with financial institutions

More information on GCMA: https://www.gcma.net.au/

Global Centre for
Modern Ageing

CONTEXT: COVID- 19 IN AUSTRALIA

- Australia had over 7K cases; majority have recovered; under 1000 current cases
- The Country had place a lot of restrictions; for instance non-essential services were stopped; restrictions on gatherings, etc. These are starting to be eased.

COVID- 19 has given an opportunity to understand the experiences of people. In the first week GCMA launched a six month research on the experiences.

RESULTS OF THE SURVEY

- Older Australians are less concerned;
- Half of older Australians believe there were positives from the outbreak (new activities; ability to support local)
- 80 % provided examples of receiving support from others (through virtual means)
- 21 % have used a new technology for the first time (misunderstanding of older people not using new technology)
- 29 % have increased social media
- Those who were using video calls were twice as likely to feel socially connected than those who didn't
- Only 27 % of older Australians were using video calls

FINDINGS

- Older Australians are more receptive to technology.
- Older adults are as a target market and should work with the industry to co-design the technology
- Products that are being developed should not only be useful for younger generations.

Q&A

.01

TO WHAT EXTENT THE GALICIAN HEALTH SYSTEM HAS BEEN IDENTIFYING THE PANDEMIC AS A WAY OF CHANGING THINGS?
THE SOCIAL DISTANCE VS SOCIAL CONNECTEDNESS - WE HAVE BEEN ASKED TO HAVE THE SOCIAL DISTANCE AND SOCIAL CONNECTEDNESS HAS PROVIDED NEW BUSINESS OPPORTUNITIES. TO WHAT EXTENT IS THERE A CLEAR TREND WITHIN YOUR COMMUNITY OF START-UPS. TO WHAT EXTEND HAS THE NEW NORMALITY BEEN CHANGING THE WAY OF DOING?

EIT Health:

It is about co-creation. Our LLs will be fundamental environments to understand better and how to make our systems resilient to the crisis at different level. We are changing the way we are providing solutions for other older adults. Technology is starting to be a fundamental element to provide social and health services. Understanding how these solutions can be adapted and can be relevant for our consumers is a fundamental action. In the Madrid region we are defining a new concept of neighborhoods. How can the neighborhoods be adaptive and respond to the needs of the crisis. Providing this information in a relevant and reliable way, means that LLs can have these facilities to provide conformity certifications. In several countries, the certification laws are changing. Better solutions through LLs.

Tele health is going to be fundamental. In several projects we are cooperating with the EC. Tele medicine is a reality for chronic disease management. Several regions are now using technology as they weren't before. Start-ups are dynamic reality. They are fast reacting to provide new solutions for the coronavirus crisis. Giving them financial instruments to not suffer the crisis. Many start-ups need money to survive. They are connected with solutions are relevant in the context they are working in. In all these dimensions, LL will play a role of catalyzer in this crisis.

GCMA: The need of co-creation and of working together. Customers of the health system are not only factors but also actors.

EIT Health: The patients could see the need to be monitored from their homes. For hospitals it is necessary to have a network of hospital and primary care centers. The network of primary care centers can help in this crisis. We have the quarantine in Spain, but when the COVID19- will end the future will continue tele medicine. Living Labs will focus on these innovative solutions.

GCMA: The context is different in Australia because COVID has been managed. Perceptions of the health care system has been positive. The key concerned about the health being managed by technology is based on the equity divide. Those with IT won't have the same access to care as everyone else. Part of what the government needs to do is make sure all citizens need to have access to technology. It shows a divide between the wealthy and not-so wealthy.

EIT Health:
On top of educating and training as many people as possible, it is important to understand case-by-case, region by region. Action is to tackle care givers and NGOs as a proxy to older adults.

.02

DO YOU FIND ANY RESISTANCE FROM SOME OLDER ADULTS WITH THE POINT OF BEING TREATED DIFFERENTLY THAN OTHER GROUPS SINCE THEY ARE AN 'AT RISK GROUP'?
IF AND HOW HAS THE PERCEPTION OF THE HEALTH SYSTEM CHANGED REGARDING THE POPULATION IN THIS HEALTH CRISIS.

.03

AS A NETWORK, WHAT SHOULD WE KEEP OR DO MORE OF AS A RESULT OF THE COVID19- CRISIS?

ALSO AS A NETWORK, WHAT POLICIES SHOULD WE NOW BE ADVOCATING TO GOVERNMENT TO MANAGE THE HEALTH, MENTAL HEALTH AND ECONOMIC CRISIS (WHILE STAYING TRUE TO SGD GOALS!)?

EIT Health: The Network of Living Labs allows to co-create. Those actors who can be an important instrument. We have all the actors, so the LL can act as a catalyzer and try to join these actors, make them cooperate, channel. We have a lot of initiatives. Our role is to put a systematic order to these initiatives. This could be an answer to the questions.will be the society after the covid. We are in new normality. I don't see a discussion between Facebook and google and the privacy in information.