



Annex 1 – Action plan template

Produced by each region, the **action plan** is a document providing details on **how** the lessons learnt from the cooperation will be exploited in order to improve the policy instrument tackled within that region. It specifies the nature of the actions to be implemented, their timeframe, the players involved, the costs (if any) and funding sources (if any). If the same policy instrument is addressed by several partners, only one action plan is required.

Part I – General information

Project: PGI01388 - HoCare: Delivery of Innovative solutions for Home Care by strengthening quadruple-helix cooperation in regional innovation chains

Partner organisation: NICOSIA DEVELOPMENT AGENCY (ANEL) - LP

Other partner organisations involved (if relevant): N/A

Country: CYPRUS

NUTS2 region: Κύπρος (Kypros)

Contact person: Eleftherios Loizou

email address: eloizou@anel.com.cy

phone number: 00 357 22 489105

Part II – Policy context

The Action Plan aims to impact:

- Investment for Growth and Jobs programme
- European Territorial Cooperation programme
- Other regional development policy instrument

Name of the policy instrument addressed: Operational Program "Competitiveness and Sustainable Development" 2014-2020

Part III – Details of the actions envisaged

ACTION 1

1. The background:

In Cyprus, the quadruple-helix approach is a new term introduced in the Cypriot society. Actors from the citizens' / users' helix are not clearly aware of this method of cooperation, however, when dealing or discussing matters in regard to R&I production or cooperation, they seek cooperation with actors from all other helixes for different reasons:

- the need for funding; therefore, they mostly contact the public or the business sector,
- the need for using specialized know-how or knowledge for a specific matter; they mostly seek cooperation with academia or research actors.

There are almost no cases in which they put forward a plan or cooperation with all helixes at the same time or for the same objective.

Nicosia Development Agency partnered with 7 other European organizations in the Interreg Europe HoCare project to boost delivery of homecare innovative solutions. HoCare aims at optimising Structural Funds investment to strengthen regional innovation system in the field of health home care.

The engagement of the local stakeholders through the regional multi-stakeholders group (RMSG) series of meeting organized in Cyprus offered the opportunity for identifying and draw the local situation, as well as it produced the following suggestions with the objective to improve the selected Policy Instrument:

- a) Establishing new methods for evaluation that could foster the facilitation of the quadruple helix method of cooperation (e.g. adding a specific evaluation criterion for adding extra marks on projects that are being promoted through the quadruple helix approach for e-home-care services),
- b) Initiation of new project(s) to be funded in the framework of the specific PI aiming at introducing innovative ICT services in Home Care. New project(s) should embody elements included in the Good Practices identified in other HoCare partners' areas,
- c) New projects should be initiated through which the Quadruple-Helix approach will be utilized. Projects may be applied on any of the HoCare project's sub-sectors; that would be "addressing unmet needs", "public driven innovation" and "faster delivery of innovations processes".

The unit of Home Care Services of the Department of Nursing Services, Ministry of Health is a core member of the Regional Multi-stakeholder Group created in Cyprus to support the HoCare project's activities.

Through the exchange of experience process of the project, all partners identified several GPs from their region which were presented in the 3 International Thematic Workshops and Conferences of the project. One GP promoted by the Slovenian partner (Development Centre of the Heart of Slovenia) entitled "EkoSMART - eCare" (www.livingbitsandthings.com/e_files/news/LBT2017-D1A2-PeterPustaticnik.pdf) attracted the interest of the Cypriot partner. The project is focused to bring market sustainable integrated home care services nationwide. It has allocated a lot of effort to detect all possible barriers and to overcome them. Therefore, from the beginning there is a strong collaboration between all four helixes. The project has a very strong focus to intensively test the product and successfully bring it to the national market. It was presented and discussed with the RMSG, was endorsed by every stakeholder and it was decided that it should be adopted on local level and transferred to Cyprus for implementation. The initiative for this new project was officially approved by the Ministry of Health and was presented to the Directorate General for European Programs, Coordination and Development. The aim is to digitally transform the Home Care Service workflow to support innovation through the quadruple helix approach method. The proposed solution will empower the government (Nurses, Doctors and Caregivers), businesses (Healthcare Private Sector), citizens (Patients or the Elderly) and Academia to improve, in terms of efficiency, quality of service and cost effectiveness, and scale out @Home Care services.

This practice has raised so much interest that Nicosia Development Agency has already received the endorsement of its Managing Authority, the DG EPCD, to test a new project inspired by the Slovenian experience. This project will be implemented by the Ministry of Health, a member of the local stakeholders group, financed through the Operational Programme of 'Competitiveness and Sustainable Development 2014-

2020'.

According to the needs identified, the efforts should be focused on supporting the utilization of Quadruple Helix approach, as a need for including (in the eligible Final Beneficiaries) all sectors required in order to achieve the best from the activities applied in the framework of the Structural Funds. Furthermore, it is recommended that new project(s) is/are initiated to be funded in the framework of the specific PI aiming at introducing innovative ICT services in Home Care. Another recommendation is that new projects should be initiated through which the Quadruple-Helix approach will be utilized.

EkoSMART - eCare offers a good opportunity for matching the above mentioned requirements. A new project has been proposed to be initiated based on the main philosophy of EkoSMART and more specifically its part concerning "Smart Integrated Healthcare and Long-term Care System" (eCare). In this way a new innovative service will be established in the sector of Home Health Care in Cyprus through a new project that will be funded in the framework of the selected PI. This new project will combine the use of innovative ICT services and the utilisation of the quadruple helix approach during the project's development and implementation.

The following SWOT analysis was produced by the RMSG during its last meeting concerning the proposed actions:

Strengths: a) The project concerns a technology easy to transfer, b) It concerns a solution provided upon specific existing and identified needs.

Weaknesses: a) Country's specific conditions in the legislation, user demands may result in complications in the new project's design.

Opportunities: a) The utilization of such GPs could be easily adapted in the framework of the current reform of the Healthcare system in Cyprus; b) The Cypriot MA of Structural Funds has shown high interest in supporting a new project under the selected PI for demonstrating how interregional exchange of experience could improve the national Policy Instruments.

Threats: a) The new project's impact will largely depend on the system solutions and especially the support at government level; therefore the relevant ministry (Ministry of Health) should set the project as a priority and allocate yearly funds for its maintenance.

2. Action:

On 1st November 2017 Nicosia Development Agency had a meeting with the Directorate General for European Programs, Coordination and Development (DG-EPCD) - the Managing Authority and the Ministry of Health, which will be the Final Beneficiary of the new project. Information about this meeting is available at: <https://www.facebook.com/NicosiaDevelopmentAgency/photos/a.544322002406808.1073741828.544295789076096/808913739280965/?type=3&theater>

During the meeting it was agreed that the new project will be submitted to the MA by the Ministry of Health, however before that, another step should take place. Since last year, for all projects (that concern e-services) to be approved through the Structural Funds of Cyprus, a pre-approval needs to be granted by a newly established entity, the e-Government Committee. Members of this Committee are three Ministers as well as two high ranked officials of the central government. Therefore, Nicosia Development Agency was asked to prepare a technical document (technical proposal) about the new project and to submit it to the e-Government Committee on behalf of the Ministry of Health. The document has already been prepared and submitted. At present, we are waiting from the Committee to call both the Ministry of Health and the Nicosia Development Agency for an interview in order to explain in detail what the new project is about. In this way the Committee will provide its approval (procedure estimated to be finalized within March 2018).

After the approval, the project proposal will officially be submitted to the Managing Authority and the MA will officially approve the new project. The confirmation for approving the new project was officially expressed by our MA's representatives during our organization's last General Assembly, in the presence of the President of the Republic of Cyprus.

See more at: <https://www.facebook.com/NicosiaDevelopmentAgency/posts/815487135290292>.

For adjusting EkoSMART - eCare to local conditions in Cyprus, a study visit is required in order to analyse in detail the specific GP and then to transform its elements accordingly. Transformation and adjustments are

required so that the new project is applied in the proper way in Cyprus (legal framework, social conditions, existing quality and level of technological services etc.) to ensure that its implementation will produce the best possible results.

3. Players involved:

Directorate General for European Programs, Coordination and Development (DG-EPCD) - Managing Authority of the Policy Instrument

Ministry of Health - Final Beneficiary of the new project

Nicosia Development Agency - provision of support on management and coordination level of the new project for the Final Beneficiary

4. Timeframe:

The decision for approval by the e-Government Committee is expected within March 2018.

Obtaining a final approval by the Directorate General for European Programmes, Coordination and Development for proceeding with the implementation of the project is expected by the end of March 2018.

Finalization of road mapping the implementation activities on the commitment granted is expected by the end of March 2018.

The project's implementation will last for two years, ideally from April 2018 until March 2020 (which is the same period for the HoCare project's 2nd Phase implementation entitled, "the Monitoring Phase"). The project is divided into Working Packages as follows:

WP	Activity	Duration	Indicative Time-plan
1	Project Management (including public procurement procedure for WP2)	24 months	April 2018 - March 2020
2	Implementation Phase - System's Development	12 months (from 7th to 18th month)	October 2018 - September 2019
3	System's Operation and Evaluation	6 months (from 19th to 24th month)	October 2019 - March 2020
4	Dissemination Activities	24 months	April 2018 - March 2020

5. Costs:

The new project's budget is allocated to the above mentioned WPs as follows:

WP	Activity	Budget
1	Project Management (including public procurement procedure for WP2)	€55.000
2	Implementation Phase - System's Development	€330.000
3	System's Operation and Evaluation	€0
4	Dissemination Activities	€15.000
	TOTAL	€400.000

6. Funding sources:

The project will be financed by the ESI Funds of the programming period 2014-2020 and more specifically through the Operational Program "Competitiveness and Sustainable Development" 2014-2020, Priority Axis 2: "Fostering the use of ICT", Priority Investment 2c: "Enhancing ICT applications for e-government, e-learning, e-inclusion, e-culture and e-health".

Date: _____

Signature: _____

Stamp of the organisation (if available): _____