

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: HoCare

Partner organisation: LIC (Lithuanian Innovation Centre)

Other partner organisations involved (if relevant):

Country: Lithuania

NUTS2 region: Lithuania

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Part II – Policy context

The Action Plan aims to impact:	<input checked="" type="checkbox"/>	Investment for Growth and Jobs programme
	<input type="checkbox"/>	European Territorial Cooperation programme
	<input type="checkbox"/>	Other regional development policy instrument

Name of the policy instrument addressed: Innovation Vouchers (further – Innovouchers)

Part III – Details of the actions envisaged

ACTION 1

Fostering Home Care innovations in enterprises working with health services.

1. The background

Although the demographic situation in Lithuania is getting worse every year, as our population is aging rapidly (in 2016, 23% citizens older than 65 years old, while in 2006 – 11%) our institutions and SMEs don't pay too much attention to it, especially the SMEs don't identify this trend as a potential new market for their products and services. There is a large demand from older and sick people for different type of home care products and services which could be provided by creating new technologies and solutions. These actions would make caring services more efficient. However, Lithuania significantly lags behind in regards to R&D expenditure, therefore it takes time until institutions and SMEs adapts to new trends and changes in society and market. In Lithuania older people is a new consumer segment whose demands are not perfectly analysed. In addition, there is a lack of attention paid to innovations in home care sector by public institutions which do not prepare direct instructions how innovative ideas could be implemented into home care services. Lithuania has distinguished "Health technologies and biotechnologies" priority area in its smart specialization strategy, but this priority area does not evidently explain how it covers home care sector. Furthermore, a lot of SMEs don't understand how their initial projects could be applied to home care needs and financed by "Innovouchers" scheme. To sum up, there is evident lack of cooperation and mutual understanding in home care sector among all quadruple helix actors.

This particular issue was tackled by Lithuanian innovation centre which together with partners from 7 different European countries articulated ideas about the possibilities and measures to boost innovations and development in Home Care sector. The most important aim for Lithuanian innovation centre was to raise an awareness among the main participants of the whole innovation eco-systems. This aim could be achieved by communicating know-how and good practice examples about the successful projects in other countries, which could be transferred into Lithuanian market and could be implemented with a support of public financing.

Therefore, several regional consultations in Lithuania were made in order to provide relevant stakeholders with the main purpose of the HoCare project. After meetings the business representatives were interested and wanted to be involved in further project activities. They were invited to participate in project's stakeholder meetings where they have an ability to learn from experts and be inspired by good examples. During one of the stakeholder meetings the business representatives were introduced with a lot of good practices implemented in different European countries. Couple of those practices were selected as most appropriate for Lithuanian environment and good be implemented by Lithuanian companies and research institutions. After the constructive discussion with Lithuanian innovation experts, it was decided that the Good Practice (No. 24) - "Checkpointcardio" project which were developed by Bulgarian company, should be offered to the Lithuanian SME which specialize in health and wellness areas. The project is focused to develop a system for real time patient vital signs observation, regardless of location of the patient. The final product which could be released into national market would be a device that can track the physical state of a person in real time and inform him about the emerging threats to his health. After discussing the project with the SME, it was decided that it could be adopted and transferred into Lithuania for implementation.

The project has raised SME's interest after having a consultation with Lithuanian innovation centre which presented potential financial schemes that could provide financing for the implementation of this project. The "Innovouchers" scheme were selected as the most appropriate one, cause using this measure SME is allowed to match and combine specific types of services with SRI ensuring that all necessary researches could be made.

Also, this scheme provides a reasonable amount of money for significant R&D activities which allows to achieve adequate results. Consequently, the SME has submitted an application to implement a new project that is dealing with the issues in home care services and will be financed in the framework of the “Innovouchers” scheme.

2. Action

In order to foster innovation in home care sector, all quadruple helix actors should be involved into implementation process:

1. First of all, Lithuanian Innovation Centre which communicate with actors from various sector should help to attract an attention of appropriate research institution or university which knowledge and abilities would match the needs of this project. This could be achieved by initiating innovation dialogue where SME would have a possibility to express project’s requirements and specification for different research institutions.
2. Secondly, when the research institution will be selected, SME is going to formulate a technical assignment for them. This assignment contains information about technical specifications, estimated price, final user, main functions and etc.
3. Thirdly, regarding provided technical assignment research institution should perform a feasibility study in order to evaluate the potential of this project to be implemented into Lithuanian environment.

3. Players involved

MITA (Agency for Science, Innovation and Technology) - responsible for approving financial support for initial alternatives.

SME – responsible for implementation of selected practice transfer and formulating technical assignment.

Research institution – responsible for making feasibility study in order to estimate if these practices could be applied to Lithuanian case.

LIC - responsible for helping the SME to implement the action and monitoring the indicators of commitments.

4. Timeframe

The implementation process starts from April of 2018 and under the rules of “Innovouchers” scheme should be finished in 8 months period.

5. Costs (if relevant)

Innovation Voucher entitles companies to buy R&D expertise or knowledge from public or private research institutions. The sum that is dedicated to one project depends on the type of activity that is intended to exercise. There are two types of activities supported under the measure: (1) early stage research and development (R&D) and (2) preparation of technical feasibility studies. In this case technical feasibility study will be prepared, therefore this project will receive 7500 Euros which should be spent on R&D activities.

6. Funding sources (if relevant):

The project will be financed in regard to objective no. 1.2.1 “Increasing the intensiveness of RDI activities in the private sector” of Operational Programme for EU Structural Funds Investments for 2014-2020. The aim of this instrument is to foster the creation of commercialized R&D products and growth of business investment in R&D.

ACTION 2

Include “ambient assisted living” as new thematic criteria and the potential application area in Lithuanian RIS3.

1. The background

In Lithuania, the quadruple-helix approach is not very ordinary among SMEs and research institutions, usually they are dealing with technological issues without cooperation relying on their own resources. The problem is that they are not clearly aware of this method of cooperation. However, after brief discussions with all quadruple-helix actors they come up with an idea, that cooperation with other actors could be beneficial for them. First of all, they could achieve the best possible result in R&I activities. Secondly, they can obtain financial support for the cooperation activities.

The best way to foster quadruple-helix approach is via the support of financial instruments which provides grants for the innovation projects that relate to Lithuanian Smart Specialization Strategy. Although, Smart Specialization Strategy is not directly an instrument itself, but it sets the criteria for the evaluation of the projects under this instrument (i.e. each project shall correspond to smart specialization strategy, and during evaluation, evaluators need to check compliance with smart specialization thematic criteria). Due to this reason, Smart Specialization strategy is considered as an integral part of the policy instrument. Therefore, the main challenge is finding the way how to accommodate Home-care solutions and its innovative projects into Lithuanian Smart Specialization strategy.

During the course of the project Lithuanian innovation centre was looking for good practices that could stimulate the development of Home-care solutions via quadruple-helix approach. Finally, a relevant Good Practice was found in Romania (No. 6), which stated that in order to make a thematic impact for the financial support instruments it is not enough to introduce project evaluation criteria (that positively differentiate Home-care solutions via quadruple-helix approach) but also it is crucial to indicate “ambient assisted living” thematic area in the Smart Specialization strategy.

Romanian actors have created “CarerSupport” platform aimed at reducing the fragmentation of existing service models, based on the introduction of a centralized ICT platform, which serves as a single-entry point to a wide range of services for secondary users (i.e. informal carers) including training services, psychological support services, as well as a range of tele-consultation and collaboration services. This well-grounded Good Practice wouldn't have had an opportunity to be implemented if Romanian government had not approved “ambient assisted living” as their RIS3 priority area. The improved Romanian Smart Specialization strategy has enabled the Good practices in Home care sector via quadruple-helix approach.

Lithuanian innovation centre plans to transfer above mentioned Good Practice and to use the opportunity arising from an ongoing revision of the Smart Specialization Strategy to include home care as new thematic criteria and the potential application area. Lithuanian innovation centre has already had several stakeholders' meetings, where this Good Practice was considered as an argument to put home care into RIS3 with the suggestion to expand it to “ambient assisted living” (to get broader coverage).

2. Action

The action is focused on introducing a new priority area “ambient assisted living” into Lithuanian Smart Specialization strategy, so applicants which creates projects in Home care sector could seek funding for R&I activities. This would ensure that enterprises and research institutions working with Home care services will have access to various policy instruments that provides financial support. This would encourage them to initiate more projects related with home care services.

1. The Lithuanian innovation centre should provide evidence-based proposal, that new technologies and innovations are on demand in home care sector, and that fostered R&I activities could solve many issues on this sector.
2. The Smart Specialization experts should provide a document with an explanation which technologies could be involved into “ambient assisted living” area.
3. The consultation should be arranged with relevant stakeholders in order to clarify and identify the main aspects of “ambient assisted living” area.
4. The Ministry of Economy must approve “ambient assisted living” as a new priority of Lithuanian Smart Specialisation strategy.

3. Players involved

Ministry of Economy should change the documents regulating the Smart Specialisation strategy and monitor the transition process.

LIC - responsible for proposing the “ambient assisted living” as an integral thematic area in the Smart Specialization strategy for Ministry of Economy and provide evidence that such changes could evolve quadruple-helix approach.

4. Timeframe

The whole process shall take approximately 1 year. As a revision of Smart Specialisation takes place once a year, where Ministry of Economy approves new documents regulating the Smart Specialisation strategy, but the actual financial effect will emerge after 2 years when the new calls of various support schemes will be announced.

5. Costs (if relevant)

Those actions will create an opportunity for companies working with home care projects to submit for different financial measures. Under the framework “Innovouchers”, “Intellect LT” and “InoPatent LT” schemes companies will have an opportunity to create innovative services and products. The possibility to get financial support up to 2 096 840 Euros will be opened, however it is hard to predict, how many SMEs will take an advantage of this opportunity.

6. Funding sources (if relevant):

The established new RIS3 priority area - “ambient assisted living” will make an effect for various financial schemes – “Innovouchers”, “Intellect LT”, “InoPatent LT” which provide support for projects corresponding to smart specialization strategy. Due to the fact that in Action 3 we have already mentioned that our planned activity will make an effect on “Innovouchers” scheme for 2 636 700 Euros this sum won't be considered as a cause of action 2. However, the significant financial impact will be made for another two schemes – “Intellect LT” and “Inopatent LT”, that will give a financial support for projects which correspond to “ambient assisted living” priority. This priority will be included into “Transport, logistic and information and communication technologies” priority area and will have a certain amount of money dedicated for it. In the upcoming call, together “Intellect LT” and “Inopatent LT” schemes will provide financial support up till 2 096 840 Euros for projects in the area of “ambient assisted living”.

The projects that will submit to “Intelektas LT” and “Inopatent LT” schemes are going to be financed by the European Regional Development Fund of the programming period 2014-2020 and more specifically through the Operational Program for strengthening RTD and

innovation in Lithuania 2014-2020: to promote innovations in SME's. Priority Axis 1: "Strengthening research and development and innovation", To achieve wide range of objectives, for ex.: 1.2.1. Financing of corporate RDI activities to promote the supply of higher value-added goods and services; 1.2.2 Promotion of scientific knowledge transfer and commercialisation of R&D results.

ACTION 3

To expand a list of R&I service providers of "Innovouchers" scheme – private entities like SMEs should be approved as an eligible R&I service provider.

1. The background

Currently, the list of R&I service providers in "Innovouchers" instrument includes only public institutions like science and research institutions, universities and etc. This situation does not allow to achieve adequate results that are needed to generate sustainable effects of the Policy Instrument, such as increased private sector spending on R&D, as usually the collaboration among science and research institutions and SME concludes with the end of financial support of Policy instrument. The main reason for this problem is a lack of motivation from public institutions as scientist not really interested in small scale research activities. Furthermore, private entities would broaden the list of R&I services that could be delivered for the clients, because sometimes private entities have up-to-date knowledge and technologies that public institutions haven't obtained, yet. Also, private entities usually are more enterprising and flexible - they observe the opportunities that haven't been discovered by public institution, as a consequence they can quickly adapt and create a product that meets all the needs of society. The particular situation is relevant for Home care services, where SMEs are developing innovative ideas how technologies could improve the working conditions of caregivers and ameliorate the life quality of patients.

During the course of the project Lithuanian innovation centre was looking for good practices in Home care sectors that were initiated not by university or other public institution, but by private company which also had capabilities to conduct R&I activities. Finally, a relevant Good Practice was found in Slovenia (No.30), which stated that significantly faster transfer of results of the joint development of researchers could be accomplished from the private sector to the market, which will be enabled by a high concentration of competencies and research infrastructure in possession at the participating private companies.

Slovenian enterprise has established "EkoSMART" platform with the aim to enable elderly population, people with chronic diseases, dementia or other difficult health conditions, longer, more active and safer conditions to remain living independent in their own homes, resulted in a social care service based on IoT and person – centred technologies, available 24 hours a day. We have envisaged that during the implementation process of this good practice the R&D activities were elaborated by private companies. Various private companies have contributed to the development of "EkoSMART" platform - from generation of an initial idea to the execution of different R&D services. This successful practice has been financed by the scheme which accepts not only public entities, but also private companies as eligible applicants to get financial support for R&I services. This condition has enabled the Good practices in Home care sector to be developed and implemented into the market. We lack an equivalent example of Slovenian good practice in Lithuanian support schemes, therefore the strategic changes in Lithuanian "Innovouchers" scheme should be considered.

Lithuanian innovation centre plans to transfer above mentioned Good Practice. The ongoing revision of the "Innovouchers" instrument provides an opportunity to propose new ideas how to improve the performance of this scheme, therefore the good practice of

including private entities as new R&I service providers will be evaluated and considered. Lithuanian innovation centre has already had several stakeholders' meetings, where this Good Practice was welcomed with an enthusiasm that it could help to increase the number of R&I activities and spending for them.

2. Action

The action is focused on introducing new R&I service providers – private companies into “Innovouchers” instrument, so applicants which creates projects in Home care sector could buy services from innovative private companies. This would encourage them to initiate more projects related with home care services.

1. The Lithuanian innovation centre should provide an evident based proposal, that private sector has an appropriate knowledge and interest to develop new technologies and innovations in Home, and that fostered R&I activities by private companies could solve many issues on this sector.
2. The consultation should be arranged with relevant stakeholders in order to clarify and identify the main services that could be provided by private actors, also the financing conditions should be considered.
3. The Ministry of Economy must approve private companies as new R&I services providers in “Innovouchers” instrument.

3. Players involved

LIC - responsible for proposing the private entities as appropriate providers of R&I services and provide evidence that such changes could improve “Innovouchers” instrument.

Ministry of Economy should approve new action and change the documents regulating the instrument.

LIC as the implementing organization, should approve new actors that can provide services under the “Innovouchers” instrument.

Private companies will have to provide information to Ministry of Economy and LIC about the services they are able to deliver and previous experience in working with R&I.

4. Timeframe

The whole process shall take approximately 1 year. As a revision of “Innovouchers” instrument takes place once a year, where Ministry of Economy approves new priority areas. However, the actual impact could be assessed after 2 years when the new call of this scheme will be announced and companies will get financial support.

5. Costs (if relevant)

The proposed action will create an opportunity for private companies to apply as service providers in “Innovouchers” scheme. Therefore, private companies could be funded up to 2 636 700 Euros in the final “Innovouchers” call. Nevertheless, this fund will also be available for public services providers, as a result at this moment it is hard to evaluate the accurate impact that Action 3 will create.

6. Funding sources (if relevant):

For the period of 2014-2020 it was decided to dedicate approximately 10 136 700 Euros for projects approved in “Innovouchers” scheme. During the first two calls SMEs have received the overall support of 5 000 000 Euros which were spent for R&D activities. The 3rd call will be announced in 2018 which will provide support for another 2 500 000 Euros,

however the initiated changes won't be applied during this call. Therefore, the actual impact will only be measured during the final 4th call which will be announced in 2019, 2 636 700 Euros will be given for SMEs from the European Regional Development fund.

The new private initiatives will be financed by the European Regional Development Fund of the programming period 2014-2020 and more specifically through the Operational Program for strengthening RTD and innovation in Lithuania 2014-2020: to promote innovations in SME's. Priority Axis 1: "Strengthening research and development and innovation", Investment priority 1.2: "Promoting business investment in R&I, developing links and synergies between enterprises, research and development centres and the higher education sector". The funding is provided under the framework of "Innovouchers" scheme which supports development of new products in enterprises at all R&D stages, including support provided to technical feasibility studies and early stages of R&D projects.