CHERRIES

RESPONSIBLE HEALTHCARE ECOSYSTEMS

Mirror Regions workshop - Call for needs

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You can find the recorded version here: https://www.youtube.com/watch?v=SyKvQQ_zkso

Content and aim of this presentation

- ✓ Methodology - sharing templates and approaches to facilitate your process
- ✓ Inspiration - to give an idea of how we worked with needs assessment in CHERRIES
- ✓ Support - to foster reflection and further work

Steps in Call for needs

Each territory in CHERRIES has different requirements and scope, therefore both the material and the process must be adapted to the regional conditions. However, the process has followed the same steps in each region:

1. Preparation of the call for needs, including:

- General planning: define the calendar, responsibilities, target groups, and dissemination strategy
- Creating a submission template to collect information necessary to assess and select a need. The template can be modified and adapted to the territorial requirements.
- Set up the tools to collect needs
- Define the evaluation criteria and evaluation committee

2. Launch of the Call for needs.

3. Workshops to raise awareness and provide training for the call. This took place in parallel with the Call for needs.

4. Evaluation and selection.

Target groups and dissemination

Different target goups in the three pilot regions

In Cyprus	In Murcia	In Örebro
• Healthcare professionals of both private and public sector. • Associations of patients. • Other public stakeholders (municipalities, organized groups) and citizen representatives.	• Healthcare professionals of SMS, both sanitary and not-sanitary (IT, administrative etc.). • Associations of patients. • Research groups of universities	A wide range of stakeholders including • Regional and municipal healthcare • Civil society organisations • The call was also open for private citizens.

… which lead to different dissemination strategies:

Cyprus used multiple channels through social media as well as bilateral communication with individual potential applicants. The Cyprus team organised • Bilateral calls with stakeholders to inform them about CHERRIES, the Call for Needs as well as their potential and future involvement • Bilateral teleconferences with stakeholders and potential applicants to follow up conversations on current and future implications of their involvement. • 3. Social Media campaigns though Facebook and LinkedIn with follow up private messages to potential applicants and general awareness of the project itself.	**Murcia** organised three webinars: • The first webinar had a conceptual scope, introducing CHERRIES project, RRI approach and inDemand as a good practice on healthcare. • The second webinar was focused on the process to write and send a proposal of need, explaining rules, templates and useful tools. • Finally, a specific webinar devoted to RRI was given by an RRI expert.	**Örebro** used multiple channels including social media, local radio, newsletters and dedicated e-mails to raise awareness of the project and the Call for needs. The Örebro team arranged three participatory workshops: • The first one primarily targeted civil society organisations and private citizens • The second one has primarily been aimed at professionals • The third one has had mixed participants. • The aim of the workshops was to promote the Call for Needs and train stakeholders in need identification.

Target groups and dissemination

Questions to answer:

- Who are our taget groups for this call?
- How do we reach them? Existing channels/networks?
- What are their incentives to answer the call?
- What practical measures do we need to take in order for them to answer the call?

Submission template

Call for needs

The submitter
Personal details of person submitting need

- Name (open)
- Email (open)
- Phone (open)

Submitting as:

- Individual (private citizen)
- Institution
    - Institutional details
        - Name of the institution (open)
        - Title/role/position in institution (open)
        - Unit/Department (open)
    - Type of institution
        - Public authority
        - Private company
        - Third sector organisation
        - Other (open)
    - Role of Institution
        - Patient organisation
        - Healthcare provider
        - Healthcare policy
        - Healthcare financing
        - Other (open)

The need

- Title and Acronym [Max 200 characters]
- Description of the need: [open question] [Max 4000 characters]
    - Describe the need (Overview of the actual situation: description in detail of the need, the concrete situation (lack, deficit or failure), the current way to work in this and the previous data (outcomes of health and effectiveness)) [guiding question]
    - Describe its causes [guiding question]
    - Describe the implications if nothing is done [guiding question]
- Describe how the need affect you in your daily work/life [open question] [Max 2000 characters]
- Describe which community/group/individuals would benefit if you overcome the identified need [open question] [Max 2000 characters]

Scalability

- Is the defined Challenge only for your hospital?
    - YES
    - NO

Functionality

- Describe in what way you could address the need, especially any main potential features/functionalities, which could help addressing the need [open question] [Max 3000 characters]

Expected Impact

- Describe the expected situation if a new solution addressing the need is implemented [open question] [Max 4000 characters]
    - In what way would the solution affect your organisations/life [guiding question]
    - In what way would the solution affect the target group [guiding question]
    - Please define at least one main objective and no more than 5 secondary objectives. All of them with an indicator to measure the expected improvement. All of these will measure the impact in evaluation phase.

Feasibility

- Describe possible barriers to implement innovative solutions to address the need [open question] [Max 3000 characters]
- Describe, if possible, how you could overcome these barriers [open question] [Max 3000 characters]

Commitment

By submitting this need, you confirm your involvement in the CHERRIES co-creation model and your active participation if your need is selected by the Evaluation Committee

- I confirm

Legal disclaimer

- Agreeing to process data

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Submission template

Questions to answer:

- What information do we need about the submitter for the further process?
- What information do we need to assess the need?
- Comittment?

Collecting the needs

Cyprus:	**Murcia:**	**Örebro:**
- The submission template was designed in Microsoft Forms. - Followed the generic version of the application form that was initially proposed through the consortium and adjusted to the local requirements of the call. - The form was uploaded on CyRIC Microsoft server and Cyprus created a dedicated section with all the details and description of the call along with a direct link to apply on the website. - Initially the call was open for three weeks but over further engagement with stakeholders and the metrics of the participation, they extended the call for another two weeks.	- The template was uploaded on the SMS intranet using the web tool developed in a previous project (inDemand). This tool was based on a web shared rewriting tool called "*Orbeon*". - This tool was only accessible for the SMS professional as it was located in the SMS intranet to facilitate the control to the access with the safest conditions. - The tool was opened a few days before the second webinar, that focused on the process of submission of the need proposals. - The platform remained open for three weeks.	- Provided the submission form as an fillable PDF. - Followed the generic version of the application form, adjusted to the local requirements of the call. - The adjustments have primarily been based on the fact that many of the stakeholders they aimed to reach, are not used to writing proposals. Thus, a slightly simplified version of the generic template was created. - The template has been published together with information on call for needs on Region Örebro county's website. - The call was open for 3,5 weeks

Collecting the needs

Questions to answer:

- What is the easiest and best way to report the needs (for the target group)
- What is the easiest and best way for us to collect the needs?
- How should we disseminate the call?
- How do we motivate to answer the call?
- Does the target groups need training or support to answer the call?

Evaluation process

The Evaluation is done in two steps:

1. **Evaluation of the Eligibility Criteria (if applicable)**. The first step of the evaluation process will be the evaluation of the Eligibility Criteria. The Eligibility Criteria was not assessed by the whole Evaluation Committee but only by one expert from the regional healthcare stakeholder.
2. **Evaluation of the Selection Criteria.** The second step of the evaluation process will be the evaluation of the Selection Criteria. In order to support an objective evaluation process, every committee member made an evaluation of every collected need separately. The separate evaluations was then counted into a total amount of points that in the overall assessement helped the committee to select a Need.

Evaluation criteria

Criteria description	Sub criteria	Questions	Question in submission template	Assessment and points				
ELIGIBILITY CRITERIA								
Is the eligibility criteria fullfilled? If YES, continue with evaluation			Commitment					
UNDERSTANDABILITY AND RELEVANCE				1	2	3	4	5
This criterion ensures that the identified need are understandable and of relevance for the Cherries project	The need is well described, and understandeble and of intrest for the society/target group	Is the need well described, clear and understandable?	The need	No	Poor	Sufficient	Satisfactory	Excellent
		Is the implications if nothing is done of major concern for the society/target group?	The need	No	Poor	Sufficient	Satisfactory	Excellent
This criterion assesses how the issue is felt relevant al local community level	The need is relevant for other organisations	Is the same need identified by other organisations?	Scalability	No		To some extent		Yes
	The issue is relevant for the community (media focus, policy papers, researches, studies)	How much proven evidence (media space, policy debate, papers, research, studies citizen's initiatives) of relevance is supporting the need?	(Assessment by evaluation team)	No	Poor	Sufficient	Satisfactory	Excellent
INNOVATION				1	2	3	4	5
This criterion is assessing the innovation potential of the call	The need is seeking innovative approaches.	Does the need have potential to encourage innovative solutions?	Functionality Expected impact Feasibility	None	Poor	Sufficient	Satisfactory	excellent
		Are there any potential features/functionalities that could help adress the need?	Functionality	None	Poor	Sufficient	Satisfactory	Excellent
		Would an innovative solution of the need make an impact on the organisation/target gruoup/society?	Expected impact	None	Poor	Sufficient	Satisfactory	Excellent
FEASABILITY				1	2	3	4	5
This criterion asses to what extent possible solutions to the need are feasible	The organization or the private citizen are aware of possible barriers, and have ideas to manage these barriers.	Are there any barriers in implementing innovative solutions to meet the addressed need?	Feasibility	Yes		To some extent		No
		If yes, is the impression that you can overcome these barriers in the implementation phase?	Feasibility	No		To some extent		Yes
	The need fits in the Cherries project	Is there an obvious challenge owner for the co-creation of a solution?	(Assessment by evaluation team)	1 (no)	2	3	4	5 (yes, very obvious)
		Could the described need be met within the framework of the Cherries project regarding the timeframe and funding?	(Assessment by evaluation team)	1 (no)	2	3	4	5 (yes, very well)

Evaluation committe

The Evaluation Committee should consist of the most relevant experts to assess the needs according to the defined Selection Criteria, and knowledge of the sector.

The Evaluation Committee is composed by experts and stakeholders depending on the regional scope. Indicatevly:

- Top management
- Clinical stakeholders
- Information Technology experts
- Innovation management experts
- Market experts
- Representatives from the other involved stakeholders to assess per challenge the feasibility of potential solutions within the expected time and budget constraints.

Evaluation process

Questions to answer

- What criterias are important to assess the submitted needs?
- Eligibility criteria?
- Who (what competence) do we need to assess the submitted needs?

Lessons learned

- The bottom-up approach is important – the smaller the community and the closer to the “source” , the need can be identified and validated much faster.
- Stakeholders are not used to describing a need (problem), tend to go directly on the solution. Therefore, it is important to help stakeholders focus on the problem and the need instead of on solutions at this stage. This involves both training and motivation.
- It is very important to make sure that the CHERRIES model is clearly presented before the launch of the Call for needs. This to ensure a good understanding of the model among potential proposers and develop interest and motivation among the stakeholders to involve in the project.
- To involve all relevant stakeholders, from the outset of the process, is important. By that procedure they are about to become more aware of the process that is being implemented and are more likely to be motivated to participate in development at later stages of the innovation process as they are involved in describing the needs.

What you get from your CHERRIES partners

- ✓ Submission template (to adjust to your needs)
- ✓ Evaluation template
- ✓ Call for needs report
- ✓ Support

Thank you for listening!

Questions?

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