CHERRIES Factsheet Cyprus

01 CALL FOR NEEDS

A

Thematic focus:
A significant population of the Republic of Cyprus live in rural and remote areas across the island or/and away from the densely populated areas where the critical infrastructure is situated – including hospitals, healthcare professionals and other relevant services.

eHealth solutions were expected to contribute to increasing the service delivery quality of individual organisations and coordination between organisation involved in care as well as the patients alike.

B

Eight proposals were received through the duration of the Open call for needs; the classification of the applicants varies from Patient Associations, Healthcare providers and payors.

Based on the needs collected two main clusters were identified: the general need of telemedicine support, and the care services for patients with autism.

C

Selected need:
"Provision of medical services to the Cypriot citizens living in rural and remote areas with no easy access to healthcare services and prescribed medicines".

This need was broad enough to embracing the individual aspects expressed in the other submitted need proposals, and additionally provided the flexibility to potentially receive solutions that could be improved to meet those specific needs too.

02 CALL FOR SOLUTIONS

A

The purpose of this call was to engage eHealth solutions that provide accessibility and quality of medical services to the population of the communities and individuals with no easy access to medical canters and health professionals, without them having to travel long distances or cross checkpoint borders to gain access to healthcare services.

B

The call for solution received 12 submissions (all SMEs) from Cyprus (9), Netherlands, Greece and Spain. Top 3 applicants were invited to pitch their solutions and the selection committee selected the winner due to consensus. In Cyprus the selection committee was composed of 10 members reflecting a plurality of stakeholders' profiles to ensure the fair assessment of each proposal.

C

The selected solution was DoctorsHello, from Greece. DoctorsHello is a peer-to-peer ecosystem, which provides innovative telemedicine services developed to support real-world healthcare based on real-time distributed data.

03 THE CO-CREATION PROCESS

A
Identification of key stakeholders and engagement.

B
Adaptation and alignment of the solution to the regional demand.

C
Actions for sustainability beyond pilot – future adaptation.

D
Constant feedback for adaptation of the solution to the regional need.

Adopting a large-scale solution like DoctorsHello to the very specific characteristics of the rural areas of Cyprus, required an accurate needs analysis in advance. Despite this analysis, real needs were practically identified through collaboration with healthcare professionals who work daily with the target group and have a good understanding of their real needs. For this reason, formal and informal communication was frequently pursued through phone, chats, video sessions and emails to better understand what customizations should be implemented.

Customization was based on the practice standards and technologies that healthcare professionals are acquainted with and based on the expected practices that end users are familiar with.

04 CHALLENGES AND OPPORTUNITIES

CHALLENGES

- To convince people to participate in a Call for Needs;
- To convey the message and impact of demand driven approach;
- To align all stakeholders and keep them constantly engaged throughout the process.

OPPORTUNITIES

- **Demand driven approach can validate a real need** (for Cyprus it identified the common denominator of the need behind the needs submitted – ehealth.);
- **To showcase a successful experiment and pilot to the policy makers** that could potentially adopt the methodology;
- **To educate and acknowledge the RRI concept throughout the process of innovation ecosystems** not only in healthcare.

05 KEY LEARNINGS

- All stakeholders should be engaged in the beginning and throughout the process; it is important determining the level of engagement of each actor;

- Strong coordination – importance of a leader for the process;

- Creating a set of recommendations with measurable information;

- Successfully conveying the social values in RRI;

- Bring in people from different knowledge and epistemological perspectives whenever needed.

06 KEY RECOMMENDATIONS
TO OTHER EU TERRITORIES WILLING TO ADOPT CHERRIES METHODOLOGY

- When choosing a solution make sure it is an impactful and responsible one;

- Adopt the solution that can influence your local ecosystem;

- Constant involvement of the healthcare stakeholders;

- Choose a patient centric solution that can actually increase welfare quality;

- Always consider business continuity even post-pilot.

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