Networking and brokerage event

AgeingFit
Accelerating innovation for healthy ageing

PlatformUptake.eu

SYNYO

National Research Council of Italy

Fraunhofer IGD

POLITÉCNICA

Institut "Jožef Stefan" Ljubljana, Slovenija

AFEdemy
age-friendly environments academy

Cáritas Diocesana de COIMBRA

LINKÖPING UNIVERSITY

Universitat de les Illes Balears

SMARTHOMES

This project has received funding from the European Union's Horizon 2020 Research and Innovation Action under Grant Agreement No 875452.

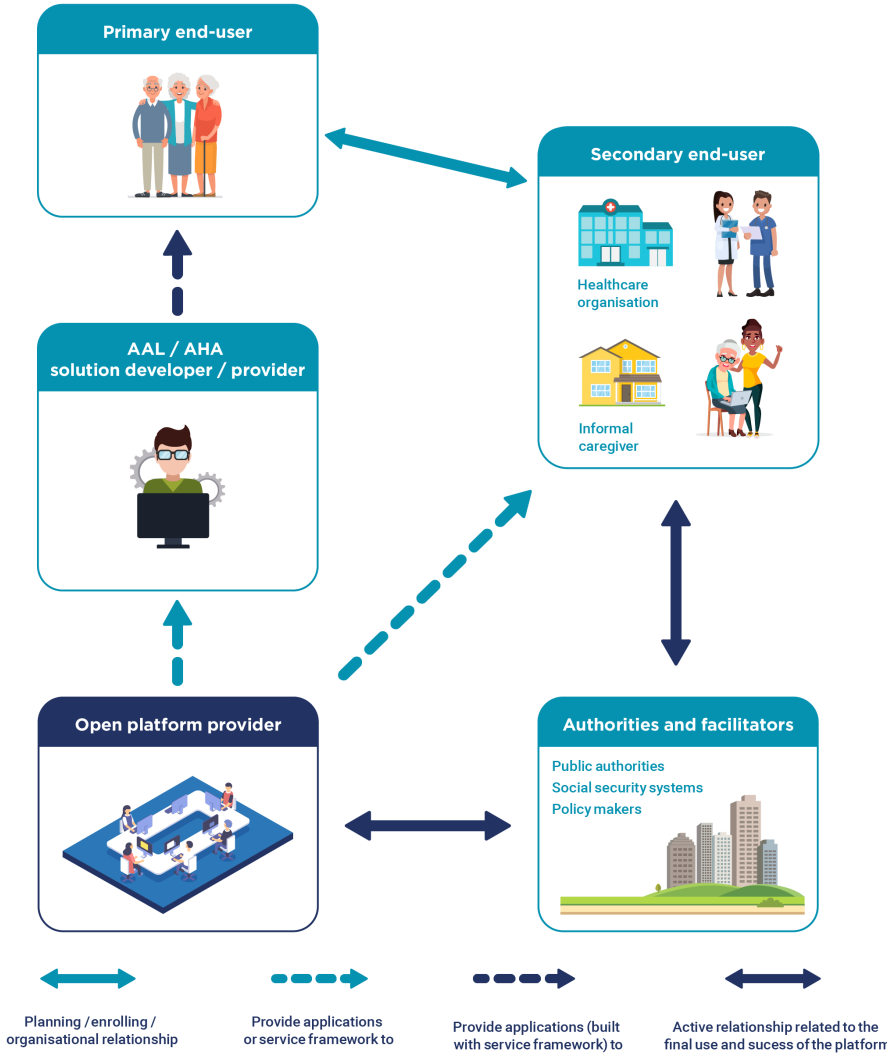
PlatformUptake.eu

Platform evaluation, KPIs, MOOC and other tools and services provided by PlatformUptake.eu

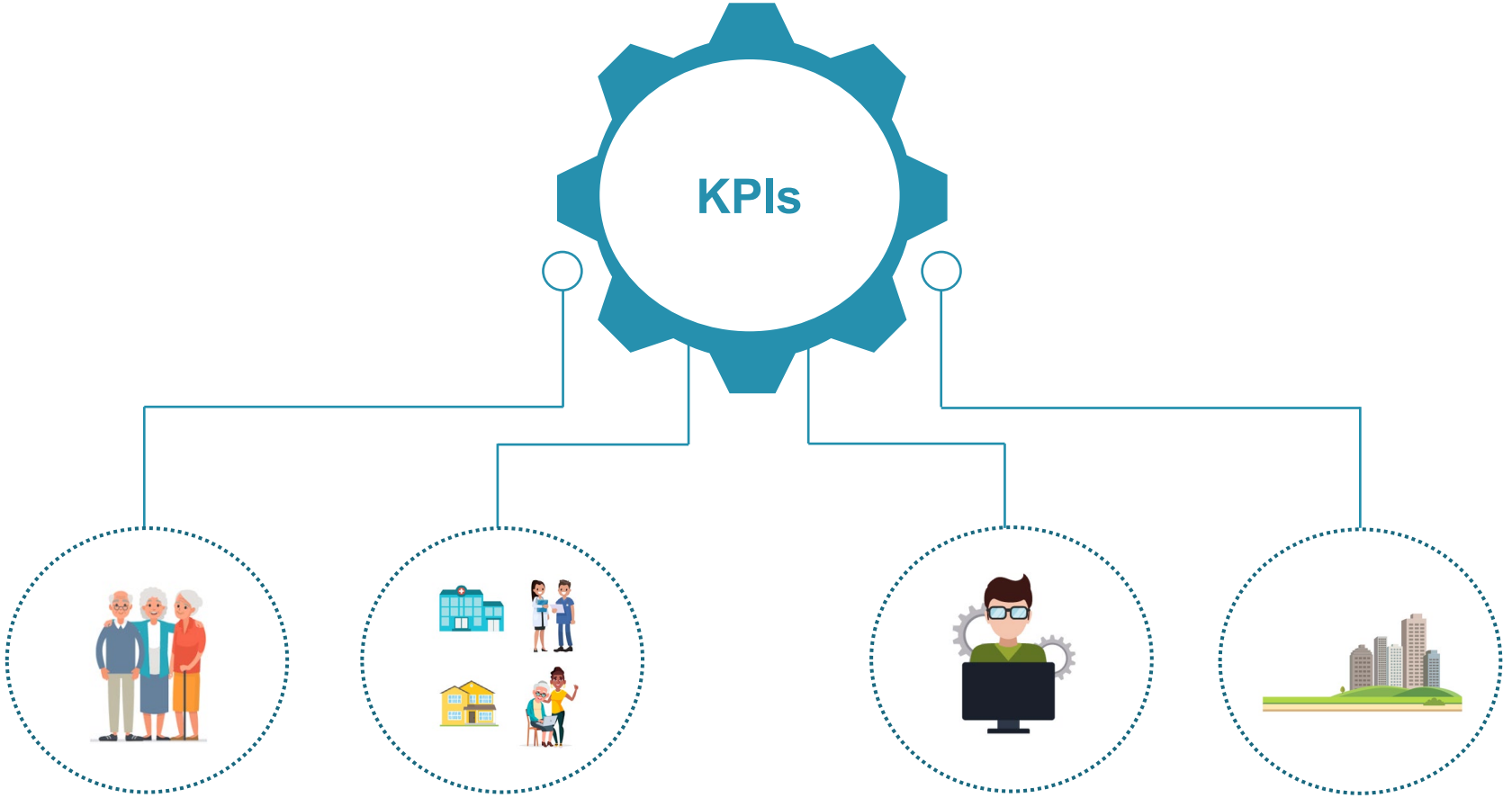
This project has received funding from the European Union's Horizon 2020 Research and Innovation Action under Grant Agreement No 875452.

Needs and requirements analysis

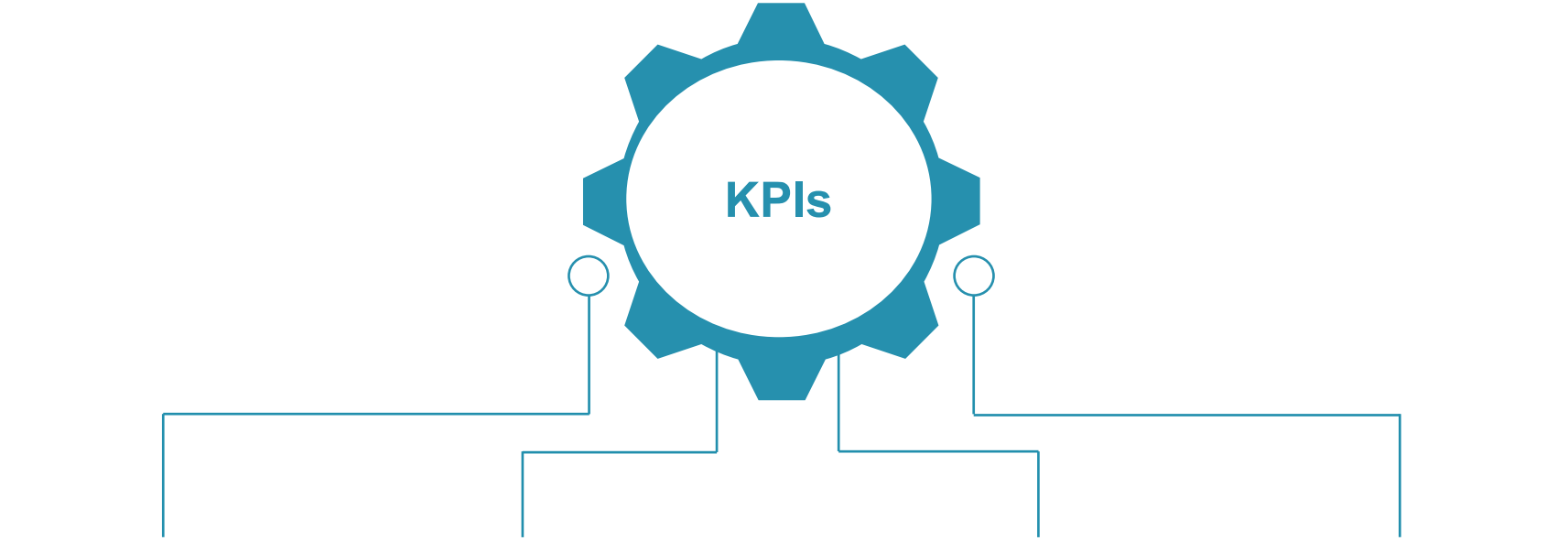
Stakeholder groups



Measuring successful uptake and evolution



Measuring successful uptake and evolution



Monitoring and Evaluation Methodology

PlatformUptake.eu

MONITORING	
OPEN PLATFORM DATA	MONITORING FREQUENCY
Platform Statistics	Monthly
Technical Dimension	Twice a year
Business Dimension	Twice a year
Contextual Dimension	Twice a year

EVALUATION	
INTERNAL EVALUATION	EXTERNAL EVALUATION
Performed by platform providers	Performed by experts (Ex. PU Project)
Formative + Process evaluation	Outcome + Impact evaluation
Yearly	Every 2 years
MAINLY BY COMPARING INTERNAL MONITORING ACTIVITIES RESULTS such as: Platform statistics; Contextual Dimension;	BY COMPARING AND ANALYSING TECHNICAL AND BUSINESS KPIS RESULTS PERFORMED BY Primary end-users; Technology providers; End-user customers; Government.

PlatformUptake.eu
How to find, select and use an open platform?
Massive Open Online Course (MOOC) for healthcare organisations and public authorities
SYNYO
National Research Council of Italy
Fraunhofer IGD
POLITÈCNICA
Institut "Jožef Stefan" Ljubljana, Slovenija
AFEdemy
LINKÖPING UNIVERSITY
Universitat
SMARTHOMES
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MOOC

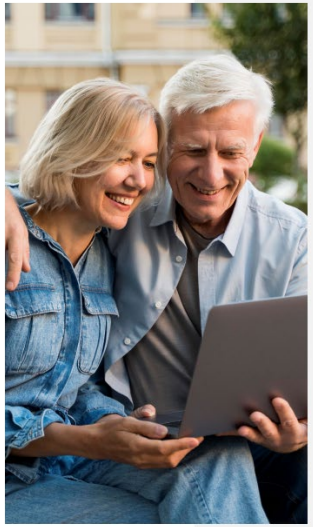
Structure

MOOC

Chapter 1 - highlights

INTRODUCTION - AIM

- The MOOC aims to raise awareness in the adoption of open platforms for healthcare, social care, welfare organisations, public authorities and insurance companies. This MOOC is publicly accessible and will remain publicly available on the Open Information Hub of PlatformUptake.eu.

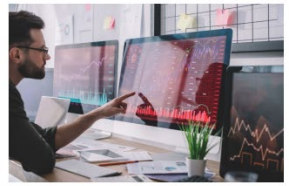


OTHER LEARNING ABOUT OPEN PLATFORMS

Besides this MOOC you will find on the PlatformUptake.eu website more tutorials about:

Tutorial for technology developers

Link: https://www.platformuptake.eu/tool-for-technology-developers

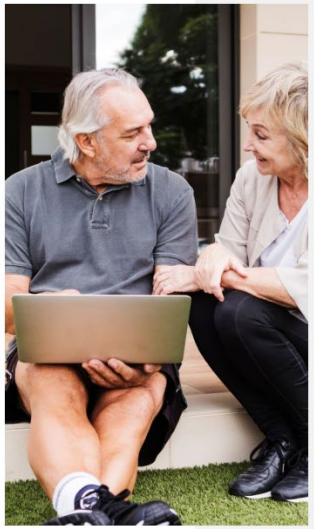


Tutorial for platform providers

Link: https://www.platformuptake.eu/tool-for-platform-providers

LEARNING GOAL

- The main learning goal of this MOOC is to equip the learner with the knowledge, skills and competencies to find, use and select open platforms in the field of active and healthy ageing.
- For basic learners: the MOOC will contain 4 hours of learning, including reading and rehearsing the learning material, further reading, and exercises.
- For advanced learners: the MOOC will contain 2 hours of learning, including reading and rehearsing the learning material, further reading, and exercises.
- Learners will receive a certificate after finalizing the MOOC.



Learning outcomes MOOC

MOOC

Chapter 2 - highlights

PlatformUptake.eu

WHAT ARE OPEN PLATFORMS

PRINCIPLES TO FOLLOW

1 2 3 4

Open Source

Open Source refers to the availability of the source code of a piece of software in a given programming language with a license in which the copyright holders provide the rights to study, change, and distribute the software to anyone and for any purpose. An open platform does not necessarily mean it is open source.

Open Standards Based

The implementation should be based on agile open standards. Any willing party should be able to use these standards without charge to build an independent, compliant instance of the complete platform.

Federatable

It should be possible to connect any implementation of the open platform to all others that were independently developed, in a federated structure, to allow the sharing of appropriate information and workflows between them.

WHAT ARE OPEN PLATFORMS?

1 2 3 4

Since several decades, the European Union supports the development of European open platforms. The goal is to give a boost to European industry, to support national healthcare systems and to provide a European answer to tech giants from other continents.

On the following three pages you will visit some of the latest EU-funded platforms.

WHAT ARE OPEN PLATFORMS?

EXAMPLES OF COMMERCIALLY EXPLOITED (OPEN) PLATFORMS

1 2 3 4

iqmessenger
When the message is critical

IQ Messenger is the software developer of a vendor independent and software-only platform for critical alarms. The apps and integrations enable organisations to combine alarms from both existing and new systems and to say goodbye to vendor lock-in imposed by suppliers.

IQ Messenger does not sell hardware. With its medical certification, user recommended functionality, and the largest range of vendor specific integrations, IQ Messenger offers the most powerful alarm server worldwide.

openremote
Creating Meaningful Connections

Open Remote OpenRemote is a fully open source IoT platform (100% open source with published code), and it is mainly used for the creation of government related solutions. The benefits of the platform for its users result from the fact that there are no features of the code which are hidden behind the subscription model. This makes the platform attractive also for medium to large sized companies. Due to its intuitive interface and available support for end users, OpenRemote can be used also by non-programmers.

Open Care Connect

OpenCareConnect of Eurocom.Group aims to improve quality of life and work. It cooperates with partners who share the same vision. The client and the care professionalare the main target groups of support. OpenCareConnect supports the ecocystem of solutions to enhance the social and living environment of the client. It offers software solutions, including a service portal, product solutions, project solutions and consultancy solutions.

Quiz

Click the **Quiz** button to edit this object

MOOC for healthcare organisations and public authorities | QUIZ 1

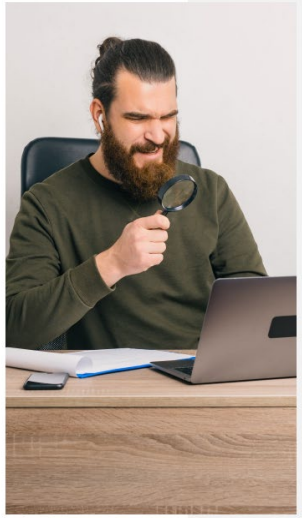
Visit three open platforms and describe what you think of:
Functionality / functionalities
Domain the platform is active in
Attractiveness
Openness

OPEN PLATFORMS IN YOUR ORGANISATION

EXERCISE – TECHNOLOGY DETECTIVE

Explore and name the technology you are using in your organisation

- Entrance / reception
- Office / workplace
- Rooms
- Hall
- Activity / therapy room
- Outdoors



OPEN PLATFORMS IN YOUR ORGANISATION

COMMUNICATION

Communication is the process of sharing information from one person or group to the other, it can be either in verbal or nonverbal way.

In the field of active and healthy ageing it contains:

- Face-to-face meetings
- Online meetings by phone or video calls
- Sensors deliver signals about room temperature, climate, air, body (heartbeat, temperature, breathing)
- Exchange information among workers by smart phone, software

OPEN PLATFORMS IN YOUR ORGANISATION

OTHER GOOD PRACTICES

VIEDOME – call centre care Z-plus (Gent, Belgium)

ViePro Care, developed on top of VieDome platform.

ViePro Care supports older adults with affordable technology. It assists clients with medication guidance, diabetes monitoring, wandering detection, fall detection, medical measurements. It also facilitates 24/7 remote care.
It also supports care workers with task management and reports.

Viedome platform facilitated the migration of more than 3,000 devices with the support of the organisation's technical staff. This was feasible due to open API.

Moreover, the services which are provided over VieDome can be adjusted and optimally set according to the care scenario. All care organisations which are involved in the platform's network, including Z-plus are actual contributors to the further development and adaption of the platform's services based on the need and requirements of their clients.

Further reading: www.platformuptake.eu

Quiz

Click the **Quiz** button to edit this object

MOOC for healthcare organisations and public authorities | QUIZ 3

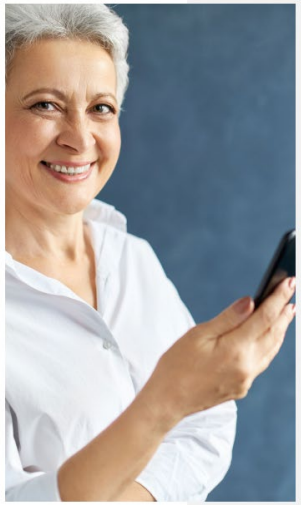
Does your organisation use an online platform?

- Yes
- No

SELECTION OF TECHNOLOGY AND OPEN PLATFORMS

In this chapter we focus on the procurement of technologies for your organisation. The procurement steps are presented.

Part of it is the check if the current platform is feasible to deliver the wanted technologies or if a new platform provider must be contracted.



SELECTION OF TECHNOLOGY AND OPEN PLATFORMS

STEP 0: CREATE A PROJECT TEAM

Start with the creation of a multidisciplinary project team:

- Clients, patients, customers
- Friends and family members
- Workers and volunteers
- IT/ICT department
- Communication department
- Board of directors
- Experts

SELECTION OF TECHNOLOGY AND OPEN PLATFORMS

- Step 0 • Create a multidisciplinary team
- Step 1 • Define the expected outcomes of technology for the care process, the policy making, administration, etc.
- Step 2 • Make an overview of available technologies
- Step 3 • Make a first selection
- Step 4 • Find additional information and review
- Step 5 • Meet the providers and see demonstrations
- Step 6 • Make the final selection

Mainly based on: Reijnders R, Poel A van der, Geerdink I, Vos N, Boon B. Technologie in de gehandicaptenzorg. Stappenplan: Hoe kies je een passende technologie? Arnhem/Utrecht: Academy Het Dorp/Vilans, 2020.

Quiz

Click the **Quiz** button to edit this object

MOOC for healthcare organisations and public authorities | QUIZ 4

Put the steps to find and select technology and open platforms in the right order

1. Meet the providers and see demonstrations
2. Find additional information and review
3. Make the final selection
4. Make an overview of available technologies
5. Define the expected outcomes
6. Make a first selection
7. Create a project team

CONGRATULATIONS!

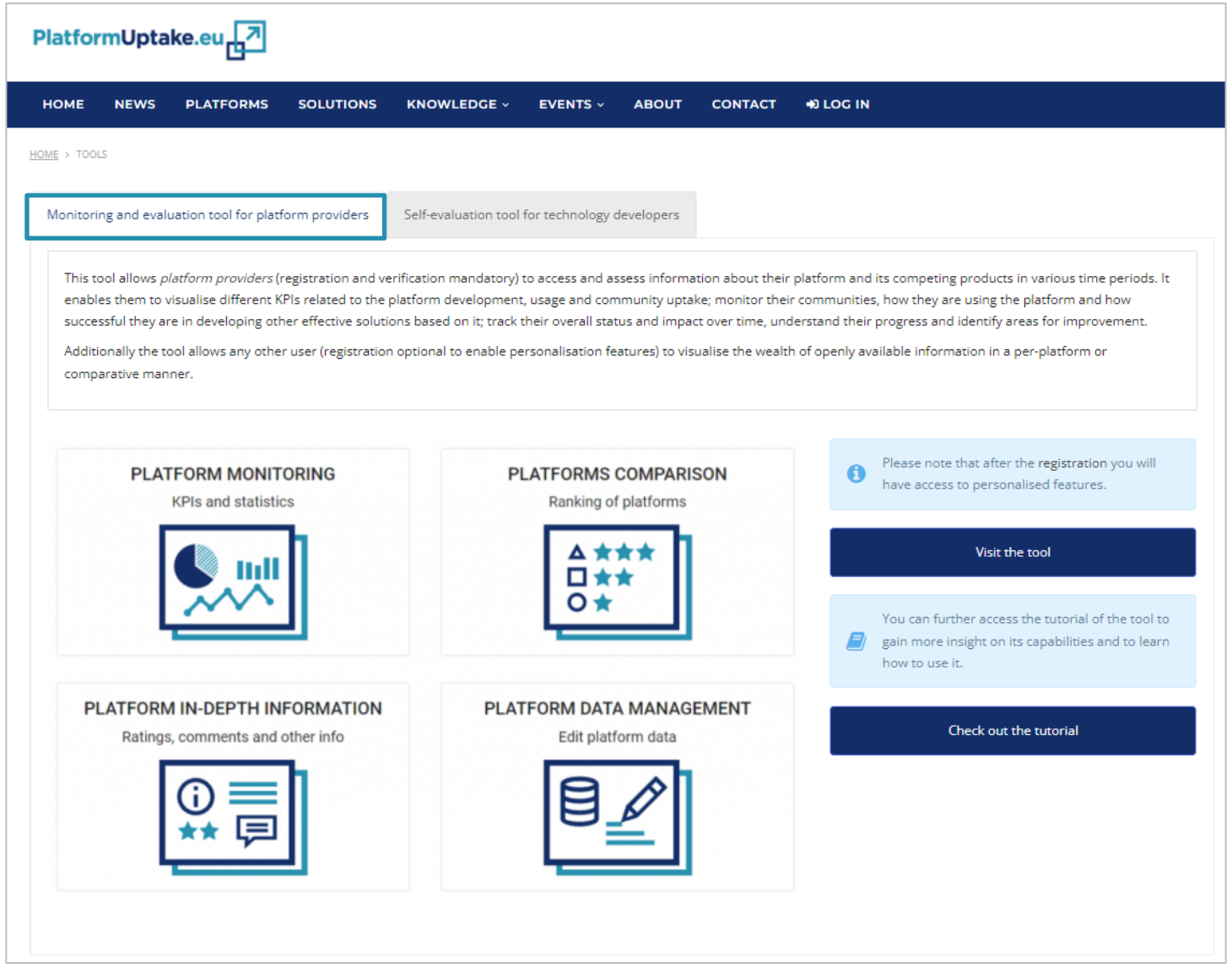
You have successfully concluded the MOOC!

You will now be forwarded to the final 10 questions and to receive your badge!

Forward me
to the final 10 questions
to receive my badge

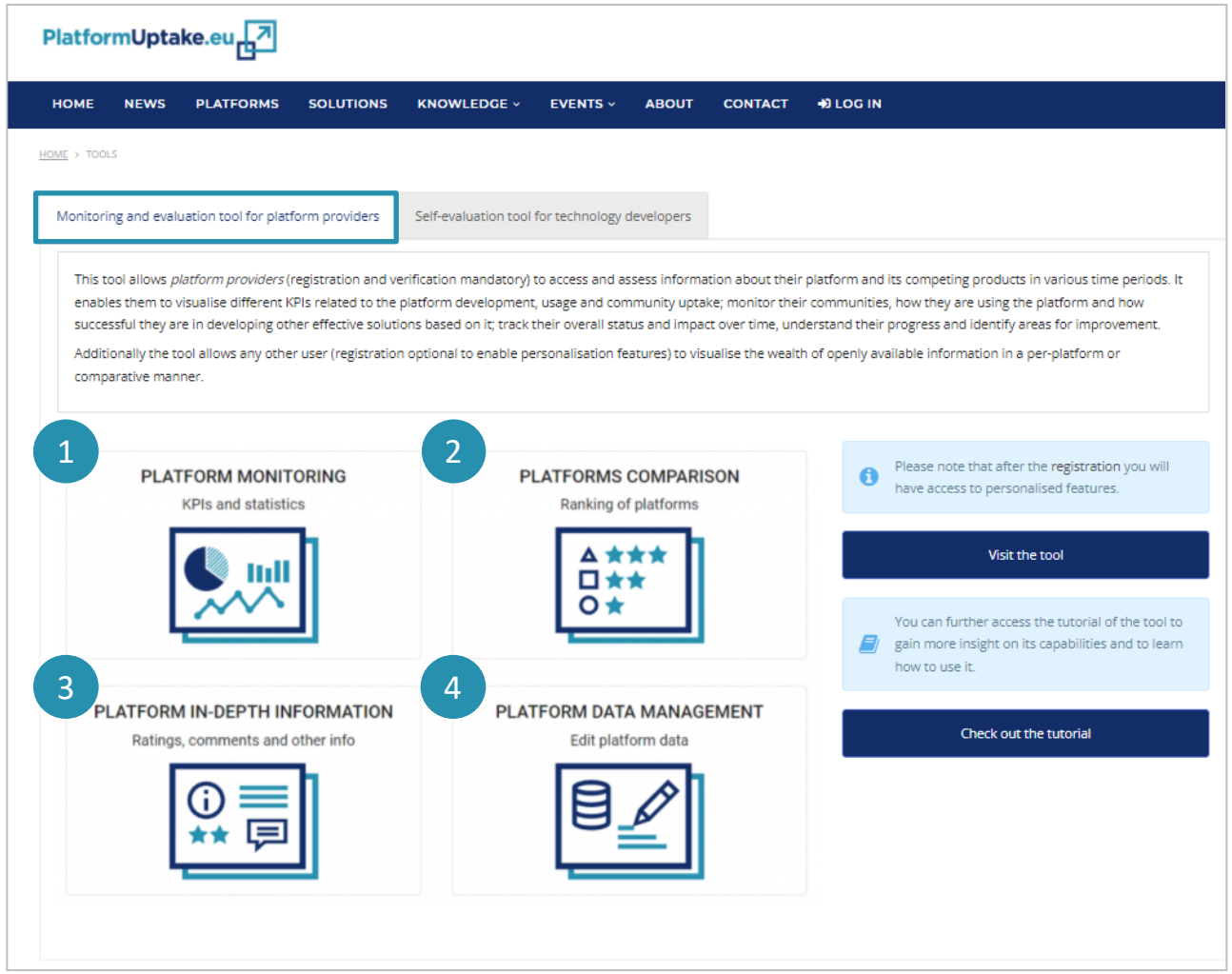
Monitoring and evaluation tool for platform providers

PlatformUptake.eu



Monitoring and evaluation tools

Monitoring and evaluation tool for platform providers



1. **Platform monitoring:** Monitor and evaluate the uptake of a particular platform.

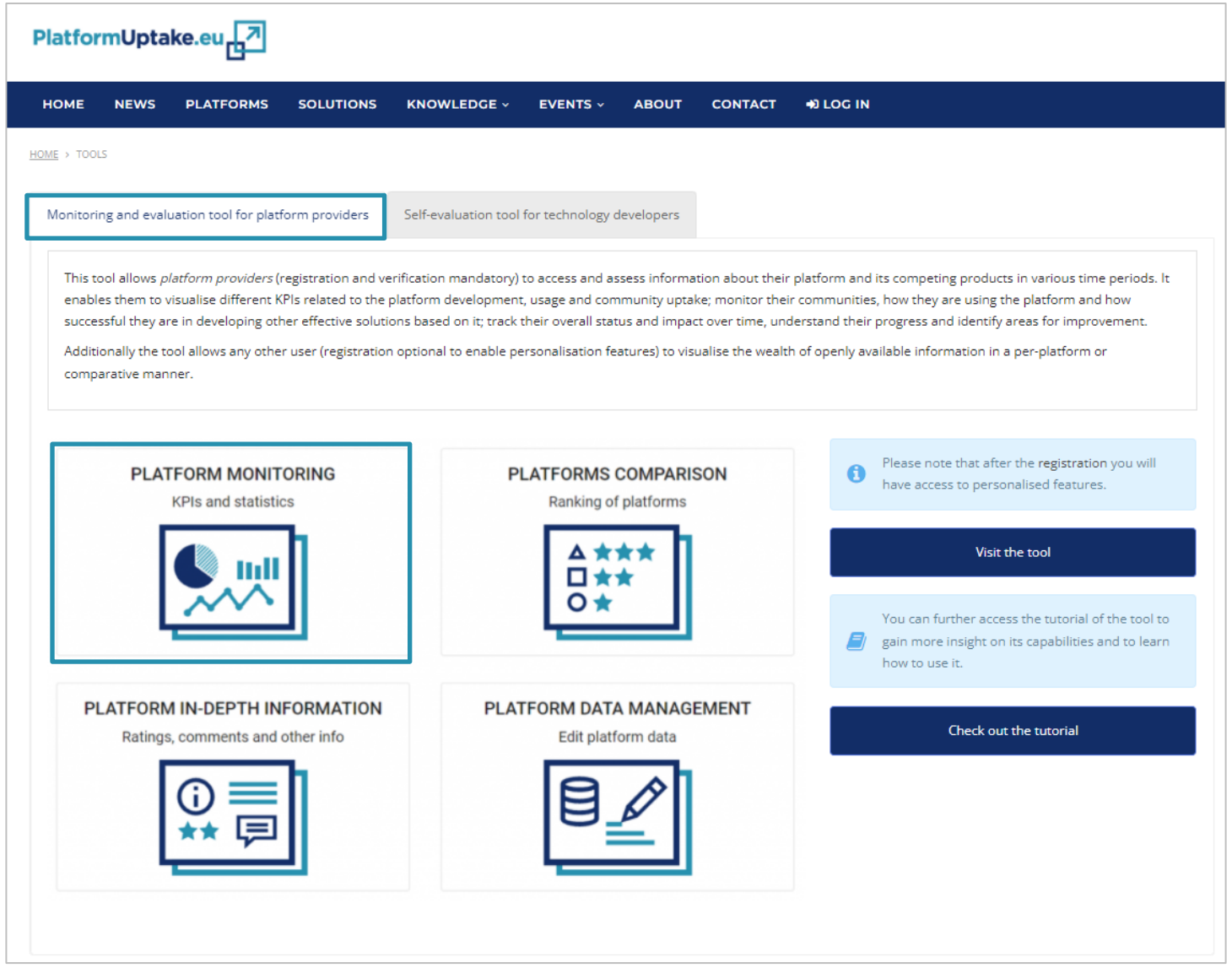
2. **Platforms comparison:** Compare among platforms from different perspectives, including technical and financial ones.

3. **Platform in-depth information:** Gain in-depth insight for the self-evaluation of a platform.

4. **Platform data management:** Management of the platform data.

Monitoring and evaluation tool for platform providers

Platform monitoring| Platform selection



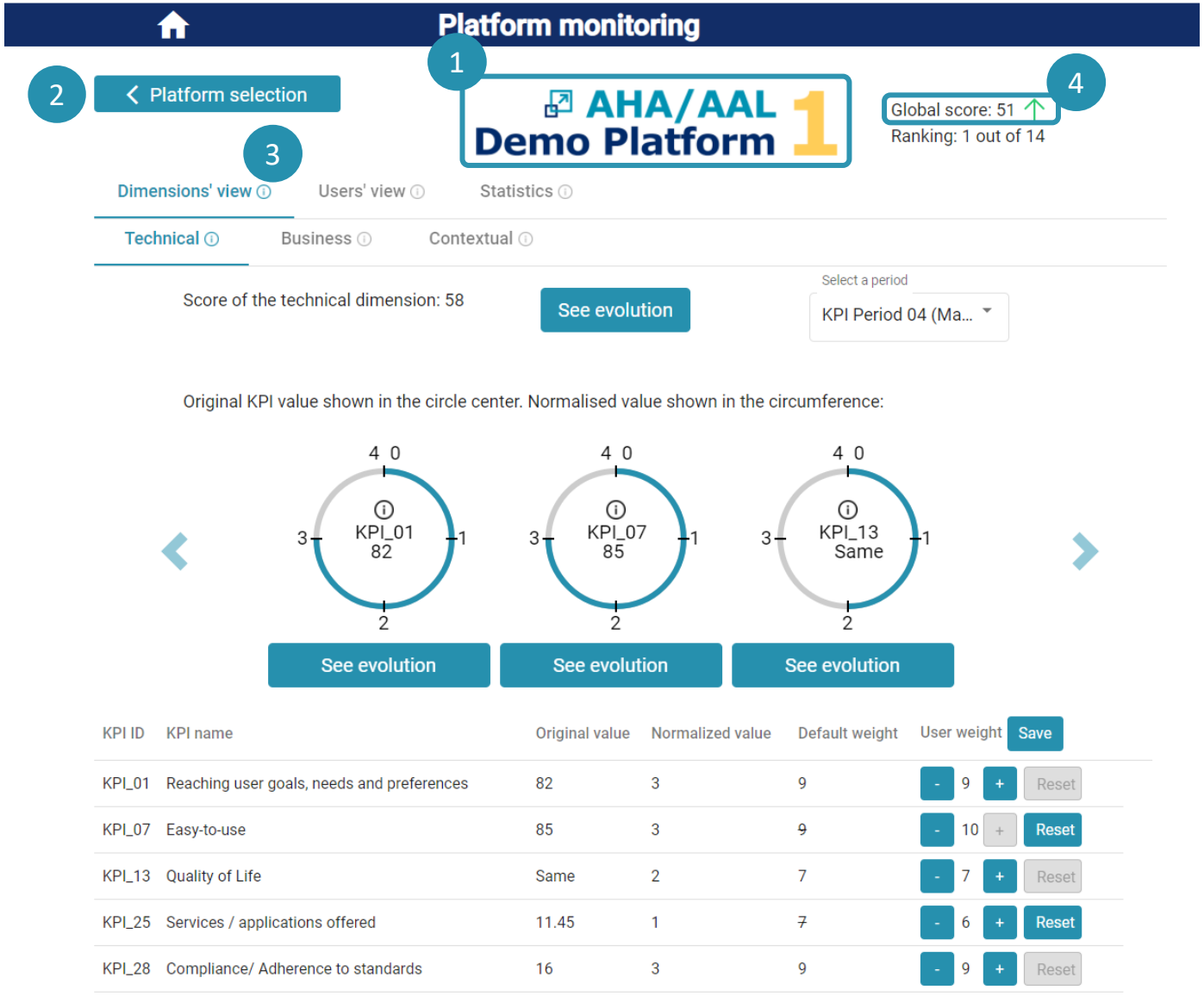
Platform monitoring| Platform selection

Snapshot of some of the available functionalities

1. After selecting Platform monitoring, the user can view the list of the available platforms.
2. When the user selects one of the available platforms, then the platform monitoring screen for the selected platform is loaded, so that the user can visualise the monitoring information about this platform.
3. When clicking the home icon, then the user is always navigated back to the main screen of the tool (Home).

Platform monitoring| Platform selection

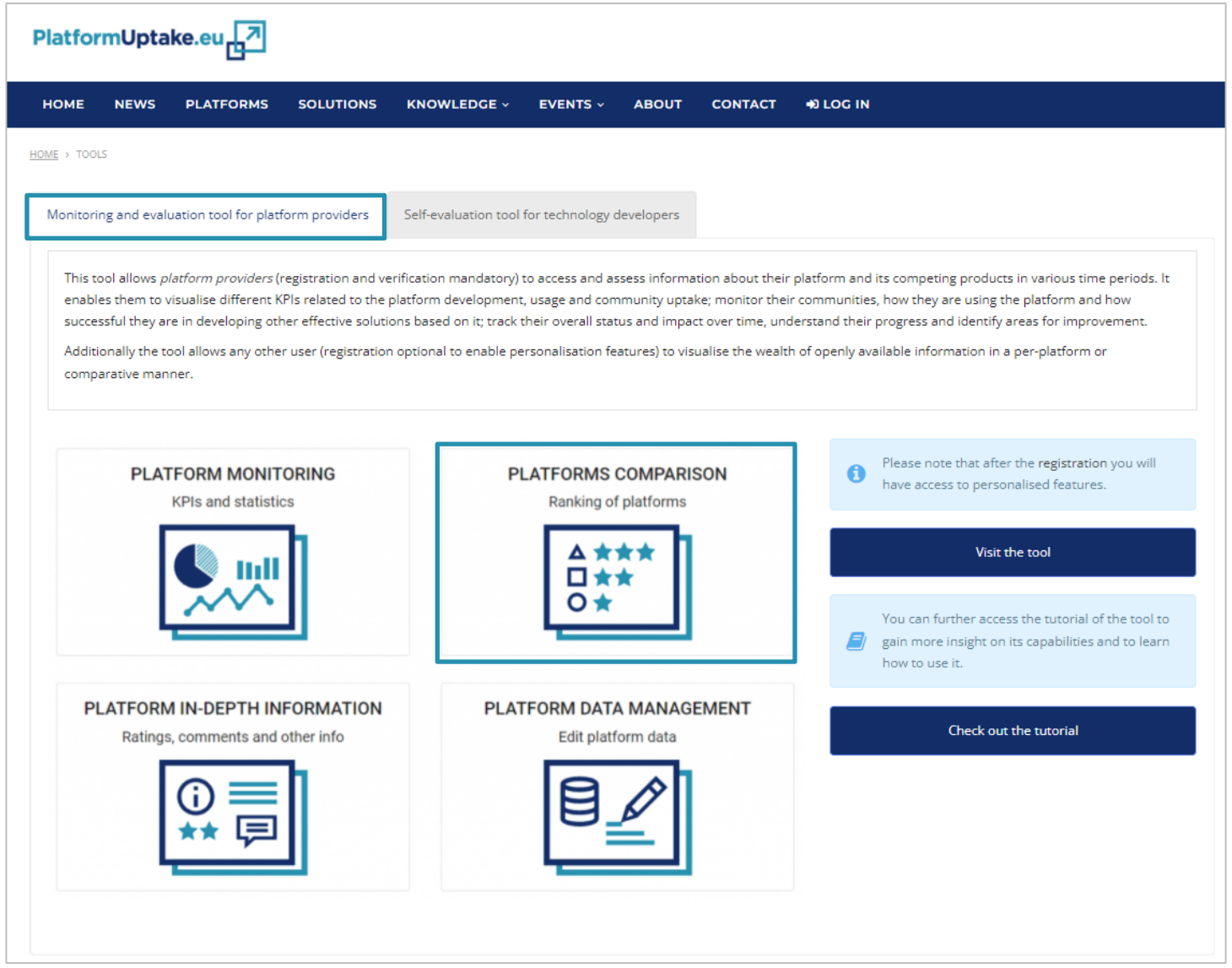
Snapshot of some of the available functionalities



1. The is the logo of the currently selected platform. All the data displayed in the screen regard this platform.
2. The user can go back to the **< Platform selection** screen.
3. An **(i)** icon can be found next to the various tool capabilities as they appear on the screen. These icons serve as an interactive usage-guide while the user is using the tool. When the user moves the mouse on top of one of these icons, the user can see a pop-up message with more information about the functionality.
4. **Global score** for latest measurement period and its tendency. The global score of each platform is calculated based on all of the KPIs the values of which are available for a particular measurement period (the latest one, in this case), and their default weights (as defined in the PU methodology). As is the case with all scores, the global score is normalized in the integer range [0..100]. A larger score is better. The tendency is shown by an upward (for improvement) or downward (for deterioration) pointing arrow or an "=" sign (for no change). The tendency always reflects the change of a particular score compared to the previous KPI measurement period (if KPI data for that period are available).

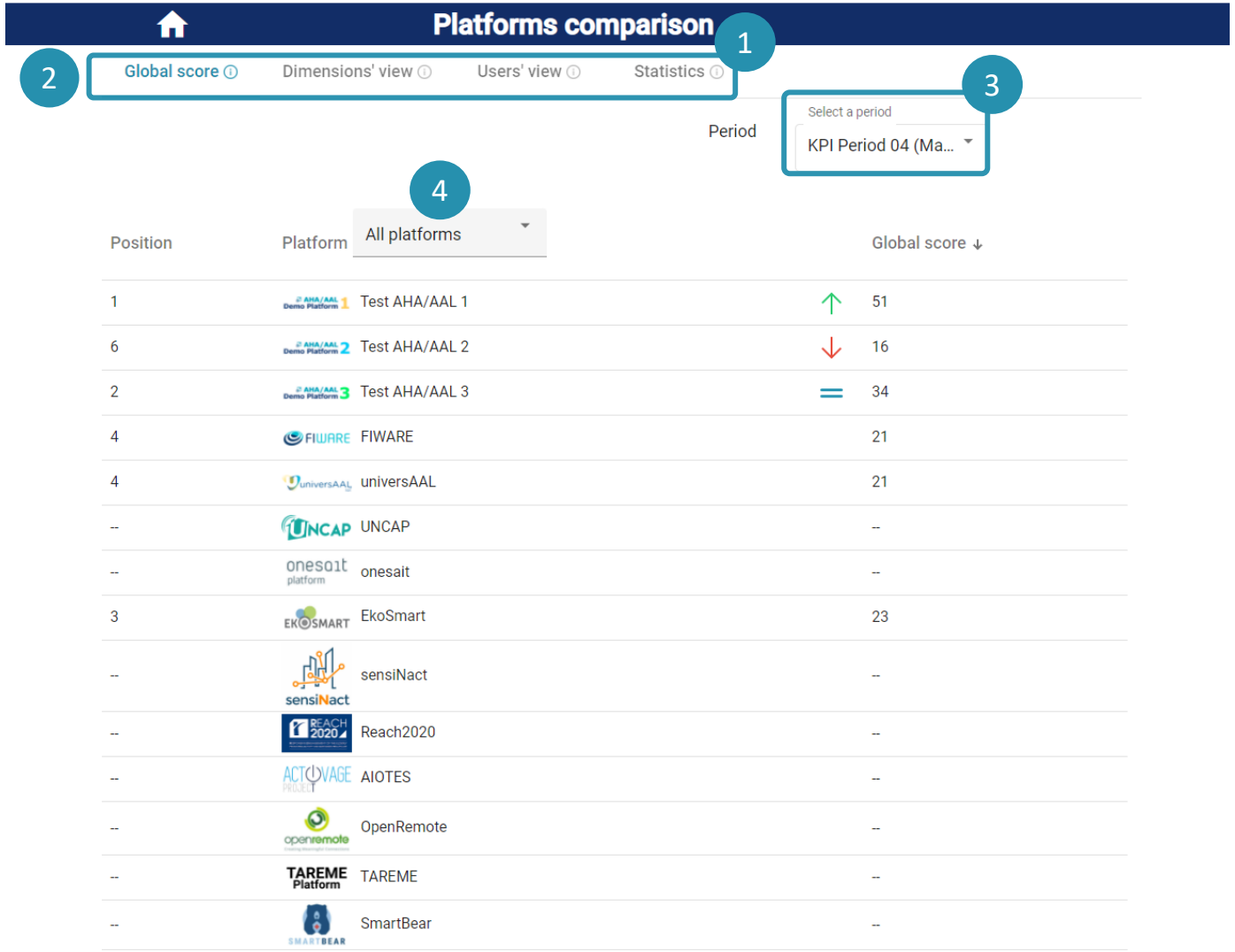
Monitoring and evaluation tool for platform providers

Platforms comparison | Global score



Platforms comparison | Global score

Snapshot of some of the available functionalities



1. An **(i)** icon can be found next to the various tool capabilities as they appear on the screen. These icons serves as an interactive usage-guide while the user is using the tool. When the user moves the mouse on top of one of these icons, then the user can see a pop-up message with more information about the functionality.

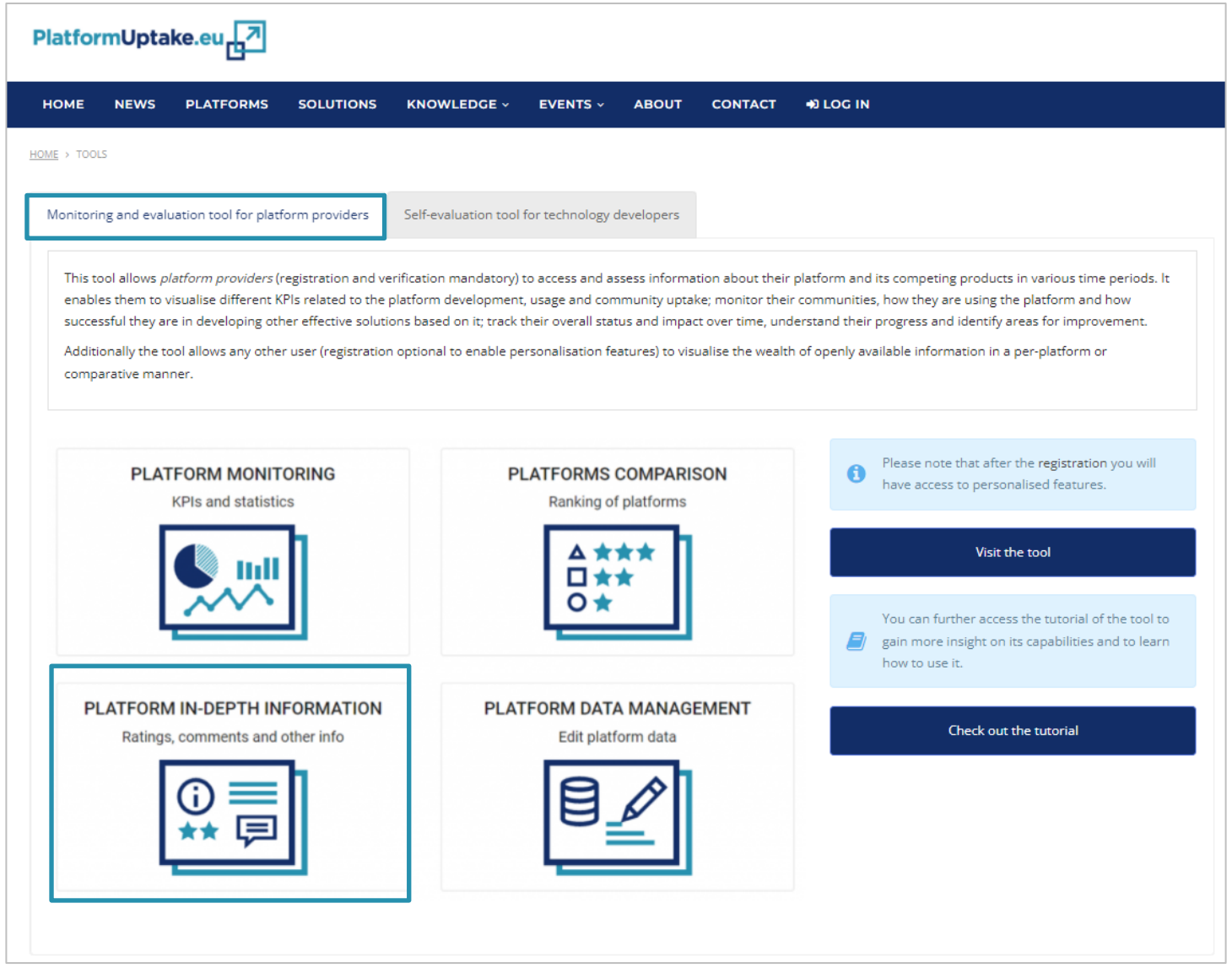
2. There are four tabs to choose: **Global score**, which is selected by default, **Dimension's view**, **Users' view** and **Statistics**.

3. **Select a period** of measurement. The most recent measurement period for KPIs is shown by default. The period must have been previously made available by the administrator (more info for administrators can be found in the platform data management scenario). The KPI values for each platform are stored in the tool for various measurement periods.

4. Select/filter platforms for comparison. By doing so, only the selected platforms will be presented in the list below and compared. By default, all platforms are presented

Monitoring and evaluation tool for platform providers

Platform In-Depth information | Platform selection



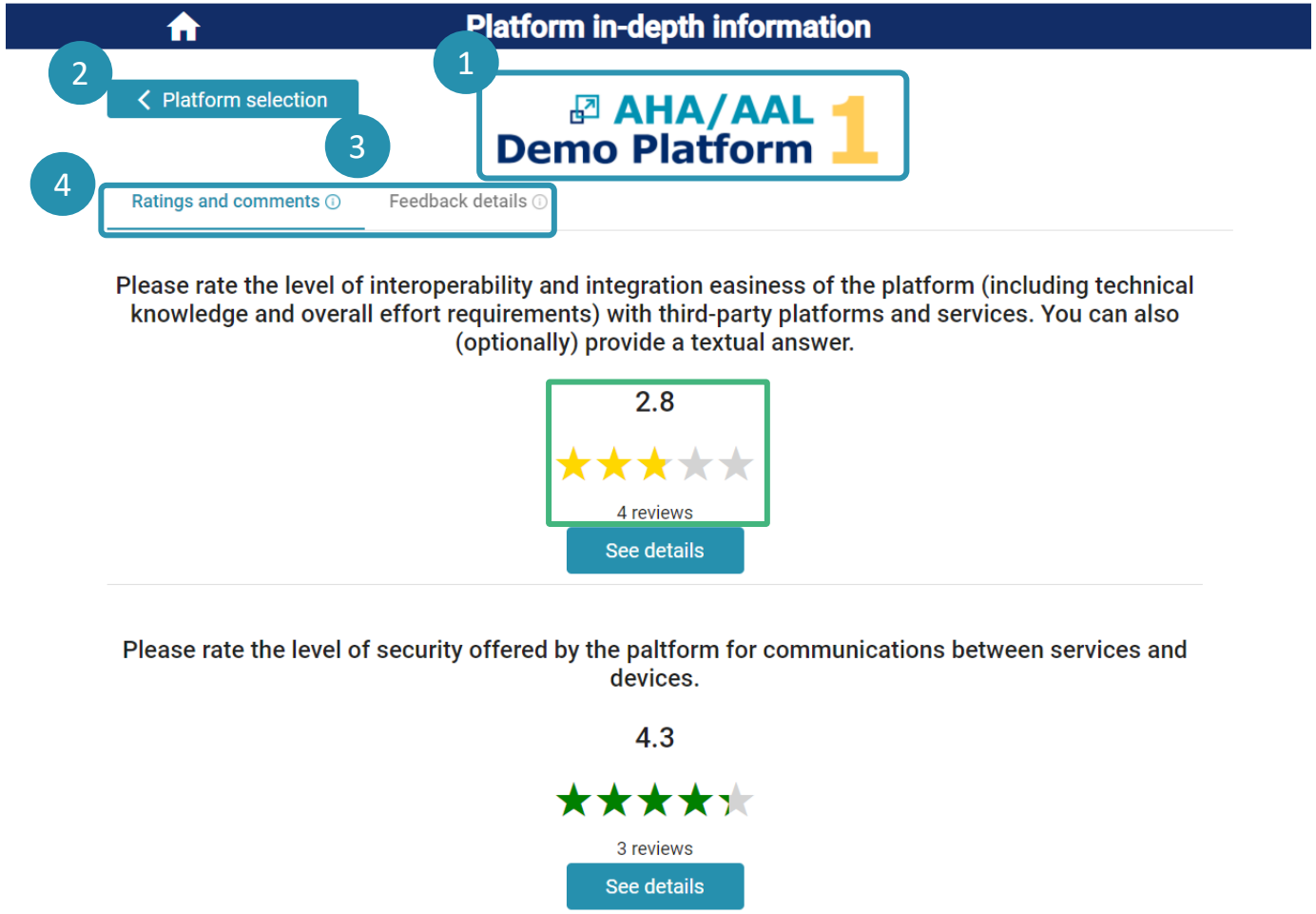
Platform In-Depth information | Platform selection

Snapshot of some of the available functionalities

1. After selecting "Platform in-depth monitoring", the user can view the list of available platforms. If the user is a platform provider only the platform(s) assigned to this particular user will be displayed and selectable in this screen. If the user is an administrator all the platforms will be displayed and selectable.
2. After the user selects one of the available platforms, the in-depth information about the selected platform is loaded, so that the user can visualise it.
3. When clicking this home icon, the user is always navigated back to the main screen of the tool (Home).

Platform In-Depth information | Platform selection

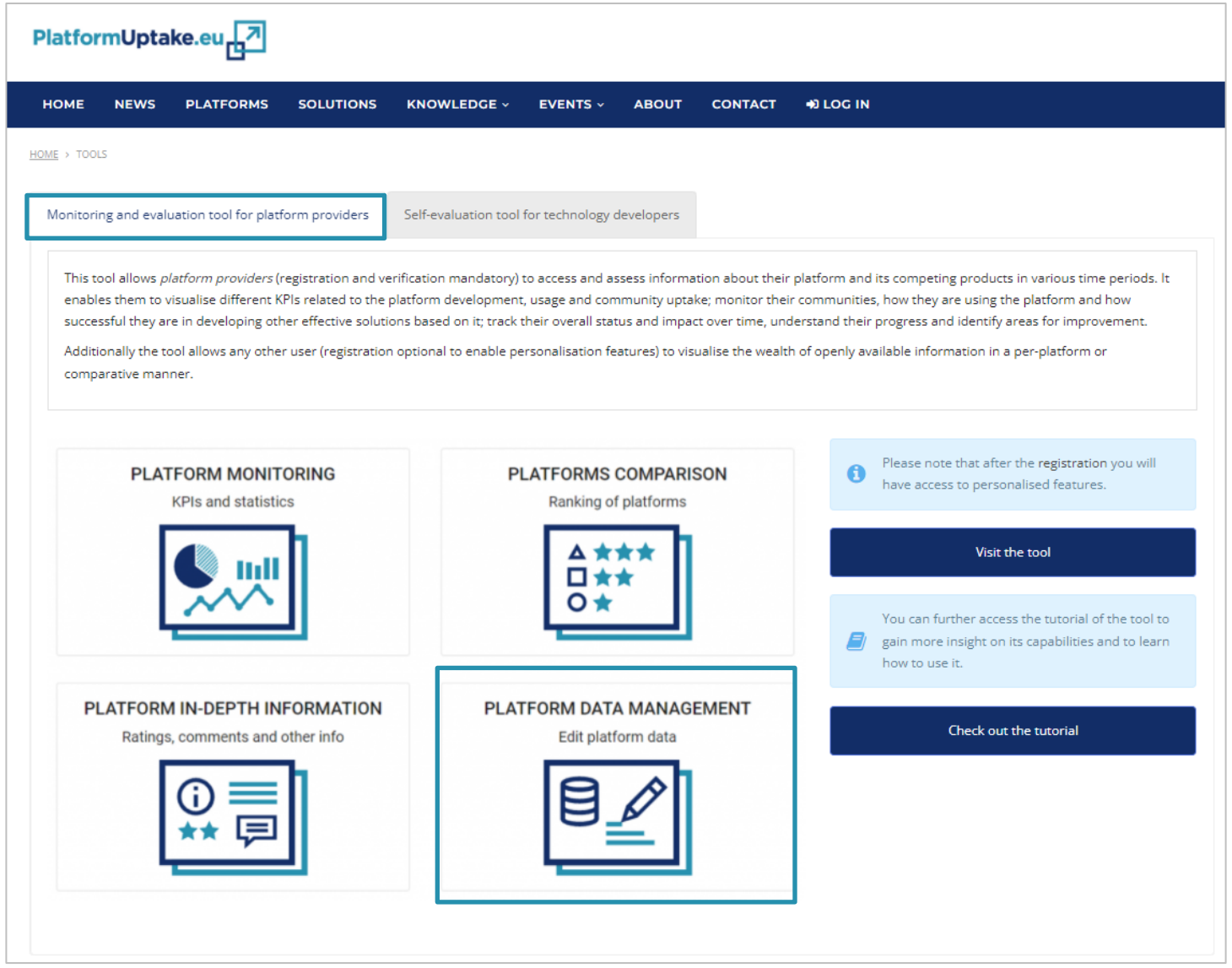
Snapshot of some of the available functionalities



1. This is the logo of the currently selected platform. All the data displayed in the screen regard this platform
2. The user can go back to the **< Platform selection** screen.
3. An **(i)** icon can be found next to the various tool capabilities as they appear on the screen. These icons serve as an interactive usage-guide while the user is using the tool. When the user moves the mouse on top of one of these icons, the user can see a pop-up message with more information about the functionality.
4. There are two tabs available **Ratings and comments** (which is selected by default) and **Feedback details**. In the tab **Ratings and comments** the user can visualize a cumulative analysis of the feedback provided by technology developers regarding the selected platform. This feedback was provided in the form of ratings and/or textual answers to a number of questions. Since technology developers are able to revise their feedback over time (via the tool for technology developers), only the most up-to-date ratings and answers of each developer are presented here. All developers' ratings and answers are shown in an anonymous manner.

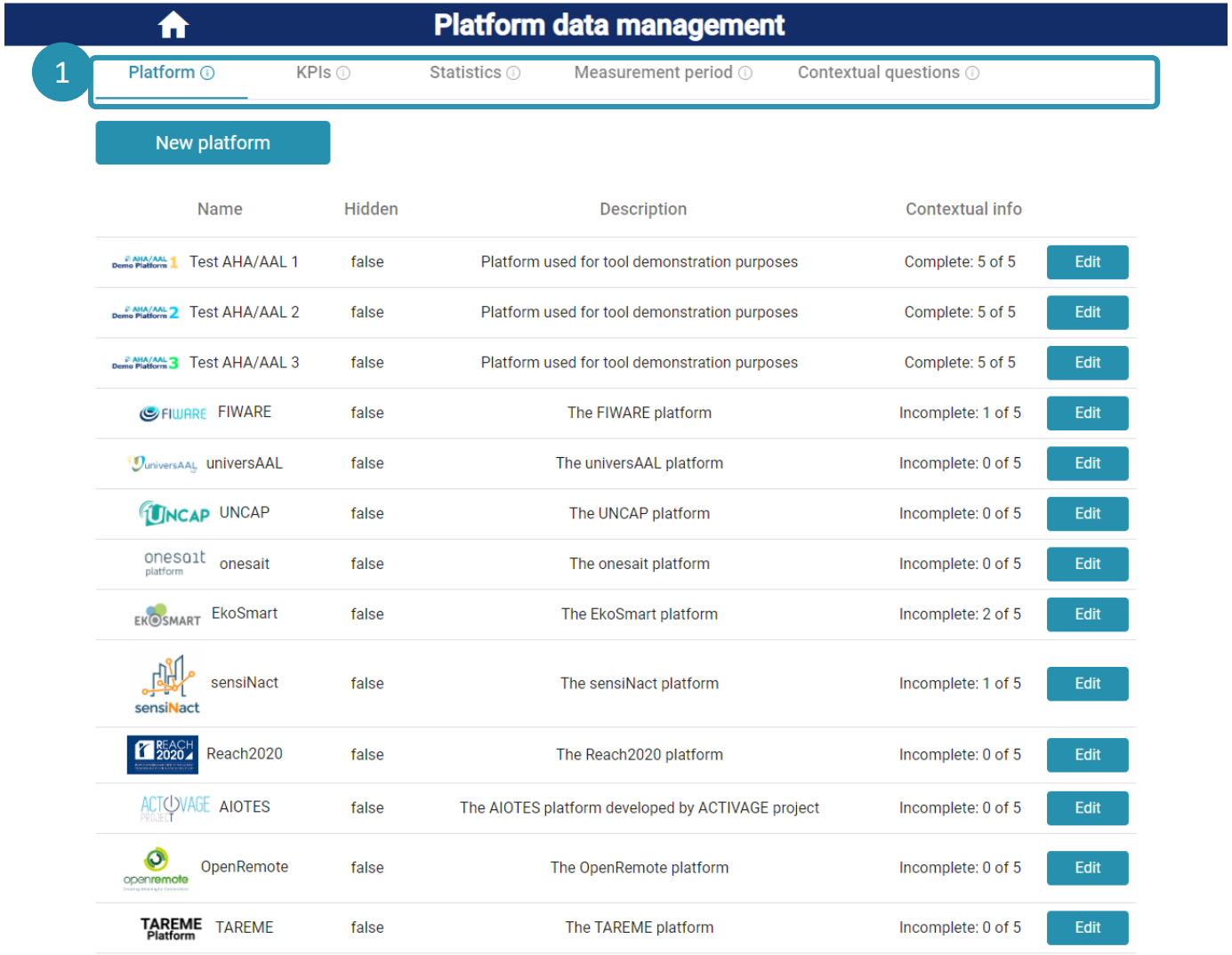
Monitoring and evaluation tool for platform providers

Platform data management



Platform data management

Snapshot of some of the available functionalities

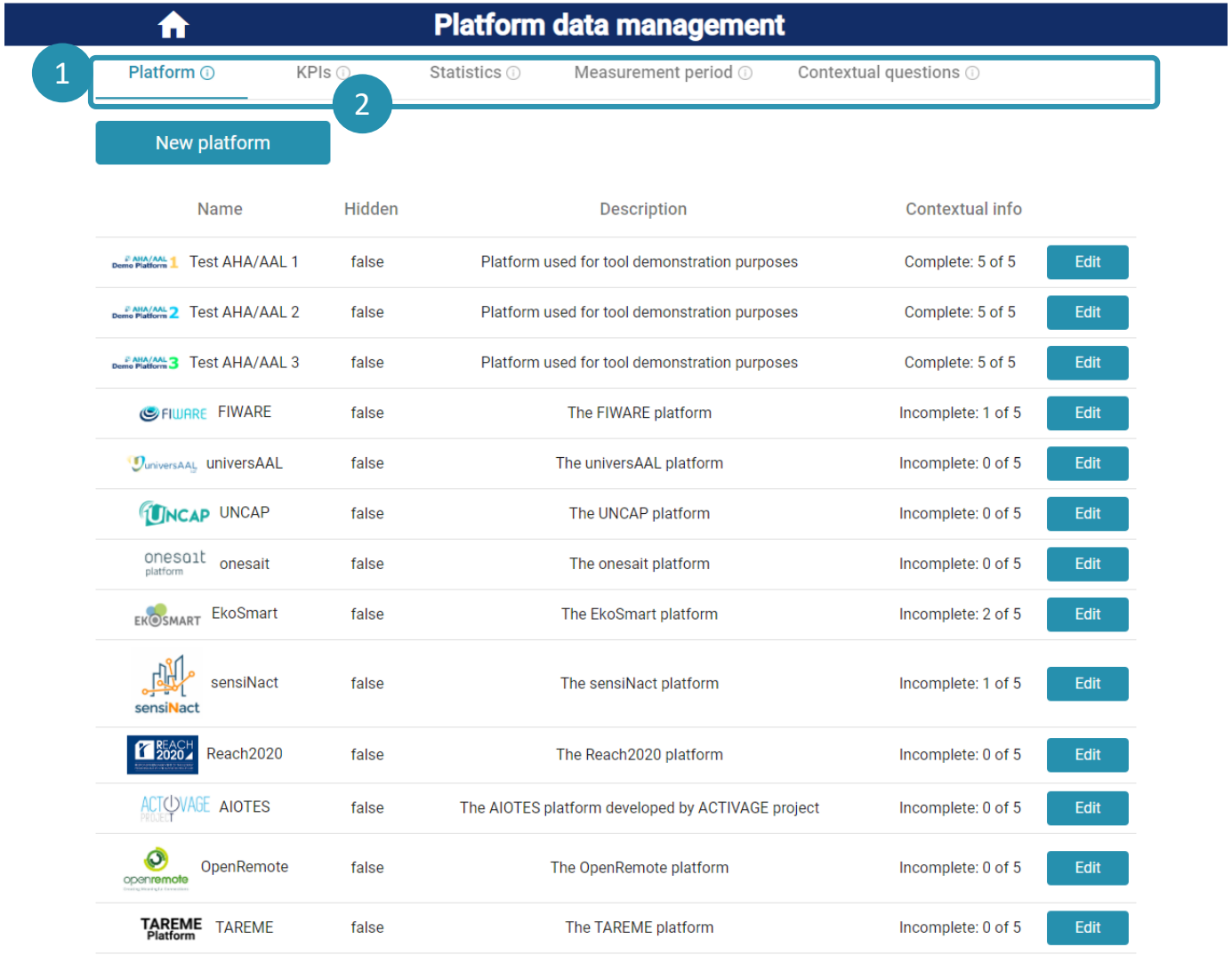


1 There are five tabs available with the following functionalities:

- **Platform**, which is selected by default: View and edit the main data of the platforms, including the platform logo and answers to the contextual questions. Also introduce a new platform. Flag a platform so that it will not be usable/visible in other functionalities of the tool, yet all relevant data will be retained.
- **KPIs**: View and edit the details of all KPIs, including their characteristics, default weight and normalization details. Introduce a new KPI. Input, view and edit the original KPI values for each of the platforms and each of the KPI measurement periods.
- **Statistics**: View and edit the details of all statistics metrics. Introduce a new statistics metric. Input, view and edit the statistics metrics values for each of the platforms and each of the statistics measurement periods.

Platform data management

Snapshot of some of the available functionalities



1 Continued…:

- **Measurement period**: View and edit the details of measurement periods of various types (e.g., KPIs, statistics). Introduce a new measurement period. The admin can further flag a measurement period so that it will not be usable/visible in all other functionalities of the tool (yet all relevant data will be retained). This is useful e.g., until all the platforms' data have been introduced in the tool for that period.
- **Contextual questions**: View and edit all contextual questions, their details and potential answers. Change the order of appearance of contextual questions and of their answers. Flag a question so that it will not be usable/visible in other functionalities of the tool, yet all relevant data will be retained. Introduce a new question.

2 An **(i)** icon can be found next to the various tool capabilities as they appear on the screen. These icons serve as an interactive usage-guide while the user is using the tool. When the user moves the mouse on top of one of these icons, the user can see a pop-up message with more information about the functionality.

Questions & Answers

THANK
YOU
GRAZIE
MULTUMESC
MERCI
MAAKE
TERMA KASIH
RAIBH MAITH AGAT
JUSPAXAR
OBRIGADO
MATONDO
KIITOS
MOCHCHAKKERAM
SALAMAT
KIA ORA
MULTUMESC
CHOKRANE
SALAMAT
CAM ON BAN
MERCI
RAIBH MAITH AGAT
OBRIGADO
MOCHCHAKKERAM
ASANTE
UA TSAUG RAU KOJ
MOCHCHAKKERAM
KIITOS
VINAKA
OBRIGADO
DANK JE
NIRRINGRAZZJAK
MAMANA
MULTUMESC
DANKON
NIRRINGRAZZJAK
MOCHCHAKKERAM
ARIGATO
KIITOS
MOCHCHAKKERAM
OBRIGADO
SPASIBO
WELALIN
SPASIBO
MAAKE
OBRIGADO
DANK JE
RAIBH MAITH AGAT
CHOKRANE
UA TSAUG RAU KOJ
MATONDO
CHOKRANE
MATUR NUWUN
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MERCI
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