



D-CARE Output O.T.3.4 Transnational Strategy – final

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O.T.3.4 Transnational Strategy for Elders Smart Care Services Development and Implementation

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1. Transnational strategy and D-CARE project

The transnational strategy for elders smart care services development and implementation is designed to capitalize on the smart care service opportunities highlighted during the D-CARE Project throughout the 9¹ countries participating in the project. Our consortium, comprised of 20 partners in 9 countries, has developed skills and accumulated knowledge related to the efficient implementation of smart care models in various contexts. We have managed to develop toolkits, identify, test and pilot smart care services and we have developed networks of relevant stakeholders in this area. Therefore, we are offering the current strategy as a tool for others that can benefit from this collective knowledge and further implement smart care service programs in their environment.

One of the main issues we encountered throughout the Danube region was the lack of knowledge and a sense of direction for implementing smart care models. Although, the current strategy does not have the power to set directions for others to follow, as the whole environment is still in its beginnings, but provides instead an overview of the smart care current status and provides the broader priorities identified in the region. This 'bigger picture' approach will serve as a good starting point for future initiatives and the implementation of policies and more detailed strategic plans.

The current strategy highlights the strategic priorities identified in each country and the areas in which these priorities intersect at transnational level (Danube Region). The document also presents specific tools and initiatives that can be further used to implement smart care services in a specific country/region, all of these comprised in D-CARE knowledge diffusion toolkit.

The transnational strategy methodology follows a combination of top-down and bottom-up approach at the same time. The goal is to find the appropriate level of detail, define and briefly characterize transnational priorities in smart care and smart health for Danube region – and be precise enough to cover the topics in their entirety. The detailed description of each topic will take place on regional level in the respective Regional Action Plans.

¹ In the D-CARE Project there are partners from 9 countries in the Danube Region: Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Germany, Hungary, Moldova, Romania, Slovenia. However, due to technical issues (mostly budgetary related issues), the D-CARE project partner - Public Medical Sanitary Institution Institute of Oncology in Chisinau, Republic of Moldova could not collaborate in the project since the beginning and was not involved in all activities related to the project. With respect to the current Transnational Strategy, the Moldavian perspective was collected through the Romanian partners via direct contact between entities. Due to the proximity of the two countries, both geographically and culturally, there is no specific chapter referring to Moldova in the present Strategy, yet the conclusions provided by the Romanian partners include the Moldavian perspective, objectives, priorities and needs.

The transnational strategy methodology was commonly developed by D-CARE experts from all regions (under inclusion of their regional stakeholder groups/smart care labs) in an iterative discursive process of predominately online meetings (due to the Covid-19 Pandemic).

The strategy connects other results and processes within the thematic work packages from the D-CARE project, specifically the establishment of innovative learning environments (ILE) for smart care and smart health stakeholders, smart care labs and the results of the innovation contest in D-CARE regions. These results are integrated and used in the current strategy, starting with the involvement of stakeholders which are part of the ILE Networks in each region, continuing with the identified smart care tools that were analyzed and indexed for future reference, the internally developed D-CARE e-learning platform and the piloted smart care solutions identified in the D-CARE innovation contest.

The strategy is supposed to primarily serve as an instrument for smart care and smart health stakeholders in the Danube region. Secondly, it may serve as an impetus or inspiration for ideas on how to overcome the common challenges in the care and health sector in the entire Danube area as well as other geographical regions in Europe or elsewhere.

The document will be available for free use on the internet - on the D-CARE section of the [Interreg Danube Transnational Programme website](#) and on the internally developed [D-CARE e-learning platform](#). These two websites also serve as the backbone for the Learning Policy Center developed in the project that comprise all the results and informational tools that are offered at the completion of the project. Through the developed networks (stakeholders in the 4DMC - Quadruple Helix Mechanism) and the continuous efforts of the project partners in the area of smart care, we are expecting that the discussion remain active, the tools are going to keep developing and the policies are going to be developed and put into action in the following years.

2. Vision

Ensuring **compatible and integrated smart care services and eHealth** for every person in Danube Region through

- effective promotion and exchange of knowledge
- know-how and experience among stakeholders
- fostering the development of digital technologies
- improving digital skills and competences of all interested parties
- and ensuring clear procedures and financial resources from public and private sources.

3. Target Groups

A typical feature of the D-CARE project is creating a systemic framework leaving enough room for bottom-up initiatives by using the effects from the established quadruple helix multi-stakeholder mechanism (4DMC) and multilevel governance.

In the first row, the strategy should help policy makers, representatives from the public sector – local, regional and/or national authorities which are responsible for conceptual and strategic documents, their development and implementation through related policies and measures. They can provide financial resources, expertise, or organisational and other support. As a result of coordination, they can benefit from faster knowledge and best practice transfer and spill-over effects. The effects support increasing of awareness, acceptance of new solutions and innovations as a way to higher quality services and efficiency.

This depends on the organisational and legal environment and their preferred way to ensure sustainability of Smart Care Lab and especially of the Learning Policy Centre, which might be operated by innovation centre, innovation labs or other supporting structures.

Smart care labs (SCL) serve as **cooperation structures** in the D-CARE project in which Quadruple Helix stakeholder engagement takes place. The overarching long-term goal of the mechanism is to **co-create disruptive innovative solutions** all along the value chain of integrated care for older adults and medical services, including technological solutions and social innovations, **improving competences, and generating new business models, new businesses, new jobs and new skills**. SCL, as the operational cluster, is coordinating the implementation and exploitation of project results to facilitate the creation, testing, validation and delivery of smart care products/services.

For the academia/research and industry/private sector, which provide knowledge or technologies, the strategy simplifies orientation in priorities of the target regions and might open doors for scaling-up solutions.

In the core of the efforts are the clients, patients, older adults etc. as beneficiaries of positive results of innovation and wider implementation of Smart Care Models. The strategy priorities, Regional Action Plans (RAP) measures and solutions are centred on their needs and preferences.

Institutional providers of care services may use this strategy as inspiration, framework for own strategies and activities, it may serve as a gate to connect to a larger international network to share or/and adopt best practices, and to express needs and thus provide inputs

for policies. For nursing, medical staff and social care workers, individual caregivers, and various interest groups, it is very similar.

All groups are involved in the strategy development process as well as in designing, suggesting and implementing of the Regional Action Plans. A special emphasis is on those institutions and individuals willing to commit themselves directly to particular actions and measures defined on regional level.

From the geographical point of view, the strategy focuses on D-CARE project partners' regions in Danube Region. Since, it is an open document, any other institution from the Danube region and beyond with similar challenges might join the vision and common efforts.

4. Transnational priorities

The aging population in Europe causes enormous, especially social and economic challenges for all countries. In addition to general social, ecologic, economic, security policy challenges in Europe longer life expectancy and declining birth rates are fundamentally changing European societies. People live longer and generally healthier lives, but since more years are not necessarily always more healthy years of life a lot of the people will probably rely on health- and long-term care in late life sooner or later. Both factors require a rethinking about aging and different life stages, in addition to better support for people with long-term conditions. It is mandatory to maintain social cohesion and organize public services to support e.g. active and healthy ageing to prepare for the future. Solutions have to react to the challenges and to solve problems and need to be analyzed not only at regional or national level but also on transnational level in order to jointly benefit from individual or cooperative solutions and not to keep reinventing the wheel.

Defining **transnational priorities** aims at promoting better cooperation across the 9 countries participating in D-CARE project. The goal is to find efficient solutions to common territorial, economic and social challenges, which are too broad to be dealt with efficiently at a national level and embedding cooperation: more synergies between the countries.

Methodology of defining transnational priorities in D-CARE project

Different sources of national/regional priorities have been defined during previous workshops and events. Within the scope of D-CARE project, participating project partners work on their Regional Action Plan (RAP) based on their regional, national priorities. The priorities of the RAPs were selected at previous stakeholders' and experts' workshops. The innovation contest's call also included important priorities, too. The list of national priorities was defined for each region.

In order to define priorities at the transnational level, a vertical measure methodology was applied: at first these regional priorities were accumulated in one list. The aim was to define the common issues of different regions. 43 national priorities were listed. A scoring table was used to see the common areas of priorities. Each region indicated which listed priorities they can connect to.

Within the list of national priorities 14 subcategories were defined, then they were grouped again into 4 main categories. The table below shows the final result.

Categories	Score	Grouping categories	Grouped score
AAL - technical and social innovative support (general)	6	AAL	18
AAL - technical and social innovative support (at home)	5		
AAL - technical and social innovative support (in institutions)	7		
Capacity building (cooperation, cooperation - horizontal)	9	Capacity building	63
Capacity building (coordination - vertical)	9		
Capacity building (education, training)	4		
Capacity building (financing)	12		
Capacity building (infrastructure)	9		
Capacity building (human resources)	3		
Digitalization	17		
Health and wellbeing (general)	21	Illnesses	27
Health (mental)	6		
Health (chronic)	0		
Policy	17	Policy	17

The results in the table show that the common topics of interest are concentrated in the “capacity building” main group, while 4 main subgroups were marked more than 10 times during the selection process. After the discussion within the D-CARE team, there were 5 priority areas (pillars) defined:

- Capacity building (63)
- Health and wellbeing (27)
- Technical and social innovative support/AAL (18)
- Digitalization (17) and
- Policy (17)

The following order reflects the possible logic from the specific application level to the broader and systemic political level. The order of priorities, their definition as well actual activities may differ in Regional Action Plans due to specific conditions, preferences and outcomes of discussions with regional stakeholders.

- **Health and wellbeing**

While health is mostly understood in a physical context (except mental health) and referring to a physical health in the sense of an intact, well-functioning body wellbeing is understood quite broadly. It encompasses positive emotions and moods that include quality of life, general satisfaction, a sense of fulfilment and positive functioning in all aspects of life. The strategy aims to promote increased dignity and staying in a natural environment for clients and to increase health prevention through the use of smart technology. The previous pillar was more focused on more complex systems. Here it can be a solution that is a subsystem, a sub-system, a functionality, or even a stand-alone solution but with a narrower focus on a selected aspect of health and wellbeing. For example, it can be a solution targeting the problems of diabetics.

Physical and mental health as well as wellbeing include priorities like:

- Improving quality of life in general and with a special focus of older adults with or without serious medical conditions
- Cognitive decline (e.g. dementia)
- Social isolation, loneliness
- Nutrition and diabetes and gluten-free diet etc.
- Improve social and economic inclusion of older adults
- Social innovation programs for older adults

- **Technical and social innovative support / AAL**

The Active and Assisted Living (or Ambient Assisted Living, AAL) refers to the use of (new) information and communication technologies (ICT) to create a supportive and inclusive environment for active and healthy ageing which enables older or impaired people or persons with disabilities to live self-determined and independently in their preferred environment and stay active longer in society. It can be understood as a complex and/or modular innovative system with various functionalities and features which might be complementary (and interoperable) with smart home solutions. Some examples are:

- Alert and emergency systems for home or institutional care including
- fall prevention and detection

- Active assisted living solutions for smart homes e.g. window and door security, stove switch-off, presence detectors, etc.
- Digitally assisted solutions and ICT for senior homes
- Apps that support active and healthy ageing
- Quality seal for supportive technologies would be needed for better orientation of users (private and institutional)

- **Capacity building**

Capacity building can be understood as the general readiness of institutions and individuals to create and implement (knowledge, skills, processes, structures) innovation and digitalization in order to improve their performance. However, this necessarily precedes by having enough capable and willing employees to engage in the change process. Possible measures may also aim to increase the attractiveness of employment by preparing the organization for digitalization and shifting the activities of social workers to processes that cannot yet be replaced by technology.

Capacity building can be done at institutional or/and regional level. The result at regional level is the possibility may lead to smooth policy implementation.

Capacity building refers to different areas and levels, like:

- coordination – vertical
- cooperation, co-operation – horizontal
- education, training
- Infrastructure
- human sources
- financing

- **Digitalization**

It is a process that transforms and improves work operations and processes by using digitized data and technology to change the way in which physical and personal tasks are moved into digital form, automating processes, saving time in routine activities, improving

data and quality of life, increasing effectivity and efficiency as well as saving costs. In the context of smart care, using digital technologies can help in prevention (e.g., fall prevention), diagnostics, remote monitoring and usage of telemedicine solutions etc. So, it can cover digitalization in institutions, but in some regions, it is necessary to build digital infrastructure - fast, secure and reliable internet connection as well as ICT equipment and software at care providers. In this context it is always important to pay attention to training measures going along since digital competence is not always and everywhere a given fact.

Some of the issues that were mentioned amongst priorities:

- Lack of digital competences of older adults (if not included under capacity building)
- Lack of digital competences of care staff (if not included under capacity building)
- Developing digitally based products and services (preferably in cooperation of all stakeholders, see below)
- Design of technologies based on UX to increase uptake among users
- Common development of digitally based products and services in co-creation processes including the target group,
- Reducing the burden in health/care sector with technical support e.g. by automatization of administrative processes
- Support for the construction of high-speed internet access networks including financing - basic ICT infrastructure
- Increase usability of smart care service models (eHealth services)

- **Policy**

This is an overarching pillar, which is closely linked to all the others and includes all levels of politics (from local to top-level politics) including interactions with interest groups and lobbies. The aim of this pillar is to secure long-term funding for smart technologies, to create a suitable environment in which policy makers discuss with experts and civil society, an environment open to experimentation and innovation with sufficient support.

Policy measure may cover, but not exclusively, the following areas:

- Integrated care opposed to isolated solutions
- Development of goals and targets for smart care and smart health
- Development of a regulatory policy framework for digital skills for older adults
- Ensuring appropriate funding beyond piloting level (region/nation-wide regular operation as opposed to projects, proof of concepts, pilots etc.)
- Crisis management including preparation for pandemics

Based on these transnational priorities, horizontal measures need to be defined. A common field of action can be related to the approach of awareness raising, knowledge exchange, best practice and benchmarking. The possible actions are listed in the next chapter.

5. D-CARE Knowledge Diffusion Toolkit

Knowledge Diffusion Toolkit is an instrument developed by D-CARE project consortium and associated partners in order to improve target groups and stakeholders' capacity to learn, transfer and use knowledge resources at regional, national and transnational level. D-CARE target groups and important stakeholders of the project are: healthy older adults and specific groups of older adults, healthcare professionals and other integrated care actors, low-qualified people and older (unemployed) workers, public administration on different levels, education institutions, SMEs and other interested parties.

Main purposes of the toolkit are to share tools for more efficient knowledge exchange and dissemination and more efficient communication at regional, national and transnational level; to identify communication channels through which information relevant to our target groups is transmitted and could potentially enable exploitation of project results; to build flexible learning environment for project countries helping them to capture knowledge and use it efficiently and to be a best practice corner where target groups (healthy older adults and specific groups of older adults, healthcare professionals and other integrated care actors, low-qualified people and older (unemployed) workers, public administration on different levels, education institutions, SMEs and other interested parties) can share knowledge, case studies and successful models for implementing smart care service models.

D-CARE knowledge diffusion toolkit brings together the results of the activities carried out in work packages 1 and 2, which will be further elaborated in work package 3, in order to offer the target groups, stakeholders and other interested parties the widest possible range of access to relevant skills, knowledge and services related to smart health and care and related topics. They will benefit from usage of knowledge diffusion toolkit because they will be able to identify more easily products and services that correspond to their requirements and needs. Moreover, knowledge diffusion toolkit improves the capacity of innovation actors in the field of smart health and care to learn, transfer and exploit knowledge results and enables them to communicate research results, products and services more effectively and enables them to respond more easily and better to the needs and requirements of an ageing population.

D-CARE knowledge diffusion toolkit consists of D-CARE E-learning Platform (WP1), D-CARE Innovation Program (WP2) and D-CARE Best Practice Manual (WP3), which are complemented by a set of relevant smart health and care related tools identified in each project region, such as events, media channels and trainings. In this manner target groups and stakeholders will get a comprehensive view and knowledge on smart health and care in one place.

D-CARE E-learning platform

The increasing number of people becoming interested in online learning platforms caused a significant growth in the available educational websites. Based on the users' needs, online platforms offer great solutions for learning at one's own schedule in a cost-effective way.

Within WPT1 of D-CARE project, the participating partners' priority focused on the development of the Innovative Learning Environment (ILE) and Innovative Learning Environments Toolkit in 8 countries from Danube region. The central tool of the ILNE framework is the created E-Learning Platform where dedicated project partners have access to edit and upload the given training modules. The establishment of the E-Learning Platform and the concept creation of the modules went through various stages. First, the consortium maximized the number of training materials in 24 separate learning topics and identified the various target groups for each module, such as care unit workers, social workers, authorities, elderly people (55+), nursing homes and non-profit organizations. Project partners divided the 24 modules among each consortium country and according to the agreed formal requirements, they started to work on each material with the involvement of their experts. Each reading-based training course can be accomplished in 2-4 hours in multiple languages.

In parallel, the development of the E-Learning Platform has started, which software was built on the ILIAS open-source web-based learning management system. ILIAS offers an integrated learning and working tool that primarily works as a flexible educational environment.

To satisfy the international diversity of the D-CARE target groups, including all of its functions is available in the national languages of the consortium partnership: Romanian, Hungarian, German, Serbian, Czech, Slovenian and Bulgarian. In order to facilitate the translation of the training modules, the E-Learning Platform is also accessible in English language. The E-Learning Platform was created in a way that dedicated administrators can independently upload and update the training modules.

After the required registration, the user-friendly platform offers a specific menu dedicated to the E-Learning materials where users can choose and complete the given lectures with different visual elements and tables. At the end of each training module, users have the opportunity to test their knowledge by completing the true or false and multiple-choice type quizzes. After completing the test, the ratio and the number of correct/wrong answers appear, and if needed, the user may re-start the quiz from the beginning. At the end of the training sections, users can rate the quality level of the modules and share their feedback about each content. With the information provided, the results of the survey evaluated by the partnership and training materials are further developed and polished.

The E-Learning Platform can be accessed [here](#).

Here follows a list of the modules that are part of the platform and the countries whose national training programme is made up of these modules. Each national training programme consists of six modules which were translated to countries' national languages.

1. Digital Services
This online course offers information about digital skills for public authorities; the challenges public authorities face before and during the digital transformation of the administration and how to address them. <i>Component of the national training programme in Bosnia.</i>
2. Safety and Legal Issues Related to Use of Technology
This online course offers information about general principles and technical terms of cyber security, descriptions of techniques, discusses ramifications, and presents general practices on how to avoid falling victim to the use of the different attack vectors. <i>Component of the national training programme in Bosnia.</i>
3. Digital Infrastructure
This online course offers information about digital skills for public authorities; the challenges public authorities face before and during the digital transformation of the administration and how to address them. <i>Component of the national training programme in Bosnia.</i>
4 .The Potential of New Technologies for Healthy and Active Ageing
Assistive technologies, both basic and advanced, supported by information and communication technologies have enormous potential for healthy and active ageing. They can make everyday life easier for older people, helping them with basic tasks and personal care, promoting their sense of security and independence, and enabling them to live independently and autonomously in their own homes for longer. However, older people are often unaware of these solutions. This module therefore aims to familiarise older people with assistive technologies and the potential positive impact they can have on their daily lives. <i>Component of the national training programme in Romania, Hungary and Slovenia.</i>
5. Example of Implementing Smart Care Solutions – Example of GoLiveClip
Assistive technologies, both basic and advanced, supported by information and communication technologies have enormous potential for healthy and active ageing. However, to improve the quality of life of older people, they must first be accepted. This training programme presents a practical example of GoLiveClip, a sensor that works with the user's smartphone and integrates activity monitoring, fall detection, SOS button and more in one system. <i>Component of the national training programme in Slovenia and Germany.</i>
6. eHealth Solutions – Slovenian Example
The module deals with eHealth services available in Slovenia. eHealth is a broad term, and refers to the use of information and communications technologies in healthcare. <i>Component of the national training programme in Slovenia.</i>
7. How innovative monitoring tools can help you take care of your loved ones

<p>The modules deal with telemedicine solutions. Telemedicine is a collective term for various medical care concepts which have in common the principal approach that medical services of health care for the population in the areas of diagnostics, therapy, and rehabilitation as well as in medical decision-making advice are provided over spatial distances (or temporal offset). Information and communication technologies are used for this purpose.</p> <p><i>Component of the national training programme in Germany.</i></p>
<p>8. Appreciative Communication – Styles</p>
<p>Communication is an essential part of human life. At the same time, it is a highly complex and heterogeneous phenomenon, that consists of many different aspects. Communication can be verbal, paraverbal (i.e., how you say the words you say) and non-verbal. This training programme focuses explicitly on interpersonal communication.</p> <p><i>Component of the national training programme in Romania, Czech Republic in Austria.</i></p>
<p>9. Alert Systems – Innovative Technologies for Elderly People and Caregivers</p>
<p>The goal of this module is to systemize and introduce innovative technologies for professionals and care givers family members dealing with elderly.</p> <p><i>Component of the national training programme in Hungary and Slovenia.</i></p>
<p>10. Alert Systems – Condition Assessment and Monitoring Tools for the Elderly</p>
<p>The goal of this module is to systemize and introduce information and communication technologies for the health assessment and monitoring of the elderly generation, primarily for professionals and care givers family members dealing with elderly.</p> <p><i>Component of the national training programme in Hungary and Slovenia.</i></p>
<p>11. Memory Exercises and Other Games to Maintain Mental Health</p>
<p>The purpose of the training is to maintain mental freshness, develop memory and mental abilities. Performing the tasks compiled by the psychologist can result in tangible development and a sense of success for the elderly person. You may be interested in similar playful puzzles, solving the tasks illustrated with illustration is a challenge for older people.</p> <p><i>Component of the national training programme in Hungary, Bulgaria and Bosnia.</i></p>
<p>12. Healthy Body and Soul in Old Age</p>
<p>The aim of the curriculum is to provide insight into the psychological events of old age and the characteristics of the crisis in old age, so that professionals dealing with the elderly, especially those involved in the community care of the elderly, as well as assisting family members caring for their elderly relatives. Recognize the symptoms of depression in old age and be able to apply the knowledge effectively in their work. Recognize situations where, due to their competence, they are able to intervene, know about effective interventions and be aware of further intervention options and learn about psychotherapy methods that can be used in old age. Expand your existing knowledge about dementia, its incidence, symptoms and types. Be aware of care opportunities, the role of relatives and formal institutions in care.</p> <p><i>Component of the national training programme in Hungary, Slovenia and Bulgaria.</i></p>

13. Changes and Illnesses in the aging population
The module contains knowledge about the specific needs of seniors. <i>Component of the national training programme in Bulgaria, Czech Republic and Austria.</i>
14. Everyday Care of Patients
Within our lives, we reach various stages that significantly affect the quality of our lives. We most often divide changes in old age into: physical, psychological and social. This module deals with all of them. <i>Component of the national training programme in Bulgaria and Czech Republic.</i>
15. Stroke Management in Older Adults: Prevention, Identification and first-aid support
Stroke prevention, but especially early identification of stroke signs and first-aid support are paramount in decreasing ill-health and mortality consecutive to stroke and are presented in this module. <i>Component of the national training programme in Romania.</i>
16. Falls in Older Adults: Risk Assessment, Prevention, Management and Recovery
Falls represent an important source of morbidity among older adults 65 and older all over the world. It has been estimated that in the United States alone more than one out of four older people falls each year, but less than half of older adults falling see a medical professional about it. Module therefore deals with fall risk assessment, prevention, management and recovery after falls. <i>Component of the national training programme in Romania and Bulgaria.</i>
17. Nutrition and Physical Activity for Older Adults
The module aims to raise awareness of health and care workers regarding the importance of adequate nutrition and physical activity in older adults. <i>Component of the national training programme in Romania, Bulgaria, Austria and Germany.</i>
18. How innovative monitoring tools can improve your safety and quality of life
The module deals with telemedicine solutions. Telemedicine is a collective term for various medical care concepts which have in common the principal approach that medical services of health care for the population in the areas of diagnostics, therapy, and rehabilitation as well as in medical decision-making advice are provided over spatial distances (or temporal offset). <i>Component of the national training programme in Romania and Germany.</i>
19. Use of email
Objective of the training is to familiarize audience with the proper way of email use. <i>Component of the national training programme in Bosnia.</i>
20. Use of videoconference apps (Zoom, MS Teams, Skype, Webex)
The objectives of this training are to familiarize the audience with online communication tools, online collaboration tools, the rules of procedure, and to familiarize the audience with online communication tools. <i>Component of the national training programme in Czech Republic and Bosnia.</i>

21. Essentials of the Austrian Health-Care system
The Austrian health care system is a complex and historically grown system. The goal of this course is to provide an overview of key areas of the Austrian health care system. <i>Component of the national training programme in Austria.</i>
22. How innovative monitoring tools can support your work
Module present the potentials of telemedicine in supporting work of care personnel. <i>Component of the national training programme in Czech Republic and Germany.</i>
23. Diverse first-aid topics
This programme is intended to serve as a first aid primer for Emergency Medical Technicians (EMTs). <i>Component of the national training programme in Czech Republic and Austria.</i>
24. Being active as a Senior
Objective of the module is to settle definitions related to physiotherapy and rehabilitation, to describe and present the indications of “healing” movements, series of movements and procedures for professionals and non-professionals taking part in elderly care. <i>Component of the national training programme in Hungary, Czech Republic, Austria and Germany.</i>

D-CARE Best Practice Manual

The D-CARE Best Practice Manual is based on the methodology followed by the D-CARE project for analysing, selecting, describing and evaluating of Good Practices (GP). The Manual is comprising 7 Good Practices focusing on digital healthcare skills, smart care services, elders care, social innovation models and successful policy tools that implemented public programs related to it. The first part of the Manual outlines the methodology followed by all PPs for identification, selection and describing of Good Practices for policy tools for smart care support. The second part provides a description of 7 Good Practices evaluated by project partners.

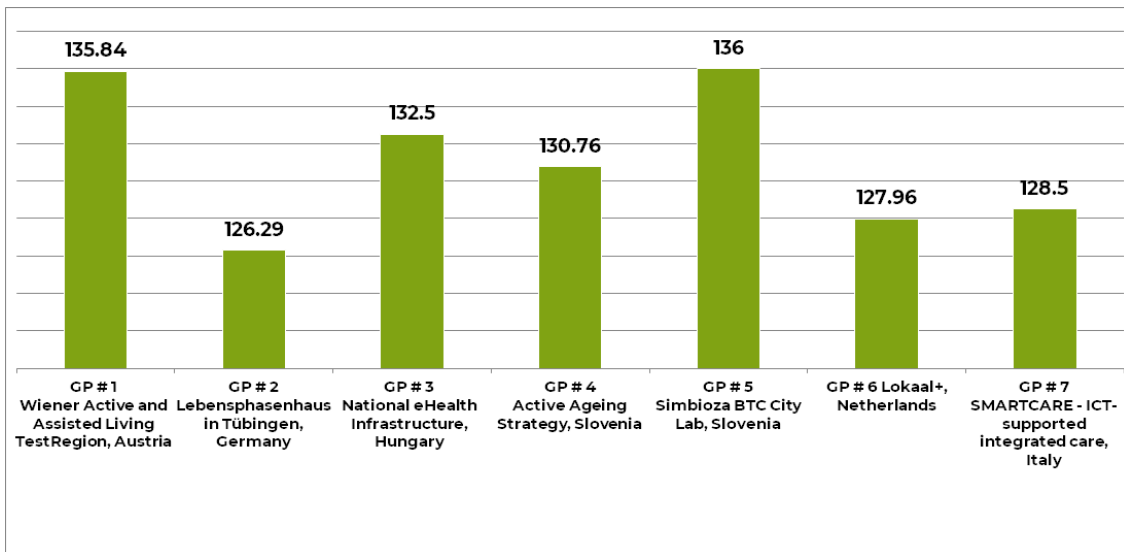
All practices identified by the project partners meet the following criteria:

- **The relevance of the presented Good Practice with reference to the national/regional needs and barriers** – it emphasized that the evaluation of the usefulness and relevance of the individual Good Practices may differ depending on priorities and identified needs of each country/ region. The needs and gaps are identified through desk researches of current existing policy documents made and according to the outcomes from Regional Workshops organized in each PP countries.
- **The significance of the impact of the Good Practice** – the single impact factors can vary from Good Practice to Good Practice within the project
- **The effectiveness and efficiency of the Good Practice** – this concept is a measure of how and to what extent the Good Practice has achieved the desired results with respect to the allocated resources.
- **Transferability of the Good Practice** – i.e., the tangible possibility to transfer the concepts characterizing the Good Practice in the context of the partners' countries/ region.

Thus, the identified GPs are the following:

No	Title of the Good Practice	Owner of the Good Practice	Country
1	Wiener Active and Assisted Living TestRegion – WAALTeR	UIV Urban Innovation Vienna GmbH	Austria
2	Lebensphasenhaus	University of Tübingen, Ministry of Education and Social Services Baden-Württemberg	Germany
3	National eHealth Infrastructure (EESZT)	National Directorate General for Hospitals	Hungary
4	Active Ageing Strategy/ Strategija dolgožive družbe	Ministry of Labour, Family, Social Affairs and Equal Opportunities	Slovenia
5	Simbioza BTC City Lab	Simbioza Genesis, Social Enterprise	Slovenia
6	Lokaal+: future proof education programme for vocational health care students in an aging society	Summacollege Eindhoven	Netherlands
7	SMARTCARE - ICT-supported integrated care	Health Authority of Trieste	Italy

After processing the data in compliance with the described methodology all identified Good Practices were presented during the Best Practice Event organized in Varna, Bulgaria in April 2022. The process of the evaluation of the presented Good Practices remained opened from 07/04/2022 till 09/06/2022. After processing the data in compliance with the described methodology, the presented Good Practices are ranked as follows:



The more details for each Good Practice, including: title, country of origin, timeframe, objective of the Good Practice, short description of the Good Practice, owner of the Good Practice, how it fits to the regional/ national needs, potential for learning/ transfer, financial resources needed for its implementation, proves for success/ achieved results, and contact details could be found in the full text of the Manual.

The identified Good Practices will be disseminated through the activities of the Transnational Learning Policy Centre and should be used as inspirational example for public authorities for creating policy tools that respond better to smart care demand and challenges, including to the generation or implementation of smart care services.

D-CARE Innovation Programme

In the context of the Smart Care Lab, D-CARE operated an innovation programme which issued country specific innovation contests. The aim of the innovation contest was to identify innovative solutions and organisations whose products and services respond to regional challenges in the smart care and health sector. Thereby scouted innovations were introduced into the Smart Care Lab structure which embedded them into an environment in which stakeholders from businesses, local authorities, academia, and end users are closely linked and cooperating. Selected innovations were adapted and developed in a co-creation process allowing for efficient and user-need-oriented product development.

As a key feature, selected applicants not only entered a testing and piloting period together with D-CARE partners and other regional stakeholders of the project, but they also gained access to first-hand end-user validation experience, using the novel smart care modelling and co-creational methods, in close cooperation with the regional and international stakeholder network of the project.

The D-CARE Innovation Contest called for innovative solutions to find solutions to the most urgent and crucial challenges in the care and health area in the Danube region.

Demographic change, high mobility of care staff, a lack of qualified personnel and insufficient services particularly in rural areas have put a strain on the Danube region's care and health systems. With the D-CARE Innovation Programme innovators are supposed to be engaged that tackle the most important regional challenges, see below for the individual D-CARE regions, in cooperation with their end users and our experts from businesses, academia, and the public sector to develop effective, fitting, and cross-sectoral products and services.

The D-CARE Innovation Programme was open to organisations and individuals from the private and public sector whose products and ideas focus on smart health and care solutions and address the individually formulated regional needs below:

In **Austria**, solutions are sought that target several aspects of the daily lives of older adults with frailty and living isolated either in their remote homes or care facilities. Services and products shall focus on improving social inclusion, engage older adults in the community and prevent accidents at home, monitor medical conditions and alert in case of emergencies. These tools and solutions should be designed to be rolled out on a large scale to reduce healthcare and social costs in the long term with a rising number of older adults in need of care services.

In **Bosnia and Herzegovina**, the current capacities for health care for older adults are lacking which can be drastically improved by advancing the digitalisation of health and care services. This is intended to be tackled by implementing digitally based products and services that focus on physical therapy and rehabilitation as well as ambient assisted living solutions in the context of smart homes. The solutions should be fit to be rolled out on a large-scale level and thereby increase the available capacities of care services and reduce costs in the long term by preventing physical decline and accidents.

The focus in **Bulgaria** lies on improving social inclusivity and community for older adults who are unable to self-care and/or have fallen into isolation due to their remote place of residence. Solutions should provide digital means to engage older adults, help them to acquire digital skills and use the tools to directly improve their daily living conditions.

In the **Czech Republic**, diabetes, mobility impairments, hearing impairments, palliation care were the selected medical conditions which are challenging in the region for the innovation call. Loneliness, poor quality of life and cognitive decline are the psychological and social conditions to be improved. Solutions sought after were nutrition and diabetes and gluten-free diet (production efficiency, diversity, and choice, measuring of health impact) products, the reduction of social and healthcare medium- and long-term costs, waste and energy management, economic efficiency), fall prevention, automated or semi-automated emergency systems (nurse-patient system, smart bed solutions), Telemedicine, AAL (assisted technologies, prevention, monitoring), Volunteer engagement management, digital assistants, and digital education (Digital skills, other competences - languages).

In **Germany**, one of the main challenges is to harmonise and scale up existing solutions that have remained on a pilot or isolated level. Therefore, the contest focuses scouts both ambient assisted living solutions for smart homes as well as pre-eminently integrative solutions which can combine existing tools to work together and enhance compatibilities along the entire care cycle for both older adults living at home but also potential use in care facilities.

In **Hungary** the most pressing issues are social isolations, including loneliness, as well as cognitive decline, 1st and 2nd stage dementia. Solutions sought after should directly help assisted and independent living of elderly people (65+). Digital solutions helping the administration load of caregivers especially in homecare. Alert and emergency systems for home care and elderly care homes. More easy and simple solutions were also welcome,

which help the everyday life of elders, that can be easily developed and produced by local companies. Solutions for preventing cognitive decline were required as well.

In **Romania**, the focus was on improving quality of life of older adults with medical conditions (e.g., diabetes, coronary heart disease, dementia) and social conditions (e.g., depression, loneliness, cognitive decline). Expected solutions were assistive solutions for senior care facilities, disease management for hospitals, nutrition and medication, alert, and emergency systems (IoT, AI), increased access to socio-medical services from remote areas, virtual nursing and doctors, memory training apps or VR solutions to interact with objects, prediction and alert solutions, and also oncological patient management therapies.

For **Slovenia**, those solutions were required, which help older adults living home alone, unable to self-care; residential care homes; older adults with different types of diseases like dementia, Alzheimer, heart diseases, diabetes, frailty. Also, depression, loneliness, cognitive decline, inability to use e-services. Solutions sought after are digital assisted solutions for older adults which living home alone at minimum least half the day; digital assisted solutions and ICT for senior home; reducing social and healthcare medium- and long-term costs; solutions to facilitate the use of services among the elderly of the national e-health / e-zdravje portal; digital education (digital skills, use of the smart care applications).

Altogether 29 solutions for 8 regions were handed in. Solutions were divided into small scale and large scale solutions (ready for piloting).

Austria:

3 Finalists: 1. price: [ELLY](#) by Opus Novo, 2. price: [elderly care](#) by IBM Austria, 3. price: [meineHILDA](#) by HILDA GmbH.

5 small scale solutions: [Continest Technologies Zrt.](#) (Hungary), [miazorgo GmbH](#) (Austria), [Opus Novo GmbH](#) (Austria); [Bucinator](#) (Austria); [SkillDict Zrt](#) (Hungary)

6 large scale solutions: [HILDA GmbH](#) (Austria), [IBM Österreich](#) Internationale Büromaschinen Gesellschaft (Austria), [SIA Medinav](#) (Austria), [cogvis software und consulting gmbh](#) (Austria); [Synaptiq Technologies](#) (Romania); [OSSI Austria](#) (Open Source for Social Inclusion) (Austria);

Bosnia and Herzegovina:

3 small scale solutions: Continest Technologies Zrt. (Hungary), [Inovacioni Studio "Aj Ti"](#) Innovation Studio "IT" (BiH); SkillDict Zrt. (Hungary)

1 **large scale** solution: [Visoka medicinska skola Prijedor](#) (BiH)

Bulgaria:

5 **small scale** solutions: Continest Technologies Zrt. (Hungary); [Simenso](#) (Bulgaria); Scitecto 21 (Bulgaria); SkillDict Zrt. (Hungary); Келвин Хелт АД [Kelvin Health Inc.](#) (Bulgaria)

2 **large scale** solutions: СЕЛВАДЕК ЕООД (Bulgaria); Water Fuel Engineering (Bulgaria)

Czech Republic:

5 **small scale** solutions: Continest Technologies Zrt. (Hungary), [VIRTUAL REAL LIFE s.r.o.](#) (Czech), [SILOU HLASU, z.s.](#) (Czech R.); Scitecto 21 (Bulgaria); SkillDict Zrt. (Hungary)

3 **large scale** solutions: [Chytrá péče s.r.o.](#) (Czech R.), cogvis software und consulting gmbh (Austria), Water Fuel Engineering (Bulgaria)

Hungary:

4 **small scale** solutions: Continest Technologies Zrt. (Hungary), SkillDict Zrt. (Hungary); Scitecto 21 (Bulgaria); Virágné Kaló Ágnes (Hungary)

1 **large scale** solutions: OSSI Austria (Open Source for Social Inclusion) (Austria)

Germany:

2 **small scale** solutions: Continest Technologies Zrt. (Hungary); SkillDict Zrt (Hungary)

5 **large scale** solutions: IBM Österreich Internationale Büromaschinen Gesellschaft (Austria), SIA Medinav (Austria), cogvis software und consulting gmbh (Austria); Synaptiq Technologies (Romania); OSSI Austria (Open Source for Social Inclusion) (Austria); [I Rise Mechanics 357 JSC](#) (Bulgaria)

Romania:

7 **small scale** solutions: Continest Technologies Zrt. (Hungary), SC Different Travel SRL (Romania), SC DR ZED SRL (Romania), [Steepsoft SRL](#) (Romania); Scitecto 21 (Bulgaria); [NOE-FI STUDIOS SRL](#) (Romania); SkillDict Zrt (Hungary)

3 **large scale** solutions: SIA Medinav (Austria), Chytrá péče s.r.o. (Czech R.); Synaptiq Technologies (Romania)

Slovenia:

3 **small scale** solutions: Continest Technologies Zrt. (Hungary); SkillDict Zrt. (Hungary); Келвин Хелт АД Kelvin Health Inc. (Bulgaria)

2 **large scale** solutions: [ART d.o.o. Metlika](#) (Slovenia), cogvis software und consulting gmbh (Austria)

Smart care and smart health related tools by regions

On September 6 and September 20 2022, project partner University of Ljubljana (PP10) together with the WP3 leader UIV (PP16) organised two Interregional workshops for development of knowledge diffusion toolkit. During first workshop, the toolkit, its main purposes and toolkit template were presented. Template consisted of five categories:

1. National events
2. Transnational events
3. Media
4. Trainings
5. Other

We gave project partners about two weeks to include examples from their country in the template. They were given following instructions:

- Open the template (can be found on Teams under O.T3.3 or in the minutes of today's meeting). If more than one project partner from the SAME country will complete the template, they should complete ONE template together and add their organisations' names and their contacts in the rows provided.
- Partners from each country should create separated documents (e.g., „Toolkit_template_Slovenia“, „Toolkit_template_Bulgaria“, etc.).
- Think of the tools/channels available in your region (city / municipality / country ...). The cases identified must be related to smart health and smart care, active and healthy ageing and/or other relevant topics.
- Categorise them according to the categories presented in the previous slides (national/transnational events, media, training, other) and add required information.
- Project partners from each country should jointly identify at least five examples of national/transnational events, media, trainings or other manners of disseminating relevant knowledge in their country.
- If you think it is useful, you can also consult your stakeholders before filling in the template (not required)
- It is not necessary that collected tools, channels and other instruments are presented in both, national and English language, as there exist tools that provide comprehensive translations of acceptable quality free of charge.

During the second workshop, the results were reviewed and discussed, and a final version of the identified toolkit was produced.

Altogether, project partners from eight project countries identified 18 national events, 10 transnational events, 12 media channels, 13 training courses and 10 other smart health and care related tools that are listed in the following tables.

National events

	TITLE OF THE EVENT	TYPE OF THE EVENT	COUNTRY LANGUAGE	MAIN TARGET GROUP	FREQUENCY	LINK
1	DIGI@MED Award	other	Czech Czech	SMEs & business	yearly	https://digimedaward.cz/o-soutezi/
	Each year, the Czech DIGI@MED Award is presented by Roche (hereinafter referred to as the company) to all authors who have created innovative digital and mobile solutions in the field of health care and process optimization in the healthcare sector or who have come up with a unique innovation in the past year. The award was established to promote the digitalization of healthcare and innovative ideas in the medical and pharmaceutical sector. The company wants to encourage and stimulate bold and innovative ventures that benefit patients in improving their quality of life, as well as highlight the innovative potential of the Czech Republic in the field of healthcare. Roche wants to support visionaries, innovators and start-up projects and motivate them to make targeted and meaningful developments."					
2	EIT Health Morning Health Talks	forum	Czech English	healthcare professionals	on average quarterly	https://dex-ic.com/mht
	The aim of EIT Health Morning Health Talks is to inspire local healthcare innovation ecosystems through sharing valuable information about the tendencies of health innovations and strengthen communication, networking, and activities of the local key ecosystem stakeholders.					
3	Lifmat	conference	Czech English	research & education institutions	yearly	https://lifmat.cz/
	Conference about modern technologies in medicine and lifestyle management connected to exhibition and speed dating with scientists.					
4	The national conference "Good practices for a beautiful old age",	conference	Romania Romanian	healthcare professionals	yearly	https://www.fmr.ro/evenimente-si-campanii/conferinta-zuia-varstnicului/
	The conference aims to increase the quality of life of the elderly by promoting the most innovative and effective solutions at the national and international level that can change the situation of the elderly in Romania.					
5	2022 NATIONAL ALZHEIMER'S CONFERENCE	conference	Romania Romanian	healthcare professionals	yearly	www.alzcongres.ro
	Anticipating and reducing the impact of the COVID-19 pandemic on Alzheimer's disease and related dementias					

6	2022 National Conference for long term care	conference	Romania Romanian	research & education institutions	yearly	https://eprb.ro/conferinta-nationala-sisteme-integrate-ingijirea-pe-termen-indelungat-filatropie-si-asistenta
	The conference aims to search, dissemination and share knowledge, technologies and best practices regarding elders care					
7	Festival za tretje žvljenjsko obdobje (Third Age Festival)	fair	Slovenian Slovenian	older adults	yearly	https://f3zo.si/
	Largest festival for the elderly in Europe					
8	National Conference: "Situation and challenges in the field of Alzheimer's disease in Slovenia in the light of the new reality"	conference	Slovenia Slovenian	healthcare professionals	yearly	https://www.nijz.si/sl/stanje-in-izzivi-na-podrocju-alzheimerjeve-bolezni-v-sloveniji-v-luci-nove-realnosti
	Conference on the situation and challenges in the field of Alzheimer's disease in Slovenia					
9	Senior in Wien (senior in Vienna) (regional)	regular event series once a year	Austria German	older adults	October (yearly)	https://www.senior-in-wien.at/p/monat-der-seniorinnen
	Varied events from a wide variety of areas are offered throughout October: dance, music, art, exercise, health, information, district tours, and much more.					
10	Healthy and Active Aging Dialogue (in the framework of Health Goals Austria) national level	dialogue among stakeholders	Austria German	Ministry of Health, the Fund Healthy Austria (Fonds Gesundes Österreich) and the Umbrella Association of Social Insurance Institutions	continuously	https://fgoe.org/dialog_gesund_und_aktiv_altern
	A working group made up of representatives from the Ministry of Health, the Fonds Gesundes Österreichs and the Umbrella Association of Social Insurance Institutions deals with healthy and active aging as well as social capital in old age. The "Healthy and Active Aging Dialogue" is intended to identify and implement measures that help to enable self-determined and healthy aging, increase the number of healthy years of life in the population and strengthen the social capital of older people.					

11	The aim of the dialogue is to develop a program of measures for social cohesion and the participation of older people with stakeholders. A broad implementation at federal, social security, state, city, community and NGO level should be ensured based on a comprehensive political commitment. Dialogue brings people and organizations together to do something together. But it is also about anchoring a positive view of old age and a new culture of aging in society.					
	Health Goals Austria (national level) e.g. live long-stay healthy	campaign	Austria German	all people (general goals) older adults (live long-stay healthy)	Until 2025	https://gesundheitsziele-oesterreich.at/
	With the Health Goals Austria we want to improve the quality of life of all people in Austria and thus contribute to more well-being and health. Wherever people live, learn, work or play, health is significantly influenced. That is why we, representatives of different organizations and policy areas, work closely together. We identify framework conditions and requirements and jointly implement measures that lead to a better quality of life and health Thanks to an efficient health system, life expectancy in Austria is now one of the highest in the OECD countries. It is less gratifying when it comes to the number of healthy years of life: With almost 60 symptom-free years, Austria is only in the international midfield. In order to promote health and quality of life and to counteract the rising costs of health care, the number of healthy years of life should be increased over the long term.					
12	Viennese Health Goals 2025- Goal 3: Promote and maintain independence and quality of life into old age	campaign, healthgoals incl monitoring and indicators and best practice project links	Austria German	older adults	until 2025	https://gesundheitsziele.wien.gv.at/ziele/
13	#LoudVoicesAgainstLoneliness	Campaign and platform against loneliness in Austria	Austria German	Working group for social innovation (Stakeholders from Vienna's administrative, social, economic, educational, financing and NGO sectors	2020	https://e60fd5a2a4.cdvaw-cdnwnd.com/abf6f6d9f3aea854603f1a3c4b187637/200000244-5a2b75a2b9/Brosch%C3%BCre%20Kampagne%20LauteStimmenGegenEinsamkeit.pdf?ph=e60fd5a2a4
Aims at finding solution to loneliness, being one of the fundamental challenges in society.						

14	DigitalCity.Wien	cooperation network for better IT services in Vienna, annual 2-day event DigitalDays, PoCs, pilots, etc.	Austria German	IT SMEs	ongoing since 2013	https://www.digitalcity.wien/
	Cooperation network of Viennese IT companies and the City of Vienna for better IT services in the city of Vienna					
15	Meeting of the Digital Club of Social Service Managers	other	Bulgaria Bulgarian	healthcare professionals	once per year	https://naso.bg/provede-se-srescha-na-digitalniya-klub-na-rkovoditelite-na-sotsialni-uslugi/
	The focus of the meeting was the discussion of topics related to Family-type Accommodation Centers for children and youth with disabilities.					
16	NATIONAL FORUM 2022	forum	Bulgaria English	SMEs & business	once per year	https://naso.bg/en/natsionalen-forum-2022/
	National forum is the biggest event organized by NASO every year - brings together socially responsible employers, government figures, municipalities, EASPD president, and etc.					
17	Meeting of the Advisory Council on Corporate Social Responsibility	conference	Bulgaria Bulgarian	public administration		https://naso.bg/zasedanie-na-konsultativniya-svet-po-korporativna-sotsialna-otgovornost/
	The participants in the meeting discussed the possibilities of contributing to the realization of the Implementation Plan of the Corporate Social Responsibility Strategy for the period 2022-2023, considered the presented proposal for a Directive of the European Parliament and the Council on due diligence for corporate sustainability and to amend the Directive (EU) 2019/1937, and the information presented regarding the creation of the National Contact Point (NCP) in connection with Bulgaria's accession to the OECD Declaration on International Investments and Multinational Companies and the Guidelines from the Declaration on Responsible Business Conduct.					
18	Meeting of the National Council for the Disabled	conference	Bulgaria Bulgarian	healthcare professionals		https://naso.bg/zasedanie-na-natsionalniya-svet-za-horata-s-uvrezhdaniya/

The National Council is a consultative body in which representatives of the state, designated by the Council of Ministers, the nationally representative organizations of and for people with disabilities, the nationally representative organizations of workers and employees, the nationally representative organizations of employers and the National Association of Municipalities in the Republic of Bulgaria participate. The National Council issues opinions on draft legal acts, strategies, programs, plans and other acts that affect the rights of people with disabilities. The National Council cooperates with the coordination and monitoring authorities under the Law on Persons with Disabilities.

Transnational events

	TITLE OF THE EVENT	TYPE OF THE EVENT	COUNTRY LANGUAGE	MAIN TARGET GROUP	FREQUENCY	LINK
1	Jahorina Economic Forum	conference	BIH English	SMEs & business	annual	jahorinaekonomskiforum.com
	Jahorina Economic Forum is an event where the most important economic issues are discussed and conclusions are drawn that are largely incorporated in the policies, measures and activities of all levels of government in Republika Srpska and Bosnia and Herzegovina. Jahorina Economic Forum has the traditional patronage of the President of RS as well as the active participation of the national government, the most important representatives of the business and academic community, companies, from the countries of the region, international organizations and institutions and diplomacy.					
2	Diagnostics-4-Future Conference	conference	Germany English	healthcare professionals	yearly	https://www.diagnostics4future.org/
	Diagnostics-4-Future Conference is the international meeting-place for users and providers from industry and science.					
3	XIV National Congress of Geriatrics and Gerontology with International Participation, 2022	forum	Romania English	healthcare professionals	yearly	www.srgg.ro
	Annual event of Scientific Manifestations of Geriatrics and Gerontology, edition theme: "Multidimensional approach to active longevity"					
4	INTERNATIONAL CONFERENCE ON INTEGRATED CARE 2022 - Odense, Denmark	conference	Denmark English	healthcare professionals	yearly	https://integratedcarefoundation.org/events/icic22-22nd-international-conference-on-integrated-care

5	The conference is a partnership with Healthcare Denmark in cooperation with Odense University Hospital, University of Southern Denmark (SDU), Municipality of Odense, Campus Odense and Destination FYN. Denmark is among international frontrunners when it comes to integrated healthcare services.					
	CARE 4.0 - change in competences - Austria Center Vienna	conference	Austria English	SMEs & business	yearly	https://www.care-2022.com/en/
6	The 17th Austrian Congress for Managers in Work with the Elderly and the Congress of the European Ageing Network are combined in one congress.					
	International Trade Fair for those with special needs and those requiring Care	fair	Germany English	healthcare professionals	yearly	https://www.eventseye.com/fairs/f-rehacare-international-2263-1.html
7	International fair organized in Dusseldorf Exhibition Center focused on nursing and elderly care					
	Egen 2022 - The 2nd European Conference on Aging & Gerontology	conference	Japan English	research & education institutions	yearly	https://egen.iafor.org/about-egen/
8	The European Conference on Aging & Gerontology (EGen) is run in partnership with The Bartlett Real Estate Institute at UCL, The National Archive of Computerized Data on Aging (NACDA) at the University of Michigan, USA, and the IAFOR Research Centre at Osaka University, Japan.					
	UN Decade of Healthy Ageing	campaign	Austria English	governments, civil society, international agencies, professionals, academia, the media, and the private sector	2021–2030	https://www.who.int/ageing/decade-of-healthy-ageing
9	Improve the lives of older people, their families, and the communities in which they live.					
	INTERNATIONAL FORUM	forum	Bulgaria English	SMEs & business	once per year	https://naso.bg/natsionalen-forum-2022
The International Forum takes place in the same time with the National Forum. International organizations, employers and companies participate.						

10	Transnational Partner Meeting	other	Bulgaria Bulgarian	research & education institutions		https://naso.bg/srescha-na-partnorite-po-proekt-sas-ladapt/
	The representatives of the NASOR team welcomed all partners and provided excellent conditions for holding the transnational meetings (TPM 1 & TPM 2), as well as the Dissemination event, during which the Bulgarian team made a presentation of the project, introducing employers across the country with the concept of the apprenticeship model. We managed to focus the attention of the majority of the audience, as well as establish potentially long-lasting relationships with representatives of the social sector and socially responsible employers in Bulgaria.					

Media

	NAME OF THE MEDIA CHANNEL	TYPE OF THE CHANNEL	COUNTRY LANGUAGE	MAIN TARGET GROUP	FREQUENCY	LINK
1	Medici.Com	printed media	BIH Bosnian	healthcare professionals	continuous	http://www.mpoo.org/
2	Royal Foundation Margaret of Romania	website	Romania Romanian	older adults		www.fmr.ro
3	ROMANIAN JOURNAL OF GERONTOLOGY AND GERIATRICS	website	Romania Romanian	research & education institutions		http://www.rjgg.ro/ro/a
The principal purpose of the Romanian Journal of Gerontology and Geriatrics is to include in its pages the most significant studies, as well as reviews, various aspects of clinical geriatrics, biology of aging, behavioral and social sciences of gerontology.						

4	GOOD FOOD PRACTICES GUIDE FOR ELDERLY PERSONS AT RISK - TYPE II DIABETES"!	printed media	Romania Romanian	older adults		
	The "Guide to good food practices for elderly people in the risk group - Type II Diabetes Mellitus" proposes the establishment of a set of good food practices and a healthy lifestyle, in the context of supporting the concept of active aging.					
5	Active and healthy ageing in Slovenia	website	Slovenia Slovenian	older adults		http://staranje.si/
	The long-term goal of the AHA.SI project is for all residents of Slovenia enable a more active and healthy old age with various measures.					
6	Active Age Institute	website	Slovenia Slovenian	other		https://zavodas.si/
	Our site is intended for everyone who cares for and cares for people living at home, as well as for older people who are interested in how they can spend quality time and plan the third period of life.					
7	Web portal Safe age (Varna starost)	website	Slovenia Slovenian	older adults		https://varnastarost.si/
	The VARNA STAROST portal is an informative online portal and at the same time a personal counseling service for the elderly and their relatives. We collect, edit and forward information about offers intended for the elderly. At the same time, we offer help on a personal level: we look for the best solutions with the help of legal, real estate and financial advisors. We project a safe age.					
8	Platform Dementia friendly Vienna (regional)	online platform and events (on site and online)	Austria German	dementia community, stakeholders, initiatives, people with dementia, their relatives, caregivers	platform - continous, events (according to calendar)	https://www.senior-in-wien.at/p/demenzfreundliches-wien
	The Dementia-Friendly Vienna platform is an arc that the City of Vienna spans across all initiatives that are committed to the topic of dementia-friendliness. It forms an umbrella under which synergies are created, work can be structured and people learn from one another.					

9	Information on healthy ageing (national)	information (link list)	Austria German	older adults		https://www.gesundheit.gv.at/lebenslagen/aelter-werden.html
	Information for older adults concerning healthy ageing covering different topics (problems, advice etc.)					
10	Cooler Wien (cool Vienna)	various measures to escape the heat in the city incl. Cool Vienna App	Austria German	Viennese population		https://www.wien.gv.at/umwelt/coolswien/
	Vienna declares war on the heat islands in the city in summer. New green spaces and higher subsidies for climate projects are cooling down the city.					
11	Got-IT Toolkit	online platform	Austria English	developers of eHealth solutions	platform	https://www.got-it-toolkit.eu
	online toolkit to assist the design of inclusive eHealth solutions targeting the promotion of healthy lifestyles among older adults with low eHealth literacy					
12	Interview with Mr Georgi Georgiev (CEO of NASO) by the BNT Bulgarian National Television channel	television	Bulgaria English	other		https://naso.bg/intervyu-s-georgi-georgiev-po-bnt/
	Interview with Georgi Georgiev, chairman of the National Alliance for Social Responsibility for Bulgarian National Television on the occasion of the National Forum with international participation "25 YEARS OF A VISION FOR A BETTER LIFE".					

Trainings

TITLE OF THE TRAINING	INSTITUTION	COUNTRY LANGUAGE	MAIN TARGET GROUP	FREQUENCY	LINK
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1	HelloAI RIS	EIT Health Hub (via DEX-IC)	Czech Czech	healthcare professionals	yearly	https://helloaionline.com/
	HelloAI RIS initiative was founded in 2018 as an EIT Health supported educational activity for university students backed by the EU. Our goal is to prepare and involve future talents in solving AI application issues in Healthcare and discussing its future opportunities.					
2	Innovation Days	DEX-IC (EIT Health Hub Czech Republic)	Czech Czech	healthcare professionals	yearly	https://dex-ic.com/i-day-2022
	I-Day is an event where students meet entrepreneurs, healthcare specialists and coaches.					
3	UNIVERSITY OF THE THIRD AGE - U3A GALAȚI	"Lower Danube" University from Galati	Romania Romanian	older adults		http://www.u3a.ugal.ro/
	The third age university opened within the Lower Danube University in Galati is a pioneer project in Romania, which places seniors at the center of its actions.					
4	Palliative Studies	"Hospice - Home of Hope"	Romania Romanian	healthcare professionals		www.studiipaliative.ro
	On line Learning Platform dedicate to Palliative Care					
5	Digital Citizen	ECDL ROMANIA	Romania Romanian	older adults		www.ecdl.ro/articol/digital-citizen_225.html
	Digital Citizen is designed for beginners and is available to everyone, regardless of status, education, age or ability. There are many people who have never used a computer but have heard of the Internet and its possible uses.					
6	GOOD FOOD PRACTICES GUIDE FOR ELDERLY PERSONS AT RISK - TYPE II DIABETES"	"Ana Aslan" International Foundation and the Association of Family Doctors	Romania Romanian	older adults		https://cs-mb.ro/event/84
	The "Guide to good food practices for elderly people in the risk group - Type II Diabetes Mellitus" proposes the establishment of a set of good food practices and a healthy lifestyle, in the context of supporting the concept of active aging. Editorial project of the Center for Seniors of the Municipality of Bucharest, carried out in partnership with the "Ana Aslan" International Foundation and the Association of Family Doctors					

7	12th Lifelong Learning Week	Lifelong Learning Platform	Slovenia Slovenian	older adults	Yearly	
8	The aim of the Week is to raise awareness of the potential of lifelong learning to respond to the many challenges of modern societies, including covid-19 and sustainability. The Lifelong Learning Week, organized by the Platform for Lifelong Learning, has become a milestone in the European education agenda over time thanks to the support of civil society stakeholders and members of the European Parliament.					
	BICAS - Building intercultural competences for ambulance services		Austria German	healthcare professionals	continuous	
9	eLearning-courses and mobile app with practical exercises as a guidebook for EMTs and health-professionals.					
	Adult education system of Republika Srpska	The Institute for Adult Education	BIH Bosnian	older adults	continuous	http://www.mpoo.org/
10	In Republika Srpska, adult education is an integral part of the education system. The Institute for Adult Education supports the development of a modern and flexible system of adult education in RS in line with the requirements of the labor market, principles of lifelong learning and examples of best practice from EU member states. The Institute for Adult Education conducts adult education and works to raise public awareness of the importance of continuous professional and personal development.					
	Training for members	NASO	Bulgaria Bulgarian	healthcare professionals	every year	https://naso.bg/obuchenie-za-chlenovete-na-naso/
11	Interactive techniques for working with children with special needs					
	Contribution of occupational therapy to social services for people with disabilities	NASO	Bulgaria Bulgarian	healthcare professionals	every year	https://naso.bg/obuchenie-na-tema-prinos-na-ergoterapijata-v-sotsialnite-uslugi-za-hora-s-uvrezhdaniya/
12	The training is suitable for all those working in social services for children and adults with disabilities.					
	Assistant support - key aspects in the care of consumers in the home environment	NASO	Bulgaria Bulgarian	healthcare professionals	every year	https://naso.bg/obuchenie-za-sotsialni-asistenti-v-haskovo/

13	Training for social assistants in Haskovo, Bulgaria.					
	The place of support professionals in social services	NASO	Bulgaria Bulgarian	healthcare professionals	every year	https://naso.bg/naso-provede-obuchenie-myastoto-na-podkrepyaschite-spetsialisti-v-sotsialnite-uslugi/
	Training aimed at helping the people on the front lines of these services.					

Other

	TITLE/NAME OF THE TOOL	COUNTRY LANGUAGE	MAIN TARGET GROUP	FREQUENCY	LINK
1	Aktivno starenje - Active Aging	BIH Bosnian	older adults		https://aktivnostarenje.emedicina.online/
	It is a web site containing a program of exercises and educational material for 65+ persons and aimed to be developed as a first national platform for older citizens.				
2	Edukacije by Privredna komora Republike Srpske	BIH Bosnian	other		https://edukacije.komorars.ba/
	Web platform "Edukacije" is a tool for implementation of education, exchange of information, knowledge and experience, in order to increase the use of digital technologies in the function of improving knowledge and skills. Main target groups are top managers in SMEs or large companies, middle managers or everyone who wants to become one or is trained by an employer.				
3	Virtual Lab	BIH Bosnian, English	SMEs & business		http://ecoinnovative.eu/
	Virtual lab is an online matchmaking tool created for project Ecolnn Danube. It enhances and enables the cooperation and finding matches between demand and supply of eco-innovations and interconnects the ecoinnovations demand and supply actors.				

4	On Virtual lab user can find matches for their eco-solution needs or send us their request for eco-solutions and their eco-technologies. Requests will be published on Virtual lab.				
	Digital Health Platform of the Usti Region	Czech English	other	meetings: 2-3 times a year; web: depending on the content	https://icuk.cz/projekty-a-resena-temata/digital-health-platform/
5	The DHP is an informal grouping of regional and supra-regional actors from health and social service providers, research institutions, healthcare and IT companies, state and local government authorities and innovative business support organisations (quadruple helix principle).				
	Regional Council for Senior Citizens	Czech Czech	older adults	meetings: monthly, each Thursday	http://www.rscr.cz/krajske-rady/ustecky-kraj/
6	Proposes measures for the benefit of the elderly to the regional authorities. Actively works to improve the status of seniors in the region, including advocating for free transportation for seniors.				
	Seniors in the region	Czech Czech	older adults		https://seniorivkrajich.mpsv.cz/aktuality/
7	A project of the Ministry of Labour and Social Affairs of the Czech Republic, thanks to which a website has been created where seniors can access information: news, planned events or training and courses. Each region has its own regional activity coordinator				
	DAPSEN	Czech Czech	older adults		https://dapsen.cz/#projekt
8	DAPSEN - Digital Academy for Seniors is an educational platform and assistance for seniors who want to learn how to safely use various online services such as grocery shopping, picking up medication, etc.				
	Koordinierungsstelle Telemedizin BW (KTBW)	Germany German	other		https://www.telemedbw.de/
9	The Telemedicine Coordination Office Baden-Württemberg (KTBW) has set itself the goal of improving telemedicine care in Baden-Württemberg in the long term together with partners from the region.				
	Cluster Medizin.NRW	Germany German	other		https://www.medizin.nrw/

10	We support actors from companies, universities, clinics, research institutions and networks in their activities in the field of innovative medicine.				
	DGTelemed	Germany German	other		https://www.dgtelemed.de/index.php?lang=de
11	DGTelemed e. V. sees itself as a forum for communication, discussion and representation of interests in telemedicine in Germany and Europe.				
	ZTG Zentrum für Telematik und Telemedizin	Germany German	other		https://ztg-nrw.de/
12	ZTG GmbH is the manufacturer-independent competence center for cross-sector digitization in healthcare.				
	Elderly's phone	Romania Romanian	older adults	Non Stop	https://www.telefonulvarstnicului.ro/
13	Elderly's phone is a free and confidential telephone line that meets the needs of all the elderly in Romania, whether for information, advice, practical or emotional support. On the telephone number 0800 460 001, elderly people receive advice and are directed to solutions suitable for their needs				
	Helperz application	Romania Romanian	healthcare professionals	Non Stop	https://helperz.ro/about
14	Software solution for matching the requests and needs for elders care with care professionals.				
	Brochure (advisory) healthy and happy ageing	Austria German	older employees etc.	continuous	https://noe.arbeiterkammer.at/service/broschueren/arbeitundgesundheit/Gesund und gluecklich aelter werden 2017 web 1.pdf
15	Advice for older employees and those who want to become one.				
	Socialcare	Austria German	for people in need of care	continuous	n.a.
	App to foster neighborhood assistance				

16	Dangers and opportunities when working with minors, minors and adult users with risky behavior	Bulgaria Bulgarian	healthcare professionals		https://naso.bg/preventsiya-na-narkotichna-zavisimost/
The purpose of the training is to familiarize the participants with the types of psychoactive substances and the negative consequences of their use. And to address the factors leading to risky behavior as well as the need for prevention. Emphasis was also placed on the development of drug or alcohol addiction.					

6. Transnational Learning Policy Centre

Smart Care Policy is an essential element of advancing and rolling out smart care models on a broad range. In order to provide policy makers with tools, knowledge and best practice insights from other countries we established a [Transnational Policy Learning Center](#) for policy makers on all levels of administration and governance as well as interest groups working to advance smart care policy in their region in which all the results are shared.

7. Conclusion

Developing a smart care strategy on transnational level in Danube region is challenging at the current point in time for several reasons:

- health and care systems are under immense stress in most European countries (not only due the pandemic situation also due to financial and work force shortage in general)
- different nations have different priorities among the generally similar challenges in the area of smart care and smart health and
- a transnational platform let alone authority to implement measures in smart health and care is lacking.

Yet, numerous international projects and individual best practices in various countries have demonstrated that the field is evolving quickly and that transnational efforts definitely produce fruitful effects when they combine the transnational level with activities and steps on the national or regional level.

This strategy serves as an effective tool for actors from all societal groups, governance, civil society, academia and economy to benefit from transnational cooperation. It transfers knowledge about best practices, raises political awareness for the topic and aims to generate spill over effects among policy makers in Europe and beyond. This will generate more funding opportunities for research endeavours in the field and make more data more easily available and accessible to academics, industry and administration and also governments. In a denser market, companies and innovators find increased incentives to engage, using the strategy and derived regional actions plans as their orientation axes. Eventually, increased interest, awareness and activity in the field of smart care and smart health will benefit individual care recipients, their networks and care givers. To them, the strategy shall be a source of inspiration, information and a tool to approach their local communities and political representatives with the goal to generate progress on the topic. To set the best possible conditions for these positive effects, this strategy intertwines at a meta level (transnational) directly with regional levels and thus opens the window of

opportunity for most effective on the ground impact. By defining five transnational priorities a cross-border alignment is ensured. In the areas of Capacity building, Health and wellbeing, AAL (technical and social innovative support), Digitalization, Policy countries then develop horizontal measures tailor-fit to their regional needs and conditions. The strategy offers a rich toolkit, best practice examples as well as direct connecting factors to meaningfully advance the transnational priorities on national level.

While allowing for maximal regional aptness, countries' efforts are embedded in a transnational web of development along common lines of interest allowing for mutual support, mutual learning and synergic disseminative effects.

The societal challenge of sustainable high-quality health care provision needs a joint response by all stakeholders. This strategy aims to contribute towards this process by connecting actors as well as outstanding activities and achievements in the area of smart care and smart health to transform Europe into the manifestation of dignified, comprehensive, sustainable, accessible and innovative smart care and smart health.