SOCKETS

SOCIETAL ENGAGEMENT
WITH KEY ENABLING TECHNOLOGIES

co-creation brief

Engaging innovation eco-system communities to encourage transitions
ELECTRONIC HEALTHCARE AND SELF-MONITORING

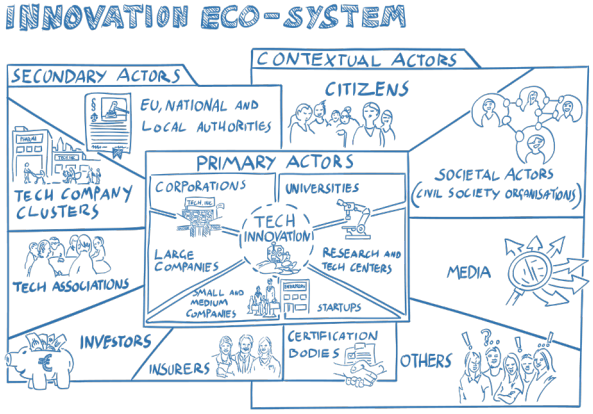


SOCKETS (SOCIETAL ENGAGEMENT WITH KEY ENABLING TECHNOLOGIES)
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SOCIETAL ENGAGEMENT TO CO-CREATE INNOVATIONS

Early and continuous societal engagement is the key to improve quality, desirability, and sustainability of innovations.
With this belief, the SocKETs project held six Labs across Europe to explore and co-create inventive solutions based on Key Enabling Technologies, in three application fields: circular economy, eHealth, industrial automation.



SocKETs Danish lab:
Work on eHealth and monitoring and diagnosis solutions with stakeholders, users and citizens to co-create products and services that are tailored to the specific needs of users, build trust between users and healthcare providers, and ensure that electronic healthcare and self-monitoring products and services are accessible and usable for a wider range of users, including those with disabilities and other accessibility needs.

We used a stepwise approach consisting of consisting of workshops and interactions in-between, after a mapping of innovation ecosystem made by desk analysis and interviews:

- ✓ **Co-design**: uncover the challenges currently faced by eHealth companies and the Danish healthcare system, focusing on exploring eHealth potential to provide innovative solutions and how societal engagement and co-creation can address them;
- ✓ **Maturation & prototyping**: navigate these challenges with the assistance of experts, healthcare professionals, politicians, and citizens;
- ✓ **Celebration**: give center stage to citizens and gain insight into their perspectives regarding a few selected eHealth products on the market and in development.

The lab lasts for about 8 months, engaging over 30 stakeholders, of which 9 citizens.



SocKETs Danish lab stepwise approach

WHY THIS SECTOR

The eHealth sector was chosen because the advancements in technology have revolutionized the healthcare industry, with the introduction of wearable technology, telemedicine, and digital healthcare tools. Individuals have a plethora of products and services at their disposal to track their health; however, a paradigm shift is occurring, moving away from solely relying on healthcare providers and technology companies to lead the development of these offerings. This shift presents several significant opportunities:

- **Involve User in Design Process**, to gather valuable feedback and gain a deeper understanding of features and functions essential to tailor health-tracking products and services for the end users.
- **Address the Healthcare Worker Shortage**, e.g. integrating user-focused health-tracking solutions to allow individuals to independently monitor and manage their health.
- **Demographic Changes and its Impact on Healthcare Interactions**, with the projected increase of individuals aged 70 years and older.

The goal of the Lab was to:

- co-create innovative solutions and synergies aligned with societal need and challenges.
- facilitate co-creation among innovators, researchers, users, policymakers, and citizens.
- tackle todays and upcoming sector challenges, e.g. an aging population with specific healthcare needs.

Participants have been engaged/recruited thanks to facilitator networks, and through directly contacts by phone, mail, or LinkedIn. There were also several LinkedIn and Facebook posts promotion on the



Danish SocKETs lab

What stakeholder say:

«I believe that the integration of technology has been gradual and that little by little we are paying more attention to ethics, to the human factor. Initially production, quality and cost were most relevant, and the human factor was left in a second place. Therefore, we need to work on it now». (SocKETs interviews)

Listen our stakeholders on the SocKETs youtube

events. Selected participants helped identifying new connections: industry ones gave links to other professionals in the sector, and NGOs helped to involve citizens.

During the Lab we used brainstorming, group debate, prototyping, GROW model methods.

OUTCOMES

Participants recognized that eHealth technology is no longer a luxury but a crucial necessity in addressing present and future challenges in the Danish healthcare system. Among the identified challenges, two key areas emerged:

- the integration of eHealth products into existing workflows.
- the financing of these products within the Danish healthcare system.

LEARNINGS ON KETS DEPLOYEMENT IN THE SECTOR

To address these challenges, several concrete ideas emerged:

- **Strengthen Collaboration and Implementation** between research and municipalities, to ensure a more unified approach and avoid lack of cohesion and that each party embarks on individual projects.
- **Allocate Implementation Funds** to prioritize and support projects that have a clear pathway for practical adoption.
- **Establishing a Central Test Unit for Proof of Business**, potentially under the umbrella of the KL (union of all municipalities in Denmark), to collect and analyse data supporting municipalities in the proof of business for eHealth initiatives, verifying their economic viability.
- **Promoting a Cohesive Healthcare System** by streamlining processes and sharing information between different healthcare sectors to provide a more homogeneous and integrated patient experience.
- **Spread user-centric health-tracking products and services** to mitigate the incoming demographic shift facilitating remote monitoring, personalized care, and better health management for older adults, enabling them to maintain independence and quality of life.

LEARNINGS ON SOCIETAL ENGAGEMENT

- **Empower citizens** providing them with the necessary knowledge, tools, and support to actively contribute to development and implementation of eHealth technologies: the key to a meaningful change in healthcare system lies in their acceptance.
- **Leverage technology** to allow individuals to be more active in their own care, reducing the burden on healthcare providers and making up for healthcare professionals' shortage.
- **Fosters a responsive and inclusive system** that effectively addresses the diverse healthcare requirements of the population.
- **Individuals are highly willing to share** their personal data when they perceive direct personal benefits arising from such sharing.

CONCLUSIONS

The power of co-creation in electronic healthcare and self-monitoring cannot be underestimated. By involving users and other stakeholders in the design and development process, companies and organizations can create products and services that better meet the needs of citizens. This leads to greater user engagement, higher levels of satisfaction, and the development of innovative and effective products and services. As such, co-creation should be a key component of any strategy for the development of electronic healthcare and self-monitoring.

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OUR RECOMMENDATIONS ON SOCIETAL ENGAGEMENT

- Anticipation & flexibility to manage multi-stakeholder complexity
- Balancing stakeholder heterogeneity
- Context analysis, above all regarding citizen participation (specific enough to affect the decisions of actors)
- Set the objective: themes, level of impact, innovation eco-system stakeholders
- Create a safe space
- Design and facilitation matters
- No right or wrong tools, only tools that are useful

Read more on our Guide on tech Innovation and societal engagement!

SOCIETAL ENGAGEMENT
WITH KEY ENABLING TECHNOLOGIES

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Our societal engagement guide

Our Let's tech together online exhibition & game

Our video interviews with stakeholder

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