

AAL Forum

Workshop Coordinator - Summary

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| Name | Maggie Ellis |
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| Organisation | EKTG Workshop 8 |
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| Workshop Number | 8 |
| Workshop Title | Risk competence in AAL and technology innovations as viewed by users and policy |
| Briefly explain the workshop objectives <i>Min. 50, Max. 100 words</i> | <ul style="list-style-type: none"> • To summarise potential Risk Competence in AAL and technology innovations and how these can be identified and avoided. • Participants will better understand the topic and aspects of innovation. • Speakers and participants will exchange issues and views in open discussion and debate. • To prepare a White Paper Report for Participants and AAL, WHO, EU DG CONNECT etc., for use after the event • To contribute to a follow up Webinar to extend the potential of the session. |
| The workshop structure. (Please mention the input of other speakers if applicable) <i>Min. 100, Max. 250 words</i> | <p>Chairman's introduction. Mr. Alain Thielemans, Vice President and Acting Treasurer AAL and Flanders Innovation and Entrepreneurship, VLAIO (Belgium) led this workshop which included presentations and participants' debates. Alain Thielemans, in the Chairman's introduction, gave background about Risk Competence and some important considerations in AAL technologies.</p> <p>Risk Competence can be defined as: Risk. being the potential to lose something of value, and Competence, the collection of skills and abilities that are applied against risk to result in a positive outcome.</p> <p>For much of human history poverty and hunger have been the predominant risks for social and individual survival. The many rapid changes in technologies from the Second</p> |

World War onwards led to extensive discussions about new forms of risk for human society. Ulrich Beck in his book *Risk Society: Towards a New Modernity* (1986/1992) underlined the fact that new risks, such as climate change, nuclear fission, associated with the use of both old and new advanced technologies, create unknown new risks for human health and well-being that do not only affect the poorest or most excluded. Beck underlined that developers and decision makers of technologies take risks but are often unaware or unconcerned by the implications a technology has on all citizens.

The European Digital Competence Framework, also known as DigComp, offers a tool to improve citizen's digital competence. Today, being digitally competent means that people need to have competences in all areas of DigComp.

ec.europa.eu/social/main.jsp?catId=1315&langId=en

This provides some explanations of how you might use the Framework:

- 1. Information and data literacy:** To articulate information needs in order to locate and retrieve digital data, information and content. To judge the relevance of the source and its content. To store, manage and organise digital data, information and content.
- 2. Communication and collaboration:** To interact, communicate and collaborate through digital technologies, while being aware of cultural and generational diversity. To participate in society through public and private digital services and participatory citizenship. To manage one's digital identity and reputation.
- 3. Digital content creation:** To create and edit digital content. To improve and integrate information and content into an existing body of knowledge while understanding how copyright and licences are to be applied. To know how to give understandable instructions to a computer system.
- 4. Safety:** To protect devices, content, personal data and privacy in digital environments. To protect physical and psychological health and to be aware of digital technologies for social well-being and social inclusion. To be aware of the environmental impact of digital technologies and their use.
- 5. Problem solving:** To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments. To use digital tools to innovate processes and products. To keep up-to-date with

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| | <p>the digital evolution.</p> <p>The Framework also explains how the Citizen swims in the Digital Ocean providing greater detail about this.</p> <p>Each Speaker presented for four minutes.</p> <p>The speakers were: Rait Kuuse, the Deputy Secretary General for Social Policy, Estonia; Ai Lian Lim, Director of Occupational Therapy, Bellevue Hospital, New York, and Professor, NYU School of Medicine, NY, USA; Liz Mestheneos, Past President, Age Platform Europe. Founder Member 50plus Hellas, and EKTG International Ambassador; Birgit Morlion, Health Program and Policy Officer, DG CONNECT, Luxemburg; Henk – Herman Napp, Vilans Company and Technische Universiteit, Eindhoven, Netherlands and EKTG International Ambassador; That was followed by open debate. Then a five-minute Summary at the end of the session by Maggie Ellis, Coordinator EKTG and MD, West Square Associates.</p> |
| <p>Group-work results (if applicable)</p> <p>E.g. How they worked together, what they had to do, what did they come up with?</p> <p><i>Min. 100, Max. 250 words</i></p> | <p>The session proposed that 'Good Government' cares about the health, well-being, security and resilience of its population. In parallel, 'Good Government' concerns the inter-relationships of the economy and the role, involvement, and views of the citizens. Governments that succeed in these areas are likely to be popular. Another view is that much can be gained from better education and understanding of alternative cost effectiveness in practice. This session identified the potential risks involved with methodologies to overcome inefficiency, including appropriate use of technology to support greater efficiency.</p> |
| <p>What products, services and/or projects were brought to the workshop?</p> | <p>Alain Thielemans, in the Chairman's introduction gave background about Risk Competence and some important considerations in AAL technologies.</p> <p>Risk Competence can be defined as: Risk being the potential to lose something of value, Competence the collection of skills and abilities that are applied against risk to result in a positive outcome.</p> |

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5. Problem solving:

To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments.

To use digital tools to innovate processes and products.

To keep up-to-date with the digital evolution.

The Framework also explains how the Citizen swims in the Digital Ocean with advice about survival and practicalities.

Rait Kuuse presented the main challenges to the Estonian Social Policy, that are very much aligned with the rest of Europe. Their answer is to promote innovation based on data and digitalization, development of innovation friendly ecosystem supporting development of skills and competences and an overarching schema of priorities and tests. A program addressing these principles had been launched:

<https://www.innove.ee/eurotoetused/taotlejale/lahendused-sotsiaalvaldkonnas/>

Ai-Lian Lim briefly described the USA reimbursement schemes, the advantages of e-prescription and telemedicine and emphasized the need of health literacy as a vehicle to mitigate risks and how it could be promoted.

Birgit Morlion addressed the need of involving external stakeholders in project activities to provide inputs and proper feedback, despite its difficulty, as a necessary condition to minimize risks of non-reaching a significant impact.

Henk Herman Nap presented how Vilans is addressing in the Netherland the risk mitigation related with innovation in reforming long term care. Some of the measures includes broad open discussions, small experiments and analysis of knowledge and benefits. They are working in reducing implementation and upscaling risks by small meaningful try-outs to provide municipalities insight in the value of AAL solutions within a relatively short period of 2 weeks per solution.

Liz Mesthenaos speaking from her extensive experience with Age Platform and other user groups, emphasized the following issues:

Evaluating the main risks for older people who may not have friends or family support.

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| | <p>Managing risks for older people by Support Groups or Learning Centres. Involving Older People in all aspects of the new technology. Limitations on costs of investment, questions of the safety and security of new schemes.</p> <p>Maggie Ellis summarised the main points from the presentations and the active debate. She reminded everybody that Innovation is a risky business:</p> <ul style="list-style-type: none"> *positive outcome \Leftrightarrow risk competence for all stakeholders *Academia - innovation & risks are part of their business. *Industry - do they take the other stakeholders into account? *User organisations - often risk averse rather than risk competent. *Public bodies - how to accelerate adoption of innovation? *Citizen / individual Users - older adult, informal caregiver. <p>Maggie also reminded the Group there was Nothing new about technology - Neil Armstrong was well known when speaking on the Moon to tell us it was One Small Step for Man..... but he continued - But, for me it heralded freedom and the possibility that even I could reach for the stars ...</p> <p>Assistive technology is any item, piece of equipment, or system, whether acquired commercially, modified, or customised, that is commonly used to increase, maintain, or improve functional capabilities for me or others with disabilities.</p> <p>Maggie cited recent excellent data from Kathryn Dimmick, Strategic Lead Safer Care, South Tyneside 2013, the Tellmenow Group in 2015, and the Estonian successful National Health Information System and open access system working well since 2008.</p> <p>The Group were challenged that Smart Communities Will lead....The Local Authority of the future – where the Citizen comes first.</p> <p>Participants were asked - When will you act? Put a date and target in your diary for one month from today!</p> |
| <p>Comment on the key outcomes of the workshop</p> <p><i>Min. 100 words, Max. 300</i></p> | <p>The risks related to the use of technology reduce the adoption chances.</p> <p>Managing and mitigating risks increases the adoption aims and opportunities.</p> <p>Piloting and testing in innovation friendly ecosystems contributes to reduce the risk. We heard about examples of small meaningful try-outs.</p> <p>Entrepreneurship is about willingness to take risks.</p> <p>Health literacy and education severely reduces the risk of ICT adoption. Learning support contributes to it.</p> |

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| | <p>The risks older people face are evolving from old risks - poverty, hunger - to new risks - environmental, ICT related, isolation, exclusion.</p> <p>There is insufficient awareness about the new risks arising for older people.</p> <p>Engaging older people in all aspect of technical development decreases the risks related with development and further adoption. It implies adequate use of methodology, language and local adaptation.</p> <p>Mandatory in R&D development at all stages should follow legal and ethical requirements, which include the need for everybody concerned to have the relevant training and education as well as back up support during usage. Good governments watch such risks and try to avoid complications and difficulties by service providers and user.</p> <p>Older people usually have better risk competence.</p> <p>EKTG offers to work with AAL and other participants and colleagues to identify risk competencies and better practice in future with AAL.</p> <p>This report was compiled with the help of the EKTG International Ambassadors, Sofia Moreno-Perez (Spain), Brigit Murlen (Germany) who made note of the comments made during the session. A longer White Paper will be made and published later in the year and Webinars are being arranged for interested colleagues to link with a system of Courses on associated topics.</p> |
| <p>Please, provide us with yours or your organisations:</p> <p>LinkedIn</p> <p>Twitter</p> | <p>Email: westsqas@mac.com and mellis1.lse.ac.uk@icloud.com</p> |

