

S. Müller., P. Quinones., I. Meyer, D.M. Rueda, C. García Cazalilla. *Process and IT innovation: Experiences from the CommonWell project. Gerontechnology 2010;9(2):135.* It is a well-known fact that innovative technical stand-alone solutions or even more complex Ambient Assisted Living systems have the potential to increase independence of older people and improve their quality of life^{1,2}. The technical development of these systems is however only one part of the whole process. If these new technologies and systems are not integrated into existing care delivery processes wider usage and acceptance and, as a consequence, successful market exploitation, will very likely fail. The identification and examination of existing care processes and how the new solution can be fitted into these processes is thus a crucial part of the whole way to go. In particular when it comes to the delivery of integrated social care and healthcare services a thorough understanding of the care delivery processes and knowledge about where the solution under development needs to be fitted in is needed not only during the development process of technical systems but also during the implementation period of these systems. This does however not mean that processes are completely fixed and cannot be changed. However, even the most promising technical solution will very likely fail if the underlying existing care processes needed to be turned upside down. Thus, technical solutions and processes have to be carefully synchronised in order to provide successful services that support independent living. **Methods** The presentation focuses on experiences from the CommonWell³ project which, as part of the requirements elicitation process, emphasised on the investigation of existing service processes and the identification of how technical systems can best fit into these processes. Care service providers who are well aware of the service processes thoroughly investigated the existing processes in parallel to requirements elicitation work and use case development, thus ensuring that the envisaged new technology-supported service is smoothly integrated into the existing processes instead of making it necessary to completely revolutionise the existing processes. This was done with the help of focus groups involving care service providers and other relevant stakeholders in the care delivery chain. **Results and discussion** Amongst others, current processes of the cooperation between an emergency service and a social care provider in Andalusia were investigated. In a second step, models (flow-charts) were drawn up showing how the envisaged new technology-supported service could fit into the whole process of service delivery. Key questions for the development of the flow charts were amongst others: What processes are performed? What are the work-flows? When is the process performed? How is it performed? Where is the process performed? By whom is the process performed? Based on the service process models and the use cases prototypes were developed. Both prototypes and the service processes will be evaluated in a field trial involving 100 users starting in summer 2010.

References

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