Healthcare Innovation Hub The Hague

Help build tomorrow's healthcare

Technologie voor thuis

An aging population is posing major challenges in keeping healthcare and support accessible, affordable and human. Technology is essential in this. More than 20 partners from across the field are jointly working on the healthcare of tomorrow at the Healthcare Innovation Hub The Hague. Entrepreneurs and researchers, residents and healthcare professionals, teachers and students, policymakers and social partners are bringing the entire innovation chain from idea to implementation under one roof at this unique centre on the Leyweg in The Hague Zuidwest.

Een gezamenlijke uitdaging

The healthcare system in the Netherlands is under increasing pressure because of the country's aging population. The demand for care and the cost of providing care are rising, while the availability of care is decreasing. The current system is reaching its limits. There are two main directions in addressing the problems in healthcare and the social domain. The first is to reduce the demand and need for healthcare now and in the future through prevention, improving knowledge and skills regarding health and illness, and promoting a healthy living environment. The second is to optimise the available capacity. This is being done in several ways such as reorganising the system, substituting care, adapting training and jobs, regulating access, and increasing home care. The plans are outlined in the Integraal Zorg Akkoord (IZA, integrated care act), the Gezond en Actief Leven Akkoord (GALA, healthy and active life act), the Programma Wonen, Ondersteuning en Zorg voor Ouderen (WOZO, support and care for seniors), the Preventieakkoord (prevention act), and the Toekomstbestendige arbeidsmarkt zorg en welzijn (TAZ, future-proof labour market for health and welfare).

These plans and acts state that care in the future will be increasingly provided at home and locally, will be integrated and based on health and prevention. They will be supported through a strong digital infrastructure and technological resources. Or as the WOZO describes it:

> *"By people themselves when possible, at home when possible, and digitally when possible."*

Technology for healthcare and well-being

Technology, be it digital or not, is essential in the current healthcare transition. There are a lot of opportunities for it, mostly in the first line of care provision and by informal carers. Technology can help increase people's awareness about health, encourage behaviour change, and help people live independently. By using data and AI, technology can also support healthcare more efficiently, for example by optimising healthcare processes, improving communication between care providers, and supporting planning and decision-making processes. But there are also opportunities in other areas. Technology can help residents who are at a disadvantage on the labour market find work more easily and can make care more pleasant and less taxing for professionals. There are economic opportunities for the developers and suppliers of technology, and for students and professionals in this growing field.

Nevertheless, there are challenges too and the adoption of technology is not yet automatic. Just some of the issues regarding the wide adoption of technology include knowing what kind of technology there is, what works and what the needs are, access to technology, collaboration and exchange among organisations, support in use, and regular financing. Only by acting jointly will it be possible to make healthcare accessible, affordable and human, and make full use of the opportunities that technology offers. This requires collecting knowledge, experience, resources and management together. This broad collaboration is at the heart of the Healthcare Innovation Hub The Hague.

The Healthcare Innovation Hub

The Healthcare Innovation Hub The Hague is both a physical location and a comprehensive programme. The location is the centre for exploring, developing, researching, and experiencing healthcare technology, and where it is taught, used and disseminated. Healthcare Innovation Hub The Hague has more than 1,500 m2 of space in The Hague Zuidwest district. It is an accessible space where innovations are developed, researched and implemented. We do not view the Healthcare Innovation Hub as an independent project, but as a link in a chain of innovation labs, hubs and other partnerships in the city. This network enables us to learn together, work together and scale up solutions. By working together we can strengthen each other, use resources more efficiently, and make a bigger collective impact. And we can answer the complex questions that are too big and intricate to handle alone or with similar organisations. As part of the Healthcare Innovation Hub, the programme partners work together on future-proof care and support. This is done in joint projects and activities on six themes.

Wat biedt de Zorginnovatiehub
- Strategic partnerships on healthcare innovations in the healthcare chain and outside
- A community of professionals, entrepreneurs, residents and those involved
- An innovative 1st line centre
- A working space and support for innovative healthcare start-ups and scale-ups
- A Technology for Homes demonstration home
- A Technology for Homes lending service/technology library
- Space and facilities for research and teaching (practice and simulation)
- Space for meeting up and working together
- Smart combinations involving subsidies and financing, personnel, traineeships, lobbying and national/international positioning

The Healthcare Innovation Hub partners

Programme and activities

Apart from a physical location, the Healthcare Innovation Hub also offers a comprehensive programme on keeping healthcare and support future-proof. It thus also contributes to the health, social development and economic development of the region of The Hague and The Hague Zuidwest district in particular. The Healthcare Innovation Hub is an important tool in The Hague's wider approach in stimulating technology. The emphasis lies in technology that supports people to live at home and live independently for as long as possible, and if it is needed to arrange more care as efficiently as possible. The programme consists of six activity lines and one organisational line. All the lines consist of a particular set of activities that is compiled and carried out by a subset of the partners involved. The innovation chain runs through these work packages: by working on these themes, we ensure that the process from need to solution and implementation runs as quickly as possible. The work packages are thus not independent initiatives but taken together they create a well-functioning ecosystem. We will jointly write a strategic agenda to manage this and give direction.

Innovative healthcare and the social domain: how can technology change healthcare and support?

Goal: Improve healthcare and social service provision by developing new care models, using technology, and improving prevention and early intervention, supported by various initiatives and projects in the community.

Example projects: Test new technologies such as sensors to detect falls and telemonitoring; create integrated care and support paths with eHealth and telecare; clarify the needs.

Labour market and education: what does this mean for professionals and how do we provide training?

Goal: Train today's and future healthcare personnel to have sufficient digital skills to effectively fulfil both today's and tomorrow's healthcare jobs, with the goal of reducing both the workload and the shortage on the labour market by deploying technology and innovations.

Example projects: Work out new jobs such as technology support; design multidisciplinary student teams for practice; create certification; design job centres; encourage collaboration between healthcare institutions and educational institutions to design relevant curricula; create on-the-job training places; create learning communities where students, residents and professionals can work on solutions together; and develop extra training and continued education programmes.

Entrepreneurship: how do we stimulate and speed up good solutions?

Goal: Stimulate entrepreneurship in technology for healthcare and in the social domain by supporting start-ups and current entrepreneurs to set up and scale up their companies; create jobs; increase the number of locations; and shorten the time it takes to move from idea to implementation.

Example projects: Run start-up and scale-up programmes; provide help in validating products and creating business cases; hold open consultation sessions for companies with stakeholders in healthcare and welfare; organise hackathons, network events and matchmaking sessions between entrepreneurs, problem owners and investors; run mentoring programmes with experienced entrepreneurs; allow access to financing and subsidies; and run workshops and courses on entrepreneurial skills.

Research and development: what technology works and for whom?

Goal: Improve practice-based research and development by financing research projects and encouraging collaboration between academics, healthcare professionals and policymakers so as to promote good knowledge exchange and speed up/adapt the development of new/current solutions.

Example projects: Set up and maintain a network of professionals and residents for research; run multi-year research programmes to validate technologies; design a way to monitor the impact and value of technologies; organise workshops and conferences for knowledge exchange; establish partnerships with universities of applied sciences, universities and research institutes for joint projects; run pilots to test new technologies in practice; compile guidelines and best practices based on research results; create subsidy programmes for innovative research initiatives; and create living labs in the region of The Hague where researchers and users can come together to evaluate technologies in real-life situations.

People and technology: how can we make technology understandable and accessible for all end users?

Goal:
Increase the acceptance and awareness of technological innovations among residents and healthcare professionals; facilitate access to technology and support it throughout the process of awareness raising to the implementation in practice.

Example projects:
Create experience homes, models for care rooms and lending points as additions to the technology lending network; organise discussions and courses about the use of new technologies; set up an senior citizen board and a panel with people with disabilities to evaluate technologies and give feedback; set up a drop-in centre for questions and support; offer hands-on demonstrations and workshops; design accessible guidelines and training materials; create a physical helpdesk for technical support; create a technology tour or travelling exhibition where users can share experiences; work with local communities to implement and promote technology projects.

## Technology and infrastructure: what do they require from our digital and physical infrastructure?

Goal:
Create a digital and physical infrastructure that enables the use of technology, including agreements about sharing personal information; provide access to online/offline facilities; and design existing and future homes and outdoor spaces for the future.

Example projects:
Create a data infrastructure where the data from various innovations are brought together so that they can be combined (SME correlations) and shared; create a generic technology package for new customised care homes and homes for senior citizens.

Collaboration and networking: how can we organise ourselves to be as strong and efficient as possible?

Goal:
The goal is to enhance our strength, impact and assurance by bringing together efforts; set joint priorities; lobby for policy change; share capacity and facilities where possible.

Example projects:
IZA transformation application; Health and Welfare data lab; innovative traineeship in care and the corporate sector; project leaders for implementation projects; learn about and develop governance, innovation methodologies and work systems; lobby for regular funding.
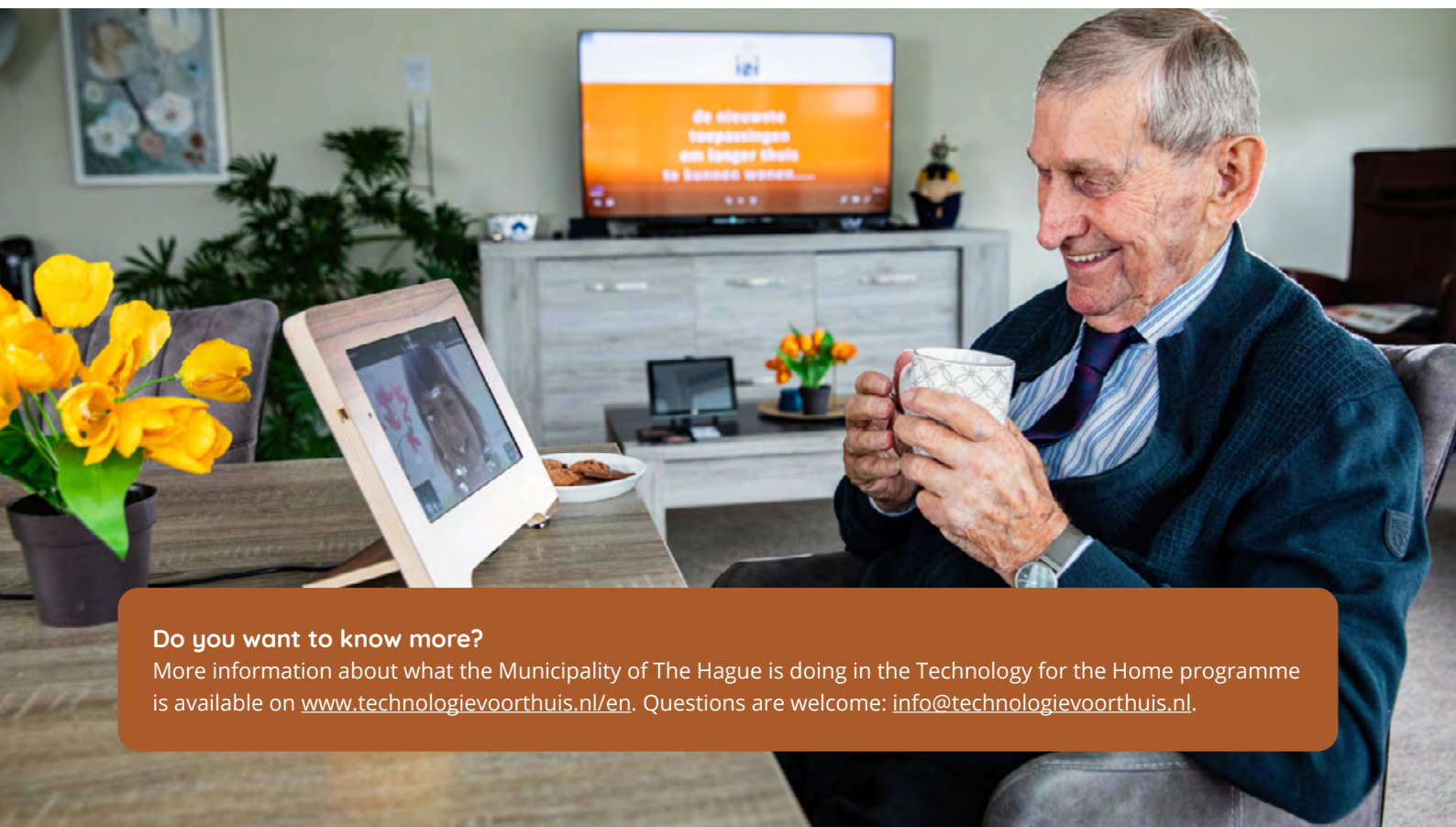
Do you want to know more?
More information about what the Municipality of The Hague is doing in the Technology for the Home programme is available on www.technologievoorthuis.nl/en. Questions are welcome: info@technologievoorthuis.nl.

www.technologievoorthuis.nl

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