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## Postprint

This is the accepted version of a paper presented at *Medicinteknikdagarna 2016, Örebro, Sweden, 5-6 Oktober, 2016*.

Citation for the original published paper:

Kristoffersson, A., Evertsson, F., Loiske, G., Stenhem, H., Ernestam, I. (2016)

Process for demand-driven innovation in Smarta Äldre.

In: *Abstractproceedings from Medicinteknikdagarna 2016*

N.B. When citing this work, cite the original published paper.

Permanent link to this version:

<http://urn.kb.se/resolve?urn=urn:nbn:se:oru:diva-52871>

## Process for demand-driven innovation in Smarta Äldre

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**Introduction.** New solutions and work processes are needed in order to continue providing care and support of the same quality as today when the proportion of elderly increases. Smarta Äldre (SÄ) is one of several Vinnova funded testbeds aiming at facilitating the development of technical innovations which support elderly and disabled people. A common approach is to focus on companies wanting to test already developed solutions. Three years into SÄ, we see that proposed solutions seldom meet the needs and requirements among the prospective users. We argue that the work in a testbed needs to start from the needs of the care professionals, relatives and end-users – the elderly and/or disabled people.

**Method.** For each demand (need) entering the SÄ inbox, a critical analysis of the demand in terms of a desired solution and the current situation is made. A workshop to outline all requirements is organized. Thereafter, market research on possible solutions to the problem is conducted. A second workshop is dedicated to a critical assessment of the solutions and how well they meet the requirements. Finally, a proposal on how to proceed forward with testing is presented to the stakeholders. The figure shows the demand-driven innovation process developed in SÄ.



**Discussion.** In order to increase the adoption of welfare technology, it is important to ensure there is an understanding of new solutions and acceptance at all levels – from politicians and leadership, to care professionals, to relatives and end-users – and to overcome obstacles such as a nurse’s fear of being replaced by technology. SÄ aims to facilitate the implementation of new solutions by addressing the needs of the prospective users. This talk describes how the demand-driven innovation methodology is used in SÄ.