Focusing on the two must-haves:

**data and people –**

the experience of the CAPTAIN project

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How it all started..

We live in a fast-ageing society. Our vision: turn the homes of older adults into a gentle coach within an empowering space capable of:

1) **transparently** comprehending what happens within it (without the user wearing anything) while the user simply interacts with the real world;

2) providing guidance in the most **transparent** manner, by projecting contextualised information wherever and whenever needed;

3) helping them to live independently and maintain their physical, cognitive, mental and social well-being.
Our main goal was:

• To develop and validate radically new ICT based concepts and approaches for empowering and motivating people in need of guidance and care due to age related condition
To maximize the impact:

- The project stakeholders were the only official source of requirements
- Available technology and its constraints shaped the final CAPTAIN system
- The principle was to avoid designing something that nobody wants.
- The methodology introduced a structured way of listening to the stakeholders and transforming their feedback to implementation in order to maximize the impact
Modified version of SCRUM, Lean Startup and Design Thinking

Input from CAPTAIN stakeholder community

TECHNICAL COORDINATOR

PRODUCT BACKLOG

Prioritized list of what is required

CAPTAIN technical team

SPRINT PLANNING MEETING

Team selects starting at top as much as it can commit to deliver by end of Sprint

Sprint BACKLOG

TASK breakout

1-1.5 months Sprint

AUTH team

weekly Technical team meeting

CAPTAIN Increment “Done” components

Pre-Review
Review
Post-Review

SPRINT RETROSPECTIVE
Data vs Humans: what to avoid!

Not like this...
- User Management services
- Database and cloud APIs
- Projection engine
- CAPTAIN system (as it was initially designed)

Like this!
- Virtual reality of the envisaged system
- CAPTAIN Box
- CAPTAIN Box and Satellite
- Coaching functionality
- CAPTAIN system (as they want it)

CAPTAIN MVP
Minimum Viable Product
User feedback throughout CAPTAIN

- Design Thinking
- CAPTAIN mock-up
- 1st CAPTAIN release
- 2nd CAPTAIN release
- 3rd CAPTAIN release
- Real home pilot
- Digital pilot

Timeline:
- December 2018
- March 2019
- June 2019
- October 2019
- February 2020
- September 2020
- April 2021
CAPTAIN Methodology as best practice paradigm

CAPTAIN Methodology is a best practice paradigm of participatory design methodology of the Health and Wellbeing AOTF of the European Network of Living Labs

CAPTAIN was the "big winner" of the 2018 Living Lab Project Awards by ENoLL

By mantziad Comments

In the third edition of the Living Lab Project Awards voting, which was opened during the month of March, more than 1300 votes, from countries in South and North America, Africa, Europe, Asia and Australia, were received to highlight the best co-creation Living Lab project of the European Network of Living Labs (ENoLL) community for 2018.
WE4AHA collaboration for personas creation

### The New PERSONA “DAPHNE”

**Smart and Health Ageing through People Engaging in supporting Systems**

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#### MEET DAPHNE

**Motto:** Improve care giving skills in order to provide high quality and patient-oriented care to patients with Alzheimer’s disease and related dementias (AD/RD)

<table>
<thead>
<tr>
<th>Name</th>
<th>Daphne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>Greece</td>
</tr>
<tr>
<td>Age</td>
<td>45</td>
</tr>
<tr>
<td>Area</td>
<td>suburbs of a big city</td>
</tr>
<tr>
<td>Life Course</td>
<td>working age adult</td>
</tr>
</tbody>
</table>

**Economic situation:** semi-affluent

**Digital Literacy:** moderate

**Health Literacy:** high

**Affinity to technology:** high

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**General Description:** Daphne is a 45-year-old nurse who works the last 6 years in a Nursing Home, in which a Daycare Center for patients with Alzheimer’s disease and related dementias (AD/RD) is operating, in an urban area in Greece. Daphne is divorced and lives with her two underage children, 10-year-old daughter, Neli, and 7-year-old son Nikola, in the suburbs of Thessaloniki. She also takes care of her 70-year-old mother, who lives one flat downstairs, and suffers from early signs of dementia. Daphne’s sister is visiting on the weekends to help with the care of their mother and any potential errands. Daphne does not have much free time, as she has to take care of many patients - her shifts may last up to 10 hours- while she suffers from severe backache and pain on both of her knees, due to long standing and improper lifting and transferring of patients. Daphne recently started having second thoughts on her overall performance as a nurse. In particular, she often feels that she lacks in professional readiness and that her care giving skills need improvement, while she is daily confronted with high-stress situations that make her be haunted by anxiety and fear of making a medical error. Additionally, sometimes she fails to appropriately communicate and understand emotions and inner affinity of patients, while she wishes she could better address common needs for AD/RD caregiving, but also better comprehend their unique caregiving needs. Indeed, while surfing on the internet, she found out that fellow
CAPTAIN Stakeholders community
Problem turned into opportunity?

Improved UX for:
- Deployment
- 1st time installation
- Usage
- Simplified manuals

A project closer to a product

This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 769830
Context
Demo
Invitation by other projects to present

- SAAM project
- NESTORE project
- TTO of AUTH

From a RIA project to a product
The CAPTAIN story

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This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 739751.
Liaison with other initiatives

Initialization of the PM-15 Coaching Alliance initiative

- Sharing know-how, under a CAPTAIIN's collaboration initiative
- ACTIVAGE meets PM-15
- Coaching Alliance joint booth
- Webinar on data sharing in digital healthy ageing projects
- PM-15 coaching alliance workshop on the impact of the COVID-19 pandemic
- Joint publication on “Other Advanced Research Initiatives in Elderly Care and Fragility Prevention”
Thessaloniki Active & Healthy Ageing Living Lab (Thess-AHALL)

Inter-connected hub of multiple actors (quadruple helix):

- Academia/research centres
- Industry (SMEs/funds): CAPTAIN Coach P.C., LLMCare
- Civil Society (Patients/Professionals’ Associations, OKFN Greece)
- Policymakers (Municipalities, Regional/National Healthcare Authorities -> hospitals, nursing homes, day care centres, 3rd/4th Health Districts)

European Partnerships:
- ENoLL (effective member) & H&W Task Force (leader)
- EU CSI “Mental Health” (Co-Ordinator/Lead city: Thessaloniki)
- EIPonAHA (2* Ref. Site)
Thessaloniki Lead City: Mental Health & Well-Being

• Optimisation of access to mental health and well-being infrastructures in big and small Cities.
• Methods, tools and data to properly coordinate the provision of mental health and well-being and psychiatric/social care services in Cities.
• Engagement, human-centred and co-creation processes in cities addressing mental health and well-being
• Mental health and diversity needs in Cities confronting COVID19 or other pandemic.
• Effects of social distancing and isolation due to quarantine in cognitive and physical capacity and brain functioning (in vulnerable groups, general public, professionals) and the likely role of assistive technologies.

#CityScienceEU
THANK YOU

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