



Sharing best practices to overcome restrictions in times of Covid-19

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Cause

- Covid-19 pandemic changed the world
- Difficult to carry out AAL projects
- What can we do about it?



Approach

- Asking AAL project coordinators to share best practices
- Over 30 project coordinators responded
- Analyse and bundle the results
- You can find the document on the [AAL website](https://www.aal-europe.eu)



4 main areas

- 1) Alternative ways to involve end users
- 2) Overcoming the lack of access to end users to perform pilots and testing
- 3) Adjustment of project deliverables and outcomes to get to meaningful results
- 4) General project organization and management

1) Alternative ways to involve end users

- Invest in good video conferencing tool
- Videos to explain/instruct end-users
- Check [guidelines](#) for online co-creation
- One-on-one interviews
- Test online with experts
- Use (in)formal carers to support end-user tests
- Use online surveys
- Test solution in lab environment

1) Examples

- Use share screen in Zoom to demonstrate prototypes
- Deliver videos on a smartphone or tablet at peoples homes or through relatives / care professionals.
- One-on-one interviews at home or on the phone. Walking outside could also be an option in some cases.
- Make a package with instructions and deliver those at home by mail.
- Instruct end user by phone calls



2) Overcoming lack of access to end users to perform pilots and testing

- Mix between physical and online meetings
- Smaller groups, more iterations
- ‘Piggybacking’
- Develop remote adjustable prototype
- Adapt targetgroup
- Create lab environment at home

2) Examples

- On one location with many end-users mix meetings between people who join online and in real life
- By making smaller groups and more iterations you gain very fast new insights.
- Some changed focus from care homes to people at home, since these were easier to access. Or test with family or or care professionals.
- Some made an app for the mock up, so they could adjust visuals and question from a distance.



3) Adjustment of project deliverables and outcomes to get to meaningful results

- Adapt original plan to current circumstances
- Fine-tune project scope
- Improve consortium knowledge
- Changing dates of key-deliverables
- Shift most affected deliverables

3) Examples

- Projects have put more focus on the social dimensions of technology, for instance options for video calls
- Some projected used the time to rethink their commercialization strategy or technical aspects
- Some made more use of already existing data/information. See [Public deliverables tool](#)
- In consultation with the CMU some essential deliverables where postponed



4) General project organization and management

- Increase use of shared working software
- Shift costs (in agreement CMU/NCP)
- Increase preparation time online meetings
- Shorter and more meetings online
- Constant time monitoring

4) Examples

- Software like Trello, Miro, Google docs, facilitates co-working on a distance
- Some shifted budget from travelling to material or shipping costs. (in agreement CMU/NCP)
- Better preparation made online meeting more efficient but also improved the outcomes. For instances add polls and documents upfront to guide an online discussion.
- To not loose motivation of the consortium some send round a regular mail update to all partners.



Thanks you for your attention

Do you have anything to add or questions?

Contact:

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