Value propositions of adopting the 8CTP

Introduction

The 8 Caring Technology Principles (8CTP) offer a practical framework to help transition from "smart" technology to "caring" technology, focusing on tools and solutions that prioritize human needs, improve health, enhance well-being, and contribute to a better quality of life.

To bring the 8CTP into practice, the learning community engaged a diverse group of stakeholders in an iterative cocreation process to ensure that the framework addresses real-world challenges. To better understand these challenges, three personas that represent key groups were developed: a citizen, a care professional, and a tech developer. However, it became clear that these personas did not fully reflect the complexities of patients' experiences, leading to add a patient persona.

During the cocreation process, we refined these personas and explored how the 8CTP could create value for each group. We also expanded the conversation to include perspectives from academia, policymakers, and investors. Stakeholders emphasized the importance of providing clear, actionable value propositions for everyone involved.

Building on this feedback, the team translated the values, after reworking them once with the community, into tangible outcomes for each stakeholder group. These outcomes include strengthened trust in technology, improved patient care, enhanced data security... when applying the 8CTP framework and tools.

The outcomes shown here assume that the personas applied one or more of the 8CTP principles—or the full framework—in their actions. They may have done this individually or in group discussions, , using tools developed by the learning community.

Citizen

Enhanced awareness and critical thinking: Citizens can learn more about care technology and health data by individual reflection or participation in a workshop or training sessions that address the values of the 8CTP framework. This helps them make better decisions and choose trustworthy technologies for their health needs.

Greater citizen empowerment and participation: By actively participating in research and development, citizens can share their needs and help create better health technologies. This involvement leads to better technology development, implementation and evaluation.

Enhanced digital health literacy: Improving digital health literacy helps citizens understand and use health technology more effectively. When citizens have access to reliable health information and training, they get more confidence in using these technologies.

Enhanced privacy and data security: When citizens have access to technology designed with privacy and data security in mind, they can confidently use tools that meet their health needs, while their personal data is kept private and safe.

Patient

Enhanced self-management: By using technology that lets them control their data or delegate data control to someone they trust, patients can better manage their health

Secure professional communication: Secure communication tools help patients and caregivers to communicate safely with healthcare professionals, building trust and protecting privacy.

Better care coordination and communication: by applying user-friendly tools and using connected services such as telemonitoring, patients can benefit from better care coordination and communication with healthcare professionals

Care professional

Streamlined patient care: By using digital tools that connect electronic patient records with other health technologies, care professionals can provide integrated and goal-oriented patient care

Digital literacy training: By training in digital skills care professionals become more confident in using technologies and integrating them into their daily practice/.

Care technology evaluation: By applying tools to evaluate care technology, including health applications, care professionals can confidently select reliable tools for their patients.

Technology developer

User-centric innovation: By involving users during the innovation process, technology developers can create better and user-friendly solutions, fostering their adoption.

Ethical and sustainable development: By applying the 8CTP principles, developers can ensure their technology is ethical, connected, and sustainable, earning trust from users and stakeholders.

Enhanced quality and transparent reimbursement approval: As trustworthy technologies become the norm, technology developers can obtain recognized quality certifications in Belgium and the EU, increasing the reliability and marketability of their products. Transparent reimbursement approvals are also streamlined, making these products more accessible to users.

Academia

Inclusive research design: By involving users from the start and addressing real-life challenges, academic staff can design more inclusive health research.

Responsible research and education: By applying the 8CTP principles, research and education staff can demonstrate a commitment to responsible innovation and collaboration, addressing societal challenges from a more holistic perspective

Inclusive technology in the curriculum:
By integrating inclusive technology principles with real-world scenarios into the curriculum, educators enable students to critically engage. As they enter the workforce, they will carry these perspectives into their organizations and foster their adoption.

Trustworthy technology-based research proposals:
As trustworthy technologies become the norm, including them in research proposals helps academic staff secure funding for innovative research projects.

Policy maker

Enhanced understanding of citizen's needs:
By better understanding citzens' needs, policy makers can build trust and enhance collaboration, resulting in better services and smarter technology investments.

Inclusive stakeholder engagement: By involving all stakeholders, including citizens, in the development and evaluation of digital technologies, policy makers ensure inclusivity and safeguard that no one is left behind.

Government-approved information source:
By establishing a government-approved information source with trusted information and transparent reimbursement guidelines, policy makers can stimulate better access to qualitative care technology.

Investor

Citizen-centered innovation: By investing in caring technology and citizen-centered data management, investors can stand out, attracting early adopters and generating quick returns.

Regulatory compliance: By prioritizing transparency and data security, investors ensure compliance with regulations, avoiding fines and legal issues, and strengthening their credibility among partners and consumers..

Participatory governance : By investing in ethical technology with participatory governance, investors help build customer trust and loyalty, which leads to higher satisfaction and uptake.

Return on investment: By supporting ethical and sustainable companies and investing in co-created technology, investors can attract more consumer interest, secure long-term partnerships, and ultimately generate greater social and environmental impact.