LIFE

Listen. Innovate. Field-test. Evaluate.

Sustainability assessment Example Facilitation guide focus groups

The LIFE methodology has been developed during the ACCRA project by the ACCRA consortium. Please refer to the project's website, www.accra-project.org, if you use any of the materials.

This guide and templates were developed for the ACCRA project. It is tailored to the robots and use cases of this project.

Preparations

Goal of focus group

The goal is to discuss ACCRA results and local sustainability with all stakeholders

In a nutshell

- 2,5 hr meeting hosted at pilot site (of which primal end users are present in first half)
- Invitation of stakeholders by pilot site
- The session is audio- (and video*) recorded
- A report is written based on the recording (D6.3, D6.6, D6.9)

*A video recording has added value to identify who is talking, making the reporting easier.

Invitations

Who	Number
A representative older person	2-3
Formal caregivers	2-3
Project leader	1-2
Management	2
Someone from strategy/policy/finance	2

Structure and timing

Topic	Time indication
Welcome	15
Focus group explanation	
The ACCRA project	
Agenda	
Icebreaker: general opinion on robotics of the group	5
Demo of Buddy 2.0 / ASTRO 2.0	5
Results of experimentation	10
Exercise explanation & exercise	10
Buddy 3.0 features	15-20
Closing part 1	5
Break	15
How to advance to Buddy 3.0 / ASTRO 3.0	40
Business case input	10-15
Advice to ACCRA project	5
What's next	
Thank you	

Guide

This guide explains what is the purpose of the session. It follows the slide presentation and explains what should be discussed or done at each step.

A full script of what the animator can say with each slide is provided in the Notes page of the ppt presentation. Of course the animator should deviate from this script, whenever needed to make the session run fluently. It could be that people have questions we have not thought about. Or that they bring in interesting points. Please give room to elaborate in such situations and ask open questions to have a deeper answer.

Preparations

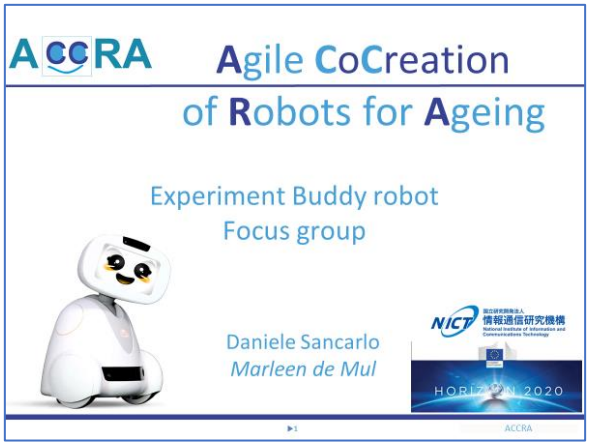
- Print consent form.
- Print data collection sheets for elders and for others.
- If you know who is coming, already assign codes to each participant so you can write that code on the data collection sheet. If not, ask people to write their name on the data collection sheet
- Make sure there is a projector

- Hang 2 large sheets of paper on the wall or on a stand. On 1 sheet write “Buddy/ASTRO 3.0 features” and on the other one “Buddy/ASTRO 3.0 users”. You can also use a whiteboard in the room.
- Make sure both the video of Buddy and the powerpoint presentation is on your computer

Start

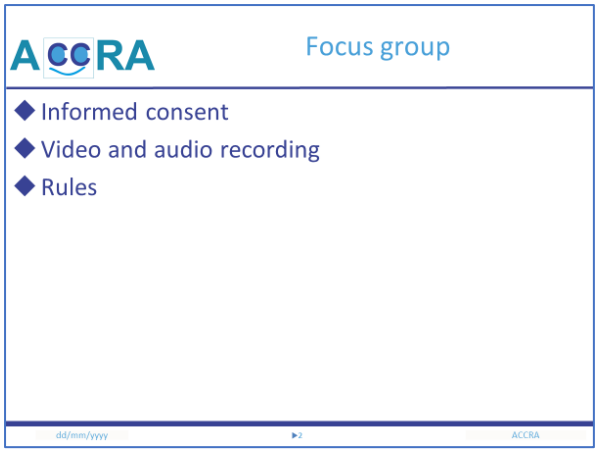
Welcome

Wish everyone a warm welcome and thank them for participating.



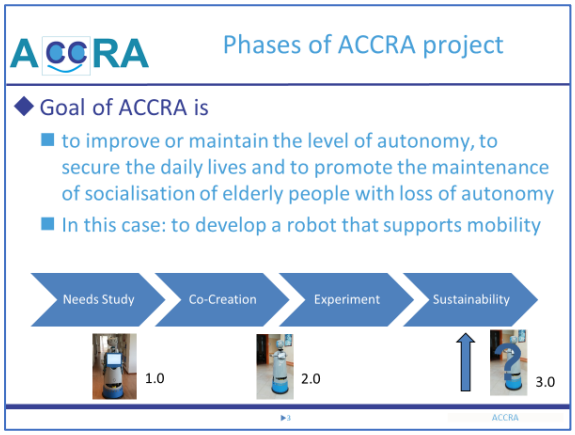
What is a focus group?

Explain that the session is recorded for analysis purposes, but that their name will not be used in any report. Ask them to sign the consent form. In a focus group everyone should be able to speak freely and we do not interrupt each other. Whatever is said by a client, does not have consequences for the care received.



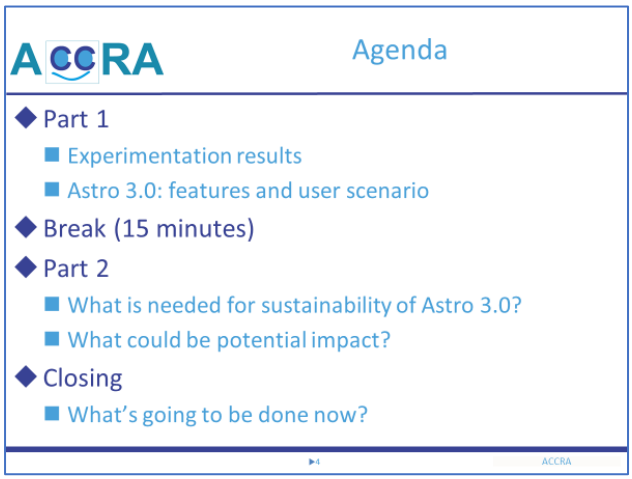
The ACCRA project

Explain the goal and phases of the ACCRA project



Agenda (slide 4)

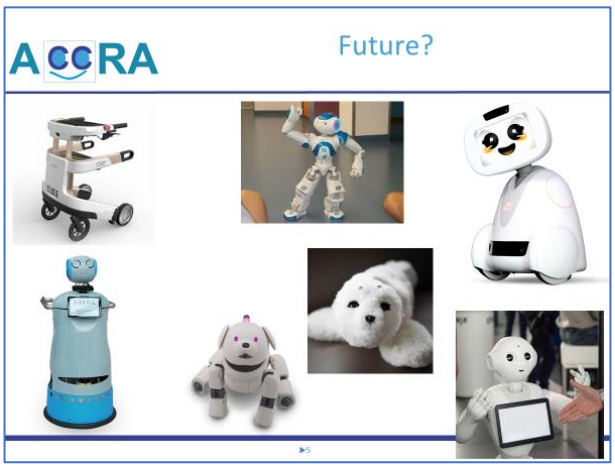
Explain the agenda of the session



Main discussion

Icebreaker: general opinion on robotics of the group

Showing several options of robots and asking each person to say something about how robots make them feel



Demo of Buddy 2.0 / ASTRO 2.0

Show the video of the market survey.

Results of experimentation

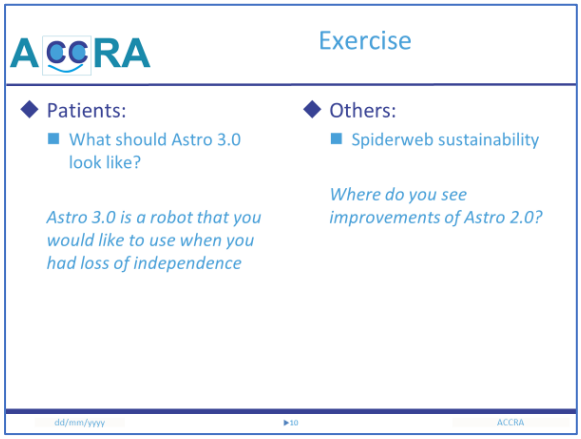
To be presented by animator

a) How many people involved?
b) How actively was Buddy/ASTRO used?
c) What was in general the response to Buddy/ASTRO?
d) What were the main points for improvement?

Short round of collecting the experience from the people presented who have used ASTRO/Buddy. Do they recognize the results?

Exercise explanation

Explain both exercises for the group. Patients have a different exercise than the others



Buddy/ASTRO 3.0

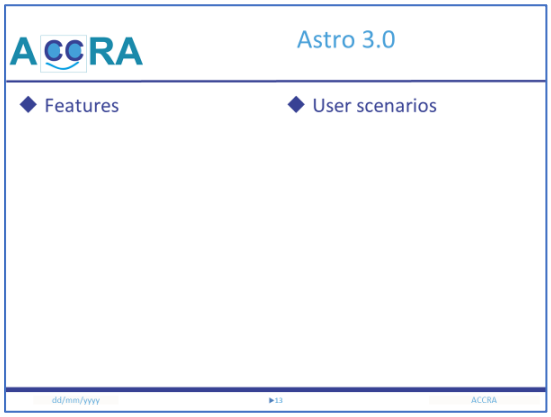
To be asked to elders

a) What are the main features of Buddy 3.0 / ASTRO 3.0, which is the version of the robot that is ready for the market and that you would want to buy? What do the elders see as main improvements of features after having heard the results. And what extra features would they appreciate?
b) For which target groups would this robot be used?

To be asked to the others

c) Have you written down the same things or different things?
d) Would you be interested in this improved version?

(the others have written down their ideas on improvements of Buddy/ASTRO in the spider web table, for the aspects “technical” and “outcomes”)



Closing

Thank all elders for participating

(elders leave)

BREAK

Break

Take a 15 minute break during which the remaining participants can further work on their spiderweb

How to advance (spiderweb exercise, see template)

Discuss axis by axis that the people think the current status is and what should be done to improve it.

- Technical (e.g. features and quality of the robot)
- User perception (e.g. usability, which target group?)
- Outcomes (for elder, for caregiver)
- Financial (cost and savings)
- Organisational (how to implement in care processes)
- Sociocultural/ethical/legal

Remind the people that during the discussion, they can write down actions on page 5 of the data collection sheet

A business case for Buddy/ASTRO at [Organization] (business case exercise, see template)

Elaborate on the possible costs and effects with a pessimistic, optimistic and realistic scenario. Together, fill in the table. If you have more than one scenario, duplicate this slide.

It is important that we get from the management and financial people insight in what they would take into consideration when they have to think about offering a conversation/companion robot such as Buddy to their patients.

Closing

Advice to ACCRA project

Do the respondents have any final advice to the ACCRA-team how to report the results, for future projects, for dissemination?

What's next?

Explain what we will do now.

Thank you

Thank all respondents for participating and show the contact info of the person they can contact for 'afterthoughts'.

LIFE

Input for the spider web

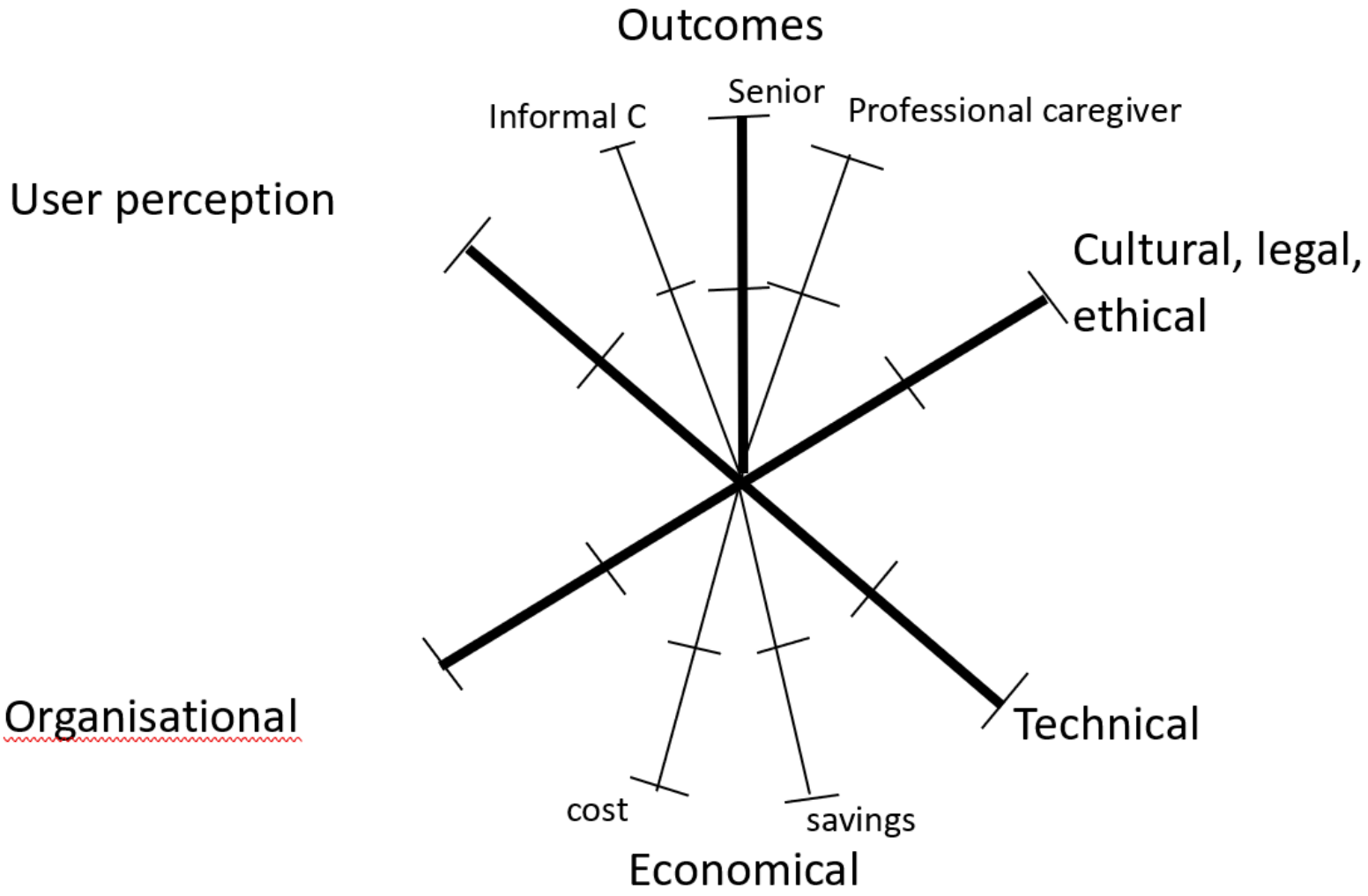
Aspect	Please explain	Your answer about current situation of ASTRO and what should be improved
Technical *100%: ASTRO is technically optimal*	How far is ASTRO technically advanced? What are the most important technical challenges to make the robot ready for the market? Which improvements should be done on the features of ASTRO 2.0? Are there any improvements to ASTRO's appearance?	
User perception *100%: ASTRO is very user friendly and is accepted and used*	To what extent is ASTRO accepted by the user? What are important factors for adoption by the user? Which types of users would benefit?	
Outcomes *100%: ASTRO leads to positive outcomes for the senior, informal and professional caregiver*	To what extent is ASTRO able to achieve outcomes? What is an important outcome for the user? What is an important outcome for the caregiver? What is an important outcome for organization?	

Economical *100%: ASTRO is affordable & ASTRO leads to savings*	What do you think of the cost of ASTRO? Which costs and savings are relevant? What would be potential savings for the organization if ASTRO is used at the department?	
Organisational *100%: ASTRO is accepted and embedded in the organisation and fits the strategy*	What would be the value for the organization? What is needed to embed the robot in the organization?	
Cultural, ethical, legal *100%: ASTRO fits with what we find important in our country / organization*	Do you see any barriers in your country? What are ethical concerns? Which legal aspects would be relevant?	

Spiderweb Astro 2.0

What is the current status of Astro 2.0 if it was to be used now (without improvements of functionality) at care organization.

The center of the spiderweb is "0%" and the end of the lines is the "100%", meaning that the goal is achieved, and the situation is optimal.


Outcomes
Informal C
Senior
Professional caregiver
User perception
Cultural, legal, ethical
Organisational
Technical
cost
savings
Economical

Future scenario of ASTRO 3.0: what is needed?

Which actions are needed on the axes of the spiderweb to advance and have sustainable use of a mobility robot Astro 3.0 at the care organization. This can be:

a. Actions for the developers of ASTRO
b. Actions for care organization itself
c. Actions for other stakeholders, such as government

Aspect	**Developer of ASTRO**	**Care organization**	**Other stakeholders**
Technical			
Outcomes			
Economical			
User perception			
Organisational			
Cultural, ethical, legal			

Input for a business case for the future

	Pessimistic	**Realistic**	**Optimistic**
% percentage of patients that could and would use Astro			
Outcome: Reduction of rehabilitation duration			
Outcome: (define a relevant outcome)			
Number of robots needed			

Final remarks
