

**TECHNICAL SUPPORT INSTRUMENT (TSI) PROGRAMME  
Regulation (EU) 2021/240 (TSI Regulation)[[1]](#footnote-2)**

**REQUEST FOR TECHNICAL SUPPORT**

**(Article 9 of the TSI Regulation)**

**DEADLINE: 31 October 2022**

**To be submitted [by/via]**

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| **Member State:** |  |
| **Title of the request:** | **TSI 2023 Flagship technical support project on “Towards person-centered integrated care”**  **Possibility to add subtitle** [maximum 15 words] |
| **Order of priority of the request:** |  |
| **Total number of requests:** |  |
| **Date of submission:** | **dd/mm/yyyy** |

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| **COORDINATING AUTHORITY** | |
| **Name** |  |
| **Address** |  |
| **Contact person** | **[Mr/Ms x, y, z]** |
| **Email** |  |
| **Telephone number** |  |

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| **RECIPIENT NATIONAL AUTHORITY** | |
| **Name** |  |
| **Address** |  |
| **Contact person** | **[Mr/Ms x, y, z]** |
| **Position** |  |
| **Email** |  |
| **Telephone number** |  |

Personal data provided in the request for technical support are processed in accordance with the applicable data protection rules. The privacy statement explaining the processing of personal data can be found in section 7 of the record at the following link: <https://ec.europa.eu/dpo-register/detail/DPR-EC-04667>

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| **MULTI-COUNTRY REQUEST** | |
| **0.1** | **Is this a multi-country request?** **(a multi-country request is a request developed and/or submitted in collaboration with one or more authorities of other Member State(s))** |
| Yes  No | |
| If you select “Yes” in question 0.1., the platform will present questions 0.2 and 0.3. | |
| **0.2** | **Please indicate the type of this multi-country request** |
| The Member State submits this request on its behalf and on behalf of one or several authorities of other Member State(s); or  One or several authorities of other Member State(s) is/are submitting a similar/same request in parallel to this request, in a coordinated way. | |
| **0.3** | **Please indicate the name of the other Member State(s) and Beneficiary Authority (s) concerned by this multi-country request.** |
| [Free text box] | |

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| **1** | **DESCRIPTION OF THE PROBLEM/NEED TO BE ADDRESSED** | |
| **1.1** | **What is the problem/need to be addressed with the support requested?** | |
| **This general overview is providing the general scope of the Flagship technical support project. This general overview does not provide any information about the specific situation in the Member State submitting the request, nor about specific needs.**  **When filling-in the request template, you are therefore invited to outline your specific problems and needs, taking inspiration from the general overview and adapting it to your national context, and to provide any additional information relevant to your specific context.**  **General overview:**  This Flagship Technical Support Project aims at helping Member States to design and implement structural reforms in the areas of health, social care and long-term care. This flagship will help strengthen the coordination between these sectors and the integration of the different levels of care provision, by putting the person at the centre of services to ensure better access and better quality of care at every stage of life.  The COVID-19 pandemic has put pressure on health and care systems. It highlighted their structural weaknesses and tested their resilience. Building a healthier society through *effective, accessible and resilient health systems* and ensuring that people who need care have access to quality and affordable care at all life stages are European priorities.  Health care helps people to manage their medical conditions linked to aging or chronic conditions. Social care services provide support that can cover any service, facility or resource, personal care and social work, and is intended to help people receiving social care to live comfortably and/or offer support to the carer(s). Against this backdrop, long-term care (LTC) includes care for different age groups, and provides a range of services and assistance for people who, as a result of mental and/or physical fragility and/or disability over an extended period of time, depend on help with daily living activities and/or are in need of permanent nursing/health care.  *When filling in the template online, please explicitly provide information relevant to your specific national context and your required needs together with the relevant justification.*  [between 350-400 words] | | |
| **1.2** | **How broad is the problem/need? Does it affect a significant part/sector of the economy or extend across several policy areas (‘spill-over’)?** | |
| [Insert Text; between 250-300 words] | | |
| **1.3** | **How deep or severe is the problem/need? Were there any previous reform efforts? What was the impact of those efforts? What did not work and why?** | |
| [Insert Text; between 250-300 words] | | |
| **1.4** | **How urgent is the need to address the problem? Is there a specific deadline (at national, European or international level)?** | |
| [Insert Text; between 150-200 words] | | |
| **1.5** | **Provide relevant socio-economic (and environmental) indicators, data and evidence that demonstrate the extent of the problem/need to be addressed. Please make sure that the data provided is related to the problem to be addressed and the support requested.** | |
| [Insert Text; between 150-200 words] | | |
| **1.6** | | **Have other means / funding (at national, regional, EU, international level) been considered for addressing the problem identified? Which ones? If so, what is the complementarity of other funds with the technical support requested?** |
| [Insert Text; between 100-200 words] | | |

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| **2** | **INDICATIVE DESCRIPTION OF THE SUPPORT MEASURES REQUESTED AND THE ESTIMATED COST** |
| **2.1** | **Please select/identify the required support measures (outputs and related activities).** |
| **The TSI 2023 flagship technical support project identifies three work packages, each with their own set of deliverables that will be tailored to each Member State. Member States can request support for one or multiple work packages.**  **The list of proposed technical measures is intended to help Beneficiary Authorities describe the requested technical support measures by taking inspiration from the information provided.**  **The list of proposed technical support measures do not provide any information about the specific context in the Member State submitting the request. Member States are therefore requested to provide a justification for each requested measure as to how it will help address the problems identified in section 1.1.**  **When filling in the request, you are invited to only select and describe the technical support measures that you are requesting, taking inspiration from the general overview, if you find it helpful, and to provide any additional information relevant to your specific context.**  **Proposed technical support measures pursuant to Art.8 of TSI Regulation:**  **Map existing information systems, delivery models and databases on the provision of health, social and long-term care services**   * **Assessing care services (systems of primary care, hospital care, long-term care) from various perspectives: legislation, governance, resources, funding, capacity or e-tools** * **Identification of gaps and barriers to the effective organisation and delivery of care, including barriers to the provision of integrated care** * **Identification of integration opportunities** * **Other [please specify]**   **Develop a strategy and a roadmap for achieving integrated care**   * **Support the horizontal integration of care provision, i.e., health and social care, by putting the person at the centre of the system** * **Prepare and create new roles, processes and working practices that integrate health, social and long-term care services** * **Support the vertical integration of care provision, i.e., primary care and hospital care** * **Create new systems to support information sharing & cooperation across care teams** * **Prepare and deploy integrated care solutions at national level** * **Prepare and deploy integrated care solutions at regional/local level** * **Other [please specify]**   **Exchanges of good practices with other Member States and consultation and coordination with all relevant national and regional stakeholders.**  **Support the digitalisation of care**   * **Support the integration of digitalisation processes of health, social and long-term care sectors in a way to ensure that the digitalisation of health, social and long-term care relies on digital solutions in an interoperable manner** * **Other [please specify]**   **Other type of Support**  *When filling in the request online, please explain the measures selected, and how you envisage the measures to be delivered and structured.* | |
| **2.1.1** | **Describe how these outputs/deliverables would help to address the problem identified. How would the envisaged outputs/deliverables contribute to deliver lasting policy results?** |
| **The general overview of results (see text below) is intended to help the Beneficiary Authority describe its own circumstances. It does not provide any information about the specific results linked to the technical support measures you requested.**  **When filling in the request, you are therefore invited to explain the results you expect to achieve through the measures you described under 2.1, taking inspiration from the text provided below, and to provide any additional information relevant to your specific context.**  This flagship will reinforce Member State’s capacity to:   * Investigate innovative models of integrated care for the person-centred provision of health, care and long-term care support; * Assess the barriers, facilitators and key drivers for integrated care development at central, regional and local level (e.g. through the development of measures and indicators to support quality improvement and assess performance); * Understand the key elements in the funding and design of integrated services in different contexts and settings; * Develop high-level strategies and operational plans for integrated care provision; * Strengthen operational and managerial capacity of public authorities to prepare and implement integrated care reforms at central, regional or local level.   Ensuring adequate access to and quality of health and care services also contributes to guaranteeing the fundamental rights of people who need such care, including independent living, non-discrimination and social protection and social inclusion. It should also have a positive impact on health professionals and carers, such as better working conditions, initial and continuous education and training, reinforcing professional standards and creating professionalisation pathways, adequate support measures for informal careers such as access to the necessary training, counselling, healthcare, psychological support, and respite care. Putting the persons in need of care at the centre and meeting their needs in an integrated way would help to better target public resources.  The flagship will also contribute to improving gender equality in the EU, as women make up the majority of informal carers and LTC workforce, and older women are in more need of long-term care, while being less able to afford it. It will also contribute to increasing cohesion between regions through promoting access to high-quality and affordable health and care services across the entire territory of the Member States receiving technical support. More broadly, it should support a number of Sustainable Development Goals: goal 1 on no poverty, goal 3 on health and wellbeing, goal 5 on gender equality, and goal 10 on reducing inequalities.  *You may provide additional information on the results expected from carrying out measures requested under 2.1.*  **[between 300 - 350 words]** | |
| **2.2** | **Indicate the possible duration of the support requested (all measures together) and, if available, an indicative timeline of each individual measure.** |
| [Insert Text] | |
| **2.3** | **Indicate the estimated total cost of the support measures requested (in EUR).** |
| [Insert number; numerical field only, no spaces, commas, any other characters] | |
| **2.3.1** | **Additional information (if known, please provide further explanation and indicative cost estimation for each key output/deliverable, including the foreseen activities).** |
| [Insert Text between 50-100 words] | |
| **2.4** | **What would be the indicator(s) to measure that the project was a success?** **Please indicate for:**   * **the short term (i.e. after 1 year)** * **the mid-term (i.e. after 3 years)** |
| [Insert Text; between 200-250 words] | |
| **2.5** | **In case your entity has already received technical support under the SRSP or the TSI in the past, in an area relevant to the reform/support requested, please indicate how your entity has used the results of this support.** |
| [Insert Text; between 200-250 words] | |
| **2.6** | **Provide information on the administrative capacity of the recipient national authority (i.e. staff availability in relation with the requested support measures and the follow-up on their results). Please describe the team that will be responsible for coordinating/following the reform and the work of DG REFORM and its selected providers.** |
| [Insert Text; between 150-200 words] | |
| **2.7** | **Indicate the names of stakeholders (e.g. other Ministries or beneficiaries) which may need to be involved in the design or implementation of the requested support measures.** |
| [Insert Text; between 50-100 words] | |
| **2.8** | **(If applicable,) indicate any envisaged provider of support (please do not provide names of private providers). Include explanations as to their know-how/capacity.** |
| [Insert Text; between 50-100 words] | |

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| **3** | **CIRCUMSTANCES OF THE REQUEST** |
| The requested support is linked to: | |
|  | Preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant) |
|  | Reforms in the context of economic governance process (e.g. CSR, Country reports, implementation of economic adjustment programmes, etc.) |
|  | Implementation of Union priorities (e.g. CMU, Energy Union, Customs Union, etc.) |
|  | Implementation of Union law (e.g. infringements) |
|  | Implementation of Member States’ own reform priorities to support recovery, sustainable economic growth, job creation and enhance resilience |
| **3.1.** | **Additional information** |
| **The general overview of RRF/RRP relevance is intended to help the Beneficiary Authority draw inspiration from. It does not provide any information about the national RRPs. When filling in the request online, you are invited to provide additional information relevant to your national context and national RRP.**  This flagship project is relevant for the implementation of the Recovery and Resilience Facility (RRF). Across the approved recovery and resilience plans, Member States included investments and reforms aiming to increase the resilience of their health systems and crisis preparedness by improving the capacity and accessibility of health and care systems.  Add relevant explanations as appropriate: i.e., number of the CSR; policy priority; relevant national strategy documents, etc.; additional information on the Recovery and Resilience Plans under the Recovery and Resilience Facility.  [Insert Text; indicatively between 150-200 words] | |
| If you select *“Implementation, amendment and revision of recovery and resilience plans under the Recovery and Resilience Facility”* | |
| **3.2.** | **Is there a direct link to the RRP (i.e. direct contribution to the implementation of a reform / investment in the RRP)?** |
|  | Yes, there is a direct link |
|  | No, there is only an indirect link |
| **3.2.1** | **Please define for which reform/investment of the RRP this request has a direct link to *(add FENIX reference and corresponding deadlines when available)*** |
| If 3.2. is “YES”  [Insert Text] | |
| **3.2.2** | **Please describe the indirect link of the requested support to the RRP** |
| If 3.2. is “NO”  [Insert Text] | |

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| **4** | **AGREEMENT TO COMMUNICATION ACTIVITIES BY BOTH THE COORDINATING AUTHORITY AND THE BENEFICIARY AUTHORITY** |
| DG REFORM may engage in communication activities to ensure the visibility of EU funding for support measures funded under the Technical Support Instrument. Such communications activities may include, but are not limited to, press releases, publication on the Reform support website, or the publication on the @EU\_reforms tweeter account. | |
| **4.1.** | **Do you agree that the Commission's communication activities may involve publicly indicating that your entity has submitted this technical support request, as well as the area of the request?** |
|  | YES |
|  | NO |
| **4.2.** | **Should this request be selected, do you agree that the Commission communicates about the support measures?** |
|  | YES |
|  | NO |
| If 4.1 or 4.2 is “NO” | |
| **4.2.1** | **In case you object to the communication on a support measure, please provide a short justification why you object.** |
| [Insert Text; between 50-100 words] | |

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| DISCLAIMERS:  Please note that the template request for support is fully subject to the principles governing the TSI Regulation and Regulation No 2018/1046 on the Financial Regulation applicable to the General Budget of the Union. In compliance with the principle of prohibition of double funding, the recipient national authority shall immediately inform the European Commission of other related on-going actions financed by the EU budget. **In no circumstances, shall the European Commission finance the same costs twice.** |
| By submitting this request, the Member State accepts that, should the request for support be selected for funding under the TSI, **the Member State will confirm to the Commission that there is no overlap between the request selected under the TSI and concrete actions funded under other EU instruments and that double funding is not present for this selected request.** |
| Please note that the Commission shall establish a single online public repository through which it may, subject to applicable rules and on the basis of consultation with the Member States concerned, **make available final studies or reports produced as part of eligible actions set out in the TSI Regulation**. Where justified, the Member States concerned may request that the Commission not disclose such documents without their prior agreement. |
| Please note that the Commission promotes "zero tolerance to fraud and corruption". In this context, **the Commission implements controls to prevent, detect and address irregularities/fraud instances, whether these occur in connection with its activities and funds, and inside or outside its organisation**. In order to counter fraud affecting the financial interests of the Union (art. 325 TFEU), it is of paramount importance that our partners in the Member States and the providers of support strive to achieve an equivalent stand against fraud. |
| It is to be noted that the support provided is intended to assist the Member State in its efforts to identify suitable investments and reforms [and to develop action plans]. The Member State remains fully responsible for such investments and reforms [and action plans], including their implementation. The provision of the technical support does not commit the Commission in any way to further support, whether financial or otherwise. |
| **For the requests linked with the RRPs**: The provision of the technical support under the TSI is without prejudice to the responsibility of Member States in relation to the fulfilment of relevant milestones and targets of the RRP and is without prejudice to the assessment that the Commission carries out in relation to the Member State’s relevant request for payment. |
| DG REFORM monitors the implementation of the Technical Support Instrument based on a performance reporting system for which data and results are collected in an efficient, effective and timely manner and, where relevant and feasible, in a gender-disaggregated form. To that end, proportionate reporting requirements are imposed on recipients of Union funding. As foreseen in the TSI Regulation, monitoring activities include, but are not limited to, the TSI mid-term and ex-post evaluations. Should this request be selected, the information provided therein may be used for evaluation purposes. |

1. Regulation (EU) 2021/240 of the European Parliament and of the Council of 10 February 2021 establishing a Technical Support Instrument, OJ L 57, 18.2.2021, p. 1–16. [↑](#footnote-ref-2)