SUPPLEMENTARY TABLES

Supplementary Table 1 Experts involved in the case studies

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| Interviewees | Work position/role in the municipalities |
| Expert 1 | Manager of the social care services for elderly citizens |
| Expert 2 | IT manager responsible for the municipal IT services  |
| Expert 3 | IT project manager for deploying Mobipen  |
| Expert 4 | IT manager at the social administration |
| Expert 5 | System administrator of Mobipen support & development at the health and social care office  |
| Expert 6 | Director of health and social care office |
| Experts involved in cost-benefit analysis  | Municipal care manager Municipal IT manager Municipal care administrator Municipal financial manager Municipal accounting clerk  |

Supplementary Table 2: Itemisation and calculation of costs and benefits at the municipality Järfälla

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| **Level of usage** - The level of usage was based on an estimation made by the care manager and the IT manager at the municipality. The estimation of the level of usage was based on the roll out rate of the time reporting system and the time necessary to re-negotiate the caregiver contracts. Several scenarios were discussed and the scenario of 5 % in 2012, 75 % in 2013 and 100 % in 2014 were agreed upon. 2012 was a pilot phase and in 2013 the re-negotiated contracts would become valid. |
| **Administrative savings** - The administrative savings were composed of several items: less manual registration of care time, less time answering questions from elderly, improved and simplified quality control of reported hours. When the system is fully adopted the above savings were calculated to a half full time equivalent corresponding to a cost of 33,078 Euro annually. The administrative savings were built up during a four-year period following the rollout of the time reporting system. |
| **Decrease of home care cost** - The home care costs were based on contracts that reimbursed care providers based on hours of provided care. In 2011 the total home care costs were 18,239,068 Euro. Transportation time between elderly, time for personnel meetings, time for personnel education as well as time for reporting care time were not included in the contracts and should not be reimbursed by the municipality. However, the above items were normally included in the time reported by the care providers. Samples taken by the municipality showed that the items corresponded to 25 % of the total reported time. Although this practice was in violation of the contracts, the municipality lacked the means to control the care time was equal to the reported time. The mobile time reporting system provided such means. The decrease of home care costs was built-up during a three-year period based on the level of usage of the time reporting system. During this period the number of elderly was calculated to increase annually by 4 %. This calculation was made based on demographical forecasts provided by the municipality. In addition the reimbursement to care providers was estimated to increase from 35 to 39 Euro per care hour during the period 2012 - 2016. Finally, there is a home care service fee for care recipients. One hour cost 9 Euro in 2012 and increased to 16 Euro in 2013. However, the fees are normally subsidised due to low incomes and the total invoiced hours are only 16% of the total delivered hours. |
| **Cost of information system** - The cost of information system was calculated based on a real proposal provided by the supplier of home care systems used by the municipality. The proposal included costs for pre-study (16,548 Euro), software licenses (103,921 Euro) and hardware (pens) for mobile time reporting (165,204 Euro). Hence, the total cost of information system is calculated to 285,673 Euro. |
| **Project costs, internal and external** - The project costs were calculated based on standard costs used by the municipality saying that the internal as well as external project costs respectively are equal to the cost of information system. The standard costs were based on outcomes from earlier IT projects. Hence, the internal, as well as external project costs are calculated to 285,673 Euro each. |
| **Annual service costs** - The annual service cost of 56,233 Euro was calculated based on the proposal provided by the supplier of home care systems used by the municipality. |
| **Cash flow** - The annual cash flow is calculated as the sum of the above items. |
| **Net present value NPV** - The net present value was calculated as:   |
| **Cost of capital** - The rate for cost of capital was given by the financial manager of the municipality and set to 4,5 % at the point in time.  |