- Short summary -

Co-creating digital solutions for older people

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Workshop Goal

1. Identify the needs of older people
2. Identify potential digital solutions for the needs of older people
3. Identify existing barriers for the integration of digital solutions for older people

Key takeaways:

- Needs easier to identify than solutions
- Barriers of integration easier to identify than solutions
- Opportunity for SHAPES to use insights to provide solutions
Needs of older people

- Loneliness / social integration 11❤
- Integrated care / solutions and education on solutions 8❤
- Access to services 5❤
- User centered / user friendly designed solutions 5❤
- Independency 4❤
- Include culture knowledge to answers needs question 4❤
- Personalized care 3❤
- Respect as member of society and individuals 2❤
- Pandemic born issues – support system needed 2❤
- Mental / psychological health 2❤
- Solutions tailored to mental and physical health 2❤
- Minimal technological burden 2❤
- Solutions working without internet access 2❤

- Sign language for the deaf 1❤
- Struggle with and access to technology (eLiteracy) 1❤
- Access to medication / ePrescriptions 1❤
- Access to desired communities 1❤
- Being heard / involvement in decision making 1❤
- Support on choosing appropriate solutions 1❤
- Find appropriate doctors
- Mobility / public transportation
- Primary needs
- Caring responsibilities
- Assistance
- Life without constraints and barriers
- Language barrier

Mentioned by workshop session 1 participants and weighted by session 4 participants with ❤️'s for importance
Chosen needs and solutions

**NEEDS**

1. Being heard / involvement in decision making
2. Find appropriate health and care professionals
3. Solutions tailored to mental and physical health
4. Pandemic born issues
5. Purpose for the individual
6. "Language" barrier
7. Info push and visibility
8. Min. technological burden
9. Up-to-date solutions w/o internet access
10. eLiteracy
11. Access the community they want
12. Caring responsibilities

**SOLUTIONS**

1. Smartphone Apps
2. Solutions from the private sector with connection to hospitals
3. Alexaish software for individualized learning
4. Credible info in real time, tele consultation, smarthome safeguarding, physical exercise apps, chatrooms, video chat for community groups, online banking, tech coordinating volunteer
5. Multiplayer gamification e.g. quiz on individualized topics with chat / video, interactive, increasing complexity
6. Cartoons
7. Haptic feedback on wearables, e.g. fall prevention; text to audio translation
8. Simple to use apps, intuitive UX, co-design
9. SMS / MMS service
10. Platform for info exchange, e- and physical training
11. Online market place, online community care
12. App to manage care from both sides
Barriers for integration of digital solutions for older people

- Lack of co- and re-design together with users / joint use and integration to create meaningful solutions
- Lack of eLiteracy /digital skills, education and co-design of users and caregivers required
- Lack of information on older people’s lives: e.g. complexity, behavior
- Resistance of end users to use innovations / intuitive, ideally invisible solutions required
- Accessibility to and affordability of digital solutions
- Health and social care system are inert, resistant to innovation and change
- Procurement framework / long tender timelines
- Lack of consideration of problems that come with digital solutions

- Transparency for data protection / commercial and academic use of personalized data
- Credibility of commercial players as data users
- Lack of interoperability and standards not only technical but also considering work environment and workflow
- Legacy Technology