



Smart and **H**ealthy **A**geing
through **P**eople **E**ngaging in
supporting **S**ystems



- 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



Session 1 + 4

Mentioned by workshop session 1 participants and
weighted by session 4 participants with ❤️s for importance

- 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

Chosen needs and solutions



Session 2

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



Session 3 + 4



- 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