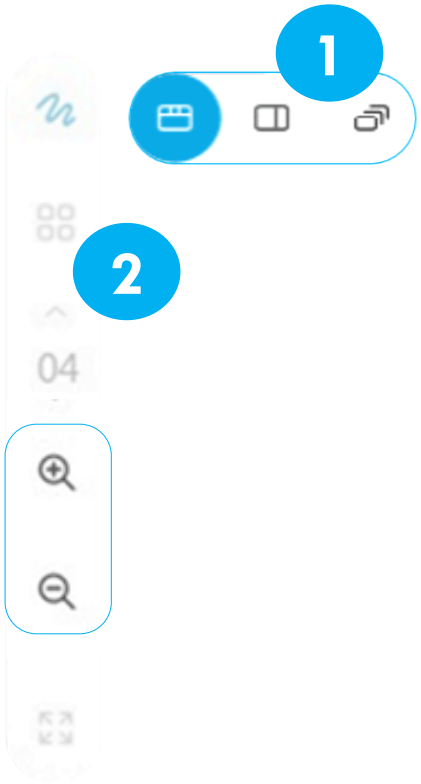
DEVELOPING AGING SERVICES TECHNOLOGY PROGRAMS

July 22, 2021

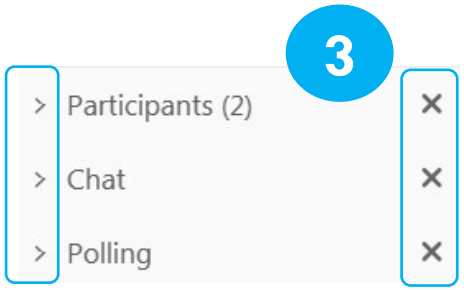
WEBEX TOOLBARS, MENUS, AND PANELS



1. The **view icon** in the upper right corner changes your WebEx view.

2. The **toolbar** on the left allows you to zoom in and out.

3. The **panels** on the right show participants, chat, and polling. Click the **>** or **x** to open and close panels.



4. The **menu** at the bottom allows you to mute, open participant and chat panels, and leave the event.

Tip: To raise your hand, open the participant panel, then click the hand icon in the lower right corner.

ship state health insurance assistance programs
National Network

SMP
Empowering Seniors To Prevent Healthcare Fraud

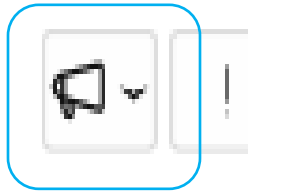
ncoa
National Council on Aging

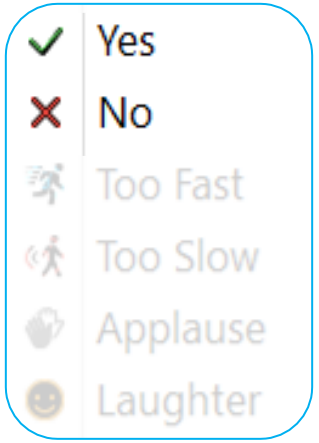
Dr. Karen Fortuna

Poll:

Did you participate in either of the previous two technology webinars with Karen?

- Yes
- No





DEVELOPING AGING SERVICES TECHNOLOGY PROGRAMS

Karen L. Fortuna, PhD, LICSW

Overview

- Start small: The Story of Older Adults Technology Services
- Available Aging Services Technologies
- Barriers and potential strategies to promote the development, adoption, and use of aging services technologies
- The Gaming Grandma

Aging Services Technologies

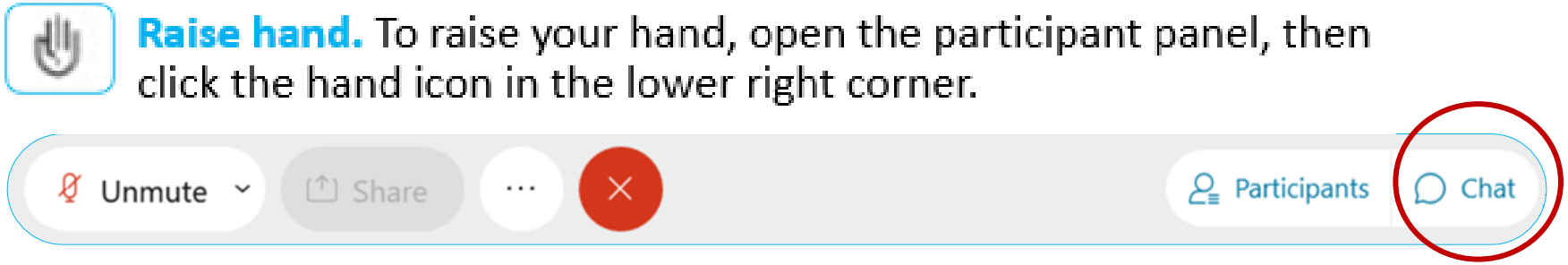
Have the potential to:

- Improve care quality and health outcomes;
- Support safety and independence;
- Enhance social connectedness and quality of life for older adults;
- Reduce caregivers' burdens and stresses while enhancing their efficiency;
- May promote successful aging.

Older Adults Technology Services

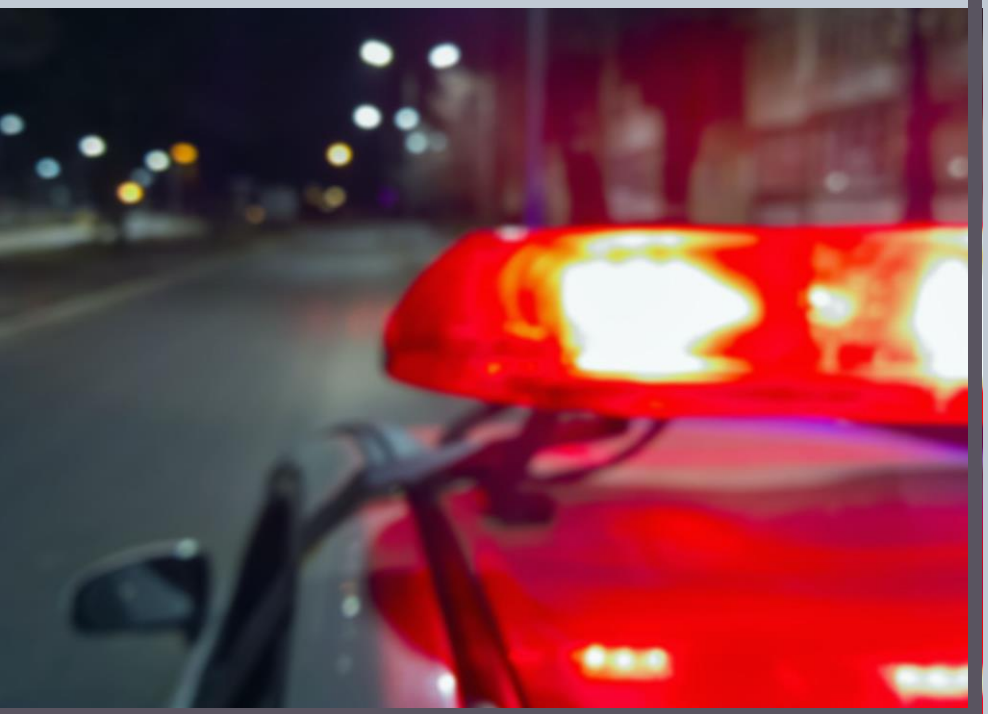
Poll:

What technologies have you used to connect with older adults in your work and in your life?



Available Aging Services Technologies

- Cameras/sensors
- Phone apps
- Wearables
- Virtual robots/assistants



Available Aging Services Technologies

- Emergency response services (ex. Life Alert)
- Medication management (i.e. electronic pill boxes)
- Implants (i.e. glucose monitors that speak to smartphones)

Barriers to Integrating Aging Services Technologies and Health Information Technology

INTEROPERABILITY

PRIVACY & SECURITY

Addressing Privacy & Security: Use tools that are HIPAA friendly

Organizations can utilize encryption

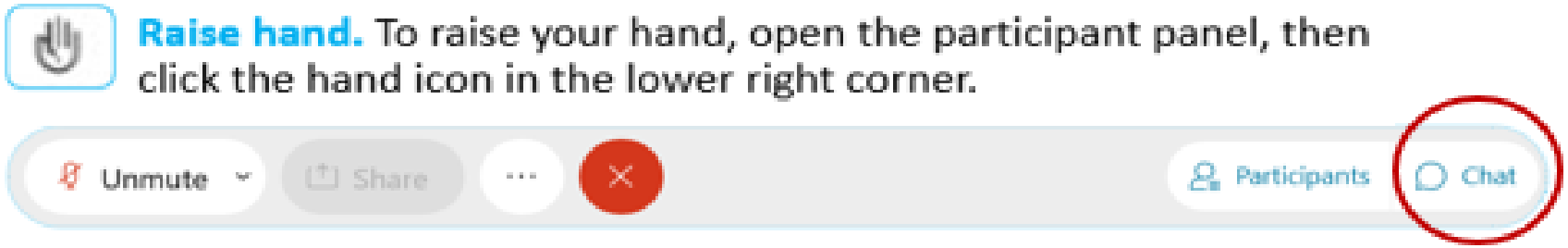
Control organizational access to health information

Standardize approaches to user authorization and authentication

Data security and records audits

Poll:

What barriers to use of technology among older adults has SURPRISED you?



Barriers to Adoption and Use of Aging Services Technologies

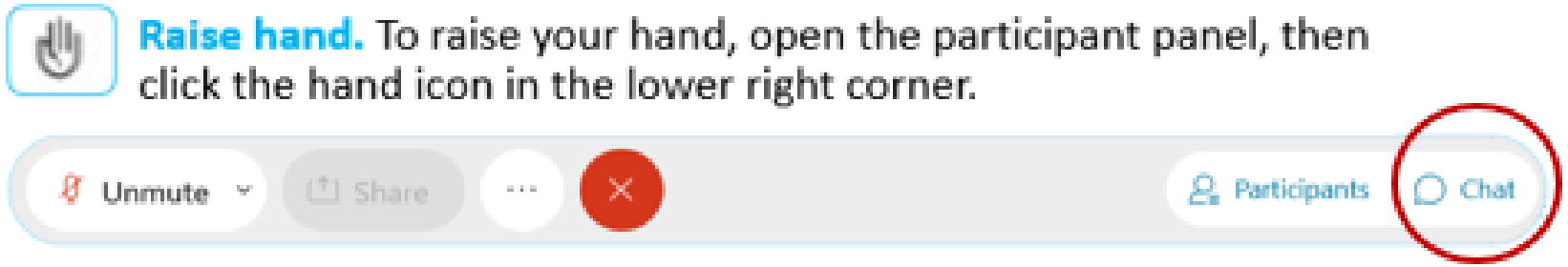
- Lack of awareness and evidence of effectiveness
- Stigma
- Privacy and security
- Usability
- Provider/peer support specialists' workflow and interoperability
- Provider/peer support specialists' liability
- Lack of meaningful incentives for associated payers (i.e. evidence supporting cost-effectiveness)
- Training staff and person served

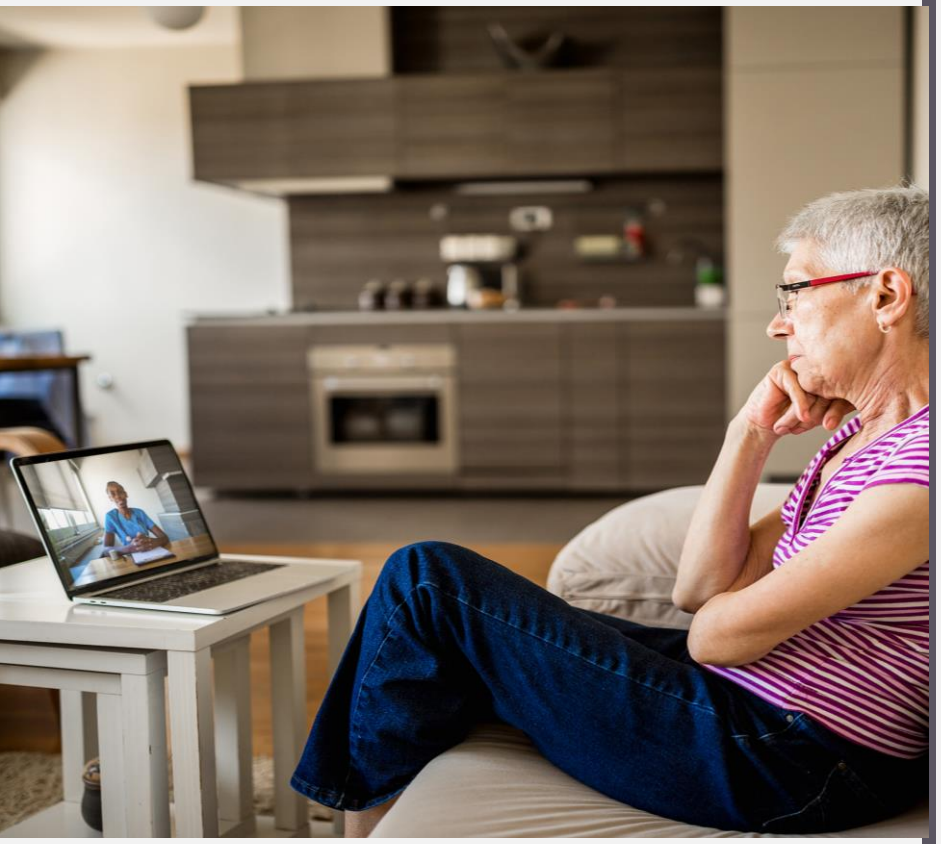
Strategies to Promote Adoption of Aging Services Technologies

- Peer-reviewed research and knowledge dissemination
- Widespread education on available technologies/ benefits
- Addressing factors important to older adults
- Transparent data-sharing policies, informed consent, option to opt-out of data sharing
- Multiple ways to connect (preference)

Poll:

What strategies are you using to implementing technology programs?

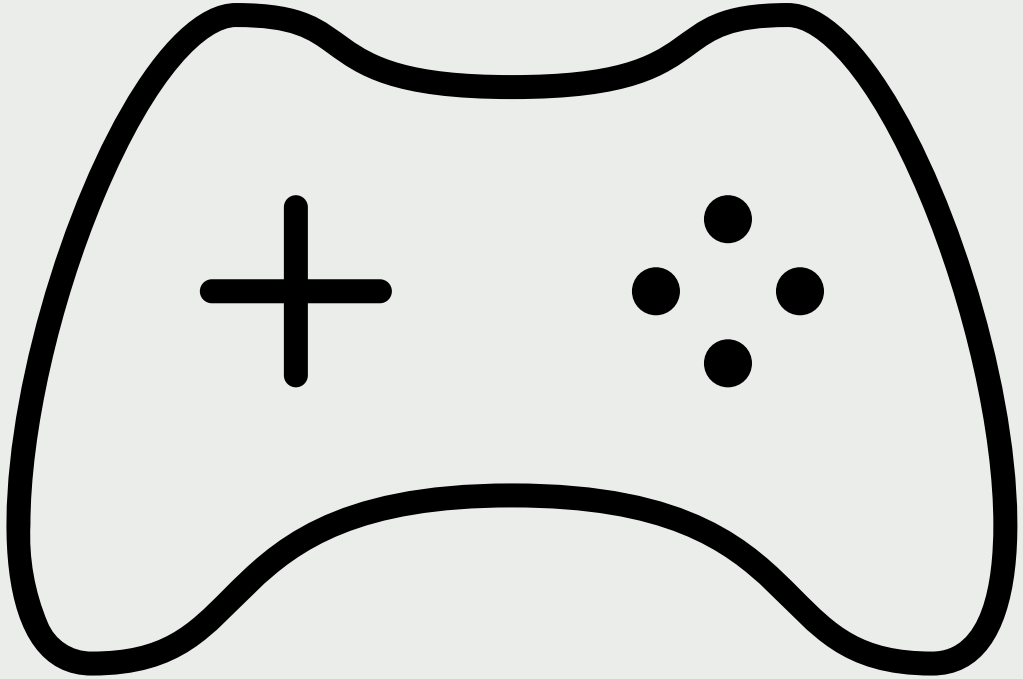




Strategies to Promote Adoption of Aging Services Technologies

- User-centered design & education on how to utilize technologies
- Efficient interfaces
- New healthcare delivery programs
- Clarify providers' responsibilities in service agreements
- Incentives to providers to adopt and incorporate ASTs into their initiatives

Shirley Curry



The Gaming Grandma

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Webinar Resources in the Libraries

SHIPs

1. Login at www.shiptacenter.org (click the orange SHIP Login padlock). SHIP Login
2. Go to the Resource Library.
- Search for keyword "technology."

SMPs

1. Step 1: Login at www.smpresource.org (click the blue SMP Login padlock). SMP Login
2. Step 2: Search for keyword "technology."

MIPPA Grantees

- Resources will be emailed to the MIPPA listserv.

Questions and Discussion

This project was supported, in part by grant number 90SATC0002 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.