

Abstract Details

Title: A multi-stakeholder perspective on successful design and implementation of monitoring technology to support home-based dementia care

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Session: P10. Quick oral presentations 1 - Timisoara, 17/10/2022, 17:00 - 18:15

Background: There is growing interest to support extended independent living of people with dementia (PwD) via unobtrusive and intelligent in-home monitoring technologies which allow caregivers to remotely monitor health and safety of PwD. However, these solutions will only be viable if developers obtain a clear picture on how to create value for multiple stakeholder groups involved and achieve successful implementation. This study therefore aimed to explore the value proposition of monitoring technology in home-based dementia care and preconditions for successful implementation from a multi-stakeholder perspective.

Method: We used expert recommendations and a survey (N=25) to identify key stakeholders for monitoring technology in home-based dementia care. Subsequently, focus groups and interviews were conducted among 5 key stakeholder groups (N=24): informal caregivers (N=5), home care professionals (N=5), people with dementia (N=4), directors/managers within home care (N=4), and policy makers within elderly care and health insurance companies (N=6). The sessions were analyzed using deductive and inductive content analysis.

Results: Our results revealed profiles for each key stakeholder group, containing goals, gains, pains, and needs related to in-home monitoring technology. Although differences in needs emerged, key stakeholders agreed on the importance of clear situation classifications enabling caregivers to adequately respond to the PwD's situation: a) Urgent care: fall- and wandering detection requiring immediate intervention, b) Non-urgent care: detection of deviations in eating/drinking/sleeping requiring timely intervention, and c) Future care: risk predictions to anticipate future care needs. Preconditions for successful implementation of monitoring technology especially encompassed inter-organizational collaboration, the integration into existing care-related ICT structures, and using reimbursement systems which approve flexible delivery of home-based care.

Conclusions: Our findings can inform the stakeholder-driven design and implementation of novel monitoring technology to support home-based dementia care. Also, our study shows that taking a multi-stakeholder perspective is essential to reach a fit between technology and implementation context.