Huynh, P., Kowatsch, T., Stöckli, S., & Vinay, R. (2025). Leveraging technology to transform home care for older adults: Challenges, innovations, and implications [Poster presentation, Submission No. 90193]. IAFOR The Asian Conference on Aging & Gerontology (AGen), Tokyo, Japan.

Abstract:

Emerging technologies hold significant potential to transform home care for older adults, addressing the challenges of rising demand for accessible, high-quality services. As populations age globally, traditional care models struggle to keep pace. This study explores how technological innovations can improve home care's quality, efficiency, and affordability while acknowledging barriers like costs, workforce adaptation, and data privacy concerns. Through semi-structured interviews with 10 industry professionals selected via purposive sampling from 15 leading home care organizations based in Singapore, Sweden, Switzerland, the UK, and the US. This research examines three core questions: (1) What key technological innovations are already used in home care? (2) How are these technologies influencing service delivery for older adults? And, (3) What future innovations do stakeholders envision for enhancing home care services, and how can these be effectively integrated into existing care models? The findings demonstrate the role of specific technologies—such as telehealth platforms, wearable health trackers, and AI-driven care coordination tools—in enhancing patient outcomes, supporting independent living, and improving operational efficiency. Notably, there was broad agreement among stakeholders that adopting comprehensive health system operational software is critical for enabling seamless data sharing and streamlined workflows, ultimately enhancing care coordination across providers. This study offers valuable insights for home care providers, researchers, policymakers, and other stakeholders, guiding strategies for integrating technological innovations to meet the evolving needs of older adults.