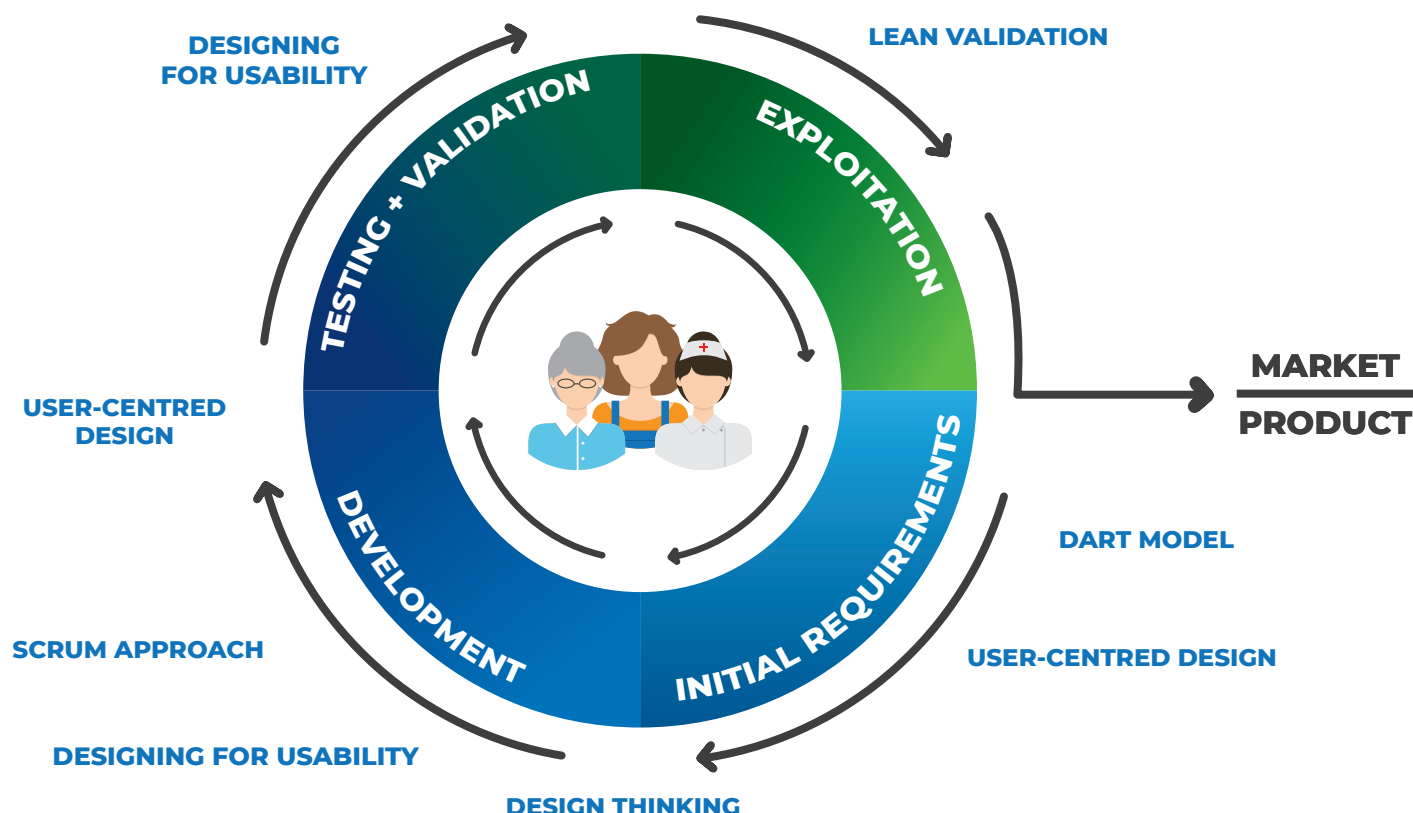


CAREGIVERS' ROLE ON ICT FOR AFE



INTRODUCTION

Gains in productivity, lower stress levels and a relieved burden in the work environment are some of the benefits technology can bring to caregivers' lives. Their involvement and participation in the design and development of Age-related technological solutions through a co-creation process can relevantly impact on its successful route to the market.

"Caregivers' role in ICT development and exploitation for AFE" is the result of a Collaborative Work between 12 members of Action Groups D4 (Age-friendly buildings, cities and environments) and C2 (Independent living solutions) of the European Innovation Partnership on Active and Healthy Ageing (EIP-AHA).

METHODOLOGY | RESULTS

A theoretical and experimental framework was defined to highlight the similarities between selected co-creation methodologies and concrete practices of caregivers' engagement in Age-related ICT solutions, already implemented and tested in previous projects. The outcome of this discussion is a list of actions (details on the back) that can be used by different stakeholders during the development of new technological solutions, that may better address users' needs, including caregivers' contributions.

Caregivers' role on ICT for AFE

LIST OF ACTIONS



INITIAL REQUIREMENTS

1. Refine the protocol and complement the individual data collection with group techniques (e.g. focus group, thinking aloud, informal interviews) to be possible gather complementary information about their sociocultural preferences. ☐
2. Structure a protocol according to the literacy (digital, technical and economical) of the respondents. ☐
3. Even though caregivers are not the (only) final users of the technology, include them from an early stage, so they could complement and validate the data collected. ☐
4. Accompany the caregivers for a period of time in their daily routines and the care process to better understand their workflow to acknowledge what the key functionalities of the technology should be. ☐

DEVELOPMENT

5. Implement an inclusive user-in-the-loop methodology; depending on the different stages of the technology maturation, different target group of users (secondary or primary end-users) should be invited to perform the tests and to provide feedback. ☐
6. Identify a person of trust for older people to be able to rely on a surrogate if they feel the need to. ☐

TEST AND VALIDATION

7. Provide clear and user-friendly information (videos, infographics, schemes) with the main aims of the technology, the involvement required (when, what and how) as well as ethical and privacy issues. ☐
8. Organize a training session between developers, end-users and their care network with the support of previous materials to clarify the process, answer questions and to make sure they fully understand the benefits of the technologies in their lives and the importance of their contribution to the process. ☐
9. Create and promote a "innovation ambassadors" team to promote adhesion to the innovative solution and collect essential feedback from caregivers and older persons end users. ☐
10. Share friendly information about the validation results and the further work that is still to be done, so that participants to the co-creation of the solution (both caregivers and older adults depending on who was involved) can understand their importance in the process. ☐

EXPLOITATION

11. Understand with the caregivers, since the beginning, what business models are possible (namely: directly paid by the end-user of the solution or regulated market) to adjust the solution to a feasible exploitation strategy using a simple and user-friendly language so they can get familiar with this topic. ☐
12. Define experiments that can be easily deployed to test the solution (or part of the solution) and validate assumptions made in the development process. ☐
13. Run focus groups with caregivers to validate assumptions and get caregivers active in the business model validation process. ☐
14. Adapt the business cases to each country or region, according to the profile of each region, culture and preferences (e.g. welfare system, family structure, cultural habits, etc.). ☐
15. Combine different methodologies to gather feedback from different type of potential customers. Engage them with easy to understand online surveys in order to gather their willingness to use the technology in their lives. ☐