Use of Technology in Supporting Elderly in the Community

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**Presented by
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Senior Citizen Home Safety Association

1. Established and reputable organization known for its tele-based elderly assistance and support services in Hong Kong

2. Solid history (founded in 1996)

3. Largest service provider with close to 300,000 senior citizens served

4. Non-profit in nature. Guided by service mentality and "heart".

5. Charitable organization – 1 in 7 service users is sponsored by our internal Charity Funds to use our Care-on-Call™ Service for free for life.

6. 24/7 professionally run and largest call center in Hong Kong dedicated to serving the elderly.

7. ICT system specifically designed for elderly with very high safety factors. Offers assurance and protection to elderly at home and outdoors. Offers peace of mind to families and carers.

8. An integrator of technology and people-oriented service. Committed to enhance the quality of life for the elderly living at home.

Vision

To enable the elderly to live a quality life of their own choice in the community

Aging in Place

+

Active and Flourishing Post-retirement Life

Safety

Good Health Management

Socially Connected

Cared for by others

Access to Personal Care

Confident & At Peace

Autonomy

Dignity

Whom Do We Serve

- 65 + years old Senior Citizens & their Carers

- From young old to old old

- Regardless of socio-economic background or physical condition

- Living alone, 2-senior households or living with families
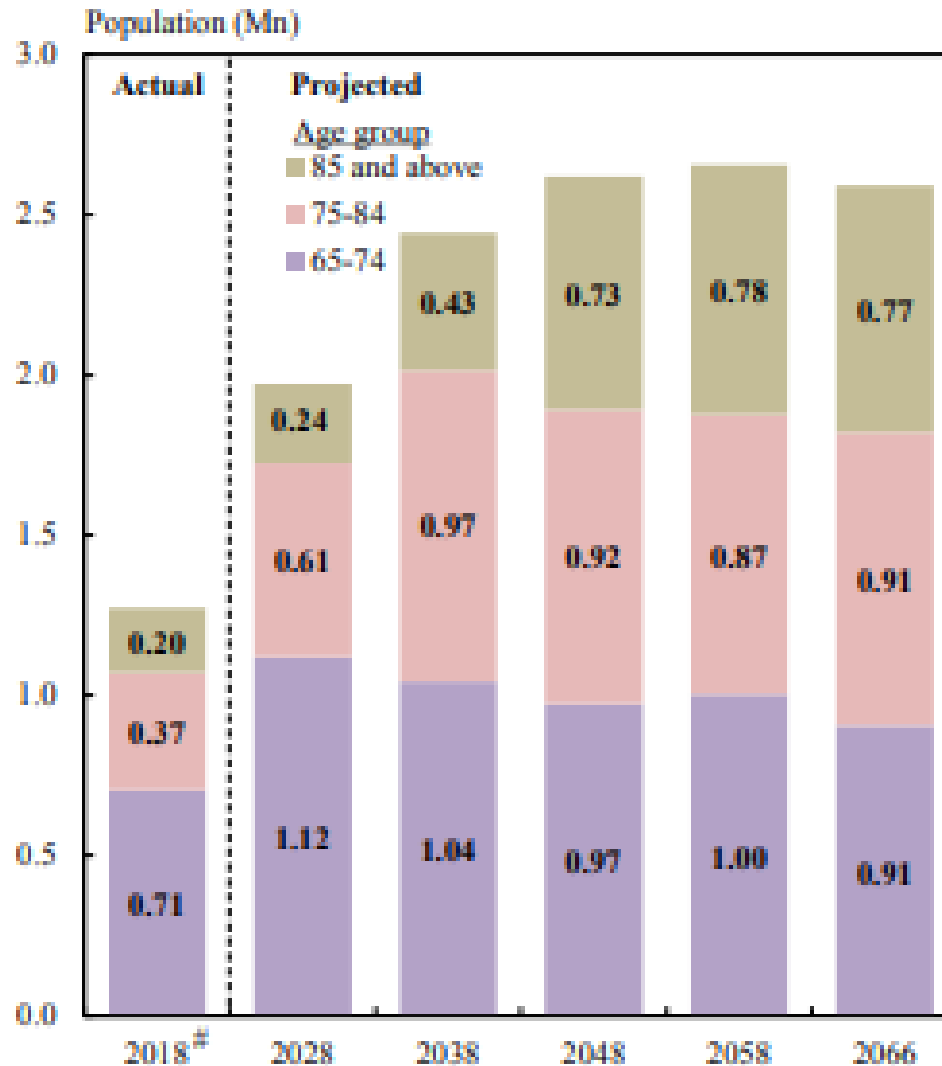
- Attended or unattended

Elderly Population in HK

Projected Elderly Population ('000) from 2010 to 2040
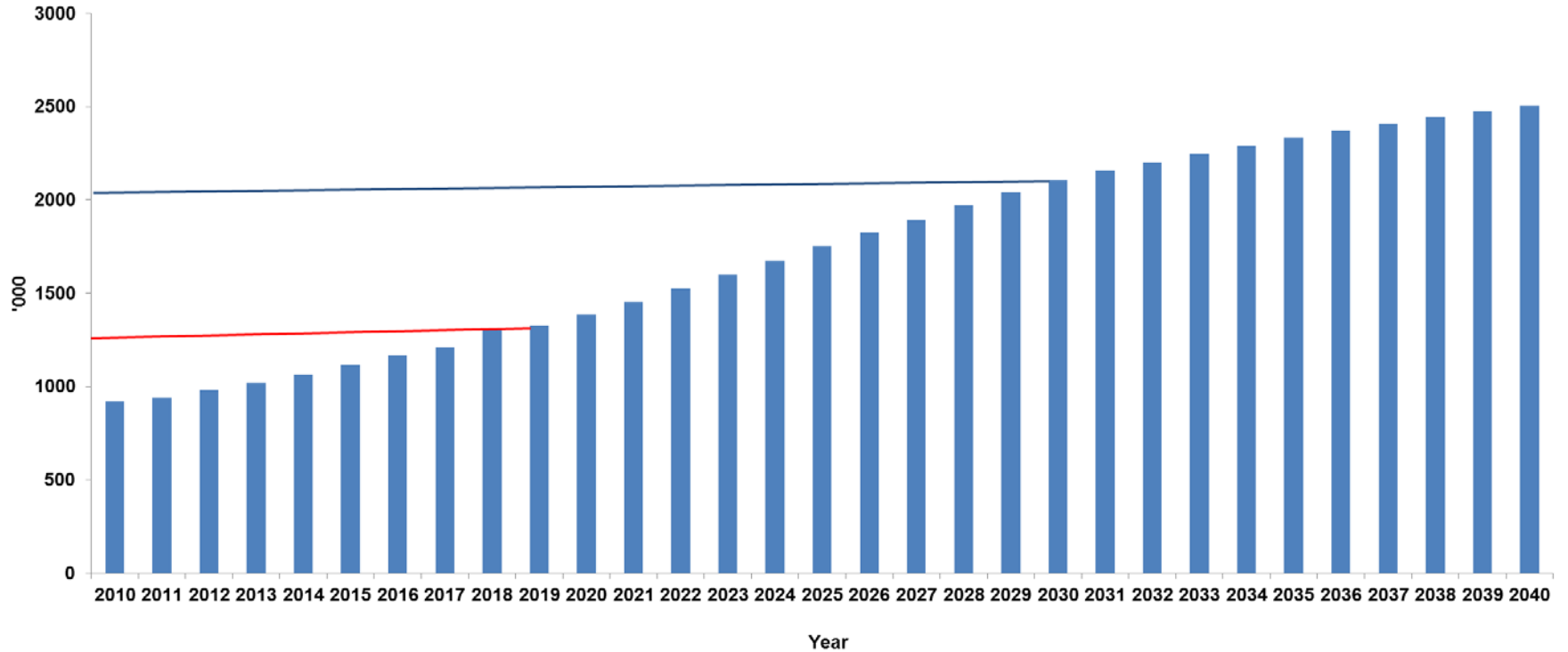
Elderly Population in HK

Elderly Population by age group from 2018 to 2066

Care-on-Call™ Service

- Integrated service that combines 24-hour monitoring, health management, care, home-based support and community support in one
- Service targets are 65+ years old, anyone in need, and their carers.

SIX Major Service Focuses

Safety Monitoring
- 24/7 emergency assistance
- Pro-active monitoring (detects elderly's active status, notify families where necessary)

Health Management
- Medical appointment booking, patient escort, home-based personal care
- Nurses provide advice re health, medicine, diet and care

Everyday Helper
- Alert and reminder service e.g. medicine, appointments, cold weather
- House chores or cleaning

Emotional Support
- Caring phone calls & home visits
- Social workers/counsellors provide emotional and mental counselling service

Lifestyle Enrichment
- Multi-faceted volunteer training and services
- Expand learning and social network

Peace of Mind
- Assist carers/families with elderly person's location search and provide necessary support
- Relieve pressure of carers/families

Impact Statistics

- Sent around 600,000 users to the hospitals' A&E Services

- Serviced requests for help over 10,000,000 times

- Made over 8,500,000 caring calls

- Charity beneficiaries around 28,000 people

What is the Role of Technology

- Our ICT system was specifically designed for elderly with very high safety factors. Provides mission critical support to our 24/7 Care and Call Centre as well as all our user devices.

- Leverage electronic healthcare technology to connect district elderly centers with SCHSA's own system in order to provide blood pressure, blood glucose and BMI monitoring and management service to 5000 senior citizens from 80 elderly centers

- Data system for collection and analysis of user data in order to improve service

Application of Technology

	Home category	Mobile category
Care-on-Call™ Service	PEL Device	Safety Phone™
	Remote Control	Mobile Link™
		eCare Link® APP
		e-See Find™ APP
EasyHome		Good Hand APP
e-Health	BP/BG monitoring (centre-based)	
Smarthome	Overheat risk detection in Kitchen	
	Water leakage detection in bathroom	
	BP monitoring	

Jockey Club Community eHealth Care Project

- Commenced in November 2016

- First territory-wide community care support project for elderly in Hong Kong of this kind

- Integrates health management technology , community care and professional support for chronic disease preventive management

- Objective is to empower the elderly participants in self health management through application of eHealth solution and technology

Major Project Components

- **Well-being Survey**
    - To identify the health and social needs of the elderly participants for follow-up

- **Tele-care Services**
    - To empower the elderly in self health management through the use of electronic healthcare technology and telecare services

- **Project Evaluation and Big Data Analysis**
    - To evaluate the service model and its impact on behavioral change of participants
    - To identify health patterns and risks among the elderly

Next Steps

- Extend the project to second phase to cover more elderly participants

- Introduce Case Management and Step-up Step-down Care Model

- Objective is to expand the coverage and scalability of the project in the community and allow even more elderly to benefit