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Conference abstract

## Identifying and addressing obstacles to telecare uptake

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### Abstract

**Introduction:** Telecare promises to mitigate pressures on the sustainability of healthcare systems, as they allow shifting care from costly institutional settings to patients' homes. But such disruptive technologies often face resistance to uptake.

**Aims and objective:** Assessing the case for uptake of advance telecare solutions, identifying obstacles to adoption and develop options to address and remove those obstacles.

**Methods:** Stakeholder interviews (government officials, researchers, regulators, providers, insurers, and patient organizations) in six countries with differences in healthcare systems, geographic location, cultural tradition and economic development (China, France, Germany, Singapore, UK, US). Analysis of existing data and literature.

**Results:** Home telecare shows great promise, because it can reduce cost and ameliorate capacity constraints and is consistent with patients' desire to age in place. Policy experts are aware of this but concrete supportive policies remain scarce. Restrictive coverage and existing incentives for in-person home care create obstacles, as does limited patient readiness because of insufficient health literacy. Concerns about audience-appropriate product design and support and limited data on effectiveness and efficiency impede uptake.

**Conclusions:** Realizing the promise of telecare requires a concerted stakeholder effort, including creation of a conducive policy environment, design of convincing products and development and dissemination of persuasive evidence.

### Keywords

telecare, care redesign, cost containment, healthcare reform

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