
CONFERENCE ABSTRACT

ICT challenges of Integrated care from a Co Design perspective, using Quadraple Helix

2nd Asia Pacific Conference on Integrated Care, Melbourne, 11-13 November 2019

Jan Aidemark¹, Jan Aidemark², Linda Askenäs², Martina Boström²

1: Qultrum, Region Of Jönköping County, Jönköping, Småland, Sweden;

2: Linneaus University, Växjö, , Sweden

The Internet of Things plays a vital role in today's medicine. Adding to this the demographic changes will further set a significant challenge. Innovative techniques for supporting health systems and independent life for the aging population is therefore essential, not at least in relation to fall prevention and technology for promoting a good life throughout the lifespan.

Further, participation from patients is a goal for healthcare worldwide. In line with this challenge of integrated care the patient itself will be the most important resource for promotion of health, why Co Design is needed as a method for innovation in healthcare sector. It is important for the users 'experiences and insights to contribution in improvements but not at least because it has been shown that increased involvement with the user in care reduces the number of hospital visits. However, there are several challenges when participation and engagement are to be created together with users, as users are different in terms of health, personal needs, characteristics and behaviors why more knowledge is needed on how to integrate users to achieve the highest level of participation and commitment in a deeper and broader way, not least to develop and improve the conditions for health and a good life for future demands.

The aim was to examine innovative ways of learning, commitment and to communicate, as in Co Design, in order to support an independent, healthy life for seniors related to fall prevention. We conducted the Co Design model by using a Quadraple Helix including senior citizens, technicians, researchers and professionals in healthcare sector.

From a fall perspective the QH-consortium found challenges in the fact that a person might go from being totally independent of health one day into dependency on health care services the other day. In order to meet this change of transformation to better meet the challenges in the process, the QH created three different personas using the Co Design model to more easily meet the challenges;

1- Active Alice, a woman that still have a very active and social life and have little risk for falling. In this stage the need is to be aware of the risk and her own risk behaviors to be able to actively prevent the first severe fall accident.

2- Vital Hubert, a man that may have developed one chronic illness like diabetes or heart failure in the early phase and still manage to stay active and live independent at home.

3- Lifeguard Lee, hir (he/she) still living at home but manage that by help with daily life activities from spouse and relatives and care personals that visit hir regularly.

Considering the mentioned aspects, using the current solutions can be hard for older persons to carry out independently. Meanwhile, facing the constant change in technologies is a challenge for companies when adjusting themselves to the new needs and requirements of the customers. Sustainability is a key challenge.