

P-C. TUAN. *The service experience engineering study of telehealth care service system for elderly.*

Gerontechnology 2012;11(2):261; doi:10.4017/gt.2012.11.02.324.00 **Purpose** The trend of more older people and fewer children in the population is becoming a global phenomenon. Because of the urgent demand from the elderly and the shortage of nursing resources, the 'telehealth care' industry is booming and the users' design viewpoint needs to be integrated into the system of telehealth care to popularize it. Service science is a basic principle of telehealth care, but servicing is an intangible product which is hard to specify or lay down in a pattern. Therefore, this study – based on the theory of Service Experience Engineering (SEE) developed by Innovative Digitech-Enabled Applications & Services Institute (IDEAS) in 2008 – was carried out as a contextual inquiry of practical service experience by observation and doing interviews with users¹.

Method Five consolidated models² were used to analyze the potential demands and obstacles of the of telehealth care for elderly³. **Results & Discussion** Matching the service demand and timing of the telehealth care for elderly applied by SEE, has revealed: (i) an assistant is always needed, (ii) the function of the system needs to be improved or expanded; (iii) the testing environment should be designed to be 'home-like'; and (iv) government funding is a relevant factor in the unwillingness of older adults to pay for the service.

Reference

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Keywords: elderly, service science, service experience engineering, telehealth care, five consolidated models, home-like

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Full paper: No
