

Issues influencing IT implementation for aged care

V. KAPADIA, J. LI, A. BAKSHI, P. RAY. **Issues influencing IT implementation for aged care.** *Gerontechnology* 2014;13(2):221; doi:10.4017/gt.2014.13.02.219.00 **Purpose** Since 1950, the proportion of the population aged 65 and over has risen steadily from 8% in 1950 to 11% in 2009 and is expected to reach 22% by the year 2050 due to increased life expectancy and reduced birth rate. It is becoming challenging for governments in many countries to control costs and provide access to quality care services for elderly people. Among the available solutions, the use of Information Technology (IT) in aged care has been shown to address some of the challenges. However, the currently available research results are not sufficient for decision makers to identify the issues that hinder IT implementation success in aged care. The goal of this study is to identify the issues associated with IT implementation for aged care services. **Method** For this literature review, we used the guideline proposed by Kitchenham¹ and Biolchini². This review was done in 4 steps: (i) identification of resources, (ii) selection of relevant papers, (iii) data extraction, and (iv) data analysis and validation. In this review, we analyzed issues from three perspectives: (a) Organizational perspective: Management's support and organization's policy play a significant role in adoption and utilization of IT applications. In this review, we identified issues that are related to leadership and resources. Management is unwilling to invest due to a lack of evidence in the literature showing cost benefit³. This situation can be improved if the monetary investments in IT can be justified by demonstrating concrete financial benefits from end users, service providers, and societal perspectives. Management leaders often failed to provide support to end users because they lacked knowledge of change management and IT. In addition to poor leadership, shortage of workforce and funds also hindered IT implementation. (b) End users' perspective: Elders are the key end users of IT applications, and independence and autonomy are crucial for them in their everyday life. The applications which are designed to prolong their independence tend to be accepted more easily. The major issue was their negative attitude toward technology due to their lack of knowledge and experience with technology. However, this attitude can be overcome by the perceived benefits after using a particular technology. (c) Technological perspective: Lack of integration between multiple IT systems and design is a common issue that has been identified. Aged care is lagging in IT sophistication and integration. Nursing home systems are barely integrated with external entities such as pathology laboratories. Secondly, IT adoption is inhibited by the complexity of telehealth systems and unfriendly user interfaces along with end users' unfamiliarity with the technology. **Results & Discussion** Based on the discussion above, some areas can be identified that require further investigation. (i) Evaluation of the effect of the aged care work environment on IT system implementation and adoption can serve as a guide for system developers and management to identify issues for prospective IT system implementation. (ii) Analysis of the cost benefits of IT investment will help management in making better decisions on budgets and may motivate them to increase investment in IT. (iii) Pre-implementation assessment studies are required to understand the aged care sector's preparedness for IT, which may help managers and planners to devise better plans and to address all the needs in advance.

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