

SYMPOSIUM

General Symposium

D.J. WISHART (Convenor). An ICT community standard supporting older adults and caregivers, integrating social services and healthcare. Gerontechnology 2018;17(Suppl):52s; <https://doi.org/10.4017/gt.2018.17.s.052.00>

Participants J. ACKERMAN (USA), P. FREDDOLINO (USA), D. WISHART (USA). **Issue** Disparate ICT tools and technologies exist that can promote independence, health and well-being, of older adults and caregivers. They represent “bits and pieces” of a solution. However, they lack consistency, integration, ease of use, affordability, and support, and jeopardize users’ online safety. The benefits of ICT are not accessible to all; barriers exist to enhanced quality of life and access to critical community services. Telehealth and telemedicine, technically possible for decades, remain underutilized. **Content** A unique community technology and aging program is being implemented in 3 Michigan cities funded by the Michigan Health Endowment Fund, led by the Otsego County Commission on Aging (OCCOA) and utilizing the CommunO₂ Community Partnership Program and platform. Local deployments are being coordinated by OCCOA (Gaylord) and Area Agencies on Aging in Flint and Traverse City. Consumer-facing organizations use the services to remotely engage with consumers in new/exciting ways (e.g., social services, faith, healthcare, municipal, senior housing, retail, education, arts/culture). The presentation will illustrate the vision, goals, technologies and benefits that are achievable when a robust platform is implemented as a standard for supporting healthy and meaningful aging. **Structure** D. Wishart will discuss the goals of this innovative program and prior projects/events that led to current activities, recruitment and selection of the 3 communities and 75 organizations, and consumer outreach/engagement. Issues and opportunities to obtain widespread community engagement will be reviewed. She will also describe an innovative “peer tutor” program. J. Ackerman will provide an overview of the genesis and evolution of CommunO₂ (Community Oxygen) and its services. Specific capabilities for social services, healthcare, faith, municipal, educational, retail, and arts/culture will be explored. The architecture for future, planned enhancements and embracing of emerging technologies will be discussed. P. Freddolino will discuss prior, relevant research regarding older adults, caregivers, community supports, and the Technology and Aging Program (TAP). He will review the research components/methodologies of this program. Audience discussion will focus on anticipated results, potential for diminished isolation, loneliness, and depression, reduced caregiver burnout and enhanced community support. The potential integration of research data from social services, healthcare, and IoT will be explored. **Conclusion** This symposium is relevant to those interested in a standardized, community-wide technology platform for healthcare, social services, community engagement, and enhancing access, quality, and costs for organizations and individuals. Attendees will learn the opportunities, technologies, issues, barriers, and benefits of a community model.

Keywords: aging-in-place, isolation, ICT, SuperApp, IoT

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D. WISHART. Considerations in implementing a community-wide program of technology supported engagement and healthy aging. Gerontechnology 2018;17(Suppl):53s; <https://doi.org/10.4017/gt.2018.17.s.053.00>

Purpose Building upon a prior, successful pilot program in Otsego County, Michigan, the purpose of this program is to a) incorporate lessons learned and requested enhancements from the pilot program, b) expand the program to many more organizations and organization types, c) significantly increase the number of participating end-users, d) package the peer tutor program as an innovative volunteer program model for additional CBOs, e) develop and refine the materials and processes to enable rapid and cost effective replication of the program in additional Michigan, U.S., and international communities, and f) introduce and monitor the program progress in two additional Michigan cities. **Method** Incorporating lessons learned and participant requests for enhancements from the prior pilot program, this program began with the preliminary planning to identify additional candidate communities and preparation of a grant application for funding. Upon approval of funding, an agreement with the technology and services vendor was finalized. The preliminary work plan was further refined. Initial program materials and the media communications plan were developed. For each of the three selected communities, a) commitments of the community partner organization to lead deployment (i.e., commission on aging or area agency on aging) was finalized, b) the media plan and materials were tailored to each community, c) individual meetings with community leaders were conducted, d) community information sessions for potential participating organizations were held, followed by an application and selection process, e) organizational training and implementation sessions were conducted, and f) end-user community information and implementation sessions were held. Additionally, a local peer tutor program was initiated for the two new program communities. Monitoring and measurement of enrolments, usage, and outcomes are ongoing. **Results & Discussion** Consistent with the initial pilot, the updated program is proving to be successful due to a) ease of use of the technology platform, b) affordability for all participants, c) compelling set of functionality, d) recognized safety features, e) the range of effective supports available to users. Progress is on schedule, going well in all 3 locations. The 3 communities currently being implemented are intentionally diverse in terms of size, community characteristics and demographics. Lessons learned in each community will further inform and guide current and successive implementations.

Keywords: aging-in-place, isolation, peer tutors, CBOs, healthy aging

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J. ACKERMAN. Design and Development of an ICT Platform for Community-wide Engagement, Support, and Healthy Aging. Gerontechnology 2018;17(Suppl):54s; <https://doi.org/10.4017/gt.2018.17.s.054.00> **Purpose** In order to develop an appropriate and acceptable platform to support older adults, family caregivers, other community residents, and community support organizations, fresh and innovative thinking was required. Significant social, technical, operational, and economic barriers to communication, engagement, and adoption needed to be overcome. The solution also needed to provide a foundation for the community-wide migration to ubiquitous telehealth/telemedicine. A trustworthy “utility” model was called for that would establish a “de facto” community standard. It needed to be robust, scalable, extremely easy to use, safe/secure, affordable, compelling, and supported. **Method** The platform was developed and tested over a 10 year period using an adaptation of iterative prototyping and the “Lean” development methodology. User testing was conducted across 7 Minnesota and Michigan communities, involving over 2000 users. Based upon the identified needs and lessons learned, a rapid, low-code development system was selected for the creation of the production solution, currently in deployment. **Results & Discussion** The extensive pilot testing, involving several system redesigns and rewrites, confirmed the soundness of the concepts, functions, usability and market demand for an integrated solution for deployment across entire communities, benefitting older adults and family caregivers, as well as all consumers and consumer-facing organizations.

Keywords: aging-in-place, isolation, ICT, SuperApp, IoT
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P. FREDDOLINO. A review of research on older adults and technology. Gerontechnology 2018;17(Suppl):55s; <https://doi.org/10.4017/gt.2018.17.s.055.00> **Purpose** This presentation focuses on what is known about technology use among older adults; highlights research completed in Otsego County, Michigan, the location of the pilot program described in the session and 'anchor' of the new community-wide program; and describes the research component of the new community-wide program. **Method** Key research literature since 2000 has been reviewed and the most consistent and salient findings will be summarized. Relevant findings from two early studies in Otsego County, conducted between 2008 and 2010, will be described. These studies established the continuing research relationship with the community-based organization hosting the new program. **Results & Discussion** Research findings support the conclusion that both the number of older adult technology users and the breadth of their technology tool utilization have been increasing consistently. This makes older adults an appropriate target for the new program. The research design planned for the new program will utilize individual, agency, and community levels of data collection and analysis, incorporating established process and outcome measures wherever possible.

Keywords: community, healthy aging, telehealth, user testing