

Satisfaction of Northeastern Brazilian older adults with a digital inclusion program

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Purpose Altogether, there are 22,169,101 people aged 65 or more in Brazil, representing 10.9% of the population – a 57.4% increase from 2010 when there were 14,081,477, or 7.4% of the population. Older adults in Brazil are those aged 60 or more, totaling 32,113,490 people (15.6%), a 56.0% increase from 2010 when there were 20,590,597 people (10.8%) (IBGE, 2022). Population aging is a global phenomenon, and so is the fast progress of technology, which is inserted in many life contexts, like health, mobility, leisure, housing, work, education, and so forth (Raymundo, 2019). Despite being a contemporary advantage, it poses a challenge for older adults who have had less contact with technology throughout their lives (Raymundo, 2019) and face social exclusion. This dilemma boosts the proposition of digital inclusion models supported by senior technology (OPAS, 2023), such as the Digital Proficiency and Literacy in Health Program (DPLHP). **Method** Cross-sectional study approved by the ethics committee. The DPLHP consists of three 3-hour workshops held once a week to teach how to use mobile phones and browse the Internet for health information. The older adults were assessed at the end of the DPLHP to analyze their satisfaction with the program. The content of the workshops was centered on the older people’s needs or wishes for learning tasks on their mobile phones. The research team developed a booklet and gave it to the older adults, explaining many mobile phone tasks step by step. The workshop groups had one teacher for every four older adults (1:4) to increase participant interaction. Recife – Pernambuco, Northeastern Brazil – is divided into 8 health districts (i.e., the minimum organizational units of the Brazilian health system). This research addressed sociability groups for older adults in Health District 4 (which encompasses 13 neighborhoods). The research team had 14 teachers, and the research was done in 8 months. **Results and Discussion** A total of 237 older people participated in the DPLHP – 204 women (86%) and 33 men (14%); 166 persons (70%) reported being “very satisfied”, 59 (25%) reported being “satisfied”, and the others (n = 12; 5%) reported being “little satisfied or dissatisfied” with the program. Also, 54 participants (23%) improved their knowledge about the topic by participating in the program, 15 persons (6%) improved their mental health, and 164 persons (69%) improved both their knowledge and mental health. For 4 persons (2%), the program did not improve anything. The program received a grade of 9.1 (±1.1), a median of 10. The participants’ feedback about the program highlighted the requirement of “more sessions a week”, “more classes”, “longer duration”, “classes with specific topics”, and “a color booklet”. Older adults’ satisfaction and feedback are very important qualitative indicators for the success and continuity of the program.

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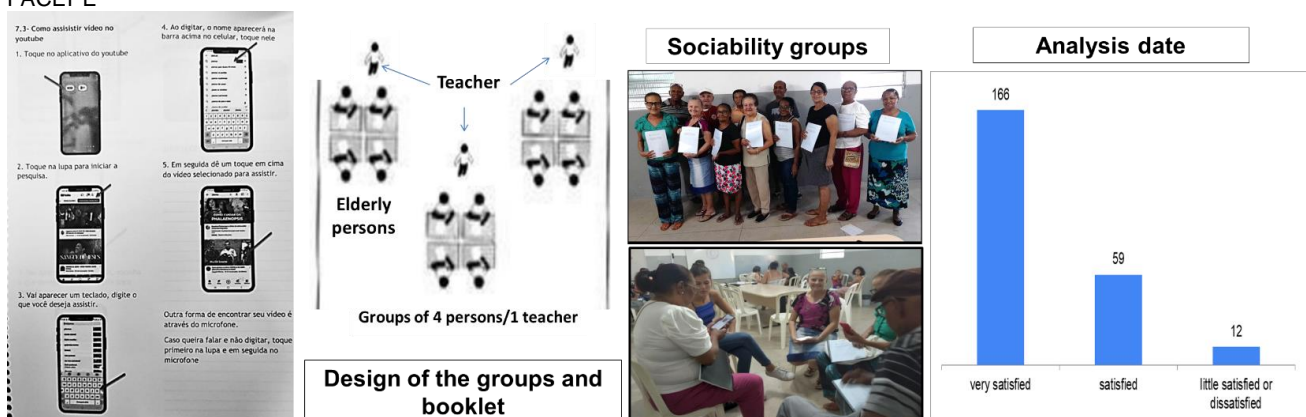


Figure 1. Overview of the proposal