



Holland Home™

Technology & Older Adults:  
Educate, Empower, Engage

Jessie Riley, Resident Technology Manager

# Technology and Aging

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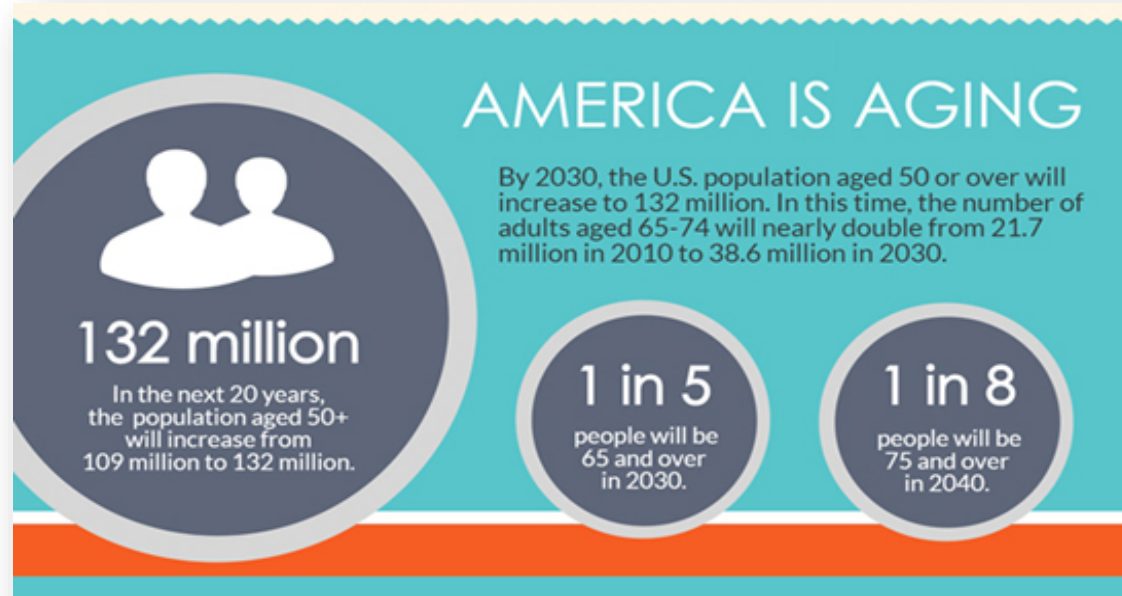
There are two significant trends taking place:

- Widespread population aging
  - 10,000 people turn 65 each day
- Swift development and dissemination of new technologies into society



# Technology and Aging

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By 2030, \$84 billion will be spent on technology products by individuals 50+ in the U.S.

AARP 2019 Tech and the 50+ Survey

# Technology Adoption

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Historically, adoption rates of computers and the internet have been low among older adults.

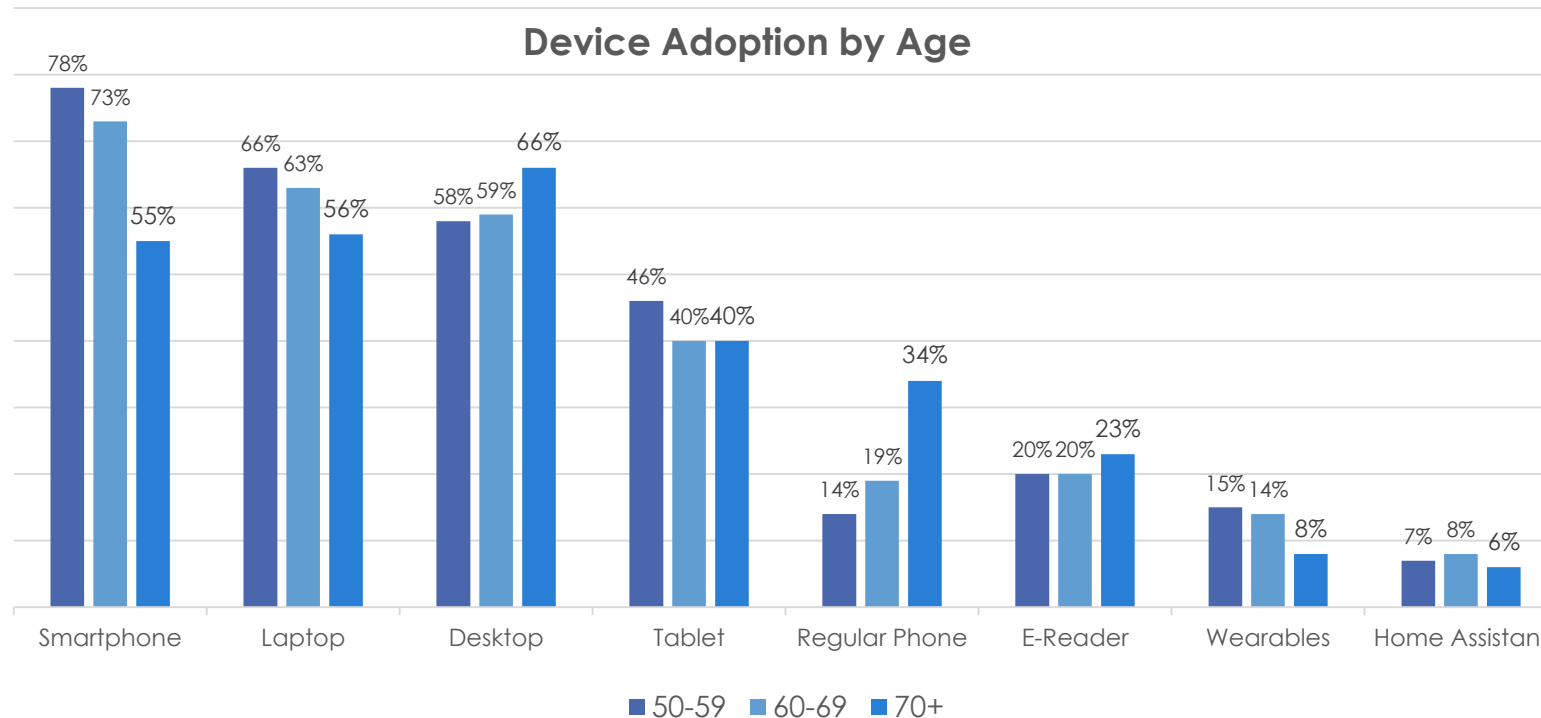
Usage trends have begun to shift:

- In 2000, only 12% of individuals 65+ reported use of the internet
- 2016, 67% of individuals 65+ reported internet use



# Technology Adoption

Mobile and traditional computers are the primary devices for Americans 50+.



(2019 Tech Trends and the 50+, January 2019, AARP Research)



# Values in Technology

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- 94% of individuals 50+ say technology helps to keep them connected with friends and family
- 58 million older adults report an interest in technology that enriches their life and makes it easier
- Over half of people 50+ use or are somewhat interested in using mobile technology for their health.
- 23% utilize technology as a means towards greater life long learning opportunities

(2019 Tech Trends and the 50+, January 2019, AARP Research)



# Barriers to Adoption

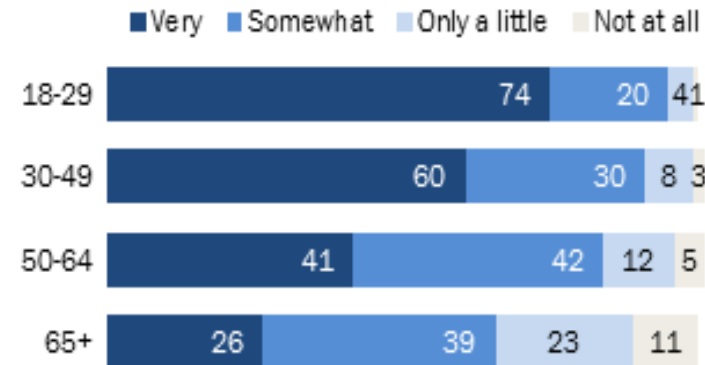
Significant lack of confidence among older adult users in their ability to learn about and properly use technology devices.

## Additional Barriers

- Physical Challenges
- Skeptical towards technology
  - Financial resources

### Seniors are less confident when using electronic devices

*% of U.S. internet users who say they feel \_\_\_ confident when using computers, smartphones or other electronics to do the things they need to do online, by age*



Source: Survey conducted Oct. 13- Nov. 15, 2015.  
"Tech Adoption Climbs Among Older Adults"

PEW RESEARCH CENTER



Once older adults join the digital world, technology soon becomes an essential part of their daily lives!

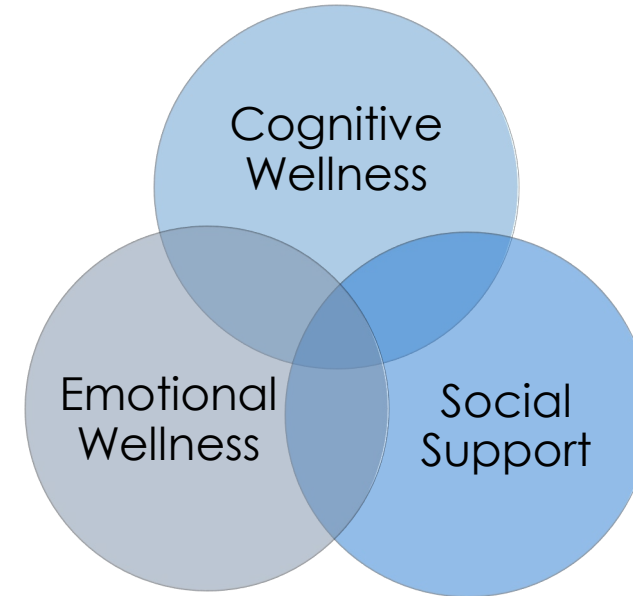


# Benefits of Technology Usage

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## Improvements in:

- Executive functioning
- Working memory
- Episodic memory
- Perceived quality of life
- Social support
- Overall engagement of daily living



## Decrease in:

- Depressive states
- Feelings of loneliness

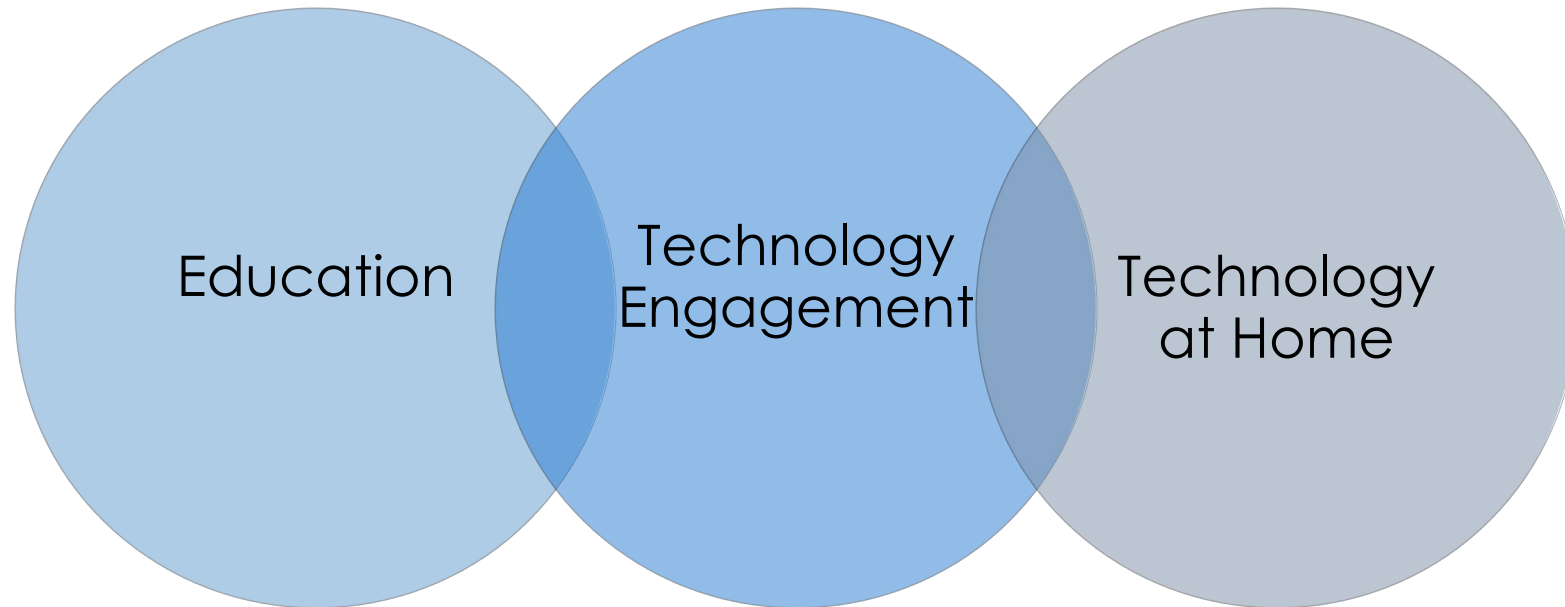
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# **Technology Integration at Holland Home**



# Commitment to Shrinking the Digital Divide

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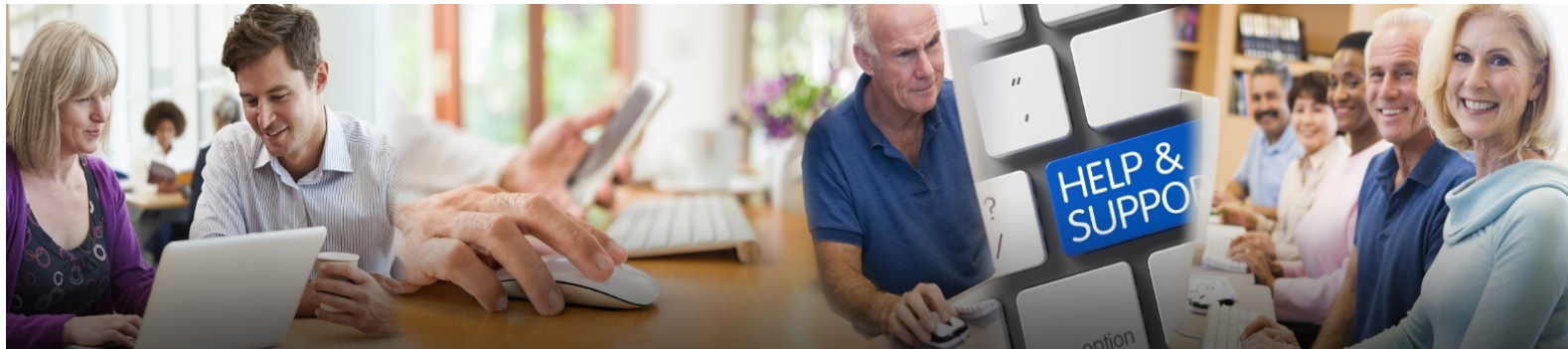
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# Education and Support

# Tech Talk –Technology Tutoring

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- Weekly appointments - 20 minutes, one on one format, focusing on areas of interest specified by the resident
- iPad basics, downloading apps, updating email contacts, taking photos, sharing photos, smartphone orientation, social media, video calling, syncing devices etc.
- A one on one instruction was the most preferred educational format among residents, according to a recent Resident Technology Survey performed at Holland Home.



# Technology Courses

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Educational courses focused on technology concept introduction, device information, engagement and integration.

Course Examples:

- SMARTfit – Wearable Technology
- FaceTime: Video Call Basics
- Podcasts: Endless Learning Ahead
- Voice Remote Basics
- Resident Portal 101: The Gateway to Engagement

R·E·A·L

Resident Enrichment Academy for Living



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# Technology Engagement



# Product and Device Testing

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Resident engagement in the development and testing of new consumer devices and interfaces.

- Resident focus groups provide valuable feedback allowing stakeholders to learn what is relevant and intuitive
- Opportunity for increased digital literacy of residents through the navigation of new technologies
- Exposure to cutting edge technology development and discussion through the testing process

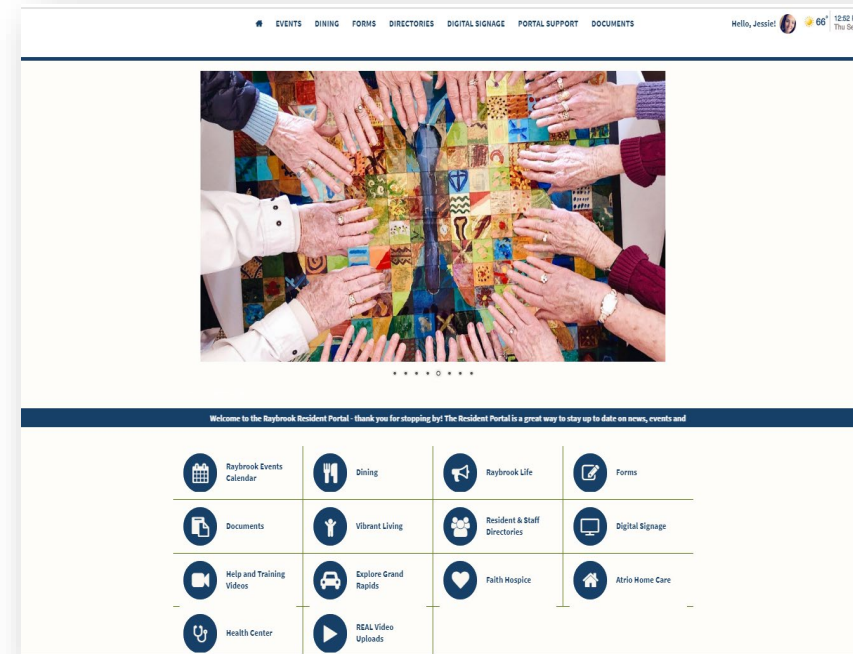




# Resident Portal

A secure web based site intended to inform and engaged Holland Home Independent Living residents.

- Program and Event Information
- Program Registration
- Resident Directories
- Weekly Menus
- Service & Information/Forms
- Campus Announcements
- Educational Course Videos
- Area Information
- Event Photos



# Smart Home Technology

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An integration of innovative technologies to increase home security, comfort and provide an optimized independent living experience.

## Breton Homes North Properties

- Equip with iPad and Amazon Echo
- Customization options:
  - Automatic lights, locks and thermostat
  - Big button phones and remotes
  - Caption Call
  - Visual or Audio Smoke and Carbon Monoxide detectors
  - Keyless entry
  - Automatic shut off of electric oven and range
  - More.....



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# Technology at Home

# PERS and Dispenser Technology

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Empowering the aging in place experience with PERS solutions that meet client specific needs.

- **Guardian Basic Home PERS** – Landline Based
  - Fall Detector option
- **Guardian Advanced Cellular PERS**
  - Fall Detector option
- **Guardian Go Anywhere PERS**
  - Designed for active older adults without memory concerns
  - Global positioning
  - Built in fall detector
  - GPS only activated when button is pressed
- **Guardian Go Anywhere PERS Plus Home**
- **Guardian Caregiver PERS**
- **Guardian Home and Yard PERS** – Range of five acres
- **Automatic Medication Dispensers**
  - Provides organization of daily medications, reminders when it's time to take medication, and tracking of daily medication activity.
    - Facilitate a reduction in medication error



# Telehealth Technology

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- Telehealth Monitoring Service
  - Through the utilization of a landline or cellular service, clients submit biometric readings and disease specific question responses to a Home Health RN through a secure web based site.
  - Provides increased access to health care, a decrease in costly hospital visits, empowers patients to play an active role in their care etc.



**Health based technologies provide a supportive and essential bridge when navigating and anticipating caregiver shortages across the country.**



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**Technology provides an incredible opportunity to revolutionize the aging experience.**

