



# e-Connected Carers in the Age of Technology

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# Looking Back – 2011 Data

## What We Know About Technology in General

- 77% of family caregivers found that Personal Health Record tracking would be helpful
- 70% wanted a shared Caregiving Coordination System
- 70% wanted a Medication Support System device

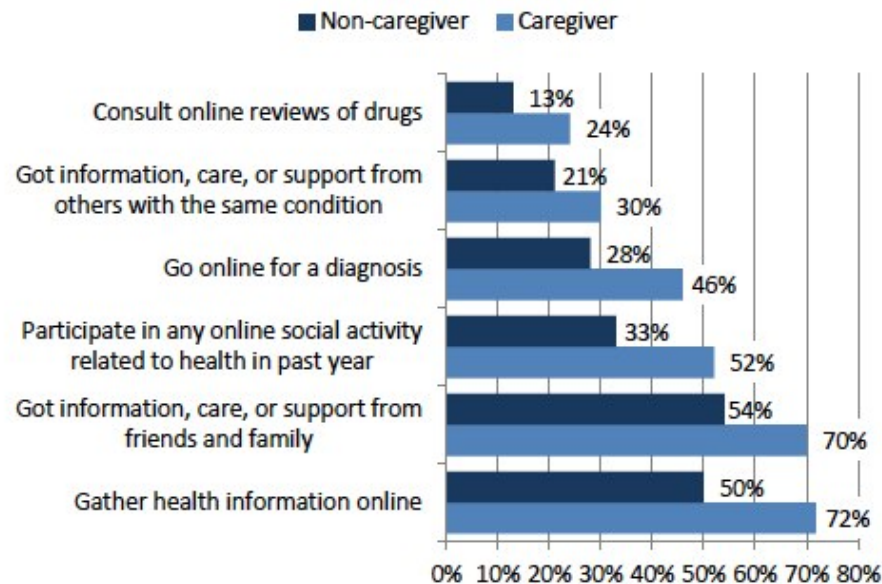
National Alliance for Caregiving, *The e-Connected Family Caregiver* (2011), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)



# Role of Online Information

## Caregivers and health activities

*% of caregivers vs. non-caregivers who do the following health-related activities ...*

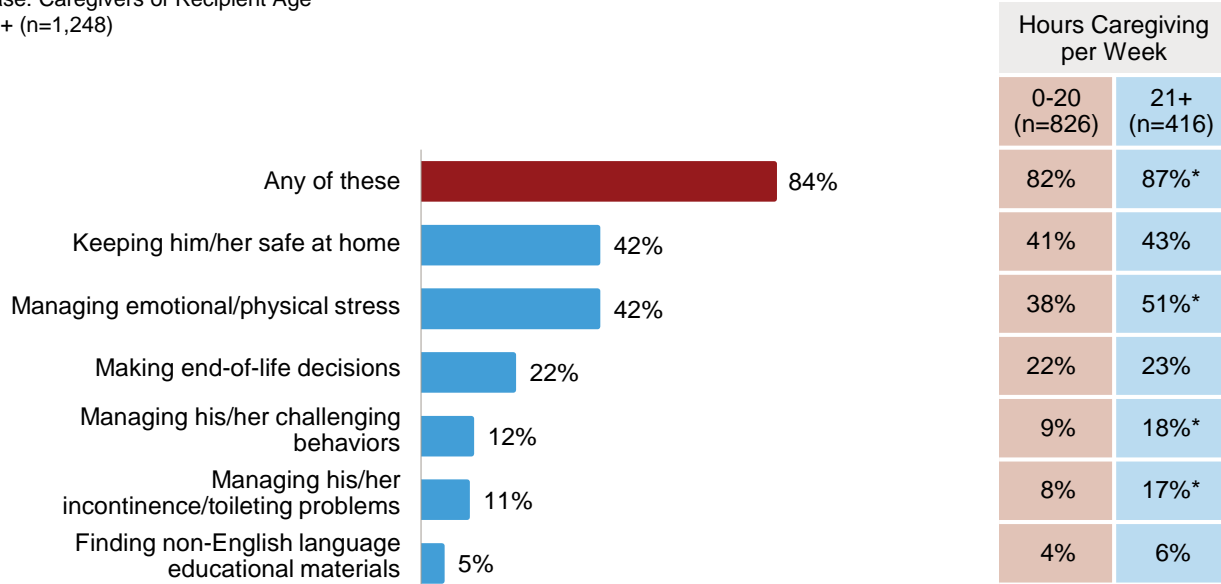


Source: Pew Internet Health Tracking Survey, August 07 – September 06, 2012. Total number (“n”) of interviews=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

Pew Research, Family Caregivers Are Wired for Health (2013), available at <http://www.pewinternet.org/2013/06/20/family-caregivers-are-wired-for-health/>

# 2015: Carer Information Needs

Base: Caregivers of Recipient Age 18+ (n=1,248)



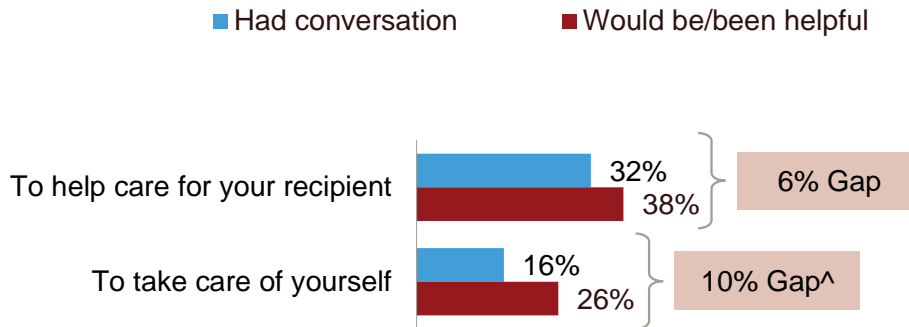
Higher-hour caregivers are more likely to want information overall. Those higher-hour caregivers are especially interested in managing stress, managing their loved one’s challenging behaviors, and dealing with incontinence.

National Alliance for Caregiving and AARP, Caregiving in the U.S. 2015 (2015), available at <http://www.caregiving.org/caregiving2015/>



# 2015: Information Need Gap

Base: Caregivers of Recipient Age 18+ (n=1,248)



% Gap (Helpful minus Had)	
Hours Caregiving per Week	
0-20 (n=826)	21+ (n=416)
8%*	4%
9%	12% <sup>^</sup>

<sup>^</sup> Gap is significantly higher for self-care conversations than for recipient care conversations

There is a need gap in both conversations about recipient care (6% gap) and self-care (10% gap). The need gap is greater in terms of discussions about the caregiver's own needs for self-care than it is for discussions about recipient care.

National Alliance for Caregiving and AARP, Caregiving in the U.S. 2015 (2015), available at <http://www.caregiving.org/caregiving2015/>



# What the Experts Think

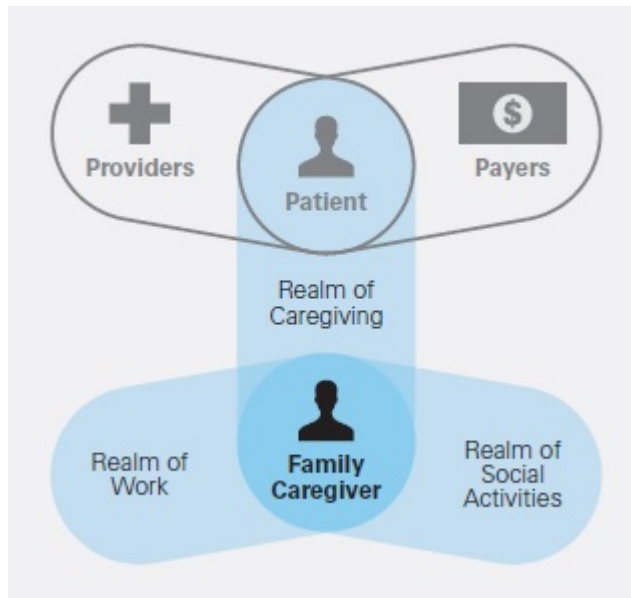


“Caregiving is like an iceberg. We see the professional healthcare system, but hidden underneath is a much larger effort provided by family caregivers.”

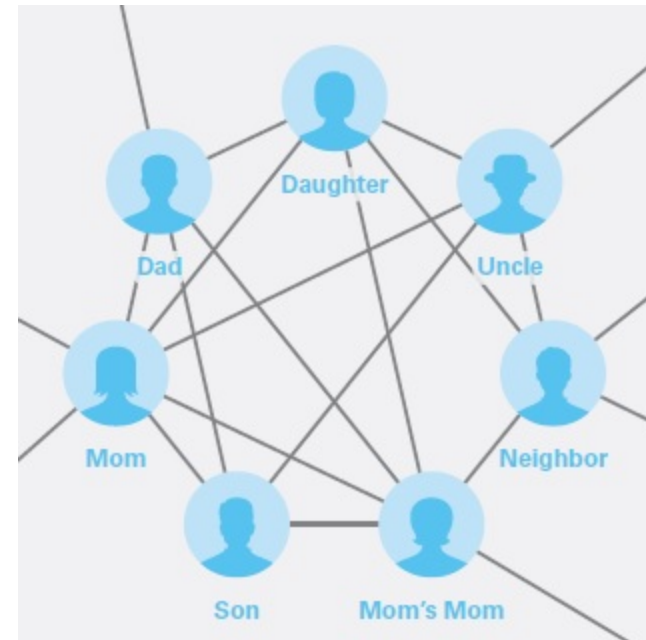
Rajiv Mehta and Richard Adler, *Catalyzing Technology to Support Family Caregiving* (2014), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)



# Diagramming Caregiving



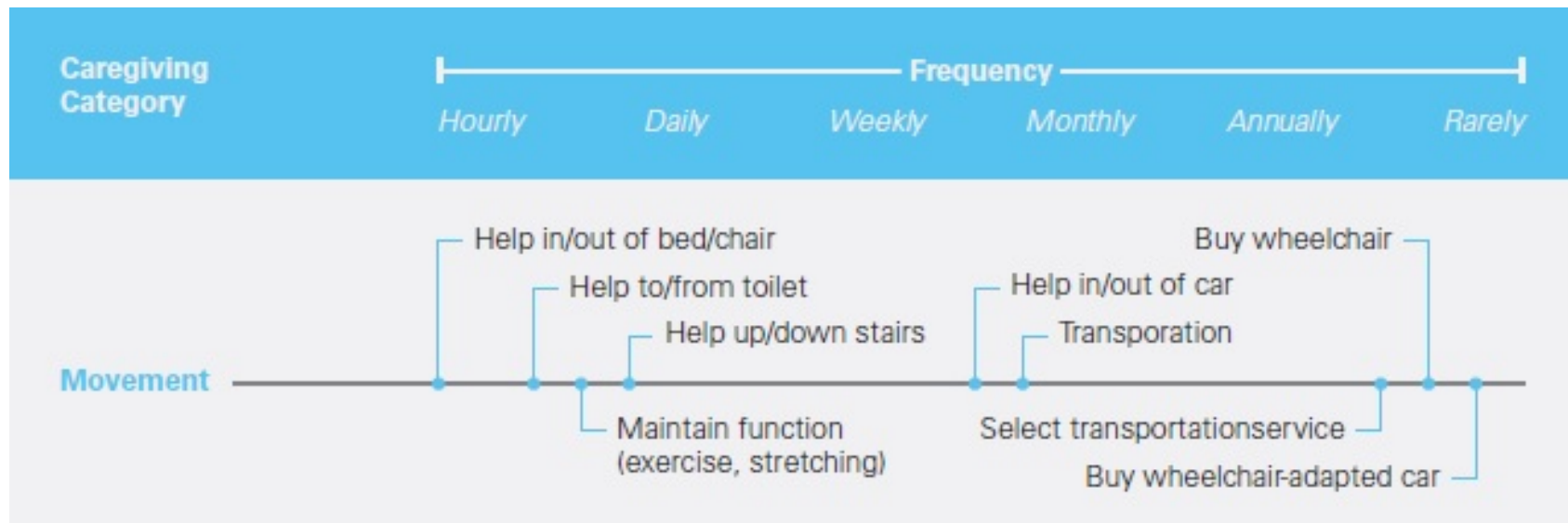
Family Caregiver Ecology



Caregiver's Network of Support

Rajiv Mehta and Richard Adler, *Catalyzing Technology to Support Family Caregiving* (2014), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)

# Caregiving Task Matrix



Rajiv Mehta and Richard Adler, *Catalyzing Technology to Support Family Caregiving* (2014), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)



# Make Technology Useful



Usability is necessary, but not sufficient.



Successful caregiving technologies need three supports.

# Some Technology Solutions

- Education for caregivers
- Access to resources
- Remote home monitoring
- Wearables
- Intelligent family care assistant
- New uses for existing technology

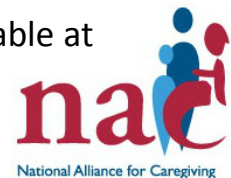
Rajiv Mehta and Richard Adler, *Catalyzing Technology to Support Family Caregiving* (2014), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)



# Recommendations on Caregiving & Technology

- What the Round Table Recommended
  - Better “concept maps”
  - New data on caregiving and technology
  - A broad, national conversation
  - Business case for employers
  - Caregiving coaching
  - Social conversations between families and communities

Rajiv Mehta and Richard Adler, *Catalyzing Technology to Support Family Caregiving* (2014), available at [www.caregiving.org/research/technology](http://www.caregiving.org/research/technology)



# Thank you!

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