

A Qualitative Study on Implementation Considerations of New Technologies into Older Adult Care Settings

Alexander Winston-1; Nadège Puddicombe-1; Shaghayegh Mirbaha-1; Kristina M. Kokorelias-2, 3; Christine L. Sheppard-4, 5; Sander L. Hitzig-1, 3, 6

1-St. John's Rehab Research Program, Sunnybrook Research Institute, Sunnybrook Health Sciences Centre, Toronto, ON; 2-Sinai Health / University Health Network, Healthy Ageing and Geriatrics Program, Toronto, ON; 3-Department of Occupational Science and Occupational Therapy, Temerty Faculty of Medicine, University of Toronto, ON; 4-Wellesley Institute, Toronto, ON; 5-Factor-Inwentash Faculty of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 5-Factor-Inwentash Faculty of North, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty of Medicine, University of Toronto, ON; 6-Rehabilitation Sciences Institute, Temerty Faculty On Sciences Institute, Temerty Faculty On Sciences Institute, Temerty Faculty On Sciences Institute, Temerty Faculty Faculty

Background

AGE-WELL, Canada's Aging & Technology Network (https://agewell-nce.ca), developed an innovative new AgeTech Implementation Response (AIR) Program to support the introduction of new technologies into older adult care settings.

The AIR Program used an implementation specialist (IS) to help circumvent challenges to the adoption & update of new technologies into care settings.

<u>Objective</u>

To evaluate the impact of the AIR Program & identify key implementation considerations of introducing new technologies into older adult living settings in Canada.

Methods

Design & Analysis: A qualitative research design was used to collect interview data from stakeholders about the AIR Program.

A deductive thematic analysis approach using the CFIR (Consolidated Framework for Implementation Research) was utilized. Transcripts coded using NVivo 12.

Participants (N=33)

• 6 vendors; 20 decision-makers; 2 IS staff; 5 older adult residents.

Technologies

The technologies supported by the AIR program across 6 sites were: 2RaceWithMe; Temi Robots; Tenera Care; FamilNet; Karie.

Funding provided by AGE-WELL NCE.

Findings: Broad Implementation Considerations for Different Technologies (Mapped to CFIR)

"...we helped them to fine tune some of the problems we had noticed come up with our residents." - #20 decision-maker; Adaptability

"...the investment to try out that other technology would have been too high for the scale of the project." - #24 decision-maker;

Trialability

Process
Stages of implementation

Ext.

"Working with the everyone's getting we problems together."

Tenera Care Nursing Call System

"...if they had somebody on site it would take a tremendous

amount of stress off their frontline staff." - #20 decision-

maker; Formally Appointed Implementation Leader

"They have to be part of the solution."

- #22 vendor; Engaging

Outer Setting
External factors influencing
technology rollout

"Working with the organisation to make sure not only that everyone's getting what they need out of it, but...to solve the problems together." - #11 decision-maker; *Cosmopolitanism*



FamliNet
Communication &
Entertainment App



rtainment App

Characteristics of Individuals

Attributes of the staff using the



temi Robots
Navigation & Hospitality

Inner Setting
Internal factors influencing
technology rollout

"... having a little information session...I think would be a very positive thing." - #01 resident;

Access to Knowledge & Information

"... whatever we learn, we explain to our teams as well so they're not in the dark"
- #19 decision-maker;

Networks & Communication

2RaceWithMe Exercise Bike with Videos

"I want to solve this not just for the AIR program, but also for the cognitive assessment stuff that I'm doing."

- #22 vendor; Other Personal Attributes

technology

Discussion

Key Considerations for Implementation:

Organizes & Delivers Medication

- Technology should be readily adaptable to its local context & parties involved should often communicate implementation plans.
- Sufficient training & information should be provided in coordination with implementation (i.e. to staff, residents, etc.).
- Create opportunities for teams to reflect upon the progress of implementation to identify areas of improvement. The AIR Program was well-received by all stakeholders & the CFIR was a useful framework for identifying key

The AIR Program was well-received by all stakeholders & the CFIR was a useful framework for identifying key implementation considerations needed to support the future introduction of new technologies into older adult care sites.

