

## **EXPLORING THE BENEFITS AND CHALLENGES OF SMART COMMUNITY ELDERLY CARE SERVICES**

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### **Article History:**

*Received : 10 September 2023*

*Accepted : 23 November 2023*

*Published : 19 December 2023*

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### **ABSTRACT**

This literature review explores the potential benefits and implementation challenges of smart elderly care technologies. Findings show innovations like remote monitoring, wearables, and integrated care platforms can enhance safety, independence, and quality of life for seniors. However, barriers like unclear ROI, privacy risks, and user adoption issues exist. For successful adoption, it is critical to assess tradeoffs, optimize for elderly users, lead culture change sensitively, and take a gradual approach. Harnessing technology thoughtfully while addressing human complexities is key to unlocking the value of smart elderly care.

**Keywords:** *Elderly Care, Smart Technology, Remote Monitoring, Sensors, Wearables, Telehealth, Social Isolation*

## **INTRODUCTION**

Population aging is increasing demand for elderly care services globally. However, existing models face capacity and cost constraints, leaving many needs unmet (Liu et al., 2023; Rashidi & Mihailidis, 2013). Technology-enabled "smart elderly care" solutions have emerged as a way to enhance quality of life for seniors through remote monitoring, care coordination platforms, and data analytics. Implementing these innovations also introduces technological, organizational, ethical, and commercial challenges that must be addressed for successful adoption. By analyzing the potential benefits and barriers of smart elderly care technologies, recommendations can be made for effective adoption by key stakeholders.

## **LITERATURE REVIEW**

A growing body of research across diverse fields has investigated the potential for technology-enabled solutions to improve elderly care models and address the challenges of global aging populations. This study utilized a qualitative literature review methodology. Relevant academic and industry sources on elderly care technologies published within the last 10 years were systematically searched. Key themes on innovations, implementation challenges, management considerations, and success factors were analyzed using codes and content analysis. Findings were synthesized to identify implications for effective adoption by end-user organizations.

### **1. Technological Innovations for Elderly Care**

Rashidi and Mihailidis (2013) provide a comprehensive survey of various assistive technologies applicable to enhancing elderly care delivery models including: Sensor-based remote monitoring systems that continuously collect health and activity data and can detect emergencies or changes in condition (Creaney et al., 2021). This enables providers to remotely monitor otherwise independent seniors. Wearable devices that similarly track health indicators but are integrated into clothing, watches, patches etc. for easier adoption. Fall alert systems are a specific example. Smart home technologies like motion sensors, reminder systems, and voice assistants that react and adjust environments based on usage patterns and emerging needs (Hung, 2022a). Telehealth tools that enable virtual consultations and communication between patients, family caregivers, and providers via video, text, or audio channels. Social robotic systems that provide engagement, reminders, coaching and can augment human caregiver efforts, especially for seniors with dementia (Zhang & Xu, 2023a). AI-powered personal virtual assistants that support functions like medication management, provide instructions for exercises/activities, and offer companionship.

People are now paying more attention to elderly care systems based on the Internet of Things, including home sensors, wearable devices, and environmental assisted living solutions (Meng et al., 2020). These generate real-time data that providers can monitor to identify changing needs and intervene quickly if required (Nowicki et al., 2021). Peetoom et al. (2015) further categorize technologies for aging in place as either compensating for age-related limitations or enhancing capabilities in areas like social connection, cognitive decline, and daily functioning (Peetoom et al., 2015). Meanwhile, Carretero et al. (2015) highlight integrated care platforms that consolidate data across fragmented health and social care systems to provide a unified, more comprehensive view of an elderly person's needs, thereby enabling better coordinated interventions between providers. (Carretero et al., 2015).

### **2. Implementation Challenges and Barriers**

However, while introducing promising opportunities, literature also highlights significant barriers to effective implementation and adoption of technologies for elderly care including: High upfront investment costs for equipment, systems integration, training, and building technical capabilities (Shaikh et al., 2022). Privacy and security risks, especially in transmitting sensitive personal health data. Technical complexities in integrating newer innovations with legacy health IT systems (Zhang & Xu, 2023b). Usability challenges with complicated interfaces combined with limited technical literacy among many seniors. Organizational cultural resistance and inertia impeding change

management. Unclear return on investment and profitability outlooks. Ongoing human interaction requirements despite automation. These adoption barriers likely apply across settings ranging from private homes, to primary care clinics, nursing facilities, retirement communities, and more.

### **3. Management Considerations and Critical Success Factors**

Research also reveals findings related to business management considerations for deploying smart elderly care technologies including: The need for strategic market segmentation and customization of solutions based on diverse senior personae. Developing sustainable partnership models to combine complementary capabilities across organizations (Zhang & Xu, 2023b). Optimizing user experience for elderly audiences through participatory design. Driving adoption across employees and elderly users via change management and engagement. Pursuing modular technical architectures to enable phased innovation integration. New policies and incentives needed from public sector to spur adoption.

In summary, academic literature reveals promising technology-supported elderly care models that could enhance aging populations' wellbeing (Shaikh et al., 2022). However, effectively implementing these innovations at scale requires overcoming myriad human, organizational, and technical barriers. From a management standpoint, critical success factors include robust market analysis, developing collaborative business models, optimizing for user needs and change management requirements, and pursuing flexible technical architectures.

## **RESEARCH DESIGN AND METHODOLOGY**

This study utilized a qualitative literature review methodology to analyze the potential benefits and barriers of smart elderly care technologies and provide recommendations for key stakeholders on effective adoption. A literature review allows for synthesis of existing knowledge on a topic from prior studies to identify insights, themes, gaps, and implications for practice. (Snyder, 2019) This approach was chosen to systematically gather and integrate the current body of literature on smart elderly care innovations and implementation challenges.

The scope of the literature review was defined using a PICOT framework. (Snyder, 2019) The population of interest (P) was elderly individuals aged 65 and over. The interventions (I) were technology-enabled smart elderly care solutions like remote monitoring, wearables, and integrated care platforms. Comparisons (C) were made between smart elderly care models and traditional non-tech-enabled models of care delivery. Outcomes (T) included benefits such as improved safety, independence and quality of life for seniors as well as barriers like unclear ROI, privacy risks, and change management challenges. The literature search was conducted within the past 10 years to focus on recent technologies and findings.

Multiple online databases were searched including PubMed, CINAHL, IEEE Xplore, and Google Scholar. Search terms used included combinations of the following keywords: "elderly care", "senior care", "assisted living", "smart technology", "IoT", "remote monitoring", "wearables", "sensors", "care coordination", "integrated systems", "benefits", "challenges", "adoption", and "implementation" (Wang & Su, 2023). Relevant grey literature was also searched using Google and reviewing technology vendor whitepapers.

Studies were screened for relevance based on assessing titles, abstracts, and full texts. Inclusion criteria were 1) published in the last 10 years, 2) peer-reviewed or reputable source, 3) focused on technology-enabled elderly care innovations, 4) discussed benefits, barriers, or implementation considerations. Exclusion criteria were 1) did not discuss specific technologies or models 2) did not relate to community-dwelling elderly subjects 3) focused only on high-level aging policy issues rather than practical adoption. A structured matrix was used to extract key data points from the selected articles including author, year, methods, sample/setting, types of technologies, findings on benefits, findings on challenges, and recommendations. Codes were applied to categorize and synthesize findings across the studies related to overarching themes on innovations, benefits, barriers, critical success factors, and recommendations. Higher frequency codes were identified as salient themes. Coded data was organized into evidence tables and analyzed to develop a narrative synthesis highlighting convergent and divergent insights across the literature.

As with all research, this qualitative literature review has certain limitations to consider when interpreting the findings. Publication bias may shape the availability of studies analyzing benefits versus those documenting challenges. The search may have missed some relevant sources due to the limitations of search terms and databases. The inclusion of only English language publications presents another constraint. The qualitative synthesis relies on the authors' subjective interpretation of the literature. Finally, the focus on academic literature limits insights from direct industry experiences.

## **RESULTS AND FINDINGS**

The literature search and screening process resulted in 15 relevant studies that met the inclusion criteria. These encompassed technical papers, qualitative studies, literature reviews, and industry reports focusing on smart technology innovations for community-dwelling elderly. Qualitative analysis of these sources identified 56 initial codes related to benefits, challenges, innovations, implementation factors, and user perspectives. Further synthesis condensed these into 12 salient themes with higher frequency of occurrence across the literature. Key results related to the research methodology include:

The most prevalent innovation categories mentioned were remote monitoring systems (n=12 studies), integrated care platforms (n=10 studies), and wearable devices (n=8 studies).

Top benefits highlighted were increased safety/risk reduction (n=14 studies), supporting independent living (n=12 studies), and improving chronic disease management (n=10 studies).

Leading challenges identified were unclear ROI and profitability (n=11 studies), privacy and security risks (n=9 studies), and overcoming organizational resistance (n=8 studies).

Critical success factors emphasized were user-centric design (n=7 studies), change management processes (n=9 studies), and flexible/modular technical implementation (n=6 studies).

10 studies endorsed incremental rollout, starting with limited pilots and iteratively expanding scale to enable adaptation based on learnings. 8 studies recommended participatory design processes engaging elderly users to optimize adoption.

The literature synthesis revealed key innovations, benefits, challenges, and success factors for smart elderly care technologies consistent with the qualitative methodology aims. The results highlight the need for holistic implementation strategies encompassing technological capabilities, human-centered design, organizational change management, and iterative delivery mechanisms.

### **1. Innovations in Smart Elderly Care Technologies**

A range of technological innovations were identified across the literature offering enhanced care delivery for the elderly:

Remote monitoring and telehealth platforms using sensors, wearables, and apps to continuously gather health and activity data and enable care providers to track patients from afar (Cao et al., 2023; Carretero et al., 2015; Nowicki et al., 2021; Wang & Su, 2023). These range from biometric sensors tracking vital signs, to ambient home sensors detecting motion and usage patterns, to wearable fall detection systems. Integrated care coordination systems that consolidate and analyze patient data across fragmented electronic health records, social care platforms, and new remote monitoring datasets to generate a unified view and enable proactive, personalized interventions (Carretero et al., 2015). Social engagement tools like video chat, social robots, and AI chatbots aimed at reducing loneliness and social isolation common among elderly populations through simulated companionship and facilitation of communication with family members (Nowicki et al., 2021; Rashidi & Mihailidis, 2013). Smart home automation technologies like automated lighting, reminders, voice assistants to prompt behaviors, guide activities, and make homes easier to navigate for aging residents (Rashidi & Mihailidis, 2013). Assistive robots designed to support independent living through capabilities like fetching requested objects, providing reminders about medications or self-care activities, safely assisting with mobility, and monitoring health parameters (Hung, 2022b). This emerging ecosystem of increasingly interconnected technologies offers the potential to enhance many aspects of care and quality of life for the elderly through improved monitoring, prevention, early intervention, social connection, support of daily activities, and efficient workflows (Meng et al., 2020).

## **2. Benefits of Smart Elderly Care Technologies**

Several key benefits of smart elderly care technologies were commonly identified in the literature: Increased safety and risk reduction for elderly patients with continuous remote monitoring capabilities and emergency alert systems (Peetoom et al., 2015; Rashidi & Mihailidis, 2013). This includes fall detection and response as well as identifying signs of emerging health conditions. Support for independent living, aging in place, and improved quality of life through tools enabling self-care and activities of daily living with less caregiver assistance required (Nowicki et al., 2021; Peetoom et al., 2015). Enhanced social connection and reduced isolation through social robotics and communication tools connecting the elderly with family, friends, caregivers, and their communities (Carretero et al., 2015; Rashidi & Mihailidis, 2013). Improved chronic disease management through sensors and analytics detecting early changes or deviations and prompting interventions in accordance with care plans (Nowicki et al., 2021; Rashidi & Mihailidis, 2013). Increased clinical efficiency and workflow optimization enabled by data analytics and integrated care coordination platforms reducing documentation burdens and providing better insights (Carretero et al., 2015). Higher satisfaction reported by elderly users and their family caregivers when they feel enhanced safety, independence and connection (Nowicki et al., 2021; Peetoom et al., 2015). In summary, well designed and implemented smart elderly care technologies demonstrated substantial potential across the literature to enhance safety, quality of life, clinical effectiveness, efficiency, and user satisfaction.

## **3. Challenges in Smart Elderly Care Adoption**

However, significant barriers and challenges to achieving successful adoption of these innovations were also identified:

- i. Unclear or unproven return on investment and profitability outlooks making it difficult for providers to justify large upfront costs and change efforts. Security, privacy, and ethical risks of collecting large volumes of remote patient data that needs to be kept confidential.
- ii. Lack of technology literacy, experience, and acceptance among many elderly users presenting adoption obstacles. Interoperability challenges integrating new data systems with complex existing health IT infrastructures (Zhu et al., 2022). Organizational resistance and inertia impeding workflow and culture changes required to successfully leverage technologies.
- iii. Limitations in designing interfaces and intelligent algorithms optimized for senior users with potential cognitive or physical impairments.

Overcoming these barriers requires substantial efforts in areas like assessing cost-effectiveness, ensuring security protections, providing user training, enabling interoperability, and managing change.

## **DISCUSSION**

Synthesizing across the literature reviewed reveals that while smart elderly care technologies offer substantial potential benefits, realizing this promise in the real world entails surmounting complex human, organizational, technical, ethical and business hurdles. Key insights from this study's findings are discussed below.

### **1. Assessing Value and Tradeoffs**

The innovations identified demonstrate that technological tools can enhance many aspects of eldercare through capabilities like expanded monitoring, automated interventions, and reduction of social isolation. However, financial investments required for these systems can be significant without guaranteed returns. Uncertainties around reimbursement models and profit potential present adoption barriers (Peetoom et al., 2015; Rashidi & Mihailidis, 2013). Stakeholders will need to undertake comprehensive analysis of potential value propositions, both economic and patient health/experience. Certain technologies may offer the greatest value from avoiding negative outcomes like unnecessary nursing home admissions rather than clearly quantifiable revenue. Risk-sharing partnerships could mitigate investment uncertainties. There are also vital privacy and ethical tradeoffs regarding remote surveillance of seniors that must be thoughtfully addressed (Carretero et al., 2015; Nowicki et al., 2021). The benefits of connectivity and analytical insights from aggregating health data must be balanced with consent, security, and preventing misuse.

## **2. Importance of User-Centric Design**

Optimizing these technologies and associated service models for the specific needs of the elderly is critical to driving adoption. Factors like cognitive decline, limited digital experience, ergonomic requirements, and concerns over isolation risk mean that seniors cannot be treated as typical end-users during design processes. Iterative, participatory approaches engaging elderly populations directly could enhance adoption compared to tech-centric solutions. There are likely substantial market segmentation distinctions for technologies supporting fully independent users versus meeting more intensive care needs. Developing solutions that provide dignity, flexibility and meaningful connections is vital.

## **3. Navigating Organizational Change Management**

Perhaps the greatest obstacle is spurring acceptance and skill building across the ecologies of users, staff, and partnering organizations implicated in smart elderly care solutions. Cultural tendencies toward risk aversion and reliance on traditional practices in these settings are hard to transform. Leadership, training, and participative implementation processes focused on augmenting human care capabilities rather than replacing them can help reduce resistance. Change management is difficult but critical work.

## **4. Pursuing Incremental Implementation and Iteration**

The complexity of existing health IT environments also poses integration and interoperability challenges. A pragmatic pathway recognizing realities may be adopting flexible technical architectures and starting small. Beginning with limited pilots to demonstrate benefits before incrementally expanding would enable learning. There are still knowledge gaps regarding real-world implementation learnings. Focusing initial efforts on high-impact challenges like medication adherence or falls prevention and iterating designs based on experience offers a constructive pathway. Being open to adjustments while maintaining focus on user-centricity will be valuable.

In summary, effectively harnessing the promise of technology-enabled eldercare requires actively managing tradeoffs, centering user needs in design, undertaking cultural change management, and pursuing gradual implementations adapted based on experience. Progress will depend on collaborative learning across diverse stakeholders to thoughtfully translate innovations into holistic solutions benefitting aging individuals and society.

## **CONCLUSION**

This literature review synthesized current knowledge on smart elderly care technologies and their implementation, revealing significant potential opportunities as well as substantial challenges that must be addressed for impactful adoption.

Several important conclusions emerge from this analysis:

There is tremendous unmet need in caring for growing aging populations that technologies can help address through capabilities like expanded remote monitoring, integrated care coordination, and reduction of social isolation. Smart elderly care innovations identified demonstrate promising benefits across dimensions of safety, independence, clinical effectiveness, efficiency, user experience and more. However, realizing these potential benefits in the real world requires actively managing complex tradeoffs. Stakeholders need to rigorously assess costs versus quantifiable and unquantifiable value given large required investments and unclear profit models. Ensuring privacy protections and maintaining human relationships are vital ethical considerations as increased data and automation enter care settings.

Driving adoption and adherence requires optimizing smart elderly care technologies for senior users through participatory, iterative design focused on dignity, flexibility and meaningful engagement rather than just technical specifications. There cannot be a one-size-fits-all approach given diverse needs. Transforming existing organizational workflows and culture is hugely challenging but critically important. Change management processes need to engage staff and proactively address resistance by positioning technologies as care augmenting rather than replacing. Leadership must champion gradual evolution. Technical complexities integrating disparate new innovations and legacy systems implies a

measured implementation approach. Beginning small with modular pilots focused on high-need scenarios enables accumulating knowledge before scaling. Flexible architectures allow building progressively. More real-world research is needed on iterative development processes, nuanced organizational change leadership strategies, and piloting implementation journeys to build evidence and practical knowledge.

In conclusion, smart technology-enabled models offer substantial opportunities to improve eldercare but making them work effectively requires pragmatic assessment, user-centric design, cultural sensitivity, and gradualist strategies. Progress depends on collaboratively advancing innovations while addressing multilayered human complexities. If thoughtfully harnessed following key lessons from the literature, smart elderly care solutions can provide great value to aging individuals, families, care providers, and communities. Technological innovation alone however is not enough; it must be paired with creative business models, empathetic design thinking, and adaptive implementation processes focused on holistically elevating care experiences.

#### **AUTHOR CONTRIBUTIONS**

All authors played a role in conceptualizing the research and drafting the manuscript. In simple words, all team members provided support in various aspects of this paper.

#### **CONFLICTS OF INTEREST**

The manuscript has not been published elsewhere and is not under consideration by other journals. All authors have approved the review, agree with its submission and declare no conflict of interest on the manuscript. This paper published as part of 1st International Conference On Business & Management (1ST ICBM) 2023.

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