School of Health Information Science Seminar:

Towards Human-Centred eHealth for Older Adults: Understanding Needs and Patient Experiences

Speaker:

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OCT 11 on Zoom
12:00PM PST

Older adults as a user group of eHealth services can be challenging to define: They represent a big group of people in different life and health situations, and their 1) ability to use eHealth services and 2) earlier experiences with eHealth services as well as 3) health situations can widely vary. At the same time, we tend to perceive older adults as a single group, and to think that the entire group has the same kinds of user needs and patient experiences for eHealth services all of the time.

This presentation will present a more nuanced picture of older adults as eHealth service users. Firstly, older adults´ user needs are examined from the perspective of older employees, because their needs during the transition from employment to retirement were not very well understood earlier. Secondly, older adults can also be seen as a vulnerable eHealth user group, who are at risk of being excluded from society because of an insurmountable digital service environment. Finally, in critically ill older adults have special needs for eHealth services. Based on these perspectives, it is possible to identify what user needs older adults have for eHealth services in different life situations, and how those needs should be taken into account when designing eHealth services in a human-centric way.

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