



2128739: Engaging Stakeholders to Understand and Prepare for Future Work and Future Technology in the Home Care Setting

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Background:

- The direct care home care workforce, including home care workers (HCWs) such as home health aides and personal care aides who provide care to vulnerable individuals in their homes, is one of the fastest growing occupations in the US.
- These workers are on the front lines of care delivery yet most of their work is performed in isolation of other members of the care team.

Objective:

- To examine how technology is currently utilized in home care and how the integration of new technologies in completion of tasks may change the future of work for HCWs.

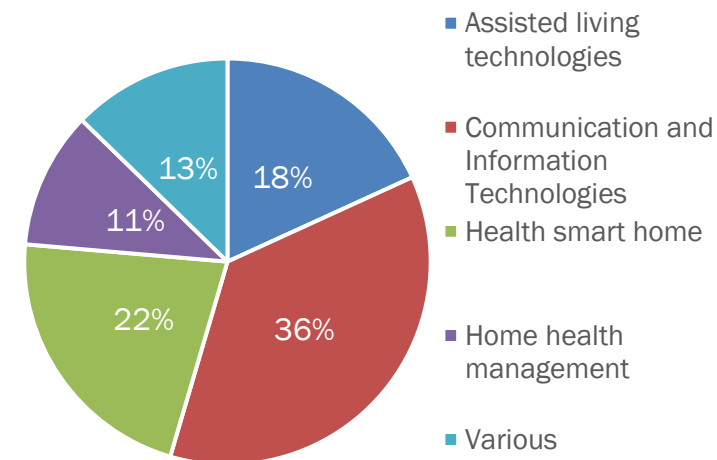
Methods:

1. Environmental scan of technology in home care
2. Interviews with 14 HCWs
 - Challenges as HCWs
 - Current use and wish for technology in home care
3. Monthly stakeholder group meetings with 17 home care and technology experts centered around:
 - Challenges faced in home care
 - Impact of COVID-19 pandemic
 - Innovative technologies for older adults

Results:

- All three sources of data pointed to great potential for increased use of technology in home care
- Types of technologies used among HCWs fell across different domains

Figure 1: Types of Technologies (Environmental Scan)



Implications for Future Work:

- The findings provided us with a clear direction for engaging HCWs in the design of a new technology for home care for which we are currently planning a subsequent proposal to the NSF.

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