

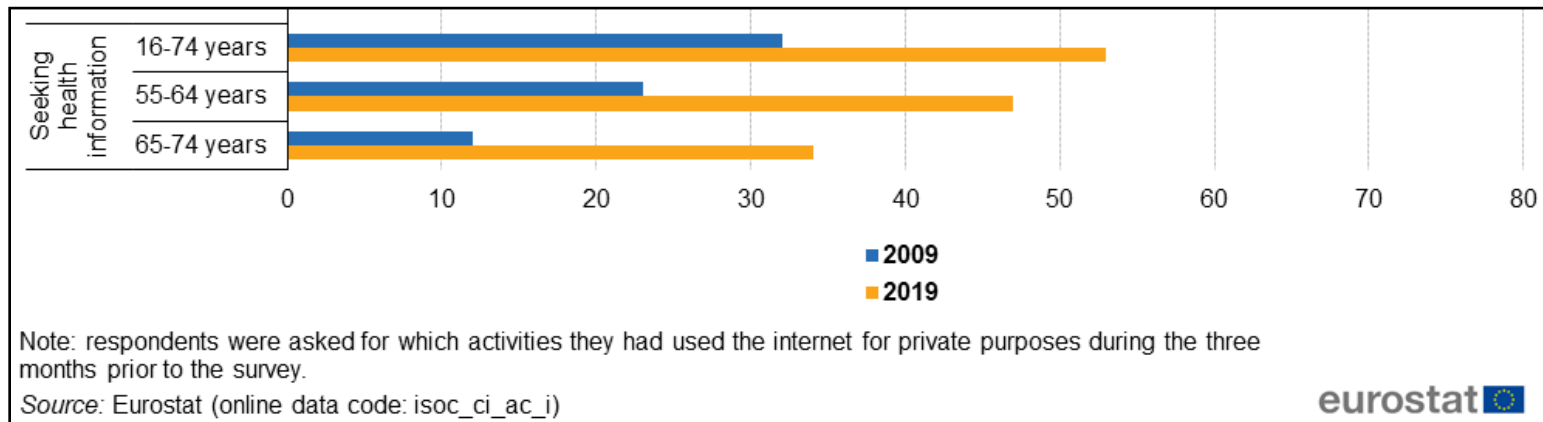
Integrated care for older people

-Role of technology to provide care for older people-

Yuka Sumi, Ageing and Health unit
Department of Maternal, Newborn, Child & Adolescent Health & Ageing

Technology and care for older people

- Covid-19 pandemic has highlighted the advantage of tele health/medicine to facilitate health care delivery to older people and monitor and follow up their health and well-being;
- Lack of access to the internet and communication technologies prevents older people from seeking health information online and receiving medical services remotely, leading to feelings of social exclusion and exacerbating health disparity among older adults;



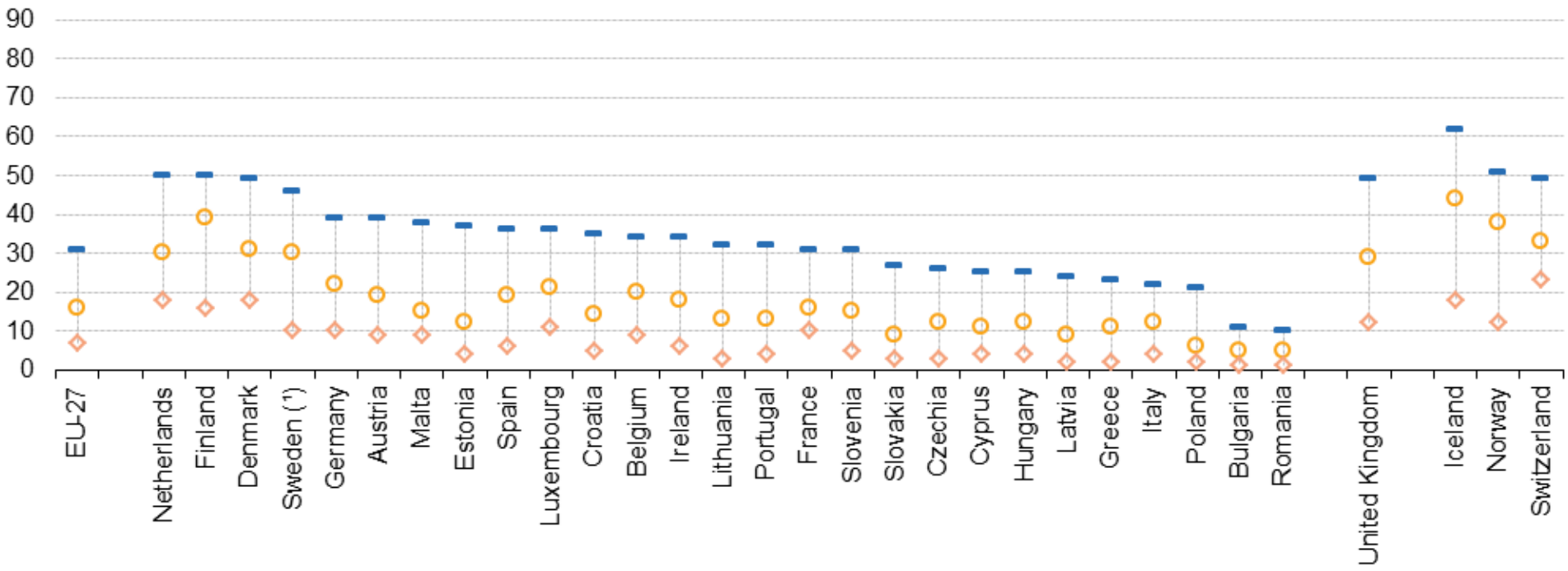
Internet activities by age groups (%), EU-27, 2009 and 2019

- ◇ 65-74 years
- 55-64 years
- 16-74 years

Digital skills of people, by age class, 2019

(%)

Above basic overall digital skills



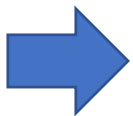
Digital skills in this figure include computer and internet activities in four areas (information skills, communication skills, problem-solving skills and software skills)

Source: Eurostat (online data code: isoc_sk_dskl_i)

Digital literacy are a precondition for digital inclusion.

Technology and care for older people

- Technology can help to maintain older people's dignity and autonomy, sense of self-worth, and right to self-determination and contribute to their well-being. (e.g. artificial intelligence (AI)-based tools such as physically-assistive robots and socially-assistive robots)
- There is a considerable evidence gap on the effectiveness, acceptance of AI-based technologies, usability for older people as well as feasibility in LMIC.
- Every older person deserves an equal opportunity to benefit from digital technology.



What can be done to provide integrated care for older people with the use of technology?

Integrated care for older people reflects a **continuum of care that** will help to **reorient health and social services** towards a more **person-centred and coordinated model of care** that supports optimising intrinsic capacity and functional ability for older people

What is ICOPE person- centered care

- Maximize intrinsic capacity and functional ability
- Person-centred assessment & personalized care plans
- Community-level and home-based interventions
- Involve multidisciplinary care teams
- Support for self management
- Support caregivers
- Ensure referral and follow up

Who ICOPE guidance for

The main target group is older people with declines in intrinsic capacity and functional ability.

Limited mobility



Malnutrition



Visual impairment



Depressive symptoms



Hearing loss



Cognitive decline



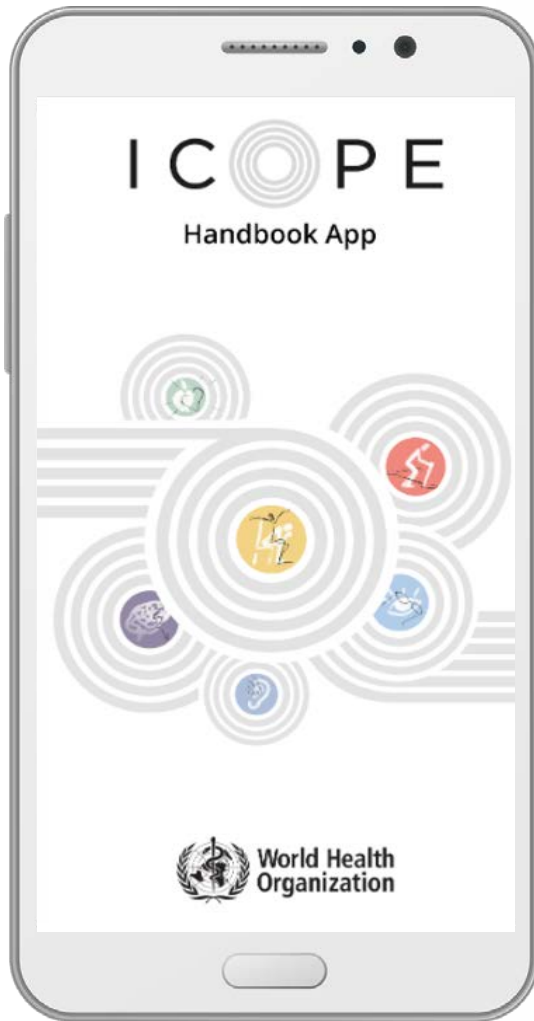


ICOPE Guidelines and Guidance

- Evidence based interventions: [ICOPE Guidelines](#) The ICOPE interventions are included in [WHO UHC compendium](#)
- Implementation
 1. [ICOPE Implementation Framework](#): Guidance for systems and services and Scorecard for self-assessment on implementation readiness
 2. [ICOPE Handbook](#): Practical guidance on person-centered assessment and pathways in primary care (all UN languages, Portuguese, Vietnamese)
 3. *ICOPE Handbook Mobile App*: Mobile application ([iOS](#), [Google play](#)) for ICOPE handbook (all UN languages, Portuguese, Vietnamese)

<https://www.who.int/teams/maternal-newborn-child-adolescent-health-and-ageing/ageing-and-health/integrated-care-for-older-people-icope>

Handbook App



The ICOPE Handbook App offers a step-by-step approach that guides health and social care workers to detect and manage declines in older people's physical and mental capacities (Intrinsic Capacity), as well as social care needs



Google play



Available in 6 UN languages, Portuguese and Vietnamese

I C O P E

Handbook App

Designed to support community and primary care workers to assess the health and social care needs of older people and design a personalized care plan



Screening for declines
in Intrinsic Capacity



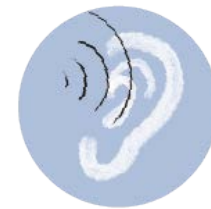
Person-centred
Assessment of older
people's health and
social care needs



Personalized care
plans, created
together with the
older person

I C O P E

Handbook App



hearWHO - Check your hearing! 12+
An app to check your hearing.
hearX Group
Designed for iPhone
★★★★☆ 2.4 • 17 Ratings
Free

iPhone Screenshots

2:47 World Health Organization
CHECK YOUR HEARING

2:48 World Health Organization
NOISE LEVEL TOO HIGH
Find a quiet place for the test. You can only do the test when the noise meter above indicates yellow or green.

2:49 World Health Organization
Enter what you hear on the keypad and press OK.
6 1

2:50 1 of 23
9 1 6
Enter 3 digits. Fun noise game.

Now connected to hearWHO app for hearing screening, to ensure that hearing loss is noticed and managed as early as possible. The hearWHO app is based on validated digits-in-noise technology. Available in English, Spanish and Mandarin.



ICOPE handbook app as training tool



In Vietnam training for trainer in 2020

ICOPE handbook app as training tool



In Cabo Verde in 2021

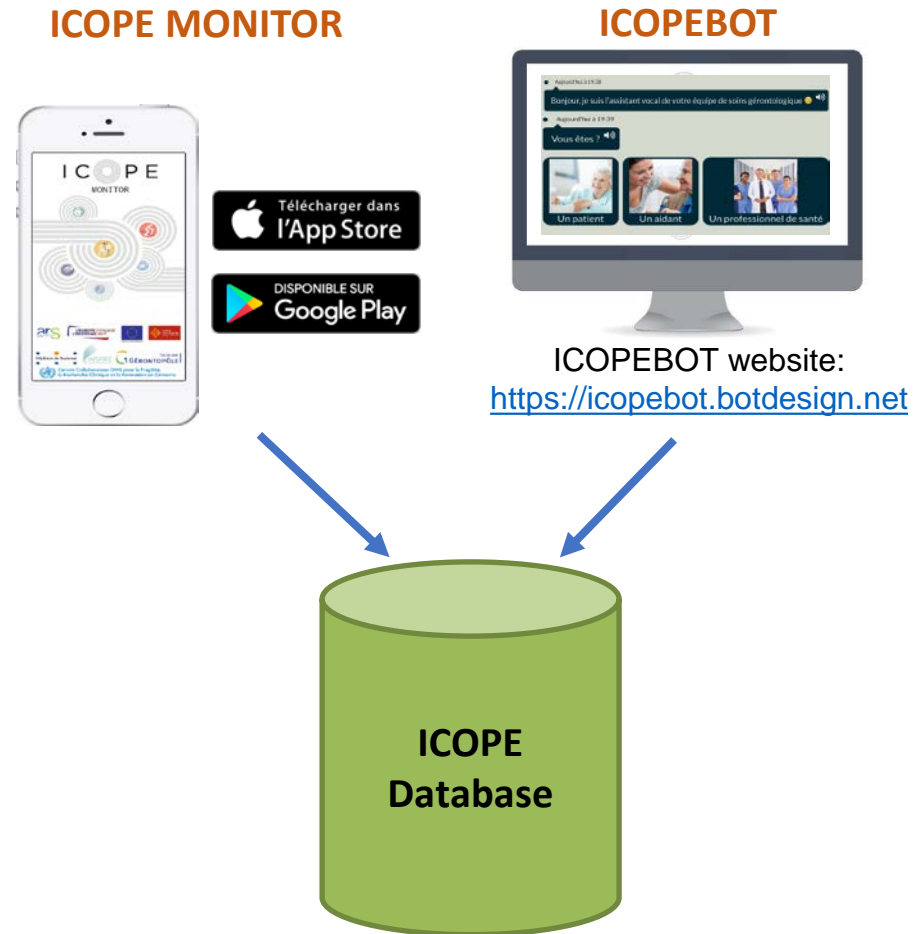


Case study: Digital Tools to facilitate the implementation of the ICOPE program

WHO Collaborating Centre, France since 2020

- ICOPE MONITOR App with the database
- Conversational robot ICOPEBOT (<https://icopebot.botdesign.net>)

These two tools can be used in professional mode and in self-assessment mode **by the older people or the caregiver**



Website: <https://icope.chu-toulouse.fr/home>
For the healthcare professionals

Case study: Self-monitoring and management through a smartphone app; *Kanagawa prefecture, Japan since 2020*

The app allows older person to calculate his/her own ME-BYO Index and monitor their scores through the measurement of physical and mental capacities. And the app provides advice based on the ME-BYO index results through an algorithm aligned with WHO's Integrated Care for Older People (ICOPE) approach.



ME-BYO is a concept that considers people's physical and mental conditions on a dynamic continuum, rather than a sharp line between health and sickness.



THANK YOU



World Health
Organization