Focus groups & Co-creation

User involvement experiences
In the Netherlands.

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Rens Brankaert

ENSAFE

Topics

- Set up of sessions
- Discussion in sessions
- Qualitative results
- Moving forward

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A new technology for elderly users

A new technology for elderly users

- In two villages near Eindhoven two groups started using the smartphone in April

- Learning through a super-user structure

- The elderly meet each other every two weeks to learn to use the system

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Focus group focus

- Discussion of the results from our questionnaire (are they similiar?)

- Continue discussion on what technologies are used and where for

- Continue discussion on what people would like from future technology

Co-creation focus

- Discussion of the results from our focus group (do they still agree?)

- Discussing the concepts that we have in our consortium

- Discussing possible future technology scenarios and their perspective on it

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Focus group GoLivePhone

Technology level

"Iphone gives issues with the typing dictionairy."

Landline is still the most used technology, but people also have phones, tablets and ereaders

Touch screen interface has to be learned

"Tablets are the most preffered user interface."

"Tablets make the internet more accessible for new users."

Hobbies are a postivie way to let people use technology

Voice to text is difficult, and a solution for keyboard issues might be a pen

GLP issues

"Games are very popular among elderly, they play solitaire, bridge, worfeud etc.."

"Video calling might not be used much do to user insecurity."

Beginning with the phone is most difficult also, mainly, due to simcard issues

"You really have to learn using it as we didn't grew up with this technology."

User adoption

"I am not sure if the internet is safe."

The user manual is not easy to understand

Some of the language is in english and this makes it really complex

"The system shouldn't be too complex or technical looking."

Simple and consistent menu structures are important

ENSAFE shouldn't become a replacement of face to face care

"Current care providers are already experimenting with this, but it is difficult to use"

There is no follow up possible in current systems

Professionals

In emergency situations they might still want this service

"GPs don't have time to be called every day by everyone"

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ENSAFE co-creation

Level 1   Level 2   Level 3

Partner/family
services

Apps

Bio sensors

Internet of Things

Lifestyle monitoring

E-health

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Level 1: Conceptual additions

Level 3: Lifestyle monitoring

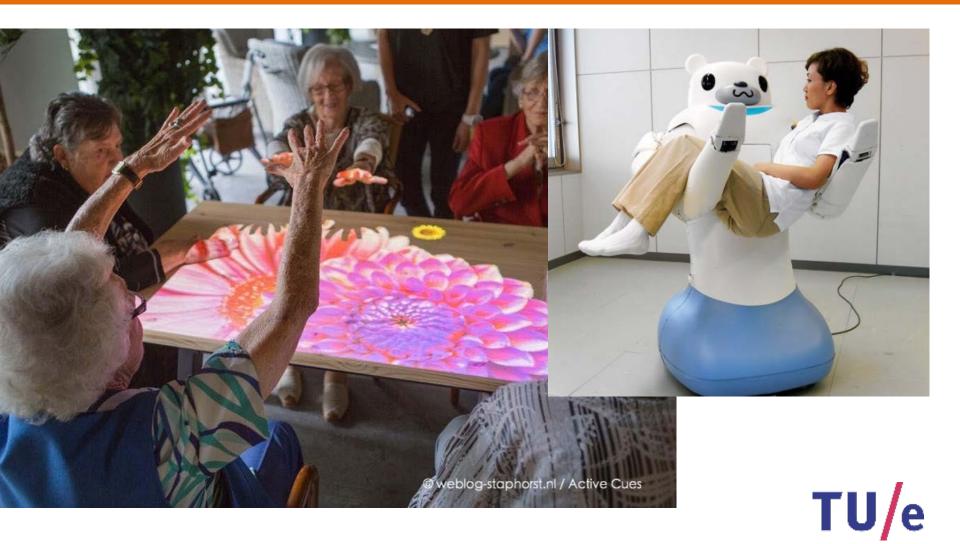# The future of care

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Moving forward

- New session scheduled to design the ensafe service in co-creation

- Translation of results into technology

- Pilots