SSHRC STORYTELLERS CHALLENGE 2024

Top 20 Finalists

CONCOURS J’AI UNE HISTOIRE À RACONTER 2024 DU CRSH

20 finalists
Shaping Managers’ Information Technology Decision-Making in Long-Term Care?

Nearly 1 in 5 Canadians are 65 years and older.¹

Long-term care (LTC) homes provide 24/7 nursing care for 500,000 Canadians,² costing $27 billion dollars annually.³

Significant challenges emerged during the pandemic in LTC including staff burnout, quality of care concerns, and unmet needs of residents (e.g., social isolation)⁴

Health information technologies (IT) can help support the care provided to older adults in LTC homes; yet, 86.3% of healthcare IT projects fail.⁵

A three-round iterative survey of a panel of 19 LTC managers identified and prioritized a list of key factors that they consider important in informing and influencing their decisions about new IT solutions.

97% of managers report needing help in making better IT decisions.⁶

Context of IT Adoption Decisions in LTC Homes

- Abundance of IT solutions and vendors with limited ability to differentiate between their solutions
- Particularities of the LTC environment (frailty, complexity of chronic conditions, and physical and cognitive ability of residents)
- Limited resources (beds, human, financial, and support)

A three-round iterative survey of a panel of 19 LTC managers identified and prioritized a list of key factors that they consider important in informing and influencing their decisions about new IT solutions. The Top 5 factors are:

1. Availability of Funding
2. Impact on workload load and efficiency
3. Ease of use
4. Value Proposition
5. Impact on resident outcomes

ImPLICATIONS AND CONTRIBUTIONS

- Creating a tool that can be used by managers to prioritize IT decisions in LTC
- Introducing policy changes that can enhance IT use to support residents’ care and the work of healthcare professionals
- Ensuring accountability towards the funds received by LTC homes for IT projects by the adoption of technologies that are better aligned to the LTC needs

References

1. Statistics Canada. The Daily — In the midst of high job vacancies and historically low unemployment, Canada faces record retirements from an aging labour force: number of seniors aged 65 and older grows six times faster than children 0-14 [Internet]. 2022 [cited 2023 Dec 5]. Available from: https://www150.statcan.gc.ca/n1/daily-quotidien/220427 dq220427a-eng.htm

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WHAT ARE THE KEY FACTORS SHAPING MANAGERS’ INFORMATION TECHNOLOGY DECISION-MAKING IN LONG-TERM CARE?
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