

Elderly user preference analysis for the use of telehealth solutions

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Parole chiave: Telehealth solutions; Elderly users; China; Implementation.

Please structure the abstract in the following sections:

- **Goals ;**
- To explore elderly (≥ 50 years old) user's preference for smart health solutions in China. The goal is to analyse why users are more willing to use telehealth solutions.
- **Methodology ;**
- The questionnaire consists of 31 questions and was distributed offline on pad. The questionnaires were collected from Shenzhen, Hangzhou, Wuhan and Yichang randomly with 390 valid data samples. Subsequently, Stata 16.0 and SPSS 23.0 and was used to analyze data. O-logit ordered regression and principal component analysis was the main theoretical model used.
- **Results ;**
- The ordered logit regression results suggests that F1 (characteristic of the solution) has no significant impact on preference for telehealth solutions, indicating the homogeneity of direct-to-consumer telehealth solutions. F2 (health related motivations) is positively related to the willingness to use telehealth solutions, and F3 (trust with data collected from telehealth solutions) is negatively correlated with the willingness to use telehealth solutions.
- **Implications .**
- Improving the transparency of AI, integrating of telehealth solutions with the EHR system proves to be key for promoting trust of telehealth solutions for elderly users. The next step of research is about how to improve the trust for telehealth solutions by improving the transparency of AI. This can be done by explaining how the algorithm was built and the data sources and whether it is representative of the targeted user group. Meanwhile, there is a need to improve the data interoperability between telehealth solution and hospital EHR systems. Telehealth solution providers have the opportunity the address the gap presented by lack of community healthcare and unstable doctor-patient relationship in China. Therefore, they shall focus on building solutions to improve health awareness and lower health risk for users.

