

GETTING OUTCOMES

This section shares some tips and stories,
and how to get more information.



GETTING OUTCOMES



The beginning of something better

Remember what you're aiming for - the 'why'.

Set Up

- Unbox your new products
- Start a one pager to keep track of user names, email and support numbers
- Set up the basic products including any apps, id's or emails
- Get together and customise with friends, family or health provider, eg calls, movement, alerts, notifications
- Place them where they'll be most convenient, including wall brackets, chargers, longer cords and solar

Make New Routines & Involve Others

- Decide a routine that helps you get outcomes, eg, checking a health measure when you wake, putting on fall detection, charging in the evening or calling before bed.
- Routines might be for you, your family, carer, doctor or health professional
- Sit down with family and share what the plan is, what you're doing and how they can help or be a shared backup.
- Agree what's ok for you, and check in re privacy setting, tracking movement or making sure the settings are in place to keep your data safe.

Celebrate Progress & Stay Updated

- Celebrate your progress and the goals you wanted
- Check what's working and needs to be, and make adjustments
- Share your experiences and advice with others
- Check back in on how the products are evolving, what you might want help with next, and relevant tips from people like you



FOR FAMILIES



How To Think About Technology for Families

They call us the Sandwich generation - looking after the generations above and below us, as well as likely working full time.

It can be difficult for families to decide what to do, and how look after a parent, partner or relative.

Challenges may include:

- **Differing views across the family about the level of concern, decline or capability.** "She seemed pretty good this afternoon".
- **A skew in responsibilities where one or two of you are doing more of the caring, due to being closer in proximity.**
- **A reluctance to seek or buy technology, with a view "he won't use it", "it might be just a temporary need before further care", or "shouldn't someone else pay for that?"**

One way to take a step forward with clarity, might be:

1. Think about what the concern is, and name it.

Is it that you're worried a fall may occur and no-one will know? Is it that it takes time to drive around looking for a loved one who might be lost or in danger? Is the concern from one of you living away who misses being able to help?

2. What are the options available?

Getting a carer in? What options are there with technology?

3. Why are you worried it might not work?

List these and make a plan for each. ie. The smartwatch wouldn't be charged. The health data wouldn't be shared with the doctor. Set up a plan and routine combining people and technology to help out.

4. Make a Plan

Talk it over together and explain to your loved one why it's important. Assign responsibilities between you. Set it up correctly, and check in on if the goals are being met.

Note: Be alert to ensure batteries are charged, devices are worn, privacy settings are secure, and credit cards are removed if appropriate. Please respect the rights of all individuals and seek consent for security cameras and tracking for safety purposes.





How To Think About Technology

by Peta Slocombe, Psychologist (M.Psych) , Mental Health Speaker & CEO "Performance Story"

1

Think about what you're trying to achieve, and what you want as the outcome.

We don't always want the same things, but *everybody wants something*. Understand what drives your friend or family member. It might be getting back into the garden, or increasing confidence in rejoining a weekly card game.

2

Consider the options available.

Brainstorm all the possible options without opinion, decision or judgement. These might be technology and non technology options. We can prioritise them later.

3

What needs to happen, to make this work?

What might you fear, that can be addressed, resolved or named and accepted. Is there a 'non all or nothing' solution where we trial something, book a demo, or hire it first?
Who can help?

- People don't fear technology. They watch TV, use a microwave and have tapped a credit card for a purchase. Fear of loss of independence, lack of confidence and uncertainty underlies resistance, not the technology itself. Make sure you are having the right conversation.
- Tug o' wars end with everyone exhausted, and at least half of us on our backsides. Step away from the rope and pull up a park bench. "Tell me more" and "Help me understand that better" will get you twice as far.
- Encourage curiosity without committing to a decision. Looking at a product video, reading a review or trying something out is the goal. Not a 'yes'.
- Make a list of the barriers to ensure they are heard, then gently work through them. Reframe "What if I get stuck?" to "So we want to understand how long the batteries last for?"
- Remind them that it is love, not worry that makes you look for solutions. Wouldn't you want the same for me?
- Remember that people can and do adapt in their own way over time. Maybe it isn't as fast as we'd like, but make sure you acknowledge and encourage any adaptation they choose, as a step in the right direction.
- Stubbornness, defensiveness and avoidance are a way to protect ourselves from feeling vulnerable. They are not an end point.
- Start small, and work on increasing competence to avoid feeling overwhelmed.

