

Adopting eHealth at community rehabilitation setting for older adult with chronic health condition.

The Hong Kong Society for Rehabilitation , Community Rehabilitation Network (CRN), provided community rehabilitation and self-management support services for people with chronic illness. From 2017 – 2021, more than 50% of our registered service users were over 61 years old and 30% were over 66 years old. Our users liked to search online information. However, the older adult was found with lower eHealth literacy ¹.

Under the outbreak of Covid 19, social service provision had been tremendously affected by the Prohibition on Group Gathering Regulation in Hong Kong since March 2020. Nearly all of the people-gathered programs were not allowed. Since most of our users were older adults and we have to put extra effort into the design and implementation of technology-assisted service.

Webinar, text information, video group chat, Facebook closed group, live streaming; it was an experiment that we had tried all of these unusual methods to conduct services. Our service users were not familiar with webinars; extra time was needed to assist them with navigation and articulating this digital platform. Colleagues also need to explore special facilitating skills in a virtual setting which was new to our colleagues.

Service users' participation behavior and service provision have transformed during this social distancing measure, and unexpected positive feedback and outcome gathered. We observed improvement of technology literacy for the service users, including the older adult. It would be an opportunity to integrate this exceptional process of service delivery advancement and effectiveness. In this talk, I will share our unique experience to deliver service with technology intervention for lower e-health literacy users.

1. Shi, Y., Ma, D., Zhang, J. *et al.* In the digital age: a systematic literature review of the e-health literacy and influencing factors among Chinese older adults. *J Public Health (Berl.)* (2021). <https://doi.org/10.1007/s10389-021-01604-z>