INVESTIGATING INNOVATIVE MODELS OF SERVICE DELIVERY TO IMPROVE ACCESS TO QUALITY HEALTH CARE SERVICES FOR OLDER ADULTS

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Brief Description of Research or Project: There is a dearth of evidence describing how health care providers experience the transition of moving from face-to-face to online modes of service delivery. Obtaining feedback from front line staff regarding their experiences of transitioning to the use of an online platform will inform the development of implementation strategies for e-health programs for older adults. This presentation will describe a pilot study investigating these issues, through qualitative interviews with four health professionals regarding their perceptions and experiences of being trained to deliver evidence-based interventions via an online platform. Health professionals from varying disciplines (e.g., occupational therapy, psychology, nursing) will be interviewed after technology training and after having an experience of providing an online evidence-based intervention for individuals with chronic conditions (e.g., Goal Management Training for individuals with stroke). Factors that may influence implementation will be discussed according to the following themes: practice setting, client population, and intervention and technology. **Why is this research important to profile at the Research Day 2014?** With the ageing population there is an increasing number of older adults with one or more chronic health conditions who require long-term health services. Consequently health systems and long-term care facilities need to investigate innovative models of service delivery that will meet this rising demand. E-health, or the delivery of online interventions, has the potential to improve access to quality health care services for older adults by providing timely services in their own home. Whilst e-health has the potential to revolutionalise how we deliver healthcare, we know very little about how to successfully implement these programs within an existing service system.