

Online Emergency Call Service Delivery Model for Elderly People Living Alone and the Role of Social Workers: Nonprofit Organization Example

Ling-chu Chen

Associate Professor, Department of Elderly Welfare and Business,
HungKuang University

Min Pei Tsai

Graduate Student, Department of Elderly Welfare and Business,
HungKuang University

Abstract

Population aging has engendered a significant increase in demand for medical and long-term care services. Elderly people prefer to age while remaining in their own home, and social policy emphasizes home- and community-based long-term care. An online emergency call service for elderly people living alone is a crucial welfare service in the implementation of this policy. This service ensures that elderly and disabled people can be healthy and safe while living in their own homes and maintain their independence for as long as they wish. In this study, the researchers analyzed documents and conducted qualitative interviews to determine the current status of the online emergency call services provided to elderly people living alone, the service delivery model, and the role of geriatric social workers in the system. A redesign of the service delivery model, the establishment of social work competency content for this service program, and the cultivation of multidisciplinary and collaborative talent are suggested. Further research on service models is required to meet the demands of health care management and safety regarding disabled and elderly people who live alone.

Keywords: Elderly living alone, Online emergency call service, Telecare, Geriatric social worker