

# Technology Opportunities to Support Unpaid Caregivers

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## BACKGROUND

- “No choice” caregivers do 25+ hrs of unpaid work/week and spend over \$7,000 out of pocket on average
- Caregiver mental + physical health often deteriorate - and this impacts care recipient health
- Technology opportunities can alleviate some challenges + bridge tech gap for aging population

## FINDINGS



### Knowledge Sharing

*Discuss tough topics early:* remind + record difficult decisions, e.g. wills, bills, do-not-resuscitate

*Share wisdom and cherish moments:* capture wisdom + together time for later reflection



### Social Implications

*Friends and family can be a support network:* provide communication channels for support needs

*Manage complex social webs:* provide caregivers with access-controlled communication channels

## METHODS

- Reviewed 6 interviews of caregivers on their responsibilities & their relationship to technology
- Ran two focus groups with 18 total unpaid caregivers, all work full time in IT industry



### Handling Emotions

*Contextual strategies for emotion management:* prompt in the moment strategies, e.g. meditation, breathing

*Watch for strong emotions:* provide method of tracking and watching emotional trends



### Time Management and Organization

*Schedule flexibility:* smart schedule management

*Time for themselves:* build into calendar + remind caregivers to take time for themselves

*Bundling tasks:* help caregivers group tasks, e.g. take medication together