

Chapter 8

Management of Home Healthcare in the Technological Era and Implications

Yiğit Kerem Yıldız

 <https://orcid.org/0000-0002-2976-9169>

Istanbul Nisantasi University, Turkey

ABSTRACT

Nowadays countries are entering a period where their social profiles are increasingly dominated by the elderly population. Due to increasing demand and limited personnel resources, home healthcare services are becoming increasingly difficult to manage. Technological applications are used to prevent disruptions that mentioned here. This section evaluates the effects of technological applications on home healthcare services and management. In order to make this assessment, studies on home healthcare services and technologies which emerged with Health 4.0 were examined. All technologies that used in home healthcare services have effects in terms of saving costs and resources, as well as providing convenience to people who have difficulty accessing services, and increasing patients' quality of life. When these are considered in terms of healthcare management, they will provide savings in the health economics, efficient use of limited resources and the provision of accessible, patient-focused services with no boundaries.

DOI: 10.4018/979-8-3373-3099-0.ch008

INTRODUCTION

Home healthcare services are a continuous and comprehensive service type that allows individuals to receive health services in their own houses. Home healthcare services are known for contributing to cost management by reducing occupancy rates in hospitals which has been proven in some studies (Güdük, 2025; Lawrence et al., 2023; Roberts et al., 2023). These services which improve health and prioritize the independence of the individuals are provided by public, private, and non-profit organizations (Chen et al., 2022). These healthcare services are especially preferred by the elderly people who have chronic diseases and need palliative care (Fang et al., 2022; Oelschlägel et al. 2023, Steindal et al. 2020).

Home healthcare services have evolved due to the influence of technologies. The factors that have caused this evolution are various. One of the most important factor is the aging of the population. This increase especially in developed countries puts great strain on their healthcare systems (Senillosa et al., 2022). The excessive demand for health services challenges the management of health services both strategically and operationally (İnaç & Ekmekçi, 2023). In healthcare services where resources are limited and demand is high, technology is the savior for healthcare systems. Technological developments made to solve the limitations have accelerated the change and development of the concept of healthcare delivery (Şimşir & Mete, 2021). Gradual decrease in the number of healthcare professionals is another reason for the technological transformation. What is mentioned here is not about general decrease in healthcare professionals but rather a decrease in the number of staff who working in home healthcare services. Healthcare personnel have high turnover rates especially in home healthcare services (Chua et al., 2022; Güdük, 2025; Oelschlägel et al. 2024; Roberts et al., 2023). The third factor that caused the technological transformation is Covid-19. During the Covid-19 period, countries focused on remote healthcare services to manage the high demands on hospitals caused by Covid-19 (Brocard et al., 2021; Mundi et al., 2021). This helped individuals with chronic health conditions to overcome the pandemic safely. In addition, these developments have increased the trust in home healthcare services.

Despite the decrease in the number of professionals which providing home healthcare services, health institutions are directing patients and professionals to home healthcare services using technological applications due to the aging society, the increase of the life expectancy at birth and increasing burden on the healthcare budget (Álvarez-Castañón et al., 2022). In order to successfully provide these services and prevent possible negativities that may arise from limited resources, health systems have positioned technology at the center of home healthcare services. In these periods when technology is dominant, information about home healthcare services and their effects as well as the technologies which used are quite diverse. This section

38 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/management-of-home-healthcare-in-the-technological-era-and-implications/388267

Related Content

Modeling and Governance of Procurement as a Service Responsive to Business Events

Darko Galinec and Ksenija Klasic (2011). *Information Systems and New Applications in the Service Sector: Models and Methods* (pp. 324-335).

www.irma-international.org/chapter/modeling-governance-procurement-service-responsive/50244

Cloud Computing Diagnosis: A Comprehensive Study

N. Krishnadas and R. Radhakrishna Pillai (2013). *Principles, Methodologies, and Service-Oriented Approaches for Cloud Computing* (pp. 1-18).

www.irma-international.org/chapter/cloud-computing-diagnosis/74223

Elitist Tag or Tool for Development: An Empirical Analysis for Tourism Marketing Strategy in Sikkim

Debashish Batabyal and Sankar Kumar Mukherjee (2016). *Handbook of Research on Promotional Strategies and Consumer Influence in the Service Sector* (pp. 96-104).

www.irma-international.org/chapter/elitist-tag-or-tool-for-development/149720

The Online Betting Behavior of Sport Lottery Consumers

Li-Wei Liu, Ying-Hsiao Lai and Tsung-Hua Hsieh (2022). *International Journal of E-Services and Mobile Applications* (pp. 1-18).

www.irma-international.org/article/the-online-betting-behavior-of-sport-lottery-consumers/301273

Transforming Healthcare through Entrepreneurial Innovations: An Institutional View

Arto Wallin (2017). *International Journal of E-Services and Mobile Applications* (pp. 1-17).

www.irma-international.org/article/transforming-healthcare-through-entrepreneurial-innovations/173033