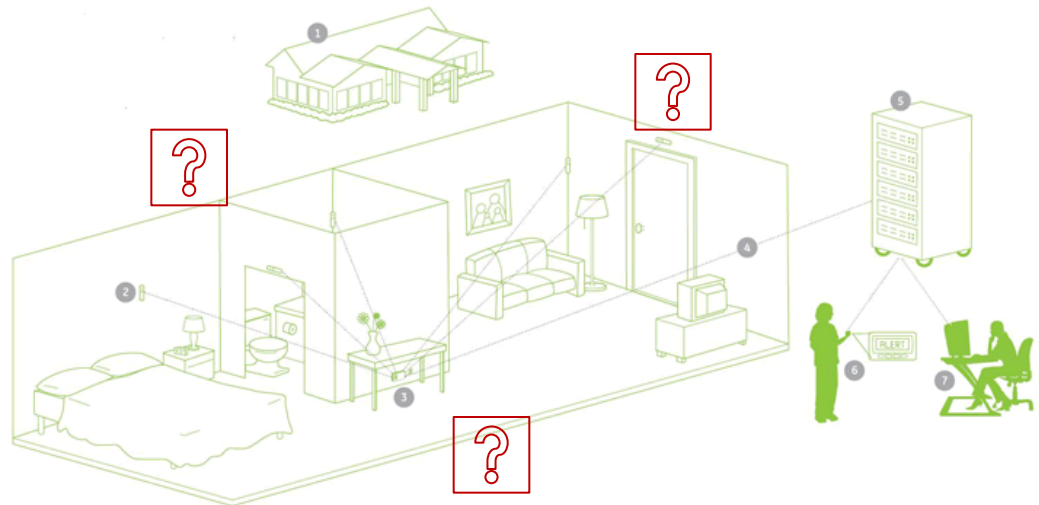


Seeing Again

Ageing, Personhood and Technology

Ike Kamphof



How does telecare **affect the personhood** of frail elderly people?

Neglected **soft impacts** of new technologies!

Personhood is about how technology affects how we **see** and **treat** each other

Beyond **promises and fears**, based on

- technological structure
- current care practice

Because

- technologies **change** care practices and relationships
- users **co-shape** the meaning of technologies

Empirical research



Postphenomenology + ethnography
to bring out

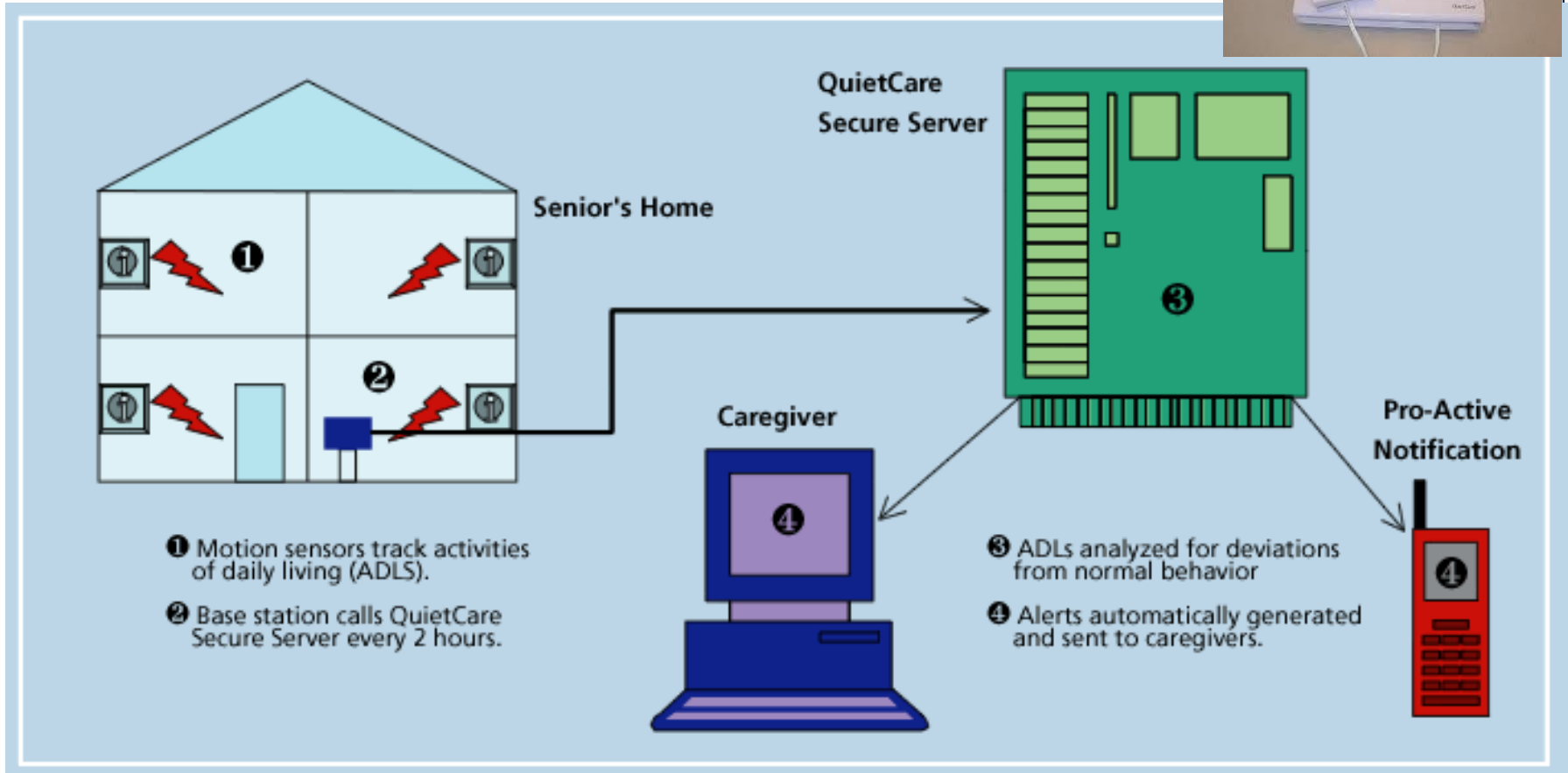
- the **emergent** structure and meaning of technologies in practice
- and detect **unresolved tensions**

Case study: **activity monitoring technology** (AMT)

as used in **homecare** for frail elderly people
with 3 organizations in the Netherlands



What is AMT?



Various graphs on protected website

QuietCare™



[HELP](#)
[LOG OUT](#)
 Welcome: Living Independently

[Return to Overview Screen](#)

[View Seven Day Activity Summary](#)

Individual Screen - Jane Smith

As of 02:02pm on Monday 20 Nov 2006

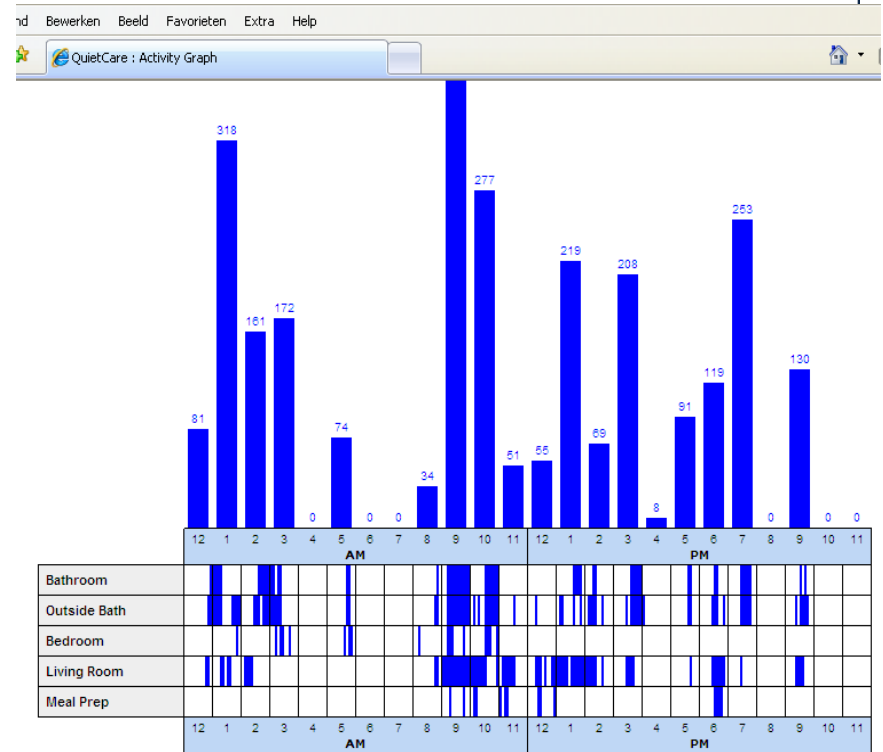
System Status		Low Meal Prep Battery
Room Temperature		75F
Bedroom Exit		Jane Smith left the bedroom at 07:37am
Bathroom Fall		No suspected bathroom falls
Medication		4 Medication events yesterday
Activity		Activity yesterday was in normal range
Night Bathroom Visits		5 Night bathroom visits yesterday
Meal Preparation		8 Meal prep events yesterday
Bathroom Visits		10 Bathroom visits yesterday
Motion Through Door		12 motion through door events yesterday
Wander/Door Exit		No door exit alert triggered
Night Motion		No night motion alert triggered
More Information and System Settings		Click here for more information

Night Bathroom Visits Too Many Events

Date	Start Time	Duration
Wed Nov 15, 2006	12:08 am	2mins
Wed Nov 15, 2006	01:18 am	5mins
Wed Nov 15, 2006	02:12 am	3mins
Wed Nov 15, 2006	02:58 am	7mins
Wed Nov 15, 2006	04:08 am	2mins

Night Motion Through Door

Date	Start Time	Duration
Wed Nov 15, 2006	12:08 am	2mins
Wed Nov 15, 2006	01:18 am	5mins
Wed Nov 15, 2006	02:12 am	3mins
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Wed Nov 15, 2006	04:08 am	2mins



AMT enables seeing clients in new ways

But: **what kind** of seeing-again (**re-specere**)?

Promises: **extra eyes**

- to **prevent** health and safety hazards
- to **postpone** hospitalization and residential care
- to provide more **individualized** care
- **save** costs

Fears: **disrespect**

- **confirms healthy normality** that sees elderly people as deviation + **diseased**
- leads to care as **risk control**
- **hides persons** behind data
- turns care into a problem that needs technological fix, **erodes care relationships**

A few results...

- The structure of AMT emphasizes risk, in practice the **reassurance** of code green is vital
- AMT shows clients' **personal rhythms of living**
 - brings caregivers **closer** to clients
 - **obliges** homecare to attune to these rhythms!
- Data do not provide knowledge as such, but **need to be re-seen**, based on caregivers' **familiarity** with clients

A few tensions...

- Some clients welcome being watched over
some feel AMT is “for old people”
- AMT functions within a relationship of trust
 - structure tells clients: your data are not your own
 - trust is built and sustained by caregivers
 - how about management and insurance?
- Out of respect for clients’ privacy, caregivers close their eyes to unnecessary data,
but feel trapped: what if in retrospect...

Conclusion

Respectful use of AMT requires

- complex **interplay** of machine vision and human (re)seeing
 - **education**
 - **adjusted design?!?**
 - reflection on proper **purposes** of data
- } **reflective implementation**

Thank you!

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