

# Shaping Future Workplaces

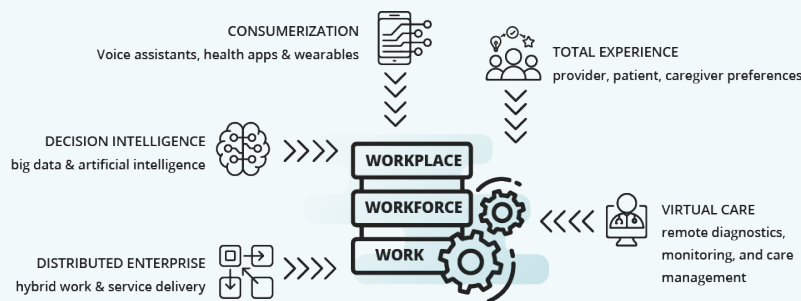
## THE TECHNOLOGY FACTOR

The Canadian Home Care Association's Shaping Future Workplaces – The Technology Factor initiative is a national awareness campaign that focuses on examining the impact of emerging technologies on the future of workplaces. The goal is to help home care organizations adapt to technological changes to remain competitive and attract top talent. The initiative aims to stimulate dialogue on a vision for technologically advanced, person-centred home and community care workplaces.

### Technology Mega-Trends

Five emerging technologies<sup>1</sup> and trends have been identified as critical in shaping future home care workplaces.

- 1. Virtual Care:** Adopting telehealth and remote monitoring technologies transforms service delivery and accessibility for clients.
- 2. Artificial Intelligence:** AI integration supports decision-making and operational efficiencies, impacting workforce roles and necessary skills.
- 3. Automation and Robotics:** Automated systems and robotics are changing job functions and reducing repetitive tasks for caregivers.
- 4. Data Analytics:** Big data and analytics improve care outcomes and operational efficiency, highlighting the importance of data-driven decision-making in care services.
- 5. Mobile and Connected Health:** The growth of mobile health applications and connected devices enhances real-time health monitoring and communication between clients and caregivers.



These trends are enabled by

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### Key Findings from Catalyst Conversations

Through catalyst conversations with home care leaders and stakeholders, it became clear that technology alone cannot solve all workplace challenges. The successful integration of technology requires well-executed processes, effective management practices, and a culture that supports innovation and continuous learning. These elements are essential for creating a holistic approach that leverages technological advancements while fostering supportive organizational practices.

The conversations revealed significant impacts on both the workforce and the workplace. New technology integration enhances roles and responsibilities for the workforce, necessitating continuous learning and upskilling. In the workplace, advanced technological tools improve productivity and operational efficiency, strengthening both employee and client experiences and leading to more meaningful and engaging work environments.

<sup>1</sup> Emerging technologies are technologies whose development, practical applications, or both still need to be made public. These technologies are generally new but include older technologies finding new applications. Emerging technologies are often perceived as capable of changing the status quo. (Wikipedia)