Policy Recommendations for Enhancing Digital Literacy among Older Persons

Panel discussion

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Principal Investigator of Digitally Inclusive, Healthy Ageing Community (DIHAC): a cross-cultural study in Japan, Republic of Korea, Singapore and Thailand
It is important to address grey digital divide in Japan and across the world. Internet use is a social determinant of health, towards the healthy ageing decade 2021-2030.
Digital divide or digital gaps

Access Gap

Usage Gap

Participation Gap

1st Level
- Device ownership
- Internet access

2nd Level
- Capabilities
- Skill and usage

3rd Level
- Outcomes
- Health
- Education

Digital inequalities can reinforce traditional social inequalities.

Universal access to the Internet

Universal access to the broadband

Digitally inclusive, healthy ageing communities (DIHAC) study is expanding.

- It is a five-year project, cross-cultural study
- to explain contextual influences of digital inclusion and
- its consequences on healthy ageing
- in Japan, ROK, Singapore and Thailand.
- Mixed method study will apply
- explanatory sequential
- (QUAN → qual),
- two-phase research design.

(DeCuir-Gunby and Schutz 2016)
Eliminating Digital Gaps

Access equity → Usage equity → Health equity
Digital facilitation programs

Japan

- Smart phone classes at Shibuya city
- Saloon

Korea

- Digital literacy classes at Gyeong-lo-dang
- Telemedicine
- AI Care Call

Thailand

- Kapong Tam (digital wallet)
- School for the older

Singapore

- Lion Befriender, I am OK Tablet an Apps
- Digital ambassadors
- Senior’s Activity Centers (AAC)
Digital empowerment program in Shibuya city, Tokyo

**Individual training**

**Group training**

- Internet use
- Digital skill
- Apps use
- E-health literacy
- Healthy lifestyle behavior
- Healthy Ageing
Relation of age and internet usage with eHealth literacy

- Internet use
- Digital skill
- Apps use
- E-health literacy
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- Healthy Ageing
App Hachi: Step-count as financial incentive for motivation in Shibuya, Tokyo Japan
Collaboration of Tokyo Wangan Police Station and DIHAC study team 2023 November

Frailty check, Coffee and Cyber security education as an inter-generation program

Community based social innovation (CBSI) for digital inclusion and cyber-security:

Location Tokyo Ariake University of Medical and Health Science
Recommendation for eliminating primary digital divide among the older persons

**Enabling physical factor**
- Eye check and support
- Hand check and support

**Psychological support**
- Social support

**Device rental service or program**
- Initial usage: empowering primer

**Community based digital literacy program**
- Smart phone training, digital education, digital literacy class

**Flattening the network package cost**
- Market competition
Recommendation promoting participation and eliminating third degree digital divide: Apps literacy and digital inclusion

- App education
- Apps utilization: feedback and improvement
- Apps integration: integrating services
- Language: no one left behind
- Security: financial inclusion
- Motivation ecology
- Empowering community programs
- Enriching users’ experiences
Integration

Service integration
• Policy pathways paving towards synergistic programs and integrated services
• Apps
• to integrate public services equitable for older persons’ access to social services and quality of life
### Eliminating digital gaps

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<th>Participation</th>
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**Policy action area**
Conclusion

- Systematic Empowerment

Macro level
- Policy

Meso level
- Community

Micro level
- Individual

Policy-implementation gaps

Intention-behavior gaps

Healthy Ageing Decade
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Thank you very much.

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