

Equity-Centred Innovation for Ageing Populations: A Mixed-Methods Study of Respectful and Responsive Elderly Care in Singapore

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BACKGROUND

- Singapore faces rapid demographic ageing with increased chronic disease burden
- Need for respectful, responsive, and dignified elderly care
- Knowledge gap: Most studies from Western contexts
- Policy priority: Equity-centred innovation in healthcare delivery

METHODS

Design:

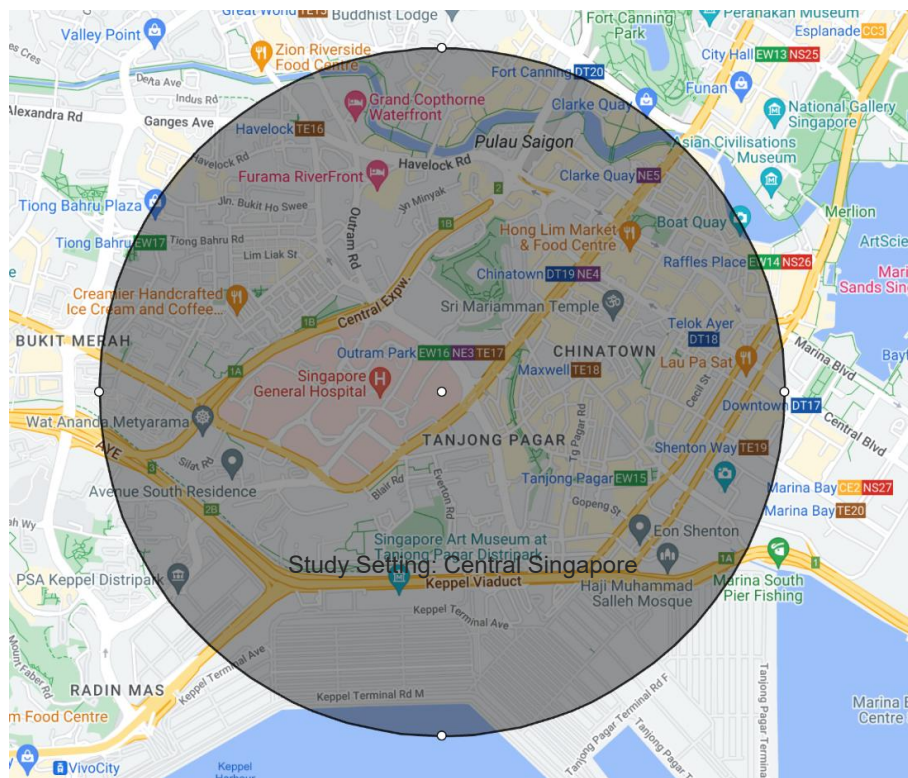
Exploratory Sequential Mixed-Methods

Data Collection:

- 21 in-depth interviews
- 10 focus group discussions
- Survey of 264 seniors

Analysis:

- Qualitative: Thematic analysis (Atlas.ti)
- Quantitative: Psychometric analysis (R)
- Scale validation ($\alpha > 0.9$)



KEY FINDINGS

Qualitative Themes

DIGNITY

- Language barriers: Non-English speakers face discrimination
- Class disparities: Class C patients report basics unmet
- Disrespectful practices: Inattentive, rushed consultations
- Respectful practices: Patient listening, clear explanations

AUTONOMY

- Seniors want information shared directly
- Prefer involvement in treatment decisions
- Want permission before procedures
- Mixed provider responsiveness

COMMUNICATION

- Prefer gentle speech, reassurance, encouragement
- Challenges: Language barriers, dismissive attitudes
- Need comfort before/after procedures

CONCLUSIONS

- Persistent gaps in communication, autonomy, and individualized care despite positive interpersonal interactions
- Substantial system responsiveness gaps in financial navigation, waiting times, and care coordination
- Vulnerable populations at heightened risk: digitally excluded, socioeconomically disadvantaged, minority-language seniors
- RRDECS offers validated, structured measurement tool for improving elderly care quality
- 'Structural respect' framework: Dignity in care as both interpersonal AND systemic

POLICY RECOMMENDATIONS

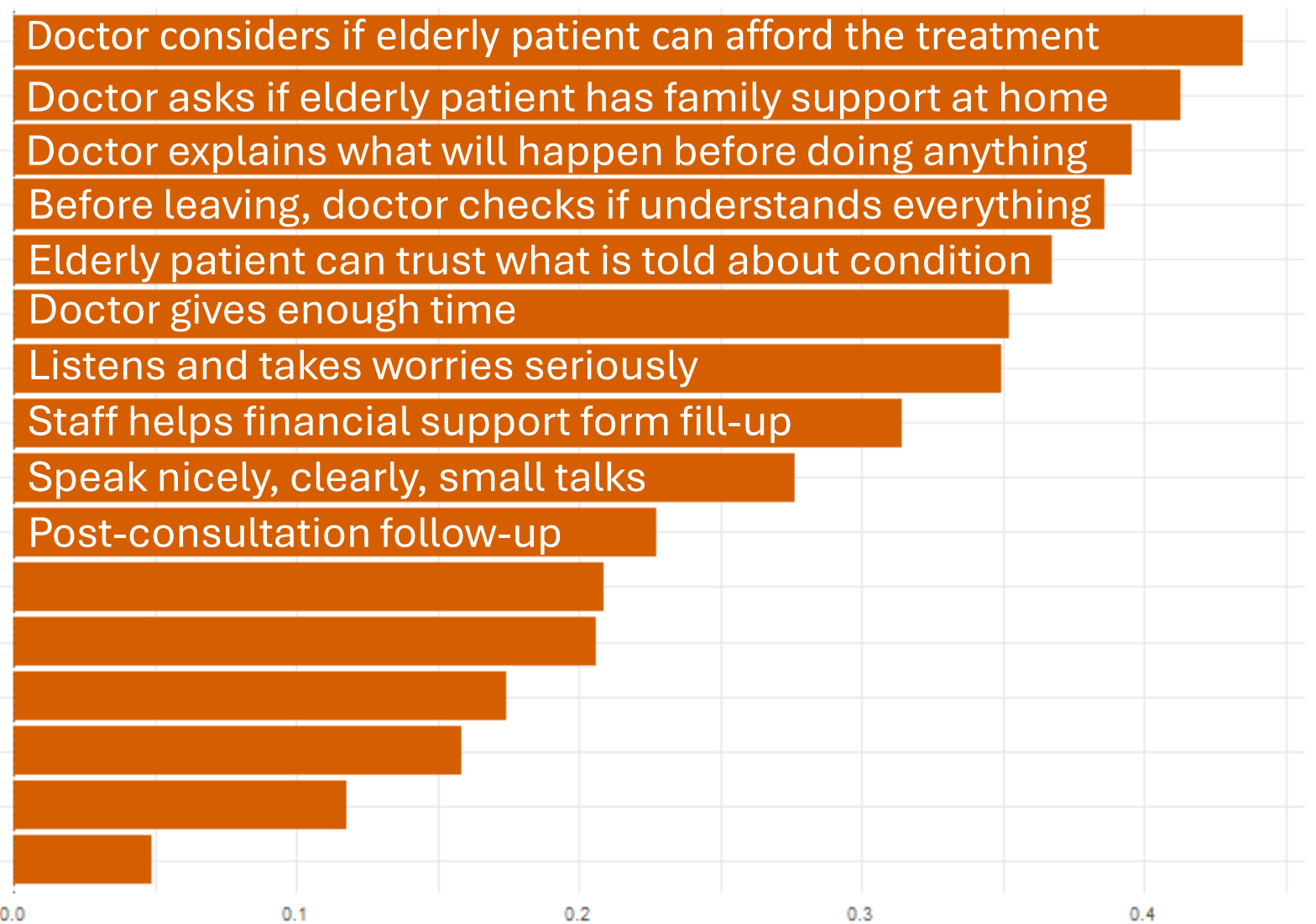
- Integrate respectful care standards into national elderly care guidelines
- Embed metrics in quality frameworks (Healthier SG)
- Mandate language support services and culturally sensitive practices
- Incentivize time allocation for patient engagement and dignity protocols

OBJECTIVES

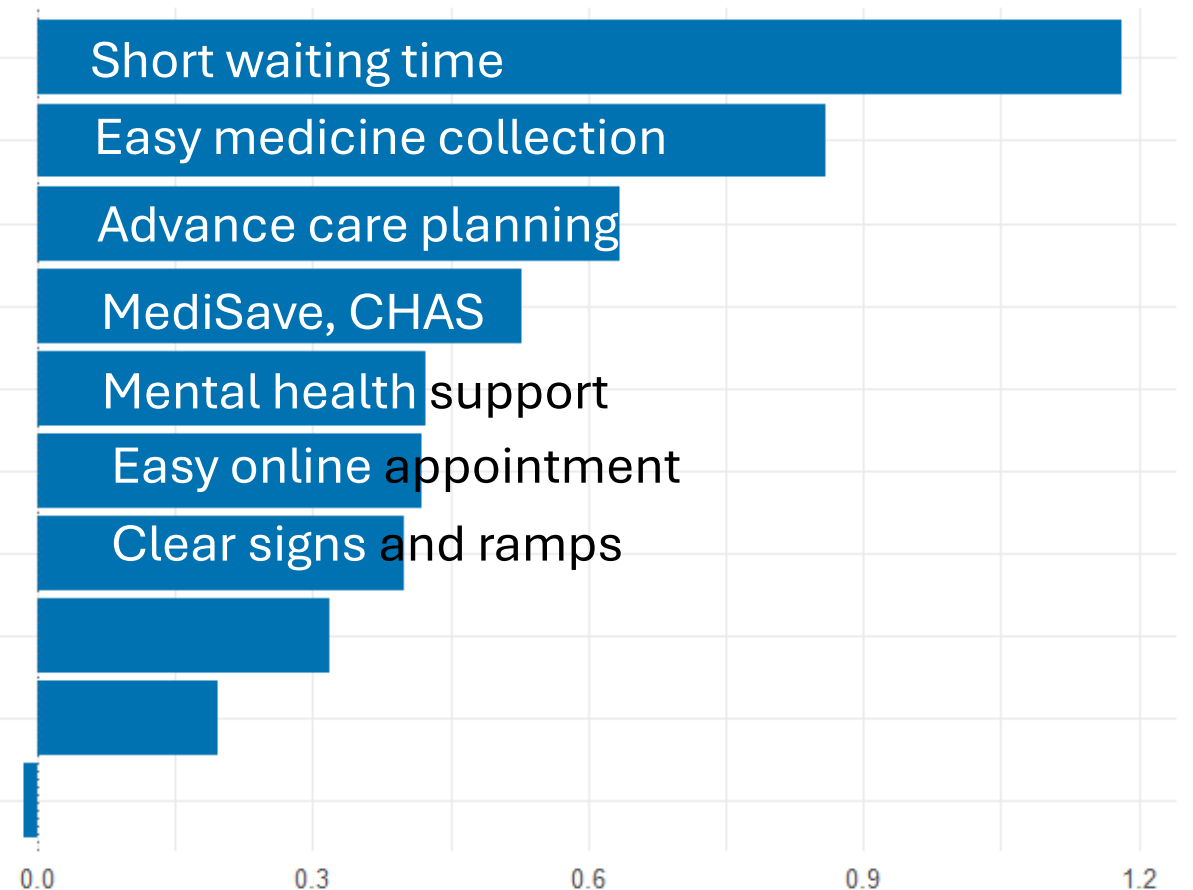
1. Examine perceptions of elderly and service providers on respectful, responsive, dignified care
2. Assess needs of elderly concerning respectful, responsive, dignified elderly care

Quantitative Results

Top Respect Gaps (Importance - Satisfaction)



Top Needs Gaps



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KEYWORDS

• Responsiveness • Elderly Care
• Equity • Singapore • Healthcare Quality