

Institutional Innovation Driven by Technological Revolution in Healthcare Services for Old Adults with Disabilities: A Case Study from Shenzhen, China

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ABSTRACT

Technological revolution poses significant challenges to the accessibility of healthcare services for old adults with disabilities. This paper, grounded in digital governance theory and using a multi-case analysis approach, explores the impact of technological revolution on institutional innovation in healthcare services for old adults with disabilities. Observations from three cases in Shenzhen, China, reveal that technological revolution has unexpectedly driven institutional innovations in healthcare services for old adults with disabilities. To match and adapt to the technological revolutions, government departments have adjusted the healthcare system for old adults with disabilities, leading to a restructuring of the healthcare service system. Medical departments have incorporated the results of technological innovation, improving the institutional operation processes of senior healthcare services. However, the technological revolution has also introduced new difficulties in multi-agent cooperation in healthcare services for old adults with disabilities, showing a noticeable lag in institutional innovation. In response, this paper proposes an inter-departmental cooperation model for addressing institutional innovations driven by technological revolution, integrating these technological solutions with policy innovations to establish a robust, efficient, and responsive healthcare system for old adults with disabilities.

Keywords: Technological Revolution, Institutional Innovation, Healthcare Services

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