

A Study on the Problems and Solution Paths in the Conduct of Elderly Competency Assessment

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Abstract: Exploring the problems existing in the process of carrying out an elderly competency assessment aims to provide useful references for its improvement. Starting from the importance of elderly competency assessment in the field of elderly services, this paper analyses the problems in the process of carrying out elderly competency assessment and explores the corresponding solutions. The analysis finds that problems in the process of carrying out elderly competency assessment are inevitable, but as long as the study continues to explore and innovate and actively seek solution paths, the study will be able to overcome these difficulties and provide the elderly with better and more efficient elderly services.

Keywords: Elderly; Competence assessment; Problems; Solution paths

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1. Introduction

With the acceleration of social aging, the quality of life and health of the elderly are increasingly receiving widespread attention from society. As an important means to measure the health status and living ability of the elderly, elderly competency assessment is of great significance to the development of personalized elderly service plans and the enhancement of the quality of life of the elderly. However, there are a series of problems in the development of elderly competency assessment, such as the imperfection of the assessment method, the non-standardization of the assessment process, and the insufficiency of the feedback and application of the assessment results, which seriously restrict the effectiveness and practicality of the elderly competency assessment work. Therefore, it is necessary to explore the corresponding solution path.

2. The importance of elderly competency assessment in the field of elderly services

2.1. Definition and function of elderly ability assessment

Elderly ability assessment refers to the comprehensive, systematic and scientific analysis and evaluation of the self-care ability, basic motor ability, mental state, sensibility and social participation of the elderly by professionals according to relevant standards. Its purpose is to gain a comprehensive understanding of the

physical and mental state and life needs of the elderly, so as to provide them with more personalized and refined elderly care services.

The functions of elderly competency assessment are mainly reflected in the following aspects (**Table 1**).

Table 1. Functions of elderly competency assessment

Function	Description
Health surveillance and disease prevention	Through assessment, potential health hazards of the elderly can be detected at an early stage, providing a scientific basis for disease prevention and early intervention.
Determination of care need	The results of the assessment can accurately reflect the care needs of the elderly and provide a basis for elderly service providers to formulate care plans.
Service resource allocation	Based on the assessment results, resources for elderly services can be rationally allocated to ensure that the elderly receive the most appropriate services.
Service quality enhancement	Through regular assessment, changes in the health conditions and living needs of the elderly can be continuously tracked, and service programs can be adjusted in a timely manner to enhance service quality.

2.2. The role of elderly competency assessment in the personalization and precision of elderly services

Elderly ability assessment can provide an in-depth understanding of the specific situation and needs of each elderly person, providing strong support for the formulation of personalized service plans. According to the results of the assessment, the elderly can be provided with services that are in line with their physical condition, living habits, interests and hobbies so that the elderly services can be more in line with the actual needs of the elderly. Secondly, the results of the elderly competency assessment can be used as a guiding basis for the implementation of services, ensuring that every measure in the service process can precisely meet the needs of the elderly. Through precise service implementation, the quality of life of the elderly can be maximized and their physical and psychological needs can be met. In addition, the assessment of geriatric capacity is not just a one-off exercise but an ongoing process. Through regular assessment, problems and deficiencies in services can be identified in a timely manner and service programs can be adjusted in a timely manner to ensure continuous improvement in service quality. This mechanism of continuous improvement will help to constantly upgrade the level and quality of elderly services and provide better services to the elderly.

3. Existing problems in the process of carrying out elderly capacity assessment

3.1. Uniformity of standard

In the actual process of carrying out elderly competency assessment, a notable problem is the diversity of assessment standards. This is mainly reflected in the fact that the assessment standards adopted vary among different assessment agencies, organizations or regions. The problems caused by such diversity are mainly in the following aspects: the lack of uniformity in assessment standards results in the possibility that different assessors may come up with very different results when assessing the capacity of the same elderly. This not only affects the fairness and accuracy of the assessment but also increases the difficulty of follow-up service provision. Secondly, differences in assessment results may lead to inaccurate judgment of the service needs of the elderly, which in turn leads to the wastage of service resources. For example, some elderly may need intensive care support, but due to low assessment results, they may not receive the services they deserve; conversely, some elderly may not need as many resources but receive services beyond their needs because of high assessment results. In addition, the diversity of assessment criteria may also lead to complications in the

assessment process, which in turn reduces the efficiency of the assessment. Assessors need to spend more time and effort to understand and master different assessment standards, which invariably increases their workload.

In addition to the diversity of assessment standards, another prominent issue is the lack of a unified and authoritative system of assessment standards. At present, the development of standards for assessing the capacity of older persons is mainly scattered among government departments, social organizations and enterprises at all levels, and the lack of effective communication and collaboration among these institutions has led to inconsistency and duplication of assessment standards. In addition, the diversity of standard-setting bodies has led to a lack of authority in the assessment standards. Many of the standards may only be the internal regulations of a certain institution or organization and lack wide recognition and acceptance.

3.2. Inadequate methodology

Elderly ability assessment often involves a number of aspects, including physical functioning, cognitive ability, daily living ability, social functioning and so on. However, many of the current assessment methods are too homogeneous, making it difficult to comprehensively and accurately reflect the overall ability level of the elderly. Secondly, at present, there is a lack of uniform and standardized guidelines for the assessment methods of elderly abilities, leading to large differences in assessment methods and results among different assessors and different organizations, which affects the credibility and reliability of the assessments. At the same time, certain assessment methods rely too much on the subjective judgment of the assessor and lack objective evaluation criteria, easily leading to inconsistency and bias in the assessment results. In addition, existing assessment tools may not be able to adapt fully to the special needs of the elderly. For example, for the assessment of the cognitive ability of the elderly, certain tools may be too complicated or difficult to operate, resulting in poor assessment results. In addition, the ability of the elderly will change over time, but current assessment methods often lack a dynamic assessment mechanism to track changes in the ability of the elderly in time, resulting in assessment results that do not reflect the latest state of the elderly.

3.3. Lack of personnel

When conducting the elderly competency assessment, some assessors may lack professional knowledge in geriatrics, rehabilitation, psychology and other related fields, making it difficult for them to accurately judge the physical, psychological and social functioning status of the elderly during the assessment process^[1]. Secondly, even with a reserve of professional knowledge, if they lack practical assessment experience, assessors have difficulty in quickly and accurately judging the level of competence of the elderly. They may not be able to capture important assessment information from the daily behaviour and speech of the elderly. At the same time, there are limited resources for professional training on capacity assessment for the elderly, and many assessors are not adequately trained, so their assessment skills and knowledge cannot be updated and upgraded in a timely manner. In addition, due to the special and professional nature of the assessment work, many personnel may choose to leave their jobs due to reasons such as high work intensity and poor remuneration, resulting in an unstable team of professional assessors and affecting the continuity and quality of the assessment work.

3.4. Problems of unstandardized assessment processes

There are also problems of non-standardization in the assessment process when carrying out the assessment of the abilities of the elderly. Firstly, part of the assessment process may be designed to be too cumbersome or simple, without giving due consideration to the special circumstances of the elderly, resulting in a time-consuming assessment process or an incomplete assessment. Secondly, the lack of uniform assessment

standards or guiding principles during the assessment process may lead to discrepancies in the assessment results of different assessors for the same elderly person, and even contradictory results may occur. At the same time, assessors may neglect the completeness and accuracy of information recording during the assessment process, resulting in the assessment results failing to reflect the level of ability of the elderly. For example, they may have forgotten to record important information about the older person. In addition, there may be poor communication between the assessors and the elderly and their families during the assessment process, resulting in the assessors not being able to understand the needs and opinions of the elderly accurately, and not being able to fully explain the assessment results and recommendations to the elderly and their families.

3.5. Insufficient feedback and application of assessment results

There is also the problem of insufficient feedback and application of assessment results in elderly competency assessment. This is manifested in the following points: First, the assessment results cannot be fed back to the elderly and their families in a timely manner, resulting in their inability to understand the ability status of the elderly in a timely manner, and thus unable to provide timely and effective help and support to the elderly. Secondly, when giving feedback on the assessment results, the assessors may not have adopted the appropriate approach and language, making it difficult for the elderly and their families to understand the significance and value of the assessment results and to make full use of the results to improve the quality of life of the elderly. Thirdly, the assessment results are often used as a reference only and are not fully utilized and applied. For example, with respect to medical services, rehabilitation care and community support, personalized service plans are not formulated on the basis of the assessment results, resulting in the needs of the elderly not being met. Fourthly, after the feedback of the assessment results, there is often no continuous tracking of the situation of the older persons to understand the extent to which the assessment results have improved the quality of life of the elderly. This may result in the inability to identify problems and deficiencies in the assessment process in a timely manner, as well as the inability to adjust and optimize the assessment methods in a timely manner ^[2].

4. Exploring the solution path

4.1. Strengthen the construction of policies and regulations and establish unified assessment norms

In order to address the problem of inconsistent standards in the process of elderly competency assessment, it is necessary to strengthen the construction of policies and regulations and establish a unified standard assessment norm. Specifically, the government should strengthen policy support and regulations in the field of elderly competency assessment and clarify the purpose, significance, scope of application and basic requirements of the assessment. It should also formulate access standards and management norms for the assessment industry and ensure the professionalism and authority of assessment organizations and assessors. Under the guidance of policies and regulations, it is necessary to establish nationally unified standards for assessing the capacity of the elderly and to clarify the content, indicators, methods and procedures of assessment. The standards should take into account the physical, psychological, social and other factors of older persons, ensuring that the assessment results are comprehensive and accurate. At the same time, it is necessary to strengthen the publicity and promotion of the standards for assessing the capacity of the elderly through the media, the Internet and other channels so as to raise public awareness and understanding of the assessment work. It is also necessary to strengthen the training of assessment agencies and assessors to ensure that they are proficient in the assessment standards and methods ^[3]. In addition, an independent supervisory organization should also be established to

carry out regular inspections and assessments of assessment agencies and personnel to ensure that they strictly comply with the assessment standards and procedures. Institutions and personnel that violate the regulations should be punished and pursued in accordance with the law.

4.2. Optimize technical means to improve assessment efficiency and quality

At present, there is also the problem of imperfect assessment methods in the assessment of geriatric capacity. For this reason, it is necessary to actively introduce advanced elderly competency assessment tools and technologies at home and abroad, such as intelligent assessment equipment and virtual reality technology, to improve the accuracy and objectivity of the assessment. Research and development, as well as innovation of assessment tools, should be strengthened to meet the needs of different groups of older persons. It is necessary to make use of modern information technology to establish an electronic assessment system to automate the collection, analysis and storage of assessment data. This can not only improve the efficiency of assessment but also ensure the accuracy and completeness of assessment data. At the same time, in-depth analyses should be conducted on the assessment data to uncover the characteristics of the needs and problems of the elderly so as to provide a scientific basis for the formulation of personalized service plans. In addition, elderly competency assessment involves a number of disciplinary fields, such as medicine, rehabilitation, psychology, sociology and so on. Promoting interdisciplinary cooperation and exchanges can share resources, complement each other's strengths and jointly promote the development of elderly competency assessment. It is also necessary to actively encourage assessment organizations and assessors to continue to explore and innovate in practice and to try out new assessment methods and tools. By accumulating and summing up practical experience, the assessment work can be continuously improved, and the efficiency and quality of assessment can be enhanced.

4.3. Increase training efforts

Training should be increased to address the problem of insufficient personnel in assessing elderly capacity. On the one hand, it is necessary to establish a perfect training system for assessment personnel. It is necessary to clarify the core knowledge and skills that the assessors need to master and design a curriculum system that includes geriatrics, psychology, rehabilitation and other multi-disciplinary fields. Training objectives need to be set so that the desired skill levels to be achieved. Diversified training methods are to be implemented, using a combination of online and offline training methods, such as online courses, thematic lectures, case analyses, and practical operations, to ensure that the assessors are able to comprehensively and systematically master the assessment knowledge and skills. A mentor system should be set up to provide each appraiser with a senior mentor for one-on-one counseling to ensure that they are able to get up to speed quickly and solve problems encountered in practical work. It is also necessary to regularly assess the training effect of the assessors, test their learning effect by means of examination and practical operation, and provide assessment counseling to those who fail to meet the standard.

On the other hand, professional certification and continuing education should be strengthened. A professional certification system for geriatric capacity assessors should be set up, requiring assessors to pass a certification examination before they can engage in related work. The certification examination should cover various aspects such as assessment theory, practical skills, and professional ethics. Assessors are required to participate in continuing education on a regular basis to learn the latest assessment theories, techniques and methods to keep their professional knowledge up-to-date and progressive. At the same time, the importance of professional ethics is emphasized in continuing education to ensure that the assessors are able to abide by the professional ethics and carry out the assessment work in a fair and objective manner^[4].

4.4. Standardize the assessment process

It is important to standardize the assessment process in geriatric competence assessment. It is necessary to establish a unified and clear geriatric ability assessment standard and index system to ensure the scientificity and objectivity of the assessment work. The assessment standards should comprehensively consider the physiological, psychological and social factors of the elderly and be refined according to the characteristics of the elderly group. Special assessment quality control departments or agencies should be set up to conduct regular inspections and assessments of assessment work. Through the quality monitoring mechanism, problems and deficiencies in the assessment process should be identified in a timely manner, and corresponding measures should be taken to improve them. It is also necessary to continuously optimize the assessment process based on practical operational experience and the needs of the elderly. Unnecessary links should be simplified, and the assessment's efficiency should be improved to ensure that older persons can complete the assessment and obtain accurate results within a shorter period of time.

4.5. Strengthening the feedback and application of assessment results

Reinforcing the feedback and application of assessment results is also important in the assessment of the elderly competency. Assessors should interpret the assessment results in detail and communicate clearly and accurately to the elderly and their families. Through interpretation and communication, elderly and their families can understand their ability status and needs, providing a basis for subsequent services. Secondly, personalized service programs should be formulated for the elderly on the basis of the assessment results. The service program should take full account of the physical condition, interests and living habits of the elderly and ensure that the content of the service meets the actual needs of the elderly. At the same time, it is necessary to strengthen the construction of information-sharing mechanisms among elderly service providers, medical institutions and government departments. Through the information-sharing mechanism, the study realizes the interoperability of assessment results and provides more comprehensive and continuous service support for the elderly.

5. Conclusion

Elderly ability assessment, as an important part of elderly care services, is directly related to the quality of life of the elderly in terms of its scientificity and accuracy. Looking to the future, looking to the future, with the progress of science and technology and the development of society, the assessment of geriatric capacity will face more opportunities and challenges. On the one hand, the application of artificial intelligence, big data and other technologies will provide more accurate and efficient support for the assessment of geriatric capacity, and the assessment process will be more convenient and intelligent. On the other hand, as society pays more attention to the issue of old age, the assessment of geriatric capacity will receive more attention, and the assessment standard and system will be improved continuously. Therefore, it is necessary to pay continuous attention to the latest developments and trends of elderly competency assessment and continue to explore and innovate in order to provide the elderly with better and more efficient elderly services.

Disclosure statement

The author declares no conflict of interest.

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