

Title	高齢者ケアサービスにおける音声つづやきシステムによる実践知形成
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Abstract

In the situation where the population is aging and the number of elderly people who need nursing care is increasing in Japan and in the world, improving the quality and efficiency of nursing care to enhance the quality of life of elderly people is a challenge in the society. In order to solve the challenge, this study has been started from awareness that utilization of information and communications technology is limited in the field of welfare and nursing care.

Since the situation of mind and body of elderly people is always changing, practical wisdom is needed in care service in order to make an improvisational decision based on the situation. The purpose of this study is to clarify the actual condition of building practical wisdom in care service by using Voice Twittering System, which can share reports, contacts and monitoring information. Since there has been no study on building practical wisdom using information and communications technology including the Voice Twittering System in the field of care service, this study is unique.

We selected good cases from care staff members' voice tweets and what they noticed from them, and we defined OJTs that are shared by staff members in an institution as "off-site OJT." OJTs that promote awareness by detecting voice tweets remotely during care service have novelty. We defined such OJT as "remote voice OJT." In this study, we proposed a theoretical model in which practical wisdom is built by off-site OJT and remote voice OJT in a mutually complementary manner.

Practical implications are (1) it is easy to keep a record by the Voice Twittering System of what they usually do not keep a record, and (2) since some staff members can set good examples, practical wisdom circulates in an institution.

Challenges for the future are to establish the way to select good cases by using evaluation criteria combining voice tweets with location information and satisfaction level, and to establish the method for systematizing knowledge from on-the-spot information and good cases. Since the way to build practical wisdom using the Voice Twittering System has general versatility, it can be used in other fields.

Keywords: care service, voice tweets, practical wisdom, good cases, awareness