

Outcome Indicators

Objective	Outcomes (<i>Measures</i>)
<i>Reach-</i> To reach more elders with long-term care need	9% of elderly target population with long-term care need was reached by the Project (<i>measured by formula for reach rate calculation¹</i>)
<i>Effectiveness -</i> To improve the well-being of elders	75% of elders had better quality of life (<i>measured by WHOQOL-BREF</i>)
	75% of elders showed improvement on functional independence (<i>measured by Barthel ADL</i>)
<i>Effectiveness -</i> To improve the well-being and technology acceptance of caregivers	75% of carers reported reduced caregiving burden (<i>measured by Caregiver Burden Inventory (CBI)</i>)
	75% of carers had better quality of life (<i>measured by WHOQOL-BREF</i>)
	75% of carers showed improvement on acceptance of gerontechnology (<i>measured by Technology Acceptance Model (TAM)</i>)
	75% of carers showed increase in training satisfaction (<i>measured by Satisfaction Survey</i>)
<i>Adoption -</i> To increase adoption of gerontechnology	60% of users completed the full service period (<i>measured by formula for individual adoption rate calculation²</i>)
	60% of service providers made service referral (<i>measured by formula for organisation adoption rate calculation³</i>)

¹ Reach rate= number of individuals accessed/ number of eligible participants

² Adoption rate of individual users = number of enrolled users who completed the contract / total number of enrolled users

³ Adoption rate of organisations= number of service units having case referral / total number of service units

Objective	Outcomes (<i>Measures</i>)
<i>Implementation</i> - To guarantee the quality of programme delivery	Fidelity to the intervention protocol reached 85% <i>(measured by formula for fidelity calculation⁴)</i>
<i>Maintenance</i> - To increase annual revenue for project sustainability	15% of annual revenue growth was observed <i>(measured by financial records of the project)</i>

⁴ Fidelity rate= interventions comply 85 per cent or above protocol / total number of interventionists