

Research on Optimization Strategies of Community Home-based Elderly Care Service System in My Country

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Abstract

With the acceleration of the aging process of my country's population, the number of elderly people has increased rapidly, and the problem of elderly care has become increasingly prominent. According to the data of the National Bureau of Statistics, by the end of 2023, the population aged 60 and above in my country will exceed 280 million, accounting for 19.8% of the total population. This change in population structure has posed severe challenges to social security, medical services, and elderly care resources. As an important way to deal with this problem, the community home-based elderly care service system has gradually become the focus of social attention because it can provide professional and diversified services in an environment familiar to the elderly. At present, my country's community home-based elderly care service system is still in the development stage. Although it has made certain progress in policy support and service model innovation, it still faces many problems and challenges. For example, the single service content, limited coverage, low degree of specialization, and insufficient capital investment have restricted the further development of the community home-based elderly care service system. How to optimize on the existing basis, improve service quality and coverage, and meet the growing and diversified needs of the elderly has become an urgent issue to be solved. This paper aims to systematically analyze the current status of my country's community home-based elderly care service system, deeply explore its existing problems and causes, and propose feasible optimization strategies based on advanced domestic and foreign experience, so as to provide theoretical support and practical guidance for the improvement of my country's community home-based elderly care service system. The study will adopt methods such as literature analysis, field research, and case analysis, striving to comprehensively and objectively reflect the actual situation of current community home-based elderly care services and explore optimization paths with promotion value.

Keywords

Aging, Home care services, Service quality, Optimization strategy.

1. Introduction

1.1. Research background

With the acceleration of the aging process of my country's population, the number of elderly people has increased rapidly, and the problem of elderly care has become increasingly prominent. According to data from the National Bureau of Statistics, by the end of 2023, the population of my country aged 60 and above has exceeded 280 million, accounting for 19.8% of the total population. This change in population structure has posed severe challenges to social security, medical services, and elderly care resources. The traditional family elderly care model is increasingly unable to cope with the reality of small families and children working in other places. Institutional elderly care is difficult to meet the needs of the majority of the elderly

due to limited resources and high costs. Against this background, the community home-based elderly care service system has gradually become the focus of social attention because it can provide professional and diversified services in an environment familiar to the elderly. In recent years, the national and local governments have successively introduced a series of policies and measures to actively promote the development of the community home-based elderly care service system. However, despite some progress, problems such as single service content, limited coverage, low degree of specialization, and insufficient capital investment remain prominent.

1.2. Research Purpose and Significance

This paper aims to systematically analyze the current status of my country's community home-based elderly care service system, deeply explore its existing problems and causes, and propose feasible optimization strategies based on advanced domestic and foreign experience, so as to provide theoretical support and practical guidance for the improvement of my country's community home-based elderly care service system. The study will adopt methods such as literature analysis, field research, and case analysis to comprehensively and objectively reflect the actual situation of current community home-based elderly care services and explore optimization paths with promotion value. The purpose of this study is to promote the further development of the community home-based elderly care service system, improve the quality of life of the elderly, and contribute to the goal of achieving the goal of providing the elderly with support, dependence, and happiness. By optimizing the community home-based elderly care service system, it can not only reduce the burden of family care, but also promote social harmony and stability, and provide strong support for my country to cope with the challenges of an aging society. At the same time, this study also hopes to provide a scientific basis for relevant policy makers and promote the improvement and implementation of relevant laws and regulations.

2. Theoretical Basis

2.1. Definition and connotation of community home-based elderly care service system

The community home-based elderly care service system is a comprehensive elderly care service model based on the community and supported by the family, and provided by multiple forces such as the government, social organizations and the market. Its core is to provide the elderly with a series of services including life care, health management, spiritual comfort, cultural entertainment, etc., so that the elderly can enjoy professional and diversified elderly care services in a familiar community and family environment. This model not only meets the elderly's needs for convenience and emotional belonging, but also alleviates the pressure of family care and improves the quality of life of the elderly. The connotation of the community home-based elderly care service system covers the extensiveness of service objects, the comprehensiveness of service content, the diversity of service methods and the integration of service resources.

2.2. Current status of research at home and abroad

In foreign countries, community home-based elderly care service systems have already had relatively mature practical experience. Taking European and American countries as an example, these countries have generally established a complete community elderly care service network, providing high-quality home-based elderly care services for the elderly through government funding support, participation of social organizations and market-oriented operations. For example, Sweden's "senior apartment" and "home care" models, the United States' "home health services" and "community elderly care centers", etc., have all achieved good results in

practice. The research in these countries mainly focuses on the construction of service systems, the improvement of service quality, the integration of service resources, and the innovation of service models.

In contrast, my country's community home-based elderly care service system started late but has developed rapidly. In recent years, with the promotion of national policies and the increase in social demand, the community home-based elderly care service system has gradually become standardized and institutionalized. Domestic research mainly focuses on the current situation analysis, problem discussion, optimization path and policy recommendations of the service system. For example, some studies have pointed out that my country's community home-based elderly care service system still has deficiencies in policy support, service supply, and financial guarantee, and urgently needs to be improved through policy guidance, capital investment, service innovation and other means.

2.3. Relevant theoretical basis

The research on community home-based elderly care service system involves multiple theoretical foundations, among which the aging theory and social support theory are the two core theories. The aging theory mainly studies the trend and causes of population aging and its impact on social and economic development. The theory believes that with the acceleration of the aging process, society must make systematic adjustments in medical care, elderly care, social security and other aspects to cope with the challenges brought by the rapid growth of the elderly population. The social support theory emphasizes the impact of social networks and social support systems on the quality of life of individuals. The theory believes that through multi-level support such as family, community and social organizations, the quality of life and happiness of the elderly can be effectively improved. In the community home-based elderly care service system, these two theories provide important theoretical support for the construction of the service system, the design of service content and the optimization of service models. In addition, the ecosystem theory and the hierarchy of needs theory are also widely used in related research, providing a multi-dimensional theoretical basis for the comprehensive development of the community home-based elderly care service system.

3. Analysis of the Current Status of Community Home-based Elderly Care Service System in My Country

3.1. Policy background and institutional framework

The development of my country's community home-based elderly care service system has benefited from the active promotion of national policies and the continuous improvement of the institutional framework. In recent years, the government has successively issued a series of policies and planning documents, such as the National Medium- and Long-Term Population Development Plan (2016-2030), the "14th Five-Year Plan" National Aging Development and Elderly Care Service System Plan, and the Opinions on Promoting the Development of Elderly Care Services. These policies provide clear direction and strong support for the construction of community home-based elderly care service systems. In addition, local governments have also formulated relevant implementation rules and supporting measures based on local realities, and have built a relatively systematic institutional framework from the aspects of financial guarantee, service standards, and operation management. However, despite the continuous increase in policy support, there are still problems such as unbalanced regional development and loose policy connection in the process of policy implementation and execution, which urgently need further improvement and perfection.

3.2. Current status and existing problems of community home-based elderly care services

At present, my country's community home-based elderly care service system has achieved certain results in practice, but it still faces many challenges. In terms of service content, although it provides a variety of services such as life care, health management, and spiritual comfort, it is still single overall and fails to fully meet the diverse needs of the elderly. In terms of service models, it is mainly government-led, social organization-participated, and market-oriented. Although the models are diverse, there are problems such as insufficient resource integration and uneven service supply in actual operations. In terms of service quality, there are problems such as inconsistent service standards and uneven service levels, especially in rural and remote areas, where the service quality and coverage are far less than those in cities. In addition, in terms of staffing, problems such as shortage of professional elderly care service personnel, insufficient training, and low remuneration have seriously affected the quality and effectiveness of services.

3.3. Analysis of Typical Cases

Typical case analysis can more intuitively reflect the current status of the practice of community home-based elderly care service system in my country. For example, Xicheng District of Beijing has established an intelligent community elderly care service platform through "Internet +" technology to provide convenient and efficient home-based elderly care services for the elderly. The platform integrates medical, nursing, life services and other resources to achieve accurate docking and efficient management of services. For another example, Huangpu District of Shanghai has built a community elderly care service center by introducing social organizations and volunteers to provide the elderly with a variety of cultural and entertainment activities and spiritual comfort services, greatly improving the quality of life of the elderly. However, these successful cases have not yet been popularized and promoted nationwide, and the development levels of different regions are uneven. It is still necessary to promote more regions to learn from and promote successful experiences through policy guidance and resource integration, and comprehensively improve the overall level of community home-based elderly care service system.

4. Demands and Challenges for Community Home-based Elderly Care Services

4.1. Analysis of the needs of the elderly population

The needs of the elderly population can be divided into three categories: physiological needs, psychological needs, and social needs. In terms of physiological needs, as the elderly age, their physical functions gradually deteriorate, their morbidity increases, and their demand for medical care, rehabilitation and health care services increases significantly. At the same time, basic care such as diet, living, and hygiene in daily life also needs to be guaranteed. In terms of psychological needs, the elderly are prone to loneliness and insecurity due to changes in their pace of life and social roles, so emotional communication and psychological counseling are particularly important. Therefore, spiritual comfort, psychological counseling, and companionship services have become an important part of the psychological needs of the elderly. In terms of social needs, the elderly hope to continue to participate in social activities, maintain social connections, and obtain social support. Participating in cultural and sports entertainment activities and community interactions are important ways to meet their social needs. These needs reflect the elderly's desire for a high-quality life and also provide guidance for the construction and optimization of community home-based elderly care service systems.

4.2. Main challenges facing community home-based elderly care services

Community home-based elderly care services face many challenges in meeting the diverse needs of the elderly. The first is the funding issue. Although the government has invested a lot of money to support the development of community elderly care services, the funds are still stretched due to the huge demand for elderly care. Especially in economically underdeveloped areas, the problem of funding shortage is more prominent, which directly affects the sustainability and coverage of services. The second is insufficient service resources. At present, the allocation of community home-based elderly care service resources is unbalanced. High-quality resources are mainly concentrated in large cities and developed areas, and service resources in rural and remote areas are relatively scarce, making it difficult for the elderly to enjoy services of the same quality. In addition, imperfect facilities are also an important issue. The construction of elderly care facilities in many communities lags behind, and there is a lack of professional and standardized service venues, which affects the quality and efficiency of services. Finally, the degree of professionalization of personnel is low. Community home-based elderly care service personnel generally lack professional knowledge and skills, and their remuneration is low and their careers are not attractive enough, resulting in a high turnover rate and difficulty in improving service levels. These challenges need to be gradually resolved through efforts in policy guidance, capital investment, resource integration, and talent training to ensure that the community home-based elderly care service system can operate effectively and meet the diverse needs of the elderly.

5. Research on Optimization Strategies

5.1. Improving policies and systems

Perfect policies and system construction are the basis for optimizing the community home-based elderly care service system. First of all, the government needs to continue to increase policy support, formulate and improve relevant laws and regulations, clarify the responsibilities and obligations of governments at all levels and relevant departments, and ensure the smooth progress of community home-based elderly care services. Specific measures include: issuing special policies to encourage social forces to participate in community elderly care services, providing tax incentives, financial subsidies and other support, and stimulating the enthusiasm of social capital to invest in community elderly care services; establishing and improving the elderly rights and interests protection mechanism to protect the legal rights and interests of the elderly in community home-based elderly care services. In addition, strengthening legal protection is also key. Detailed service standards and specifications need to be formulated to ensure the standardization and standardization of community home-based elderly care services and provide high-quality and safe services for the elderly.

5.2. Enhance capital investment and resource allocation

Funds and resources are important guarantees for the construction of community home-based elderly care service system. In order to increase capital investment, the government should expand diversified financing channels and encourage social capital, public welfare funds, charitable organizations and other forces to participate in the capital investment of elderly care services. For example, more funds can be raised through government-guided funds, PPP models (public-private partnerships), community co-construction and other methods to invest in community home-based elderly care services. At the same time, it is necessary to optimize resource allocation, rationally allocate elderly care service resources, and ensure balanced coverage and fair enjoyment of services. Especially in rural and remote areas, more capital investment should be made, infrastructure construction should be improved, service

capabilities and levels should be improved, and urban and rural elderly people can enjoy the same quality of community home-based elderly care services.

5.3. Improving service quality and service model

Improving service quality and innovating service models are important contents of optimizing the community home-based elderly care service system. Introducing scientific and technological means is an effective way to improve service quality. For example, through the "Internet +" technology, an intelligent elderly care service platform is established to achieve an organic combination of online and offline services, providing convenient and efficient services for the elderly. Enriching service content is also key. According to the diverse needs of the elderly, comprehensive services including health management, life care, spiritual comfort, cultural and sports entertainment, etc. should be provided to improve the quality of life and happiness of the elderly. In addition, explore diversified service models, such as day care centers, home care, community mutual assistance, etc., constantly innovate service models, improve the flexibility and adaptability of services, and meet the personalized needs of different elderly people.

5.4. Strengthening the construction of professional teams

The construction of a professional team is an important guarantee for improving the quality of community home-based elderly care services. First, talent training should be strengthened, a systematic training system should be established, and the professional knowledge and skills of elderly care service personnel should be improved. For example, professional courses in elderly care services can be opened through cooperation with universities to cultivate professional talents; skill training courses and exchange activities can be held regularly to improve the professional level of existing service personnel. Secondly, the working conditions and career development space of elderly care service personnel should be improved, the attractiveness of the profession should be enhanced, the turnover rate should be reduced, and the stability and sustainability of the service team should be ensured. In addition, a sound assessment and evaluation mechanism should be established to encourage elderly care service personnel to continuously improve the quality of services and ensure that the elderly can enjoy high-quality community home-based elderly care services.

6. Conclusion and Outlook

6.1. Research Summary

This paper systematically analyzes the current status of China's community home-based elderly care service system, explores its existing problems and causes, and proposes feasible optimization strategies. First, the study clarifies the definition and connotation of the community home-based elderly care service system, and sorts out the current research status and relevant theoretical basis at home and abroad. In the current situation analysis part, this paper conducts a detailed discussion from the aspects of policy background and institutional framework, service content, service model, service quality, and staffing, and points out the shortcomings of the current system in terms of funding, resources, facilities, and professionalism. In response to these problems, this paper proposes optimization strategies such as improving policy and institutional construction, increasing capital investment and resource allocation, improving service quality and service model, and strengthening professional team building, which provides theoretical support and practical guidance for the further development of the community home-based elderly care service system.

6.2. Future research directions

Future research can further deepen the discussion on the community home-based elderly care service system, especially the following directions are worth paying attention to. First, more detailed field research can be carried out to obtain more first-hand information, and to gain an in-depth understanding of the actual situation in different regions and communities, so as to provide more accurate data support for the formulation of optimization strategies. Secondly, research on the application of scientific and technological means in community home-based elderly care services can be strengthened, and the potential of new technologies such as big data and artificial intelligence in improving service quality and efficiency can be explored. In addition, future research can also focus on the dynamic changes in the needs of the elderly, especially with the development of social economy and the deepening of aging, the needs of the elderly will show a trend of becoming more diversified and personalized. Research should capture these changes in a timely manner and provide forward-looking suggestions for the optimization of the service system.

6.3. Practical significance and policy recommendations

The research of this paper has important practical significance. Through systematic analysis and the proposal of optimization strategies, it is helpful to improve the overall level of community home-based elderly care service system in my country, meet the diverse needs of the elderly, and improve their quality of life and happiness. To this end, this paper puts forward the following policy recommendations: First, the government should continue to increase policy support and financial investment in community home-based elderly care services to ensure the sustainable development of the service system. Second, the overall planning and optimal allocation of service resources should be strengthened, especially to improve the service level in rural and remote areas and narrow the urban-rural gap. Third, the government and all sectors of society should work together to promote the construction of a professional elderly care service team, improve the treatment and career development space of service personnel, and ensure the steady improvement of service quality. Finally, new technologies should be actively promoted and applied, service models should be innovated, and more convenient, efficient and comprehensive community home-based elderly care services should be provided to the elderly. Through these measures, we can effectively cope with the challenges brought by the aging of the population in my country and achieve the goal of providing the elderly with support, dependence and happiness.

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