

ICT for elderly people

Final report from the consensus conference of The Norwegian Board
of Technology

Preface

The Norwegian Board of Technology organized a consensus conference on elderly people and information and communication technology. The report contains a statement of the lay-people panel from the conference 16. - 19. 6. The statement was handed over to the chairman of The Standing Committee on Health and Social Affairs, John I. Alvheim.

The point of departure of the commitment to this topic area on the part of The Norwegian Board of Technology is an increasing portion of elderly people in the population, development of new communication, security and information technology, comprehensive municipal construction of health care housing and shortage of health care personnel. The consensus conference dealt with both elderly people's use of ICT as a means of communication and the use of ICT in housing for the elderly (smart-home technology). The main topic, which the lay-people worked on, is whether information and communication technology (ICT) may cause elderly people to become independent and support society in taking care of old people and people with dementia in a worthy and humane manner.

The Norwegian Board of Technology 2000

Table of Contents

	page
Table of contents	
Preface	2
Chapter 1 Introduction	4
Chapter 2 Main perspective	5
2.1 <i>Nursing and caring</i>	5
2.2 <i>ICT training for elderly people</i>	6
Chapter 3 Body of laws	8
3.1 <i>Bodies of laws that regulate the use of ICT in nursing and welfare services</i>	8
3.2 <i>Body of laws regulating ICT training</i>	8
Chapter 4 Ethics	10
Chapter 5 Political and economic perspective	13
Chapter 6 The composition of the lay-people panel	15
Chapter 7 The organisation and procedure of the consensus conference	16
7.1 <i>Choice of conference form and topic</i>	16
7.2 <i>Selection of lay-people</i>	16
7.3 <i>The lay-people's preparation</i>	17
7.4 <i>Selection of experts</i>	17
7.5 <i>The conference day by day</i>	17

Chapter 1 Introduction

Information and communication technology (ICT) characterises today's society. Side by side with technological development we will within the next few years be faced with a greatly increasing number of elderly people.

What are the concrete challenges connected with elderly people and information and communication technology? How can positive possibilities be exploited and negative effects avoided?

The lay-people panel has on the instructions of The Norwegian Board of Technology carried out corresponding discussions on two major topics. These are as follows:

- Elderly people's use of ICT in their daily lives
- Use of ICT in health care and welfare services for old people and people with dementia

We have mainly regarded elderly people's use of information technology in their daily lives as ICT training of elderly people. We have also discussed the possibilities and limitations that technology raises for information, activity and for better contact with others.

The use of ICT in nursing and care of elderly people mainly implies in this connection the use of smart-home technology in houses for old people and people with dementia. This technology involves the use of integrated ICT components. Examples of such smart-home technology/caring technology are among other things photoelectric cells (sensors) that can automatically detect dangerous situations such as old people falling, over-heating of cookers or outer door sensors that give warning of entrance or undesirable "movements".

Legal and ethical questions of control, supervision and consent in connection with such smart-home technology have in this connection played an important role for us.

According to "Eldres IT-forum" (an IT-forum for the elderly) "elderly people" are those above 55 years, and they represent one fourth of the Norwegian population. The elderly are a heterogeneous group with very different needs and qualifications. Their economic capability, degree of education, their health and degree of functional ability greatly vary. In any case this concerns a large and important part of the population.

Chapter 2 Main perspective

ICT is important for everybody in today's society. What exists of means and measures in order to secure that all groups get similar information and similar possibilities with regard to ICT. As mentioned above the lay-people panel has two main perspectives with regard to elderly people and ICT; (1) elderly people's use of ICT (2) to regard ICT in connection with health care and welfare services for old people and people with dementia.

2.1 Nursing and caring

Elderly people are a heterogeneous group with different needs and capabilities. They have different need for help, different capabilities and learning ability. Smart-home technology may be used in different ways in many of these cases, and it presents different challenges such as:

- Use of smart-home technology should give real and realised improvements in the welfare and security of the user.
- The user's need should always come first.
- The number of nurses must be maintained.
- Good training of personnel who are to put technology into practice is necessary.
- At the introduction of technological solutions to an occupier, information is important. The occupiers should be informed about what is the purpose of the technological solution, how it functions, and what use they may get from it.
- Many of today's electronic solutions are special security measures. The security should be directed primarily towards the users, but may also lead to a feeling of security for the nursing personnel and relatives on behalf of the users (and themselves).
- It is important to consider individual differences, so that the technology at any case is adjusted to the situation and need of each individual.
- When using smart-home technology, the least radical technological solution must be adopted.
- In order to maintain legal protection at the introduction of smart-home technology in houses for elderly people, it is important that the demand for informed consent be observed. In cases of dementia informed consent is problematic, something which a new and better body of laws should consider.

Mastering of daily life

A great number of elderly people are anxious about not being able to master their every day lives. For elderly people the use of smart-home technology may give them a feeling of security in that they are warned in case of for instance, a cooker overheating, or flooding in the bathroom etc. ICT may function as a memory aid for elderly people who in that way may experience increased mastering of their own housing situation. Old people with dementia function better if they may stay on in familiar surroundings. Alteration of their housing situation may reduce their general condition. Smart-home technology may in this way

contribute to making it possible for elderly people and people with dementia to remain living at home for a longer period.

Social contact may be increased by user-friendly telephones, more human care from nurses, relatives and others.

Security for the personnel

Smart-home technology may give the nursing personnel security in that they will be warned when dangers occur in other parts of the house. The result is that the nursing personnel can concentrate entirely on one person at a time. More time may in this way be spent on human care, instead of control routines. Altered routines lead to less stress and less exhaustion for nurses. This will in the long run have a positive effect on the occupiers.

Elderly people often have objections to ICT. Ignorance is often a decisive reason. Information and knowledge about ICT will be important in this connection. It should also be emphasised that original nursing functions shall be maintained, and that guidelines for this are being drawn up. ICT should be a supplement to nursing and care.

2.2 ICT training for elderly people

The objective of ICT training of elderly people should be that those who wish to get ICT training may have it.

How should the training take place?

Training of elderly people today is mainly carried out by ideal organisations on a voluntary basis. It may seem as if public authorities are not very interested in initiating concrete measures and economic support. Among the existing activities offered to elderly people today, we may mention:

- schools, cp. the arrangement of optional subjects
- libraries
- councils for the elderly
- clubs for the retired
- old people's clubs
- special committees
- Folkeuniversitet (Institute of Adult Education)
- correspondence schools
- county councils etc.

On the first day of the consensus conference Kjell Gunnar Sørensen from Norwegian School of Pensioners informed about the school's educational activities. What is special for the Norwegian School of Pensioners is that they direct all their training towards pensioners. Their main target group consists of persons above 55 years of age and persons approaching

the age of 55 (preparation courses for retirement). The school arranges courses on among other things the basic use of PC/word processing/internet etc. and courses that prepare for retiring age. These courses are relatively limited with regard to capacity.

Sidsel Bjørneby from Human Factor Solution said in her lecture at the consensus conference that many libraries all over the country (in addition to their traditional tasks) also give courses to elderly people on the use of PC and internet. In addition to this, things function in such a way that elderly people at the library offer user support to other elderly people.

There are also a number of other educational institutions running ICT education, but few of them run courses geared directly towards elderly people. Besides, much of the training is relatively expensive, something which may involve differences between elderly people with regard to acquiring new knowledge in relation to ICT.

The Kongsberg Model

At the consensus conference Torleif Løvgren from Kongsberg presented his experiences from IT training for senior citizens at Kongsberg - in this report referred to as the Kongsberg model. The model is to a large extent based on voluntary work, idealism and extensive cooperation between different voluntary organisations and municipal bodies. According to this model training of elderly IT users is financed partly by the compulsory state school system where this activity is offered as an optional subject, the Red Cross offers rooms and computer equipment in a training centre such as "Open workshop", the council for the elderly gives pedagogical guidance to pupils/students and Folkeuniversitetet (Institute of Adult Education) establishes courses. There are also several similar models for such training, among others from the Grefsen-Kjelsås part of town in Oslo, where the pupils at the secondary schools have carried out training of elderly people. These courses have been positive professionally and socially for both parties. The lay-people wish to encourage the following bodies and institutions to contribute to give elderly people good ICT training by gaining experience from among others the training at Kongsberg:

The lay-people panel is of the opinion that the Kongsberg model may easily be transferred to other municipalities. Further more, the panel recommends that more schools for the retired be established. The Act on Adult Education gives guidelines for education of adult students. This might be used by pensioners. Libraries offering PC courses for elderly people in addition to their traditional tasks should be encouraged to increase the number of such courses.

Chapter 3 Body of laws

3.1 Bodies of laws that regulate the use of ICT in nursing and welfare services

We all move through different stages of life. As we grow older we may experience a need for a number of services from the authorities in order to be able to get through our daily life - gradually or acutely we may all become more or less in need of help. Old people with problems of dementia need more help both physically and psychologically. In this connection different technological installations may be supplementary measures the use of which may prove to be both correct and necessary. At the present we lack sufficient bodies of laws for regulating the use of technology within welfare services for old people and people with dementia. Regulations regarding elderly people, protection of privacy or technology are scattered in different laws/regulations/guidelines. This makes the bodies of laws difficult to follow and difficult to relate to for welfare service personnel, among others.

Stortinget (The Norwegian Parliament) has recently passed a new law on personal information (The Personal Data Act) that is to replace the present Data Protection Act, and which is expected to come into force 1st January 2001 at the earliest. The new law regulates only to a certain extent the use of technology in nursing and welfare services.

The lay-people panel is therefore of the opinion that a separate law should be passed that regulates the use of smart-home technology in housing for old people and people with dementia.

The contents of a law regulating the technology of welfare services

The lay-people panel is of the opinion that a new law on technology of welfare services ought to deal with the following:

- Anyone being in need of nursing and welfare services, independent of forms of housing, it being his/her own housing, sheltered-housing or nursing home, shall get a good offer
- The law should be framed in such a way that personal information produced by technology does not create problems for the protection of privacy. The Legal protection of each individual must be taken care of.
- A good system of internal control of the use of "technology of welfare services" should be emphasised in the law, so that the use is reliable and in accordance with the interests of elderly people. This should apply to both public and private welfare service personnel in nursing and welfare services. Internal control should be approved of and welfare service personnel should be ensured a follow-up by an external control body, in order to prevent misuse of the technology.
- The law should define precisely on what ethical considerations the use of technology of welfare services must be founded when being put into practice.

3.2 Body of laws regulating ICT training

ICT training is fundamental for active participation in today's society and in the society of the future.

Prime Minister Jens Stoltenberg said on 10th June in the Dagsrevyen (the main news programme) that: "We shall see to it that everybody is admitted to the new technology. Parliamentary Secretary Britt Schultz in the Ministry of Trade and Industry said a few days later, what Grete Knudsen, Minister of Trade and Industry, had already suggested: "We must take care that new technology does not create dividing lines in society".

The present laws on training and The Continuing Education Act specify citizens' right to fundamental training and building up of competence.

- The lay-people panel is of the opinion that all groups of society, and in this connection elderly people, have a right to ITC training.

Rights

In order to put the words of Stoltenberg, Knudsen, Schultz and other politicians into effect the panel considers it as an important condition that this right is to be incorporated in a separate body of laws or a new regulation. The body of laws should specify who the rights apply to, and what rights are guaranteed.

- The lay-people panel is of the opinion that all citizens have a need for necessary competence in this field, and should therefore be covered by the law. The law should guarantee a minimum of introduction in the form of basic instruction.
- The lay-people panel is also of the opinion that it should be the responsibility of each individual to further develop his/her competence by using the existing offers of training.

Municipal responsibility

Laws and regulations make room for interpretation and approximate evaluations. The lay-people panel is of the opinion that this should be avoided as far as possible so that no person may suffer an unintended difference in treatment. Training is a superior social responsibility that ought to be administered by the municipalities

- The lay-people panel is of the opinion that because of differences in municipal economy the law should guarantee equal economic subsidy to all, independent of where you live

Safeguarding of guarantees

Rights that are guaranteed should be supported by the possibility of claiming the fulfilment of such rights.

- The lay-people panel is of the opinion that a new law should contain guidelines on how the guarantees may be claimed fulfilled.

Chapter 4 Ethics

The Lay-people panel finds that ethical questions belong to the great challenges in the field of welfare services. The introduction of information technology may reinforce existing problems and dilemmas, at the same time as it may involve improvements for each individual in need of nursing. Clarification of the ethical aspects is therefore vital.

The dignity and welfare of elderly people should be taken care of

The claim that the dignity and welfare of elderly people should be taken care of implies that self-activity, self-fulfilment, social contact, a positive self-image and one's own realisation of security and satisfaction are prepared for. There is also a connection between these factors and the health of elderly people.

Different needs of elderly people

There is a distinction between healthy elderly people and the elderly person who is more dependent on assistance and help/nursing.

There is also a distinction between those who live in their own housing, this being private- or welfare housing and others in need of nursing.

For those who live in their own housing, much of the technological help we have mentioned here may appear as service and not necessarily include paid welfare services. This means that also the claim for ethics becomes stricter for users who are receiving municipal/county welfare service.

For users who are receiving welfare services there is an important distinction between those who have purely physical ailments and nursing from the nursing personnel and users with dementia.

For the latter group it is particularly important that the needs and desires of the users are not unnecessarily affected. A large number of technical remedies and alarms have without doubt positive effects for the users. In the choice between different technological and other solutions the respect for each individual ought to be the determining factor. Other considerations ought to be subordinate.

One should create understanding for and openness about the use of modern information technology in welfare services and the consequences of misuse ought to be discussed.

Also failing to make use of necessary technology may be unethical.

Ethical dilemmas of supervision

In the work with patients with dementia there are different supervision methods that may be used to prevent injury to patients. Modern information technology has increased the possibilities of such supervision. Relevant supervision technologies in the field of welfare services may for instance be sensors in exit doors that give warning about undesired "movement" or a form of electronic foot chain (electric chip) making localisation of the patient possible.

We are aware of the fact that supervision has a negative ring in the welfare services. Nevertheless, we shall never completely avoid supervision of the type of patients with dementia we are talking about here. Supervision should always take place with the benefits of the person in need of nursing in mind, and ought to be limited to this.

"Better be supervised and helped, than not helped at all." The panel accedes to this expert statement.

All supervision presupposes informed consent from the people in need of nursing or legal authority. If the patients are not able to make decisions themselves, relatives or appointed guardian ought to give such consent in agreement with them.

The panel recommends introduction of clear conditions of supervision:

- The measures should be connected to a clearly specified objective
- The underlying control should be to the purpose
- The technology should give a clearly improved security of life and health
- The level of achieved security should be adequate for the requirements of each individual in need of nursing.
- This should be the least interfering way of reaching a certain level of security.

Under these circumstances supervision will be acceptable.

Technology shall not be a substitute for nursing personnel

For decision-makers in state and local authorities the saving of economic means by introducing ICT in welfare services may be an important motivation. This is understandable and not necessarily unethical. However, when the introduction of information technology reduces the quality of welfare services, the matter seems different. Technology is not a substitute for care and human contact, it is only a supplement.

We should take care that technology does not appear as the only correct solution without having considered carefully the need for human warmth and care of each individual. We must not reach the point where old people in need of nursing get a house full of technological subtleties, while care is something they have to provide themselves.

We cannot avoid the fact that technology must be quite literally managed by nursing personnel, relatives and others who carry out the tasks of welfare services. Technology should therefore fulfil the requirements for reliability and dependability in order that it may provide the best possible contribution.

Nursing personnel have a key role in the implementation of technology in the field of welfare services. The ethical conflicts that may occur affect the nursing personnel directly. It is not certain that their training prepares them for the problems they may be confronted with in practice. Technical standards, minimum demands and guidelines for good procedures might reduce this uncertainty.

The panel is of the opinion that we do not have any real alternatives today for making use of technological possibilities. Development cannot be reversed. In this way society should take the necessary steps to regulate and control this development and the use of technology in welfare services.

The lay-people panel is of the opinion/recommends:

- The use and implementation of technology should not substitute personal care, it should remain only a supplement to existing welfare services.
- Good procedures and guidelines should be formulated, and together with technical standards and minimum requirements for the use and implementation in welfare services.
- When technological solutions are chosen in welfare services their objectives, their function and for which group of users they are intended should be clearly specified by the responsible decision-makers.
- It should be an absolute that the technological solutions that have been chosen should without exception be those that are the best ones for the user, given his/her special needs.
- The nursing personnel/decision-makers in local authorities should participate actively in planning as to what technical solutions are to the greatest advantage of the persons in need of nursing.
- Much more importance should be attached to ethics in the training of health personnel, than today.
- Employers should make demands to suppliers of technical equipment regarding service, reliability etc.

Chapter 5 Political and economic perspective

Minister of Trade and Industry, Grete Knutsen said in her IT political statement to the Storting (The Norwegian Parliament) on 9th May 2000 that Norway shall be an information society for all, including elderly people. The panel is of the opinion that if these objectives are to be reached, the state should be an economic contributor. To the lay-people panel it looks as if the authorities as per today are not very interested in participating with measures and economic support to ICT training for elderly people. This is a training that the lay-people panel considers to be covered by the Act on Adult Education of 28th May 1976, no. 35, "§ 1: The objectives of adult education are to help each individual to a more meaningful life. This law should contribute to giving adults equal opportunities as regards knowledge, insight and skills furthering value orientation and the personal development of each individual and strengthen the basis for independent achievement and cooperation with others in occupational and social life." There are a number of institutions carrying out training in the field of ICT, but few of these offer training directly aimed at elderly people. In addition, the training being carried out is relatively expensive, and this in turn exclude elderly people with relatively limited means.

Elderly people who would like to have admittance to ICT training should get the possibility, so that they do not risk dropping out from important parts of society. Even if the lay-people are very positive to the type of cooperation models used at Kongsberg as previously mentioned, we do not think that they are sufficient to secure a broad and reasonably similar offer of ICT training to elderly people. State resources must be allocated in order to prevent local and regional differences becoming decisive for elderly people's possibilities to contribute and participate in that part of society.

- The lay-people panel recommends that state/local authority committees be established with the mandate of creating a system of broad ICT training of elderly people.

It is important for the lay-people panel that elderly people are regarded as a resource and not purely as an expense!

How to secure equal terms for the use of ICT in the field of welfare services for elderly people in all municipalities throughout the country?

The lay-people panel regards the use of ICT in houses for elderly people as positive provided that certain conditions mentioned above are met. The situation today is such that only a minority of old age pensioners have the possibility of living in sheltered-housing, where new technology is installed. We are of the opinion that this is not good enough.

The lay-people panel has, through experts summoned from Tjeldveien sheltered-housing in the municipality of Tønsberg and from the municipality of Nedre Eiker learned about daily life in houses for elderly people and people with dementia, where smart-home technology has been introduced. In this connection many of the Norwegian municipalities have much to learn.

Most elderly people wish to live as long as possible in their own home, but for practical reasons they often have to be moved to an institution. By installing smart-home technology in their own home they might have lived longer at home. Simple measures like:

- electronic door opener
- window opener
- extra telephone bell and door bell
- cooker alarm
- safety alarm
- possible computer equipment

may make elderly people able to master daily life longer in their own home. By installing this type of technology elderly people may feel safety, security, and at the same time feel self-sufficient. It may at the same time contribute to increasing their self-respect.

The panel is of the opinion

- That the experience that has been gained in the municipalities of Tønsberg and Nedre Eiker among others ought to be shared by all Norwegian municipalities.
- That Husbanken (the Norwegian State Bank of Housing) should concentrate on giving extra loans/grants to those who build houses with lifelong standard and prepare for ICT installation when this becomes desirable or necessary.
- That the municipalities must take responsibility for active and well-prepared information on technology of welfare services towards elderly people and possibly also relatives or guardians.
- That the municipalities should be obliged to offer necessary and functional smart-home solutions in cases where this is desirable and facilitates the daily life of those in need of help.
- That as a starting point the use of technology in welfare services should be voluntary on the part of user, but in collective forms of dwelling each member must accept certain standard installations (for instance, fire alarm, cooker overheating sensor, out of consideration for his own and other people's safety.)
- That the municipalities have in this way a responsibility to offer an equal alternative in cases where elderly people themselves do not want to have such technology. Elderly people's private economy or the economy of the municipalities should not be an obstacle to giving care and nursing without smart-home technology.

Technology should be used where it is superior - human beings when we are superior.

Chapter 6 The composition of the lay-people panel

Espen Roe	31	Geologist	Oslo
Arne Klem	77	Pensioner/ master painter	Oslo
Berit Tonhaugen	48	Local government employee	Oslo
Else-Karin Ekrem Hunze	69	Pensioner/ interior designer	Drammen
Sigrid Haugsrud	63	Pensioner/office employee	Birstrand
Dan Walter Lindberg	36	Production planner	Nykirke
Nina Rolfseng	36	Full-time housewife	Stavern
Jens Heldahl	60	Pensioner/bank clerk	Mandal
Arne Bjørnstad	57	Adviser	Kristiansand
Odd Rødseth	66	Journalist/information manager	Bergen
Anne Lise B Haugland	53	Tour conductor	Lysekloster
Stian Elvebakk	20	Student	Trondheim
Magne Skavern	48	Chauffeur	Trondheim
Sigrun Moe	73	Pensioner/tele-engineer	Levanger
Anne Cecilie Larsen	23	Pharmacist	Grøtavær
Kari Tande	36	Nursing assistant	Rossfjordstraumen
Tor Grønbech		Process adviser	Trondheim

Chapter 7 The organisation and procedure of the consensus conference

7.1 Choice of conference form and topic

Gradually more attention is being paid to how the use of modern technologies changes society. Some people think that technologies can and ought to be governed, so that they will not be misused. Others think that some technologies have built in certain values in their forms of application.

As regards the introduction of new and complicated technology, the politicians often ask advice from experts. But the expert milieus are often small, and the same persons are often consulted on different matters. This leads to the fact that a small group of people by virtue of their technological competence have a great influence on social development. Furthermore, it is difficult to decide what professional milieus are relevant in interdisciplinary questions.

The use of consensus conferences is a method of technological assessment. Here ordinary citizens work their way towards a common, well-considered point of view before technology is put into use. The assessment includes different aspects of the introduction or use of technology, among other things ethical, economic, political, social and legal aspects and more restricted technological aspects. The conference becomes in this way a tool in an active democracy.

A large number of topics may be suitable for treatment at a lay-people conference. However, it is an advantage if the topics are current, but the political process has not reached the point where the political parties have come to a decision. Problem areas that are suited for consensus conferences are characterised by the fact that there are different views on them and that they contain normative questions that concern large groups of society.

Topics for consensus conferences are widely defined by the organisers. Beyond a broad frame - in this case the heading "Elderly people and information and communication technology" it is the lay-people that further define the contents of the conference. They do that by formulating the questions that the experts are to answer and that the conference is going to consider.

Objectives

The consensus conference had three objectives:

- To give unanimous advice on elderly people and ICT to the politicians, authorities and other decision-makers
- To create a forum for dialogue between experts and non-experts
- To contribute to a many-sided and informed public debate on the topic

7.2 Selection of lay-people

At the end of March eight national and regional newspapers advertised for lay-people interested in attending the conference on elderly people and ICT. More than 230 persons announced their interest. These people came from all over the country, and covered a wide

range with regard to sex, age, occupation, education and place of living. Many of the applicants showed great commitment concerning welfare services for the elderly, while few had clear opinions on the actual topic: Elderly people and ICT.

The 16 lay-people were selected in the following way: The very few among the 230 that were not defined as lay-people were eliminated. The project staff sorted roughly the remaining applicants according to sex, age and place of living. Then about 40 applicants that were balanced in relation to occupation and education were chosen. Great emphasis was put on getting a broad composition according to what the letters said about the applicants.

The project staff finally selected 16 persons on the same criteria. They were between the ages of 20 and 77 - 8 women and 8 men from all over the country.

7.3 The lay-people's preparation

The lay-people met at two assemblies over the weekend before the proper consensus conference. This took place at the end of April in Oslo and in the middle of May in Sandnes. At these preparatory meetings the lay-people got acquainted with each other, with the conference form and the topic: Elderly people and ICT. They also became acquainted with the topic by studying selected specialised literature, participating in discussions and listening to overview lectures from professional guests.

Much of the time at the preparatory assemblies during the weekend was used to draw up the questions that the conference was to deal with.

7.4 Selection of experts

The project staff asked a number of people from different professional milieus to make proposals of topics that might be relevant for the lay-people, and also proposals of experts that might give lectures at the conference. The request went to among others professional people working daily with elderly people and ICT, research- and competence milieus, relevant authorities and interest organisations.

The list of questions and the instructions of the lay-people as to what sort of experts they wanted, were the points of departure for the project staff when the expert panel was composed. The 15 selected experts got the questions they were to answer in their contributions prior to the conference. They were asked to answer 3-4 questions each. All the questions were given to more than one expert.

7.5 The conference day by day

The first day of the conference, Friday 16th June 2000, was the day of the experts. Each expert gave a lecture of 20 minutes based on the questions each one had got from the lay-people.

Saturday morning 17th June 2000 the lay-people panel asked the experts to elaborate their points of their lectures by asking follow-up questions. There was also time for questions from the audience. From lunchtime the conference was closed. The lay-people panel withdrew in order to prepare the final document.

The lay-people conference continued its work all through Sunday 18th June, and had to work through the night in order to finish the report. At 06.30 Monday morning the preliminary final report was completed.

Monday 19th June 2000 the lay-people panel presented their final document for experts and audience in Folkets Hus. A preliminary, written version of the document was handed out. The presentation was followed by a question round where the experts got an opportunity of correcting factual mistakes, so that these could be corrected in the final document. Afterwards there was a general discussion where both experts and members of the audience voiced their reactions to the contents of the document. Eventually the final report was handed over to John Alvheim, chairman of The Standing Committee on Health and Social Affairs.