

# Elderly Care System Development Forum

A Case Study of Yichang City and International Experience  
Exchange  
26–28 September 2022



## Implementing ADB Project to Advance the Building of Yichang's Elderly Care System

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September 26, 2022



# Introduction to Yichang City



Yichang, the hometown of Qu Yuan and Wang Zhaojun, also boasts the world-famous **Three Gorges Dam and Gezhouba Water Conservancy Projects**.

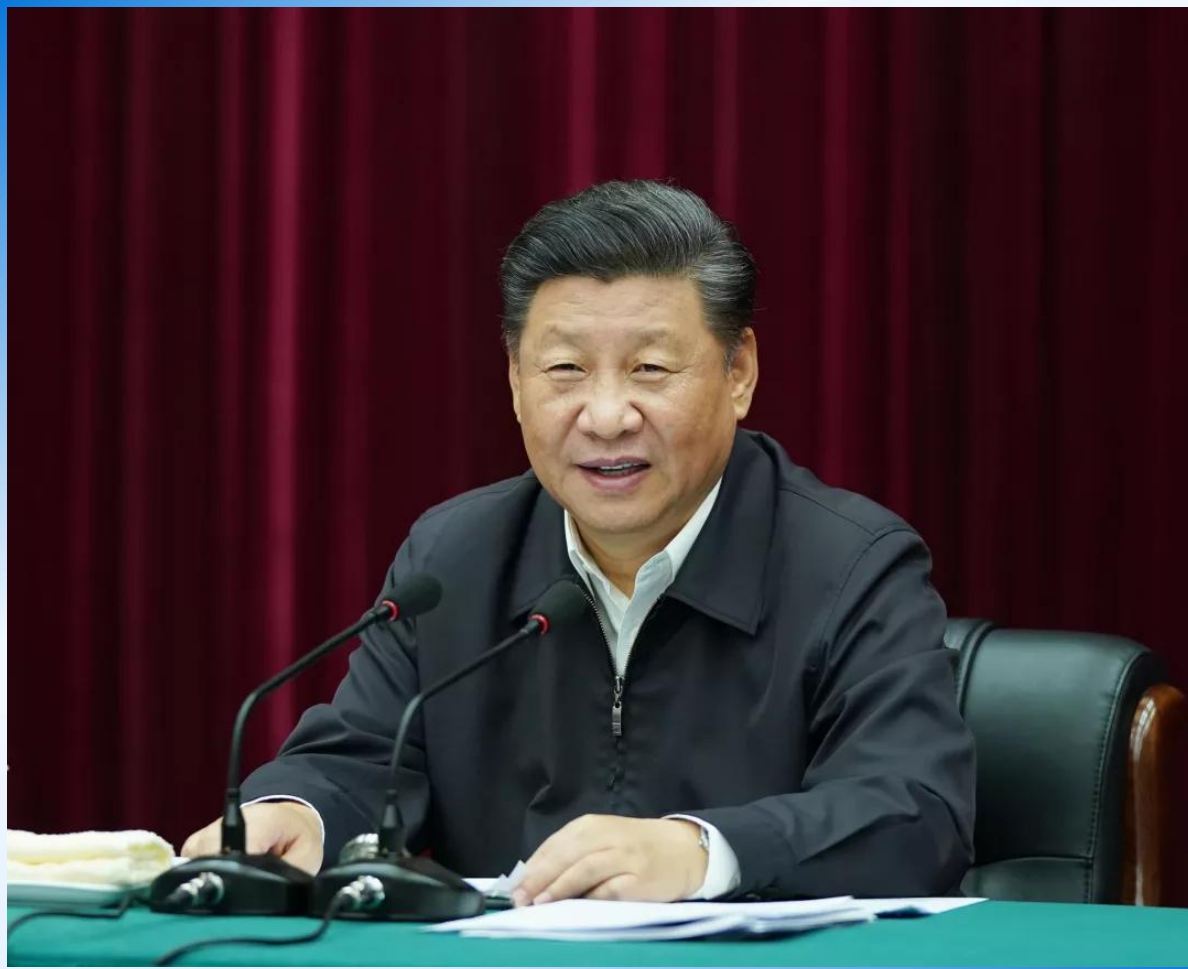
Yichang holds such titles as **“National Civilized City”, “National Sanitary City”, “National Forest City”, “National Garden City”, “China’s Top 10 Beautiful Cities”**.

So far, it has jurisdiction over five districts, three cities, five counties and one national development zone.

Covering a land area of 21,000 square kilometers, Yichang accommodates a permanent population of 4.017 million, including 1.0025 million elderly people over 60 years old.

In June, 2022, Yichang was confirmed by the National Development and Reform Commission as the key contact city for China’s efforts in response to the aging of population.





Party committees and governments at all levels should attach great importance to and do a good job in elderly care work, implement the national strategy of actively responding to population aging, integrate the concept of active elderly care and healthy elderly care into the whole process of economic and social development, increase institutional innovation, policy supply and financial input, improve the elderly care work system, increase grass-roots facilities, speed up the improvement of social security system, elderly care system and health support system.



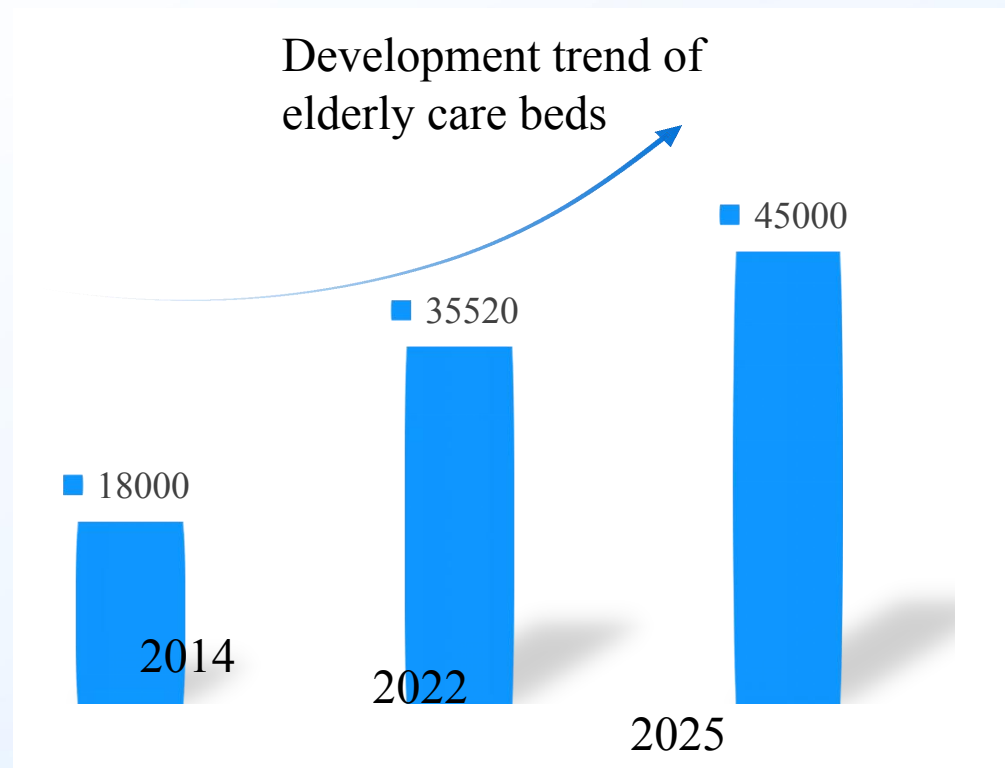
Thanks to the efforts of CPC Yichang Municipal Committee and Yichang Municipal Government, the demonstration project of ADB's loan-based comprehensive elderly care and PPP demonstration projects have landed in Yichang in 2014.

Taking this opportunity, the city has vigorously promoted the **five-pronged (elderly care service planning, constructing elderly care infrastructure, establishing policy system, building talent team and expanding elderly care service capacity) development strategy, and built a “15-minute home-based elderly care service circle”**. In this way, it has initially built an elderly care system integrating community- and home-based institutions and a combination of medical treatment and elderly support.



# I. Scientific Development of System Planning

## (I) Clear development goals



The proportion of nursing beds increased by 186%



The number of elderly care beds for 1,000 elderly people increased by 59%



The number of elderly care service market entities increased by 320%



The number of employees increased by 89%



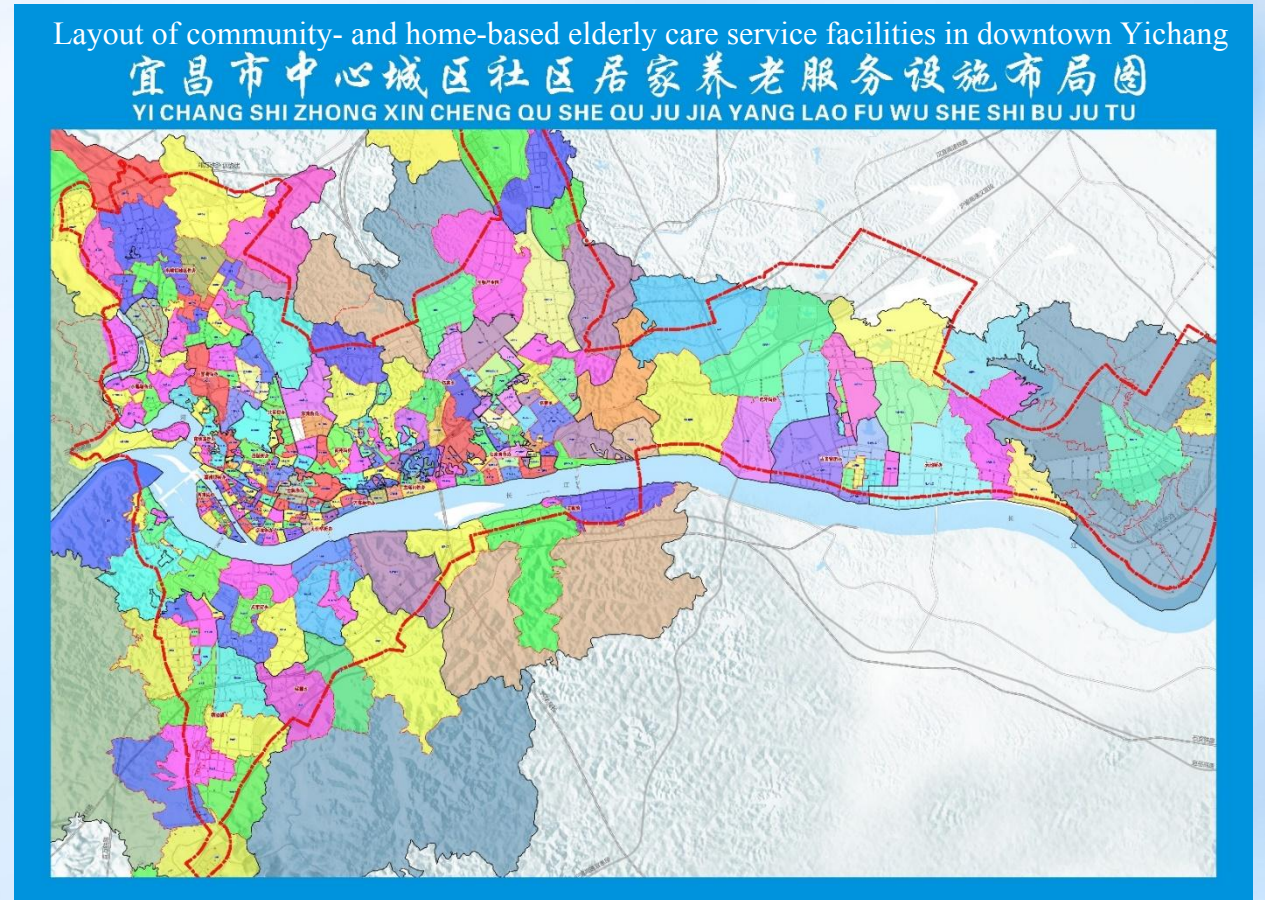
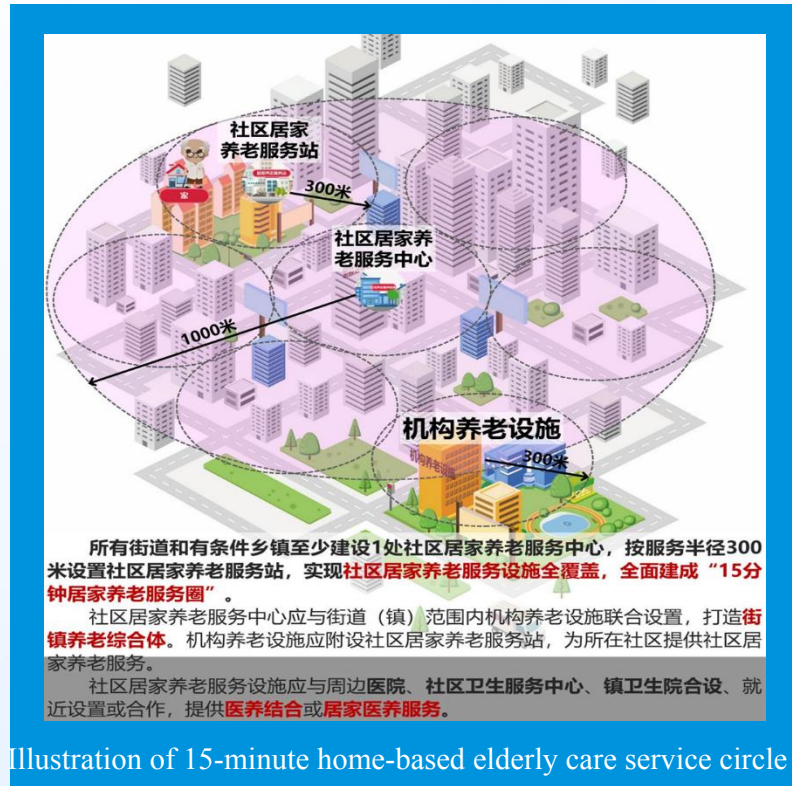
The number of elderly care beds increased from 18,000 to 35,520, and the proportion of nursing beds increased from 22% to 63%.

The number of elderly care beds for 1,000 elderly people has increased from 22 to 35.

The number of elderly care service market entities increased from 78 to 236, up by 3.02 times. The number of employees increased from 2,155 to 4,068, with a net increase of 89%.

# I. Scientific Development of System Planning

## (II) Optimizing spatial layout



The land assigned for elderly care service in the city reaches 150 hectares.  
So far, there are 236 elderly care service institutions in the city, and 176 community- and home-based elderly care service facilities in operation.



## II. Improving the Policy System

### (I) Fully liberalizing the market

#### 宜昌市人民政府办公室文件

宜府办发〔2018〕94号

#### 市人民政府办公室关于全面放开 养老服务市场提升养老服务质量的实施意见

各县市区人民政府，市政府各部门、各直属机构：

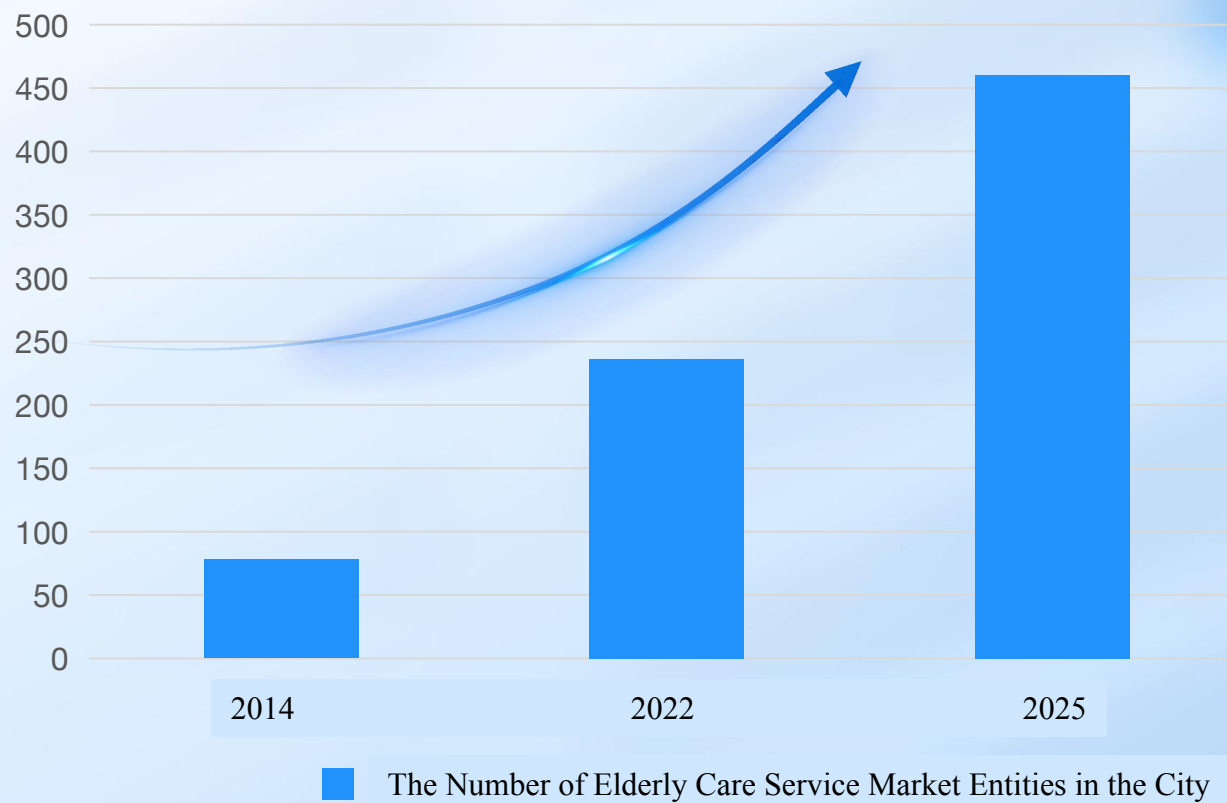
根据《国务院办公厅关于全面放开养老服务市场提升养老服务质量的若干意见》（国办发〔2016〕91号）和《省人民政府办公厅关于全面放开养老服务市场提升养老服务质量的实施意见》（鄂政办发〔2017〕44号）等文件精神，经市人民政府同意，现结合宜昌实际提出如下实施意见。

##### 一、明确总体要求

（一）指导思想。以习近平新时代中国特色社会主义思想为指导，认真贯彻落实党的十九大精神，以满足多层次、多样化的

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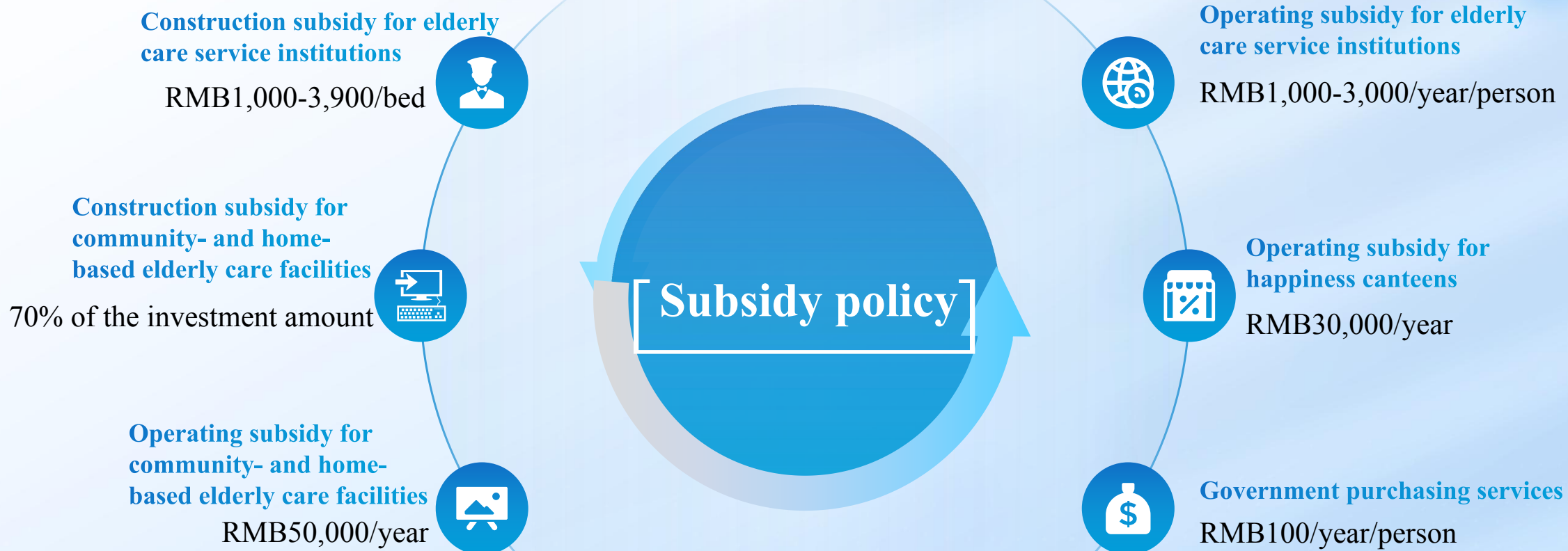
Growth Trend of the Number of Elderly Care Service Market Entities



We will press ahead with reforms to streamline administration and delegate power, improve regulation, and upgrade services, fully open Yichang's elderly care service market, cancel the license for the establishment of elderly care service institutions, and implement the record-keeping system.

# II. Improving the Policy System

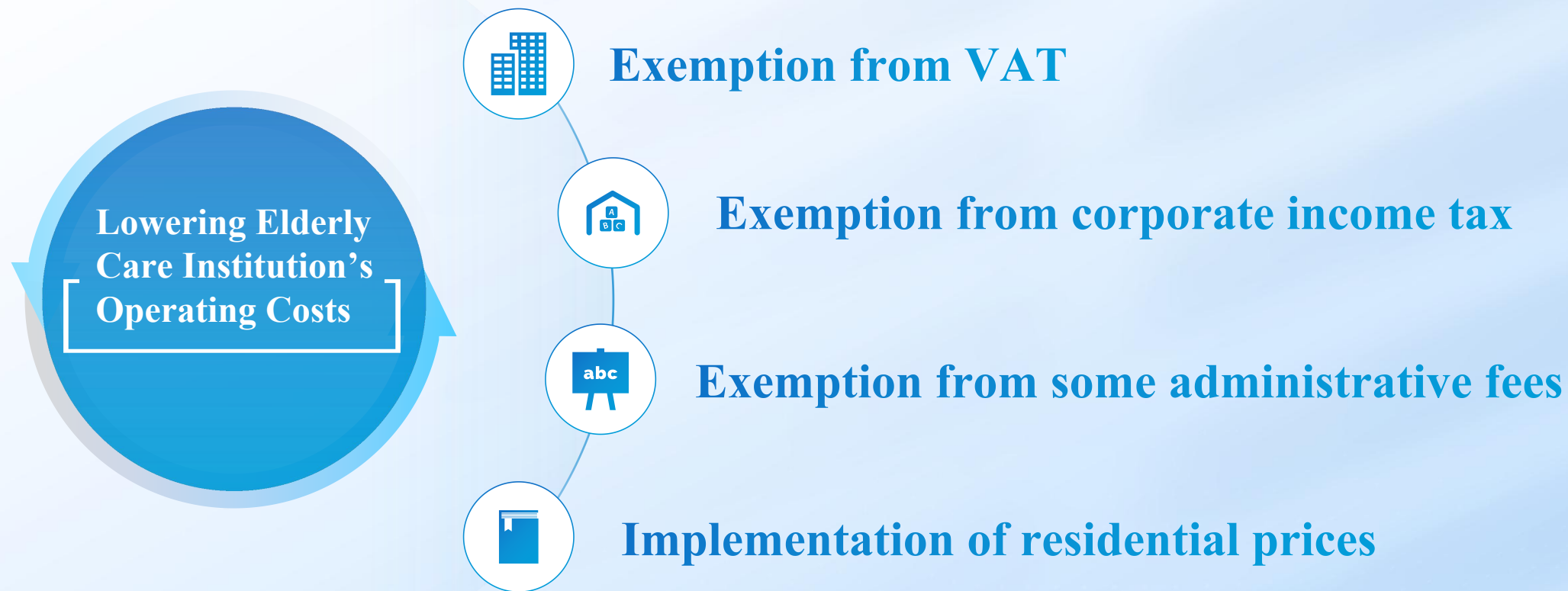
## (II) Improving support policies





## II. Improving the Policy System

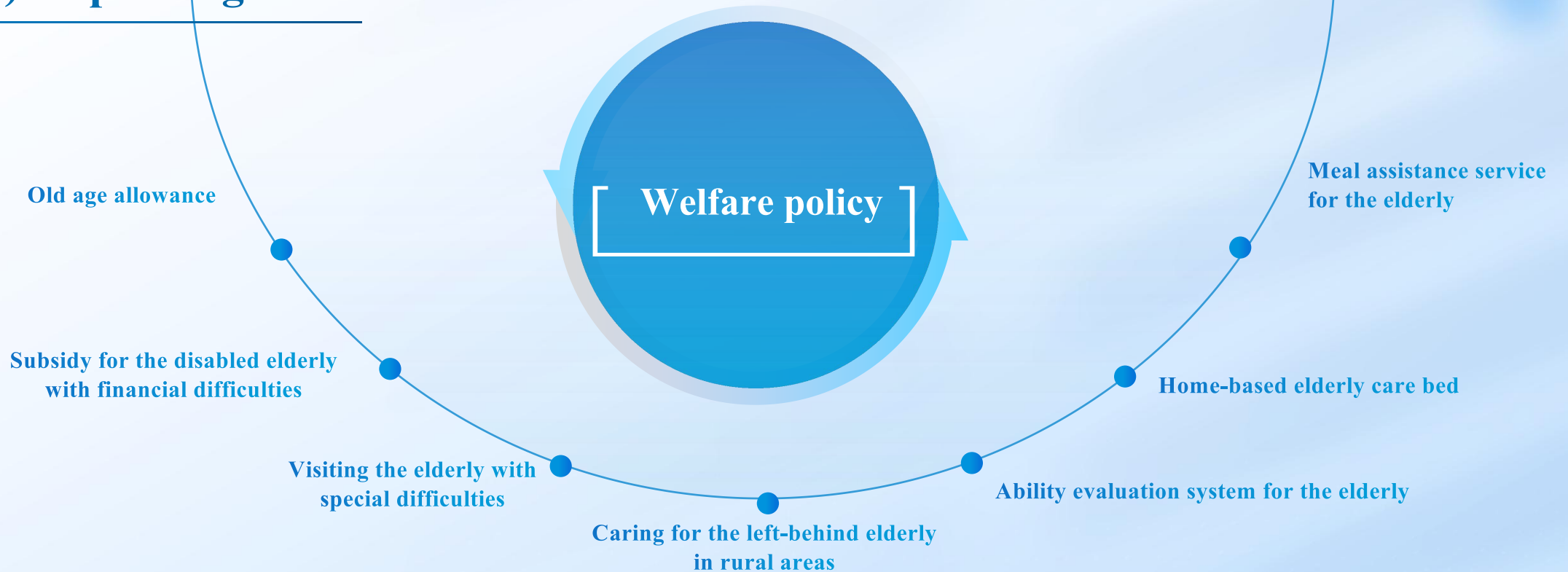
### (III) Lowering operating costs



Exemption from VAT, corporate income tax and some administrative fees; the electricity, water, gas and heat consumption of the elderly care service institutions are according to the residential prices.

# II. Improving the Policy System

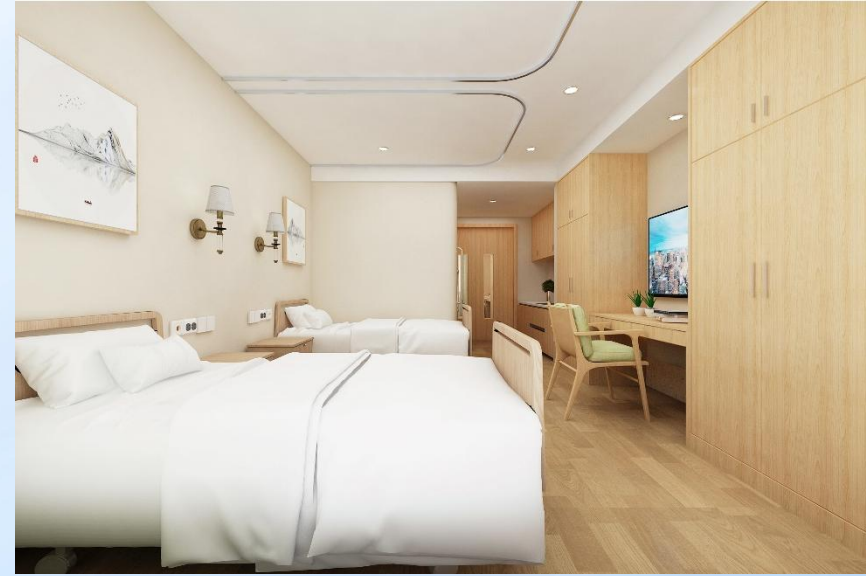
## (IV) Improving the welfare level





# III. Vigorously Improving Infrastructure

## (I) Well operating public institutions



Yichang Community- and Home-based Elderly Care Combined with Medical Treatment and Elderly Support Demonstration Project

There are 105 elderly care service institutions in the city.  
Yichang Social Welfare Institute, a national model unit for comprehensive standardization of social management and public services, was rated as a five-star elderly care service institution in 2021.



# III. Vigorously Improving Infrastructure

## (I) Well operating public institutions



Yichang Social Welfare Institute

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# III. Vigorously Improving Infrastructure

## (II) Establishing and improving inclusive institutions



Gezhouba Yifu Leyuan Gerocomium

Gezhouba Yifu Leyuan Gerocomium and Longpanhu Medical Treatment and Elderly Support Center have been built as “affordable and comfortable” elderly care service institutions. Sunflower Elderly Care Service Center and other inclusive elderly care service institutions



# III. Vigorously Improving Infrastructure

(II) Establishing and improving  
inclusive institutions



Longpanhu Medical Treatment and Elderly Support Center

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# III. Vigorously Improving Infrastructure

## (III) Building and improving community-based elderly care service institutions



So far, 176 community- and home-based elderly care service institutions and 71 happiness canteens have been built.



### III. Vigorously Improving Infrastructure





# III. Vigorously Improving Infrastructure

## (IV) Building and improving ADB Project



Actively advancing the construction of 22 sub-projects of the ADB Project;  
4,226 new beds will be provided after completion.



# IV. Actively Cultivating Talent Teams

## (I) Strengthening personnel training



There are 1,265 elderly care service management talents and 2,803 elderly care & nursing staff in the city, of which 264 hold medium and/or senior professional certificates. There are 384 social workers, 160 psychological counselors, 176 rehabilitation teachers and 182 dietitians with professional certificates.



# IV. Actively Cultivating Talent Teams

## (II) Establishing a talent incentive mechanism

Entry subsidy: RMB5,000-10,000/year.

Long-term elderly care reward subsidy: RMB5,000-10,000

Elderly care post allowance: RMB100-1,500/person/month

Vocational training subsidy: RMB2,000/person

### 宜昌市民政局 宜昌市财政局文件 宜昌市人力资源和社会保障局

宜市民政〔2022〕12号

#### 关于印发《宜昌城区养老护理员补贴津贴 实施办法(试行)》的通知

城区各民政局、财政局、人社局，高新区社管办、人社局：

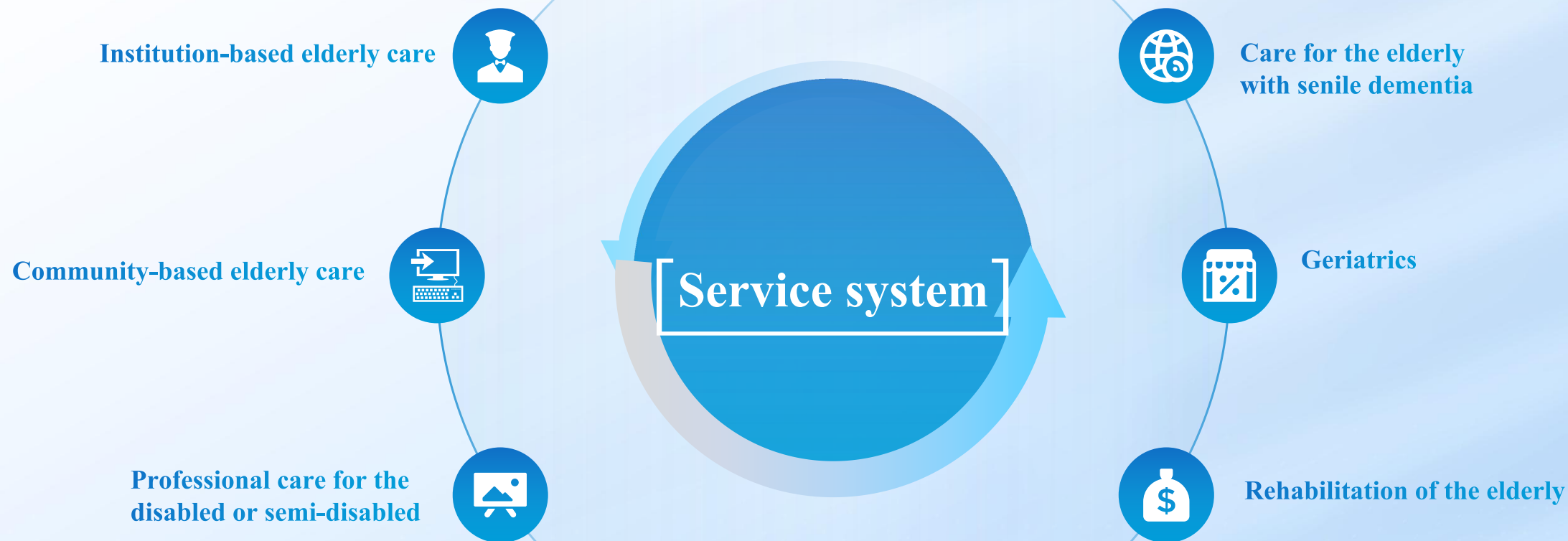
为贯彻落实《中共宜昌市委 宜昌市人民政府贯彻落实〈中共湖北省委 湖北省人民政府关于新时代推动湖北高质量发展加快建设中部地区崛起重要战略支点的实施意见〉的实施方案》（宜发〔2021〕10号）和《市委办公室 市政府办公室关于印发优化人才生态加快人才集聚有关文件的通知》（宜办发〔2021〕21

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Promulgating the “Measures of Yichang City for the Implementation of Subsidies and Allowances for Elderly Care and Nursing Staff” to clarify four policies for rewarding elderly care & nursing staff.

# V. Vigorously Expanding Service Capacity

## (I) Improving the service system





# V. Vigorously Expanding Service Capacity

## (II) Vigorously advancing the integration of medical treatment and elderly support



Creating and popularizing four modes: medical treatment amid elderly care, elderly care amid medical treatment, integration of medical treatment and elderly support, and contracted medical treatment and elderly support

# V. Vigorously Strengthening and Expanding Capacity

## (III) Actively offering standardized services



Participating in the formulation of two national standards, i.e., the “Standards of Life Care Services for Elderly Care Institutions” and the “Standards of Rehabilitation Aids Configuration for Elderly Care Institutions”; heading the formulation of five provincial standards, including the “Service Quality Standards for Elderly Care Institutions”, which is the only one in the province’s civil affairs system, and the only one in the city’s service industry, filling the gap in the province’s and even China’s elderly care field.



# V. Vigorously Strengthening and Expanding Capacity

## (IV) Developing intelligent elderly care system

### Characteristic Scenarios

Developing 21 characteristic scenarios through data sharing and business collaboration, with the support from the Internet, Internet of Things, 5G+, artificial intelligence, GIS, speech recognition and other technologies

Elderly care map

VR house viewing

Interaction & communication among the elderly

Online shopping mall

Intelligent geracomium

Elderly people's affection-based connection

QR code-based management of institutions

Intelligent customer service

Standardization of services

Inquiry of policies benefiting the elderly

Community-based integrated services

Elderly care consultant

Online service terminal

Home security system

Cloud-based video monitoring

City-wide integrated rescue

Meal through facial recognition

One card for all

Regulation on door-to-door services

Intelligent statements

Digital cockpit

## (IV) Developing intelligent elderly care system

### 1. Services for the public

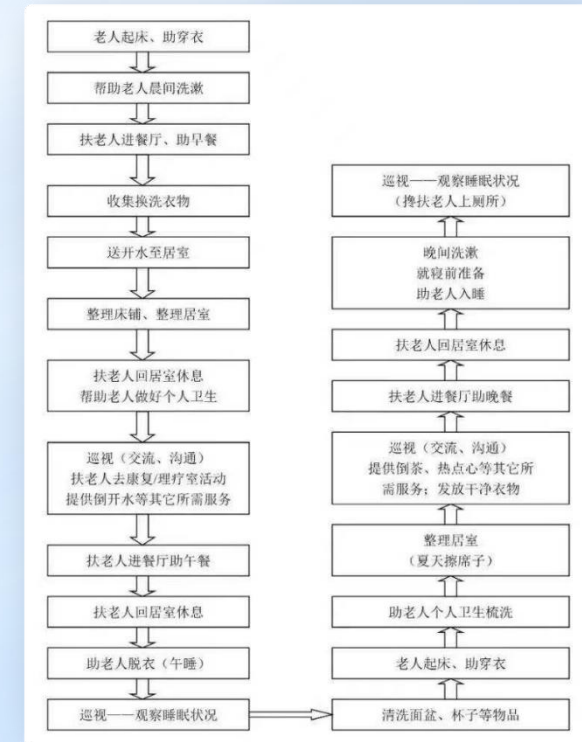
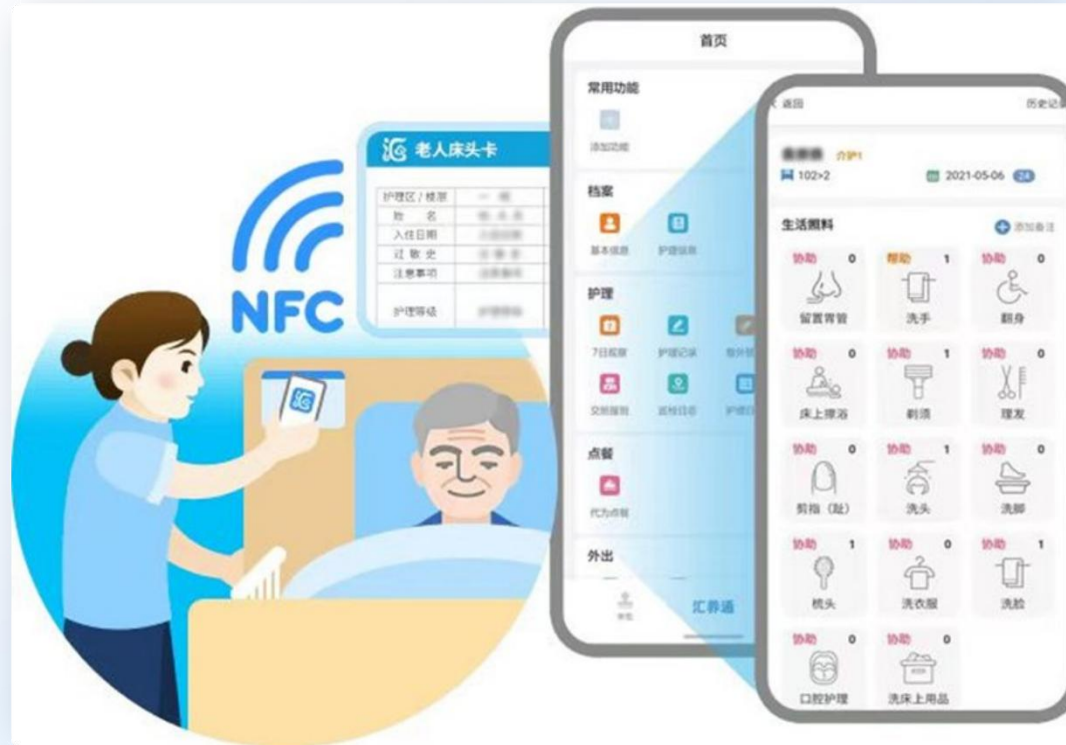


Providing VR house viewing, consumption through face recognition, policy inquiry, online shopping mall, interaction & communication, real-time map and other functions for the elderly. Through digital empowerment, the elderly care service work can be completed through “one click on the mobile phone”



## (IV) Developing intelligent elderly care system

### 2. Services for institutions



Providing real-time status of staff and clients for elderly care service institutions, and strengthening oversight of services. Handling and following up the demand service “orders” placed by the elderly, so as to satiate all kinds of needs of the elderly in a timely manner.

## (IV) Developing intelligent elderly care system

### 3. Services for regulatory authorities



Through the information of hardware facilities construction, professional talent stock, and service satisfaction of the elderly pushed by the platform in real time, the elderly care service institutions are comprehensively evaluated and managed.



# Outlook

**Elderly care  
service  
institution**

Developing  
towards  
inclusive and  
disabled care

**community-  
based  
institution**

Developing  
towards  
distribution and  
specialization

**Integration of  
medical  
treatment and  
elderly support**

Developing  
towards full  
coverage and  
whole process

**Nursing talents**

Developing towards  
specialization and  
professionalization

**System building**

Developing  
towards  
systematization  
and targeted  
management

**Elderly  
care  
service  
market**

Developing  
towards  
openness and  
diversification

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R | K | S | I  
ADB-PRC Regional Knowledge Sharing Initiative