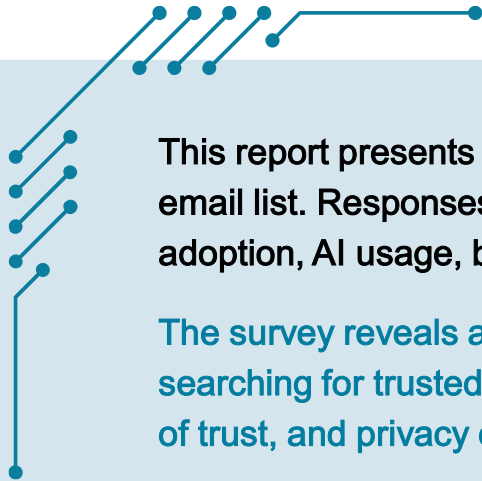


# Shaping the Future of Caregiving Technology

## Caregiver Tech Insights Survey

[www.caregiveraction.org/tech-insights-survey/](http://www.caregiveraction.org/tech-insights-survey/)

### Findings Report 2026



This report presents findings from Caregiver Action Network's CIC Caregiver Tech Insights Survey, conducted via email outreach to CAN's email list. Responses were collected from 272 family caregivers and analyzed across themes of demographics, care burden, technology adoption, AI usage, barriers, and opportunities

The survey reveals a caregiver community that is already digitally engaged, increasingly open to emerging technologies like AI, and actively searching for trusted solutions to reduce their substantial coordination burden. At the same time, significant barriers -- particularly cost, lack of trust, and privacy concerns -- continue to limit broader adoption.

**272**

Survey respondents\*

**59%**

of respondents have tried or use AI regularly

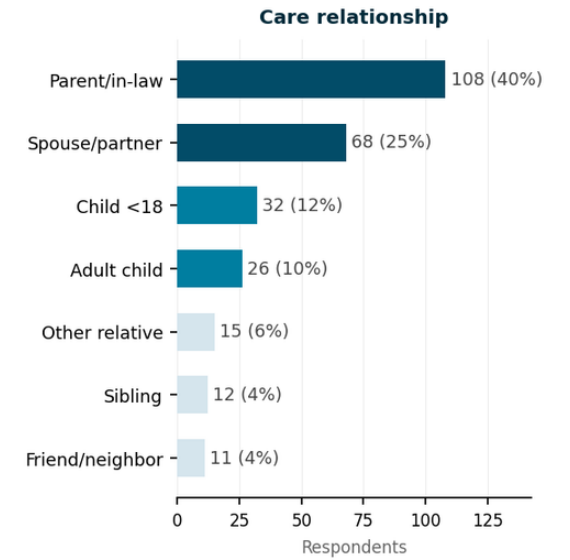
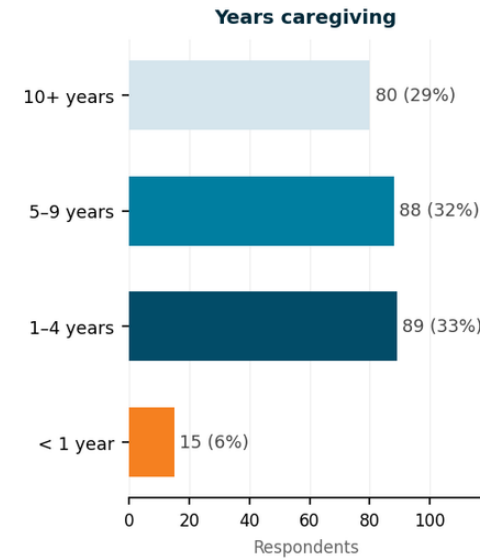
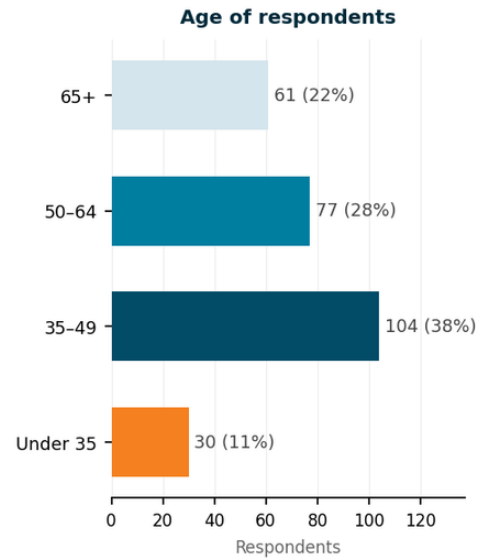
**95%**

would find a dedicated online space to discover trusted and vetted caregiving products and services valuable

*\* 12 respondents have been randomly selected to receive \$50 gift cards.*

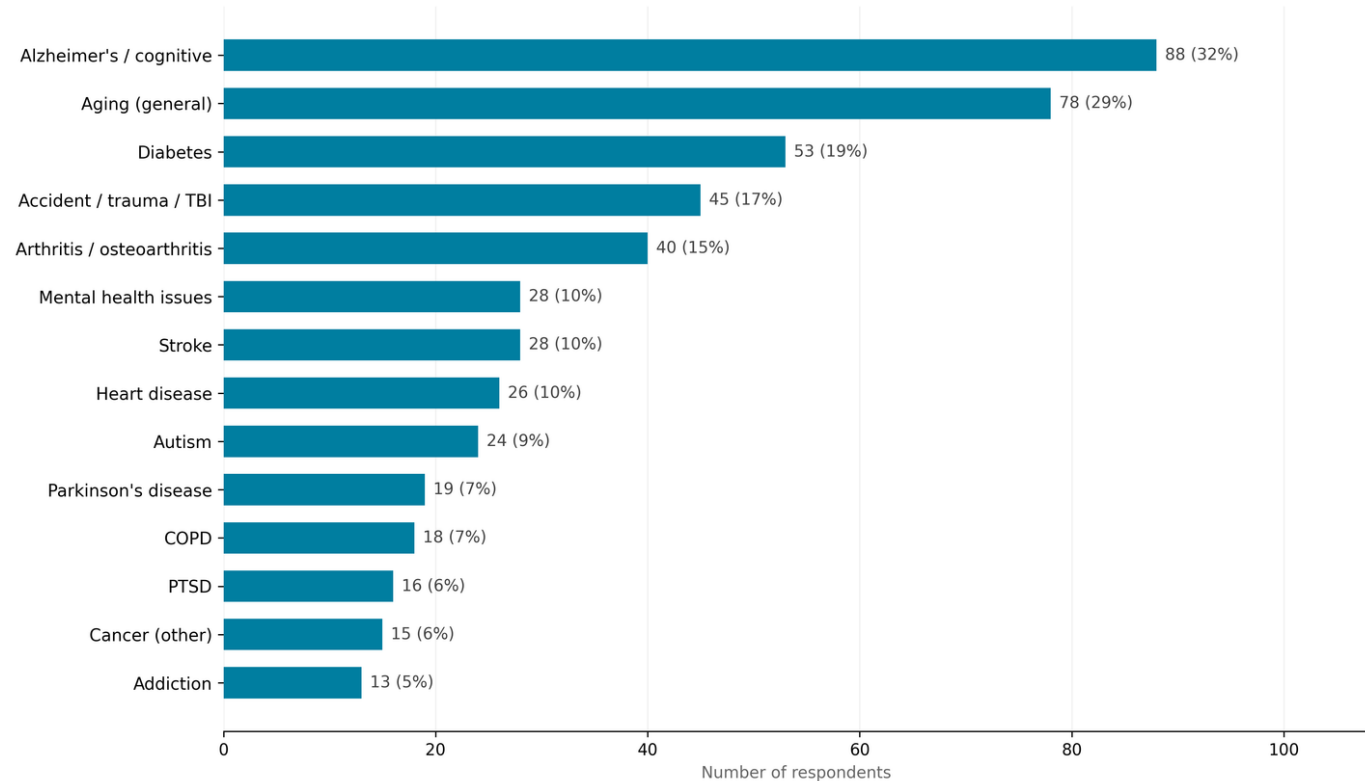
## Who Responded

Respondents represent a broad but experienced caregiver population. The largest age group was 35-to-49-year-olds (38%), with the majority of all respondents having provided care for five or more years. Parents and in-laws were the most common care recipients (40%), followed by spouses and partners (25%).



## Top Conditions Being Cared For

Alzheimer's disease and cognitive impairment was the most common condition (88 respondents), followed by general aging (78) and diabetes (53). The breadth of conditions represented reflects the diversity of caregiving experiences within the CAN community.\*



*Percentages may total more than 100% for select-all-that-apply questions. +/- 5.94% margin of error at a 95% confidence level.*

# Time Burden of Care Coordination

Care coordination is a major time sink for family caregivers. Nearly four in ten respondents spend 11 or more hours per week on coordination tasks alone -- before accounting for any direct hands-on care. Managing medications and prescription refills was the single most time-consuming task, followed closely by scheduling medical appointments.

## 37%

of respondents spend 11 or more hours per week just on care coordination tasks

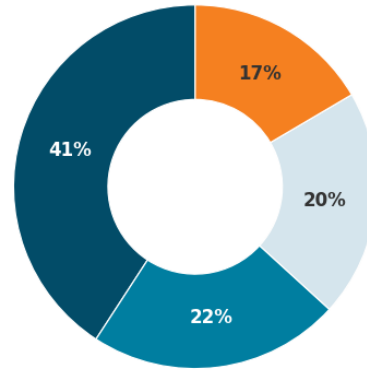
Equivalent to nearly a full day's work every week -- before providing any direct care.



## How Organized Does Care Feel?

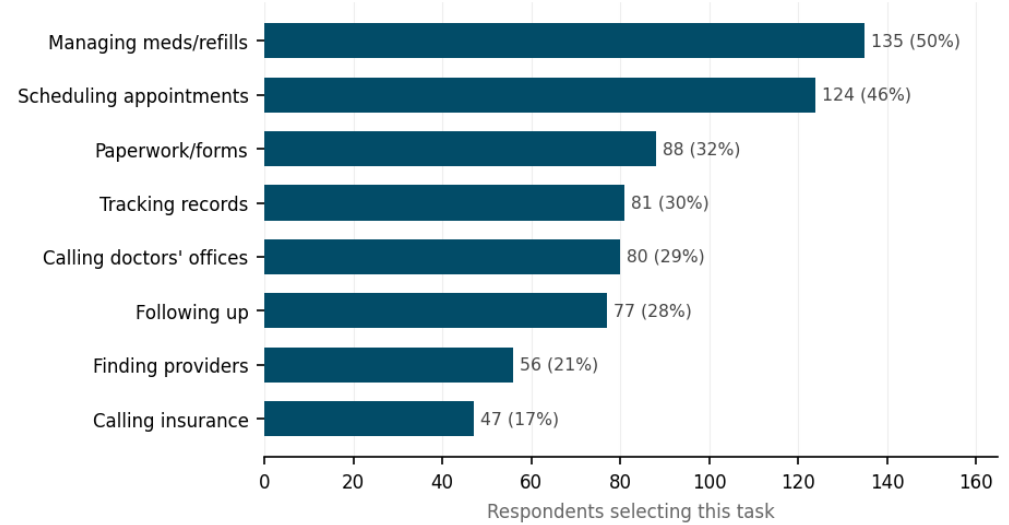
While the majority of caregivers describe their situation as at least somewhat organized, nearly one in three report feeling fragmented. The most commonly cited challenges were lack of time, information scattered across multiple systems, and too many providers involved in care.

Hours/week on coordination tasks

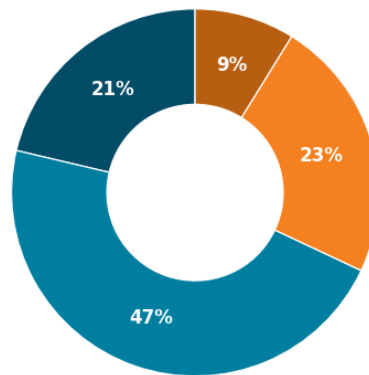


5-10 hrs — 111 (41%)    11-20 hrs — 55 (20%)  
 < 5 hrs — 61 (22%)    20+ hrs — 45 (17%)

Most time-consuming tasks (selections)

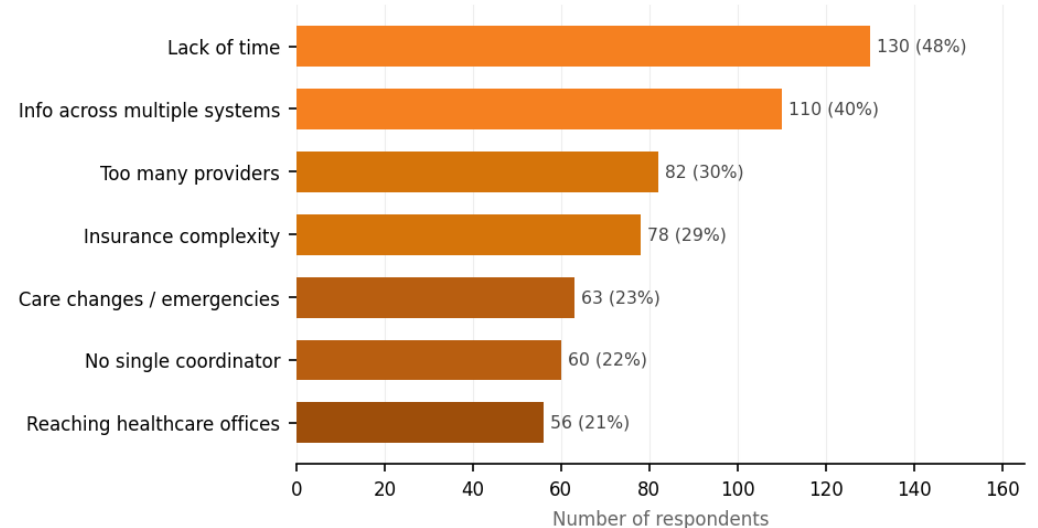


How organized does care feel?



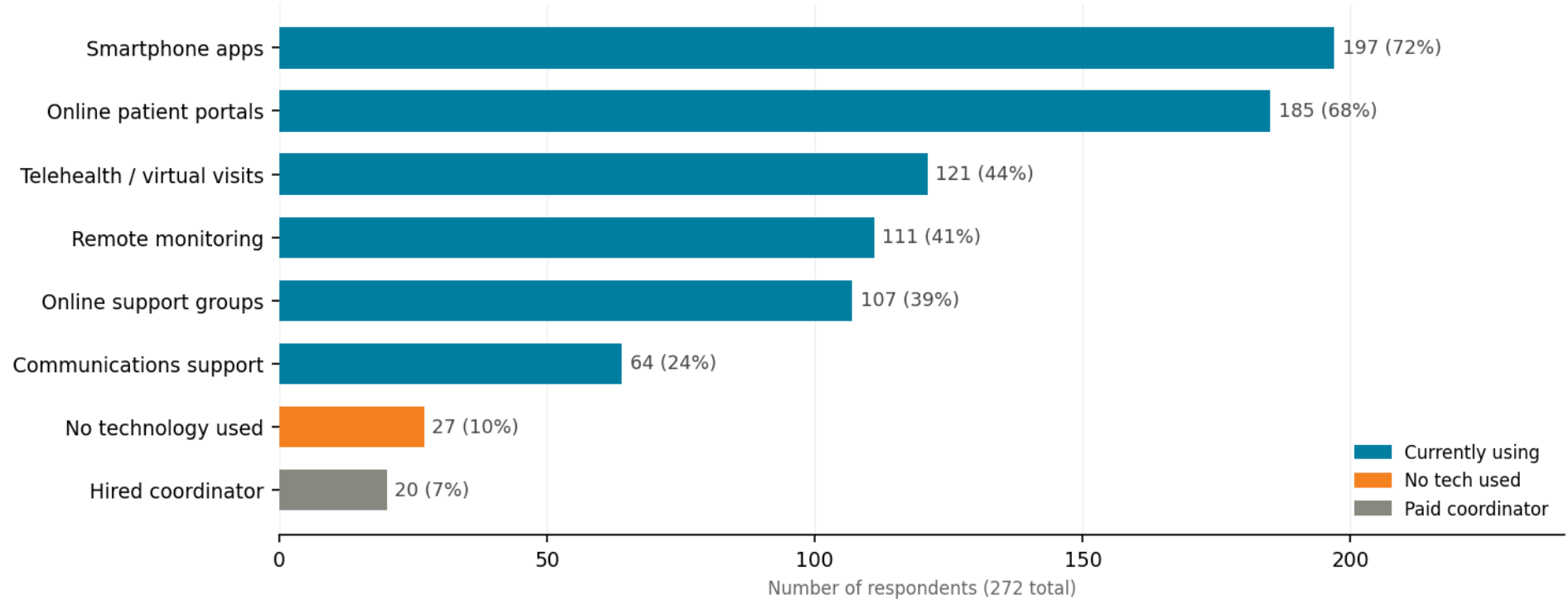
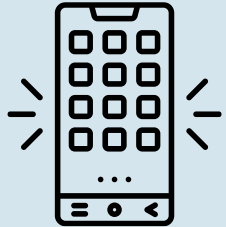
Very organized — 58 (21%)  
 Somewhat organized — 127 (47%)  
 Somewhat fragmented — 63 (23%)  
 Very fragmented — 24 (9%)

Top coordination challenges



## Technology Currently in Use

Family caregivers are far from technologically disengaged. A full 90% are already using at least one digital tool for caregiving. Smartphone apps and online patient portals such as MyChart are the most widely adopted, followed by telehealth and remote monitoring tools.



## Technology Preferences

When asked about their preferences, caregivers were roughly evenly split across four mindsets, suggesting that any solution designed for this population must accommodate varied comfort levels and organizational preferences. The largest single group said they are open to apps, but only if easy to set up and genuinely helpful.

"Open to apps, but only if easy to set up and genuinely helpful" *71 respondents (26%)*

"Comfortable with multiple apps if each serves a specific purpose" *64 respondents (24%)*

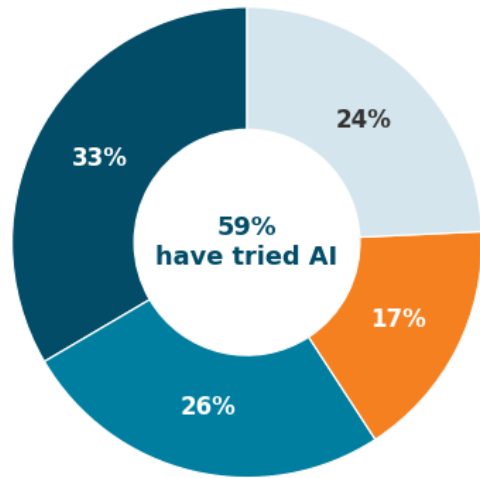
"Prefer simple methods like text or email over downloading apps" *62 respondents (23%)*

"Prefer having everything in one consolidated app" *60 respondents (22%)*

## AI Tool Adoption

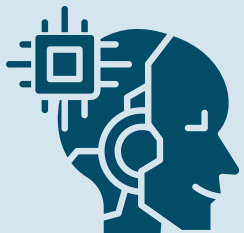
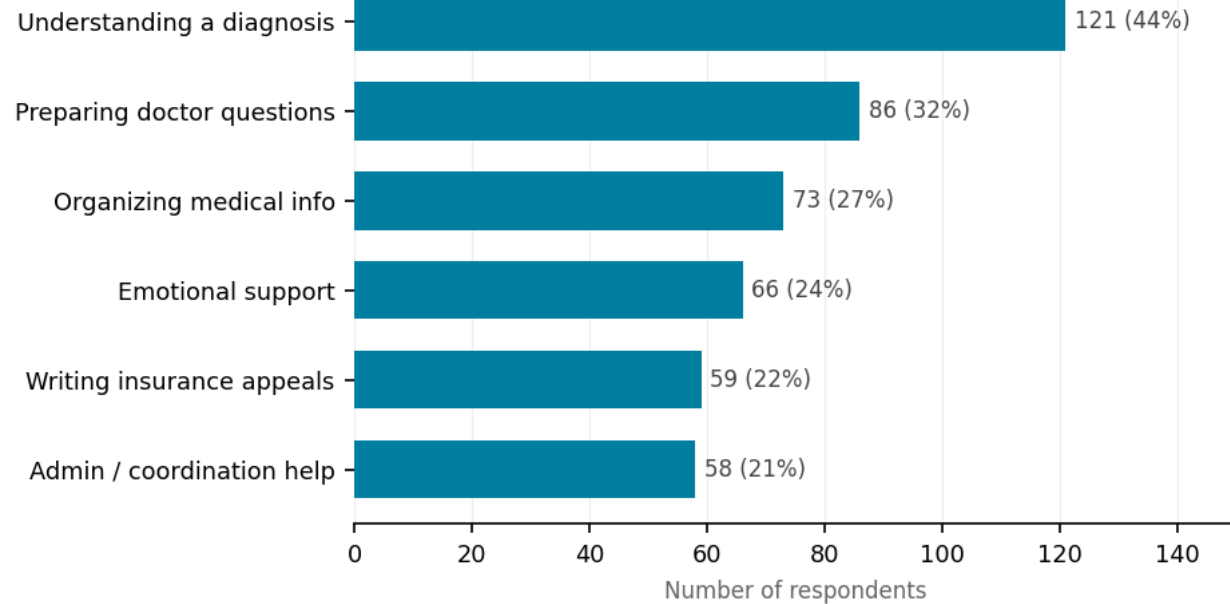
AI adoption among caregivers is notably high and growing. A third of all respondents use AI tools regularly for caregiving, and an additional 26% have tried them at least once. Understanding a diagnosis or condition was the top use case, followed by preparing questions for doctor visits and organizing medical information.

### Have you used AI for caregiving?



- Yes, regularly — 91 (33%)
- Yes, once or twice — 70 (26%)
- No, but interested — 45 (17%)
- No, not interested — 66 (24%)

### How AI is being used



**59%**

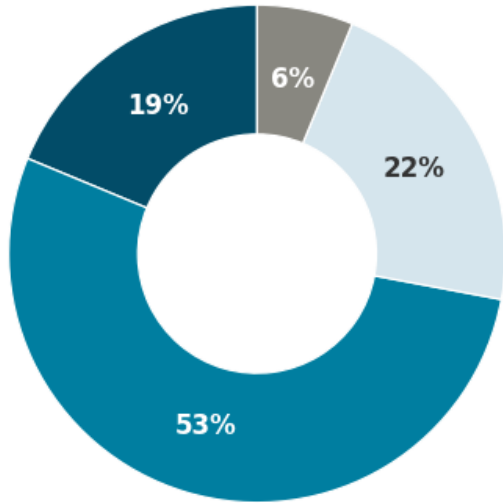
of respondents have tried or regularly use AI tools such as ChatGPT, Claude, or Google Gemini for caregiving tasks

Only 24% said they have no interest in using AI tools

# High-Demand Features & Services

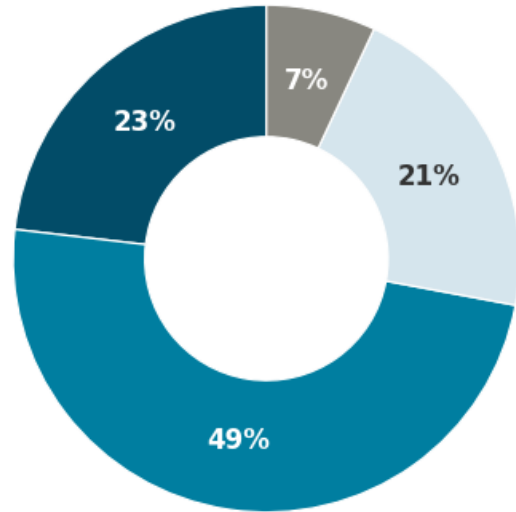
Two service concepts generated particularly strong enthusiasm. **Audio recordings and written summaries of doctor visits** were rated very beneficial or life-changing by 72% of respondents. A **concierge-style service that handles administrative tasks** on behalf of the caregiver -- scheduling, calling insurance companies, managing refills -- earned the same 72% combined rating.

**Doctor visit recordings & written summaries**



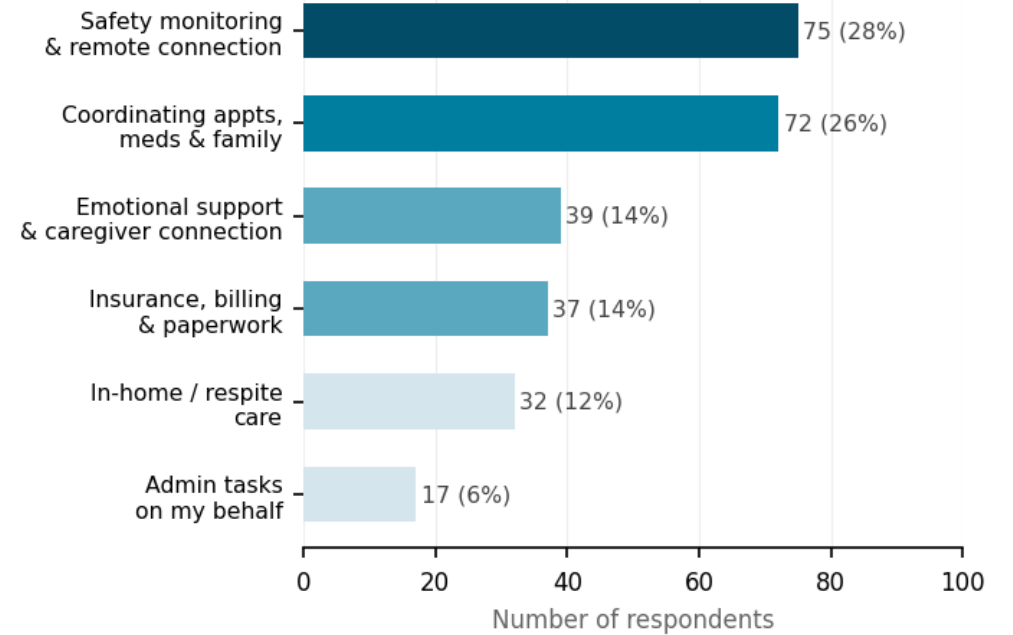
- Life-changing — 51 (19%)
- Very beneficial — 145 (53%)
- Somewhat beneficial — 59 (22%)
- Not beneficial — 17 (6%)

**Concierge task service (calls, scheduling, refills)**



- Life-changing — 63 (23%)
- Very helpful — 133 (49%)
- Somewhat helpful — 57 (21%)
- Not helpful — 19 (7%)

**Where technology could help caregivers most**



## Where Technology Could Help Most



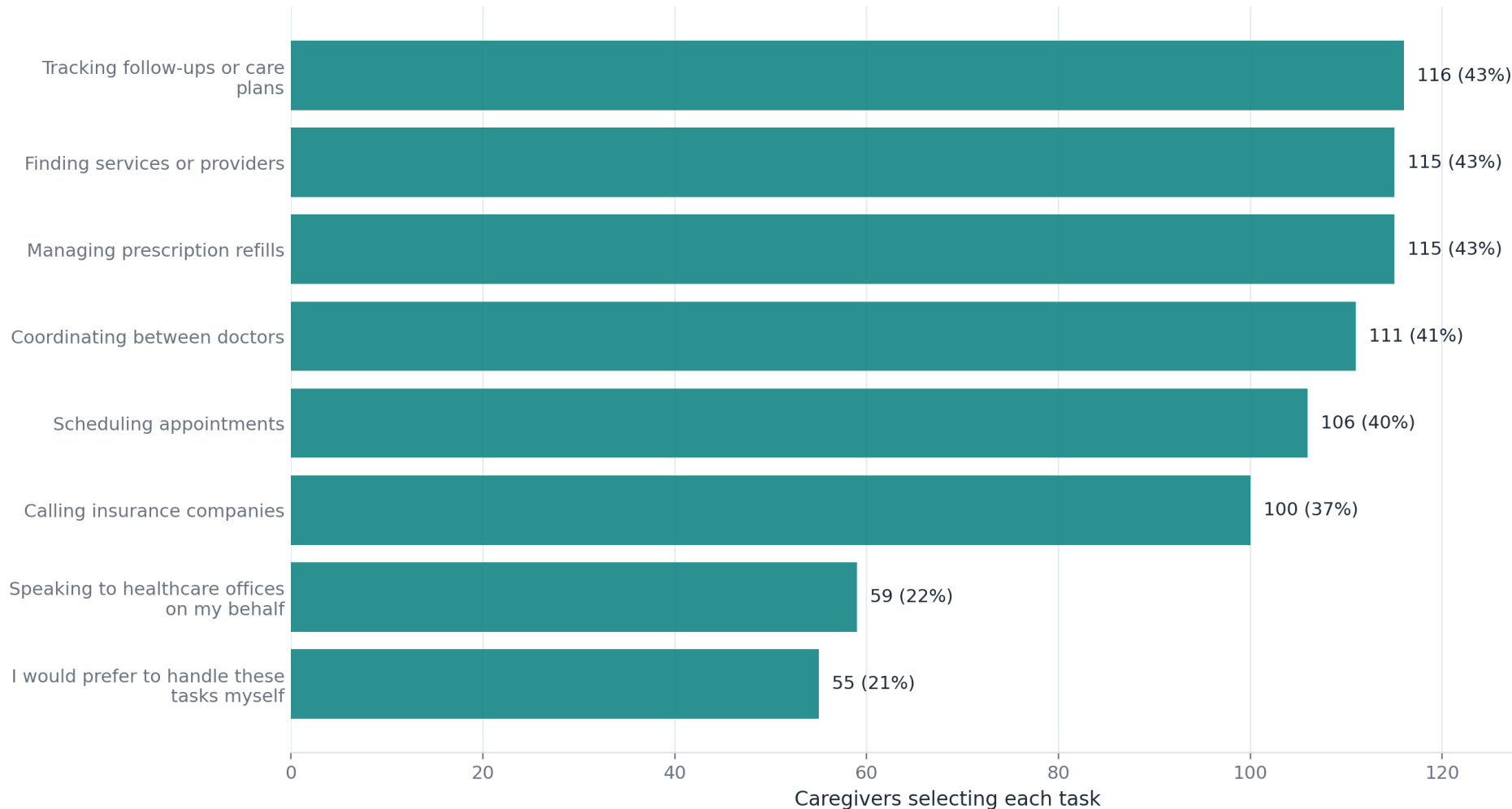
**28%** of caregivers prioritized safety monitoring and remote connection with their loved one

**26%** followed closely by coordinating appointments, medications, and family communications

# What Caregivers Would Delegate First

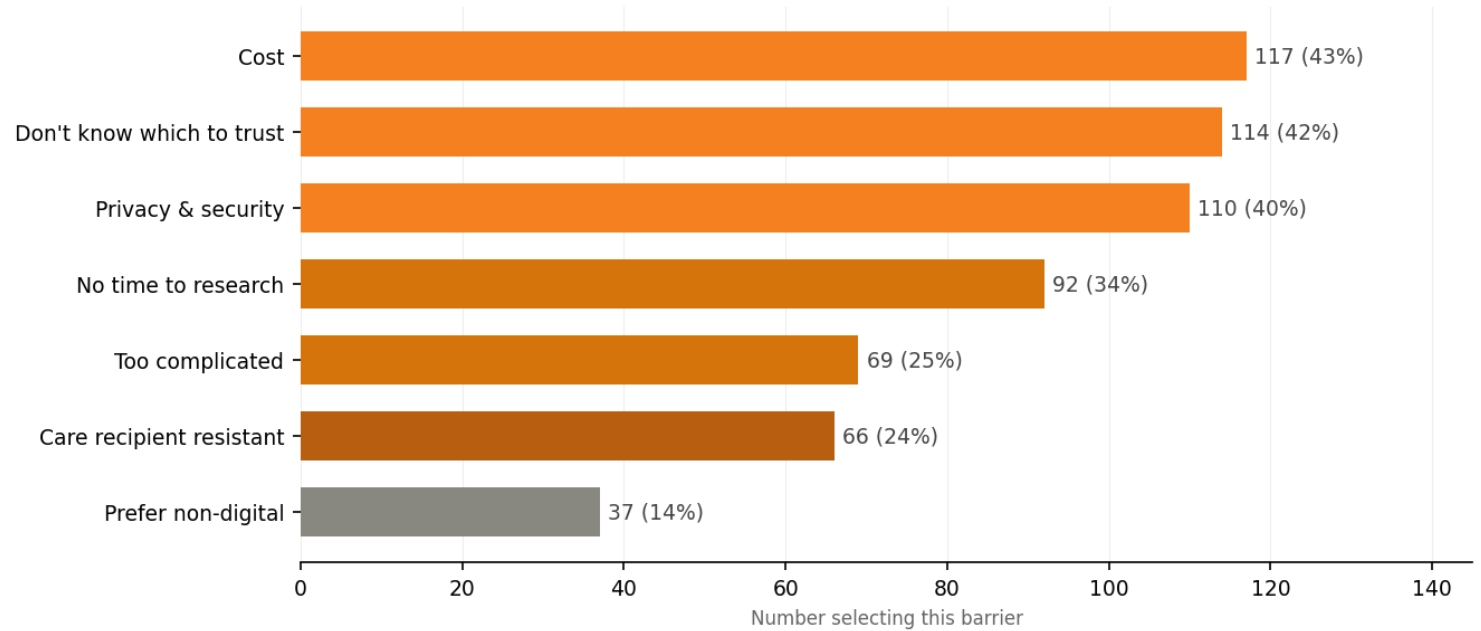
Follow-ups, finding services, refills, and coordination are the clearest candidates for outsourced support.

## Tasks caregivers would most like help delegating



## Barriers to Technology Adoption

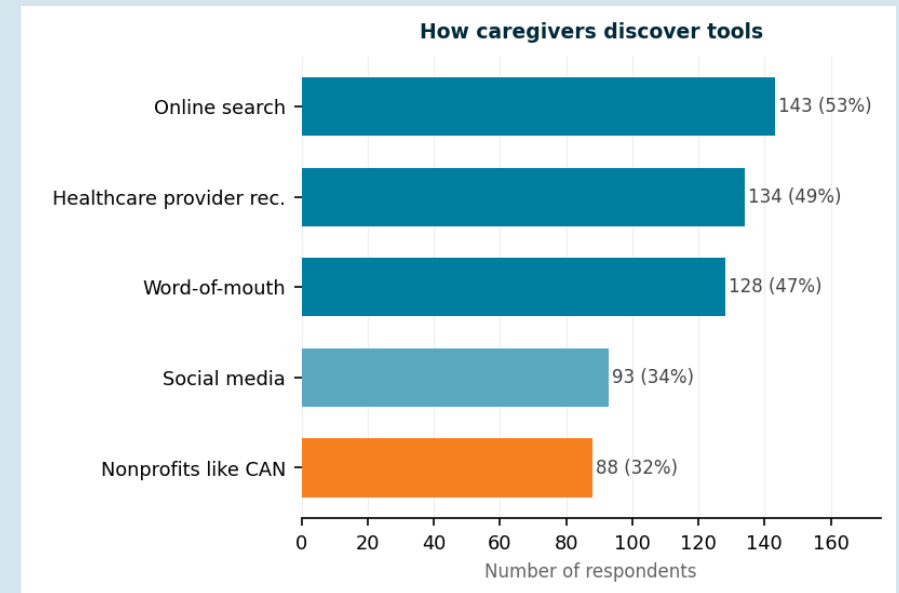
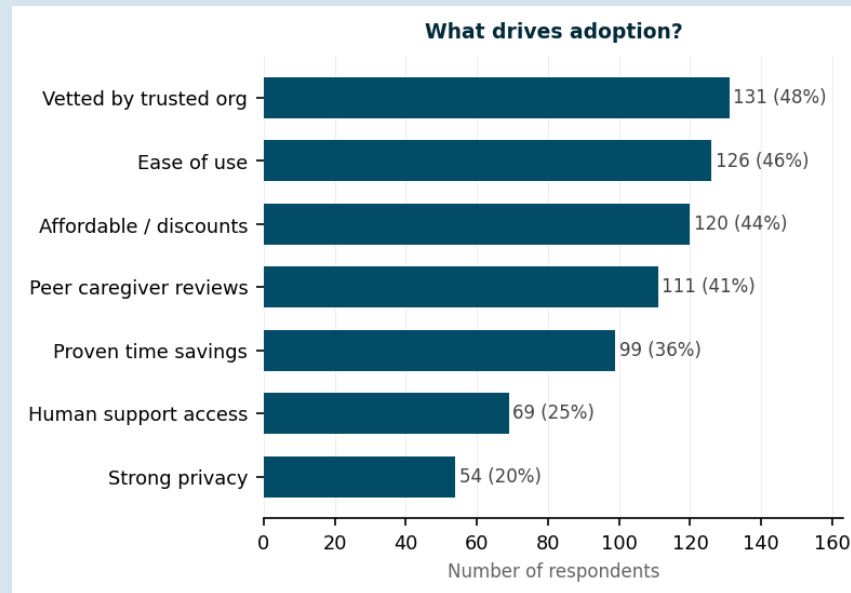
Despite high overall tech engagement, meaningful barriers remain. Cost was the most frequently cited barrier (117 respondents), nearly tied with uncertainty about which products to trust (114) and privacy and security concerns (110). Lack of time to research and set up new tools was also a significant obstacle for 92 respondents.



## What Builds Trust & How Caregivers Find Tools

Being recommended or vetted by a trusted organization was the single most important adoption factor (131 respondents) -- ranking above ease of use, affordability, and peer reviews. This finding positions CAN as uniquely suited to serve as a trusted gateway to caregiving technology.

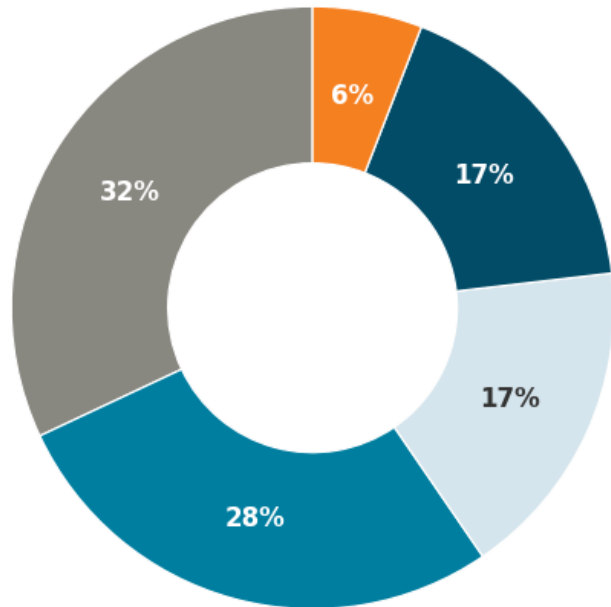
Caregivers most often find tools through online search (143), healthcare provider recommendations (134), and word-of-mouth from other caregivers (128). CAN was cited by 88 respondents -- a strong baseline that signals existing trust and real channel potential.



## Cost Tolerance & Payment Preferences

Cost sensitivity is high: 32% said any helpful tool should be free, while 28% would pay \$11 to \$25 per month for something that genuinely reduces their stress. More striking is the payment gap: 64% believe Medicare, Medicaid, or health insurance should cover the cost of caregiving technology -- almost none of which is covered today.

### Reasonable monthly cost



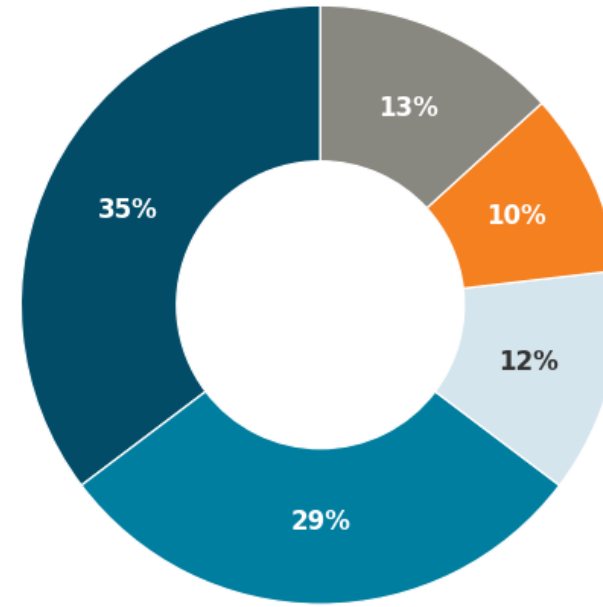
- Free — 87 (32%)
- 11-25/mo — 75 (28%)
- 1-10/mo — 47 (17%)
- 26-50/mo — 47 (17%)
- \$50+/mo — 16 (6%)

**32%**

of respondents say any helpful tool should be free



### Who should pay?



- Medicare / Medicaid — 96 (35%)
- Health insurance — 80 (29%)
- I would pay — 33 (12%)
- Not sure — 27 (10%)
- Employer / other — 36 (13%)

**64%**

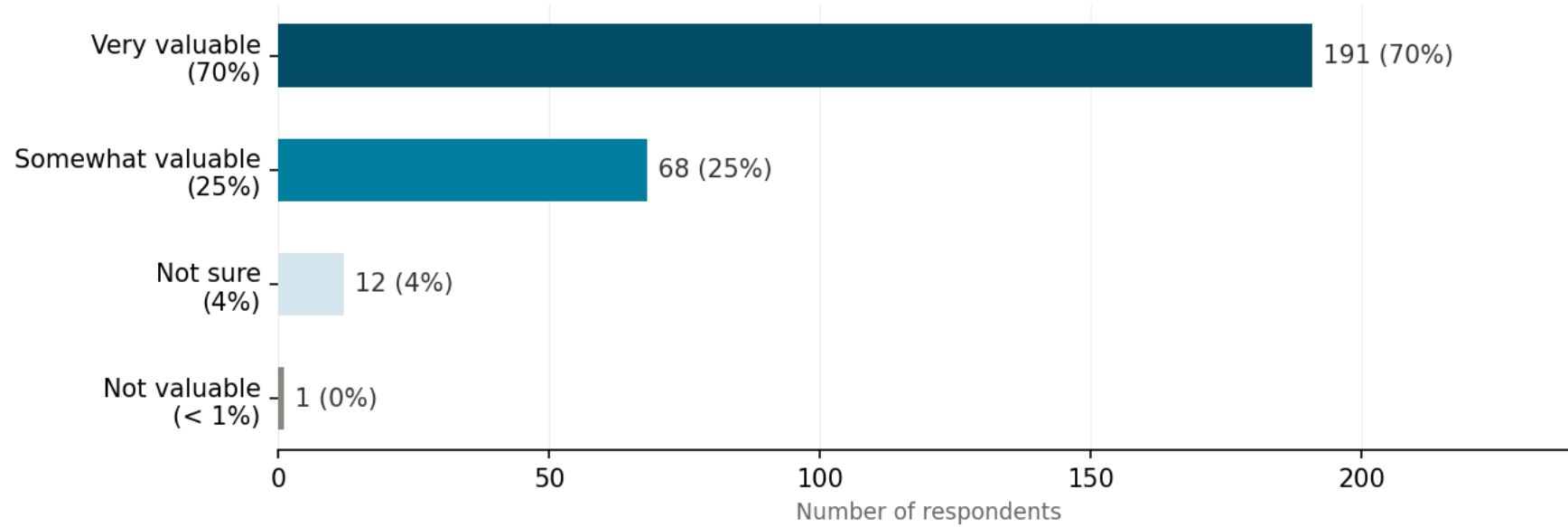
of respondents believe Medicare, Medicaid, or health insurance should pay for caregiving tech.

Only 12% said they would personally pay out of pocket.



# The CAN Marketplace Concept

Respondents were asked whether they would find value in a dedicated online space, curated by a nonprofit like CAN, where they could discover trusted and vetted caregiving products and services, read reviews from other caregivers, and access exclusive discounts. The response was nearly universal.



**95%**

"very" or "somewhat" valuable

**70%**

"very valuable" specifically

**1**

respondent said "not valuable"

This level of validation is exceptional for a concept-stage idea. The near-universal enthusiasm -- and particularly the 70% who chose "very valuable" without any qualifier signals a clear, unmet need that CAN is uniquely positioned to meet.

# What Caregivers Said, in Their Own Words

## Illustrative quotes across 272 caregiver respondents

OPEN-ENDED QUESTION 1: Which tech is helping most today?

- **“Medication reminder apps like Medisafe help track doses and avoid missed or duplicate medications, greatly reducing daily stress and safety risks.”**
- **“Shared calendars, like Google Calendar, help track appointments between multiple family members.”**
- **“MyChart and patient portals.”**
- **“Apps to monitor CPAP, hearing aids, and meds.”**
- **“ChatGPT for drafting message templates and helping with cognitive organizing. Visible App for Myalgic Encephalomyelitis tracking and reports and pacing.”**
- **“Online caregiver support groups.”**
- **“MyChart, Google Calendar.”**
- **“Just a phone to call people. Wish automated crap would go away.”**
- **“The application enables online consultations, appointment registration, and online viewing of diagnostic results.”**
- **“CareZone.”**

*Quotes are anonymized.*

# What Caregivers Said, in Their Own Words

## Illustrative quotes across 272 caregiver respondents

OPEN-ENDED QUESTION 2: **What causes the most stress?**

- “Throughout the entire care experience, the most stressful aspect was **providing 24/7 continuous care with no backup or rest periods**, constantly worrying about the patient’s safety and unexpected situations.”
- “**The prolonged physical and mental exhaustion**, emotional depletion, and **lack of support and respite** opportunities kept me in a state of high tension and anxiety for an extended period.”
- “The most stressful part of caregiving is **trying to coordinate everything at once, appointments, medications, and daily care, while still managing my own responsibilities.**”
- “**Coordinating medical appointments, insurance issues, and keeping track of medical information across different doctors.**”
- “I actually have two people, one with behavioral health issues and a parent with multiple medical issues. **Working and getting them to appointments while keeping my job is the most difficult.**”
- “**Working outside the home and not knowing how my husband is doing when I am gone.**”
- “**Finding competent and reliable help.**”
- “**Managing medications on time** while keeping track of all appointments and daily care routines.”
- “**Balancing my caregiving responsibilities with my own mental health and well-being** is the one thing that stresses me out the most. **I often feel like I'm putting everyone else's needs before mine, and it gets overwhelming.**”
- “**Handling it all alone, not having a roadmap, or needing to search for resources, not knowing what is next** or what my next steps are.”
- “The amount of time spent caring for my mother who has dementia and requires 24-hour, round-the-clock care.”

*Quotes are anonymized.*

## What Caregivers Said, in Their Own Words

### Illustrative quotes across 272 caregiver respondents

OPEN-ENDED QUESTION 3: What caregiving tool/service should exist, but does not?

- **“One simple app that automatically organizes medical records, appointments, medications, and doctor instructions in one place for caregivers and family.”**
- **“A single unified care dashboard.”**
- **“One single record-keeping system that a caregiver can access with all health history.”**
- **“Flexible, short-term home care replacement services.”**
- **“Professional caregivers who will come to your home for 1 hour, 2 hours, or half a day to take over your duties, allowing you to go shopping, visit the doctor, take a shower, and rest.”**
- **“There’s no respite even for an hour when you need full-time or extended care support.”**
- **“A cheap, easy emergency alert that doesn’t need complicated setup or monthly fees.”**
- **“Better communication and faster response time between doctors and pharmacies on refill prescriptions and expired refills that need new prescriptions.”**
- **“A comprehensive database of local providers and resources.”**
- **“Just a human to ask questions to.”**
- **“Point-of-care testing that does not require long wait times in crowded, loud waiting areas.”**
- **“Home care risk alert tools that monitor potential risks such as falls, choking, and pressure sores in advance, rather than simply triggering alarms after an incident has occurred.”**

*Quotes are anonymized.*

# What the open-ended responses tell us

## QUESTION 1

### What is helping most today

- Patient portals, especially MyChart, surfaced most often as the existing tool caregivers rely on.
- Google Calendar, reminder tools, and medication-management apps are doing the operational heavy lifting.
- A notable subset still said “none” or “nothing,” which suggests current tools remain fragmented and incomplete.

## QUESTION 2

### Where stress concentrates

- The core burden is coordination: appointments, medications, paperwork, insurance, and follow-ups.
- Many comments point to constant vigilance, burnout, and little or no backup support.
- Caregivers are also trying to balance care with work, finances, and their own wellbeing at the same time.

## QUESTION 3

### What they want built next

- One all-in-one platform that combines records, scheduling, medications, and provider communication in one place.
- Flexible respite and short-duration backup help that is actually easy to access.
- Proactive safety alerts and a simpler way to find trusted local services and navigate admin tasks.

**Caregivers are stitching together partial tools while still carrying the full coordination burden. The clearest whitespace is integrated coordination plus real relief.**

*Qualitative synthesis based on recurring themes in the open-ended comments.*

## Conclusion & Opportunities

The 2026 Caregiver Tech Insights Survey paints a clear picture: family caregivers are ready for better technology solutions, but they need help navigating a fragmented and overwhelming landscape. They are experienced, digitally engaged, and already experimenting with AI -- but they need a trusted source to point them in the right direction.

CAN and the CIC are uniquely positioned to fill that role. The data points to five high-impact opportunities:

### 1. Launch a CAN CIC-Curated Caregiving Tech Marketplace

With 95% of respondents expressing interest, a vetted, nonprofit-backed resource for discovering caregiving tools represents an immediate, high-demand opportunity that directly addresses the top barriers of cost, trust, and complexity.

### 2. Champion Coverage of Caregiving Technology

Given that 64% believe Medicare, Medicaid, or insurance should cover these costs, CAN has a clear advocacy mandate to push for policy change that makes caregiving tech financially accessible.

### 3. Develop or Partner on AI-Enabled Caregiver Tools

With 59% already using AI and strong interest across multiple use cases, there is real appetite for responsible, caregiver-centered AI tools -- and an opportunity for CAN / CIC to play a guiding role in how they are adopted.

### 4. Prioritize Doctor Visit Summaries and Concierge Services

The two highest-rated feature concepts each earned life-changing or very beneficial ratings from 72% of respondents. These are natural areas for partnership or direct program development.

### 5. Leverage CAN's Trust as a Discovery Channel

As caregivers increasingly search for trusted guidance, CAN's existing reputation and community relationships represent a significant and underutilized distribution advantage -- one that 88 survey respondents (32%) already named unprompted.

