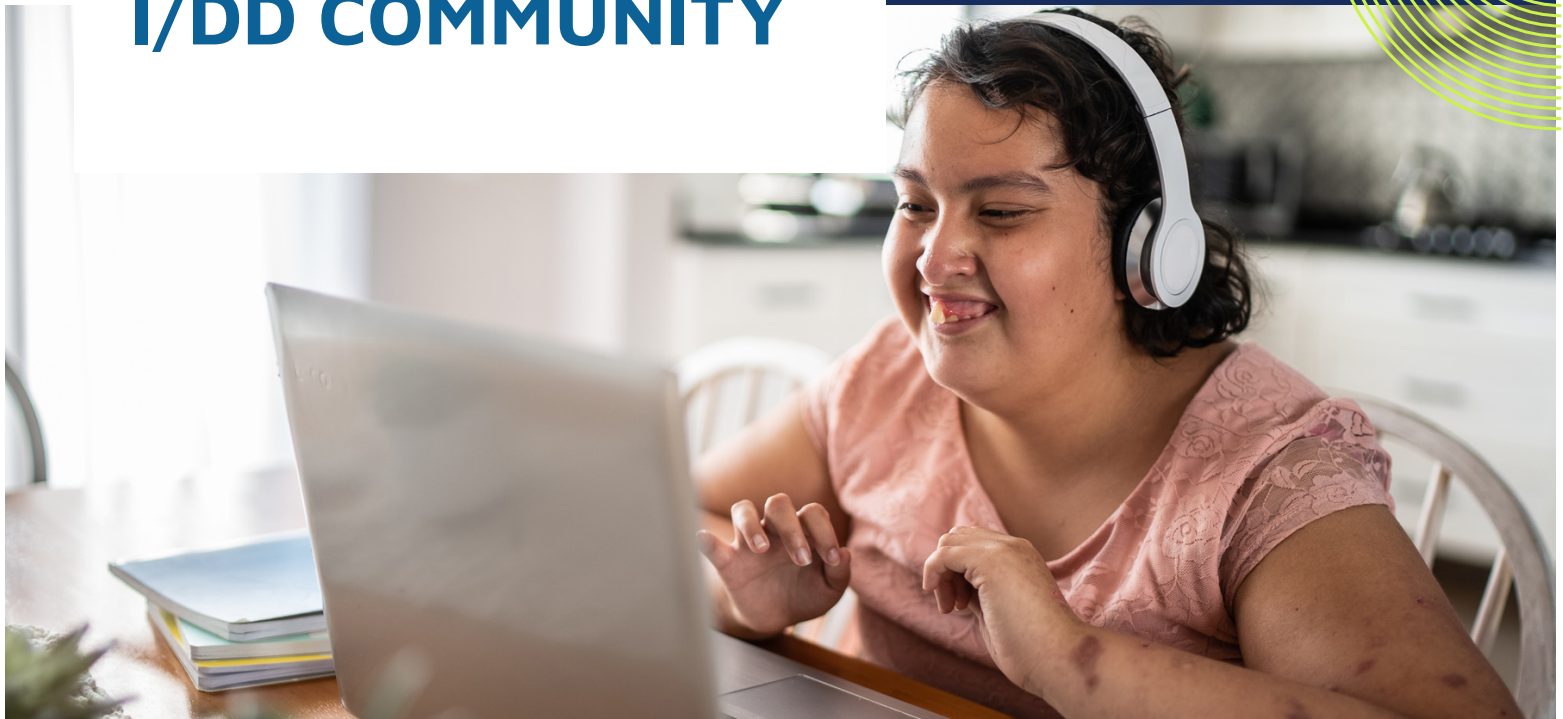




HEALTH TECH SURVEY OF THE I/DD COMMUNITY



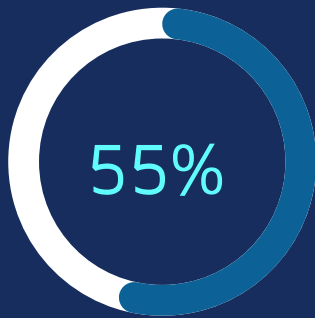
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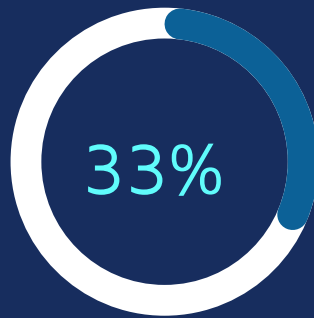
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Survey Overview

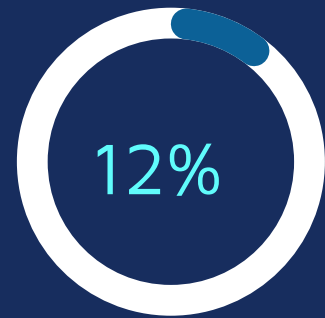
The survey was distributed through a network of partners who serve the intellectual and/or developmentally disabled (I/DD) community during August and September 2025. There were a total of 125 respondents broken down by:



An individual who has I/DD



A caregiver for an individual with I/DD



A medical care provider for the those with I/DD

Technology Usage

We asked individuals which devices they found easiest and hardest to use in general.



EASY TO USE

1. TV
2. Smart Phone
3. Laptop/desktop
4. Tablet
5. TIE: Smart home devices + Smart watch



HARD TO USE

1. AR/VR
2. Over the counter hearing aids
3. Electric wheelchair or scooter
4. Health wearables (not a watch)
5. Gaming devices

35% of caregivers
are using smart home
devices to monitor their
loved one

Technology + Healthcare Management



97% of respondents use their phone to manage healthcare



91% use an AI assistant to complete forms or ask questions - but nearly ¼ of those using AI find it hard to use



Key Challenges

Respondents said these were the top challenges in being more independent in their health care management (and medical providers agreed):

1. Remembering health care appointments
2. Managing health and wellness at home
3. Doctor's not understanding their concerns
4. Tracking and taking prescriptions
5. Sharing their health care records with other doctors or caregivers

How Consumer Technology Can Help

When asked what their biggest health challenge was that technology could help with, individual respondents said health reminders and better sleep.

Caregivers and medical professionals highlight the need for help managing medications.



44%

Find the cost of technology prohibitive to accessing tools that might help with health care management

33%

Want help from someone in choosing the right technology

40%

Of caregivers say their loved one struggles to learn how to use the technology

“Technology needs to adapt to our unique brains. Information is in too many places and I need help synthesizing it efficiently

What Innovators Should Know

When asked what individuals with I/DD would say to those who develop technology, the following themes appeared in their comments.



Needs to be more user-friendly



Disconnected ecosystem



Basic accessibility



Not taking I/DD into consideration during design

“ If I had to say something, I'd mention that existing healthcare technology often feels impersonal or inflexible. Many platforms don't account for individual needs or preferences. For instance, some might not be user-friendly for people with limited tech experience or those with disabilities.

“ I would tell them my biggest challenge with existing healthcare technology is navigating complex, non intuitive interfaces that often lack clear guidance and accessibility features for someone like me in the IDD community.

“ One of my biggest challenges with existing healthcare technology is how fragmented everything feels. My health information is spread across multiple systems that don't communicate well with each other. Every time I visit a new doctor or specialist, I have to repeat my medical history because their system doesn't connect with others. It's time-consuming and sometimes leads to mistakes.



The CTA Foundation is a public, national foundation affiliated with the Consumer Technology Association (CTA)®.

The foundation's grants strategically support programs that improve the lives of seniors and people with disabilities.

Because we consider grants part of a partnership, we work closely with our grantees to ensure their programs' success.

The foundation also facilitates dialogue among industry, consumers, government, advocacy groups and other key stakeholders.

Recognized as a 501(c)(3) nonprofit organization in 2009, and it started supporting its first programs in 2012.

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