THE NETHERLANDS

AI in elderly care

An update on activities and emerging directions

European Ageing Network

Warsaw • 2026



This presentation is co-created with AI

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02 Capacity management

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Work in progress

Four workstreams — within organisations, across elderly care and across healthcare

01 Capacity management

Individual care organisations

Using AI in Forecast demand and support workforce planning. (Government funded)

02 Voice-enabled working

Individual care organisations

Use speech to support documentation and daily workflows. (Government funded)

03 Digital colleague

Across the elderly care sector

Develop a shared, modular approach to AI assistants and agents. (Mixed funding)

04 National AI support structure

Across the healthcare sector

Joint implementation support with hospitals, GPs and other partners. (Government funded)

Local implementation • sector-wide reuse • national support

Capacity management

Organisation-level initiatives | Better insight into demand and available capacity

Forecast

Anticipate changes in care demand and workload.

Plan

Support staffing, skills mix and scheduling.

Evaluate

Track planning quality, staff experience and time saved.

People make the decisions; AI helps them explore better options.

Vitalis: use case


vitalis

Voice-enabled working

Organisation-level initiatives | Less time documenting, more time for care

1 **Speak**

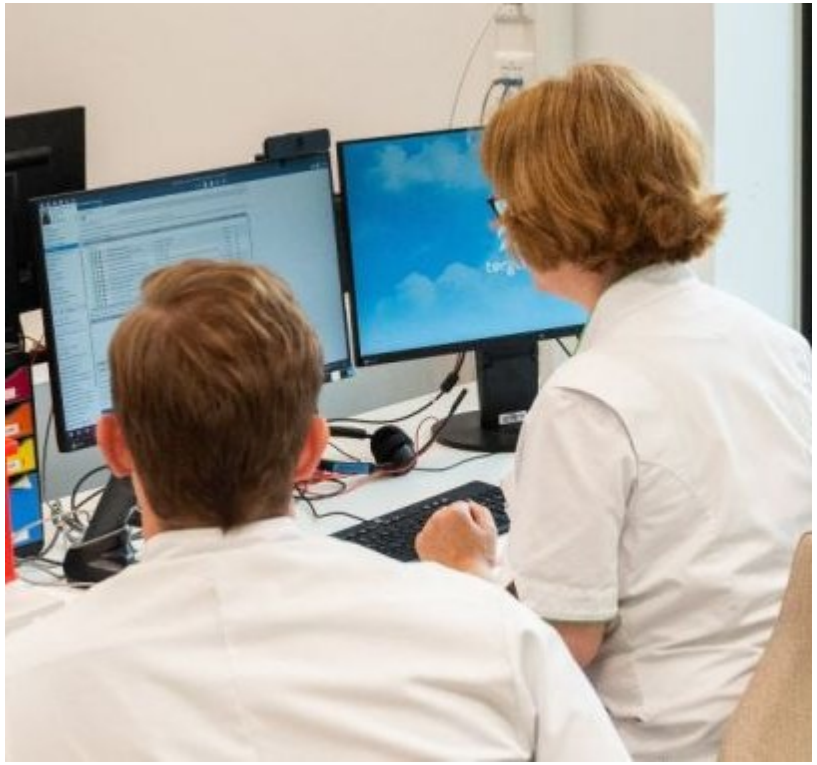
Capture observations in the flow of work.

2 **Draft**

Turn speech into a draft care record.

3 **Review**

Check accuracy and approve before saving.



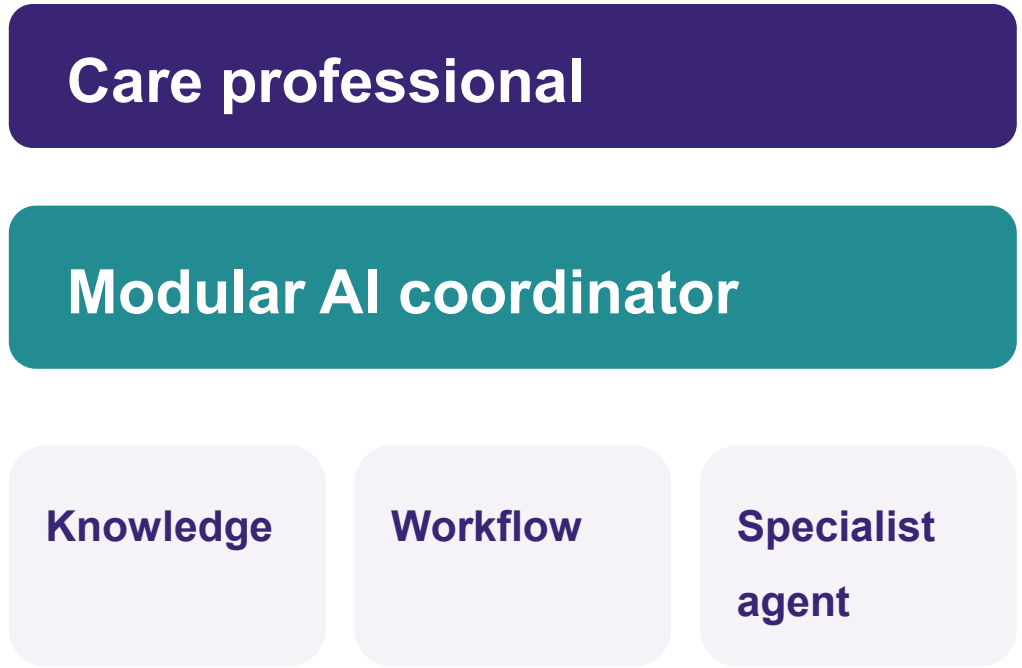
Add an organisational example: adoption • record quality • net time saved

Digital colleague

Sector-wide development | A modular approach to supporting care professionals

A shared coordinator connects specialist AI agents.

- Help professionals access trusted knowledge
- Support routine tasks within agreed boundaries
- Add or replace agents as needs evolve
- Reuse an open architecture across providers



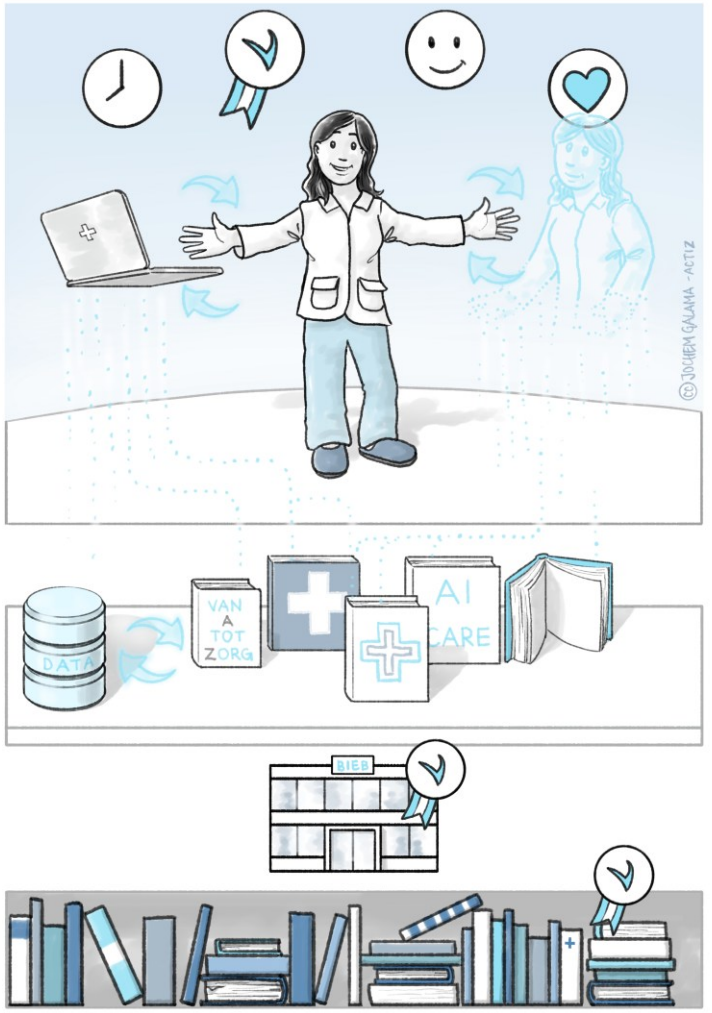
ActiZ convenes and enables; providers and suppliers build and implement.

Digital colleague

Sector-wide development | A modular approach to supporting care professionals

First Developments / findings

- Lokal Digital colleagues helping professionals to ask questions and retrieve information through the loca, systems
- The group who uses it establish fast and then stop growing but the usage per person grows
- People are positive to be helped finding information.



First steps allready help professionals.

National AI support structure

Healthcare-wide collaboration | Announced on 1 October 2026; now being developed

Knowledge hub

Shared practical guidance

Helpdesk

A route to implementation advice

Expert teams

Access to specialist support

AI community

Learn and scale together

Initial focus: speech-based documentation, capacity planning and evaluation of home and remote monitoring.

First forms of support are expected from early 2027.

Thinking in progress

A direction for discussion — building on the digital colleague

Start with the person

Organise AI around people,

their lives and the care they need.



Connect intelligence

Explore cooperation between specialised agents across care settings.

Keep data close to the source

Retrieve relevant,

authorised information when the task requires it.

Build trust into the architecture

Define mandates, traceability, human oversight and reusable building blocks.

How can we develop these foundations together across Europe?

Questions

Sharing experience across the European Ageing Network

What are you working on?

Which AI applications are delivering value in your country?

What helps organisations move from pilots to routine use?

Where could European collaboration make the difference?

www.ean.care

Thank you — let's learn and build together.