



Technology Implementation Model in Bundled-Payment Home Care

Sho Komai Director, SPIN Co.,Ltd.

会社概要

Company Name	SPIN Co., Ltd.
Head Office	Akashi City, Hyogo Prefecture
Business Areas	Home care services Consulting services
Established	December 1, 2020



Our Mission

To build communities where people can live at home until the very end of life
—by empowering diverse individuals and working as a team.

戦略

01 Talent Acquisition

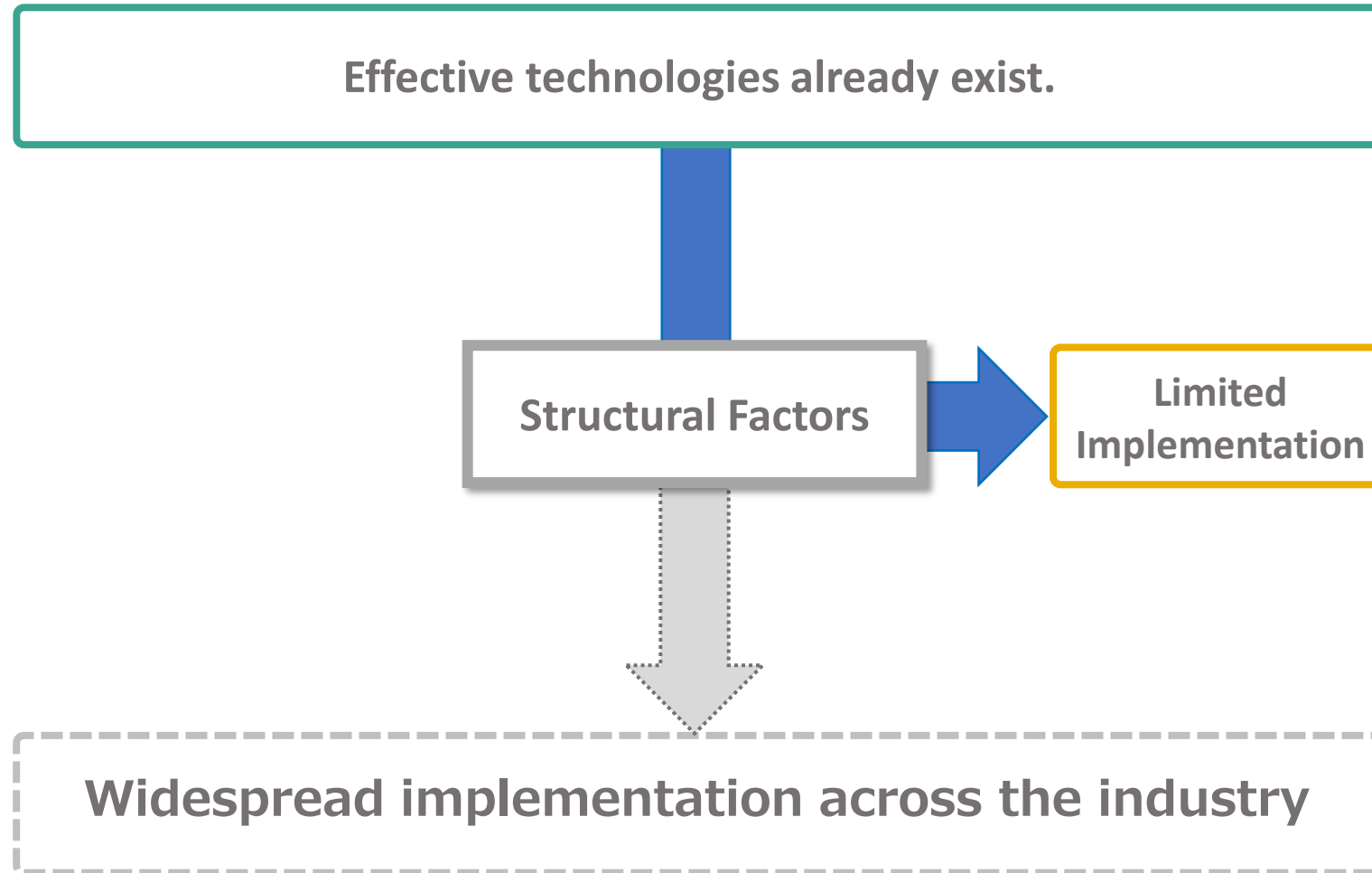
Proactive Recruitment of Foreign Workers

※95% of our helpers are foreign nationals.

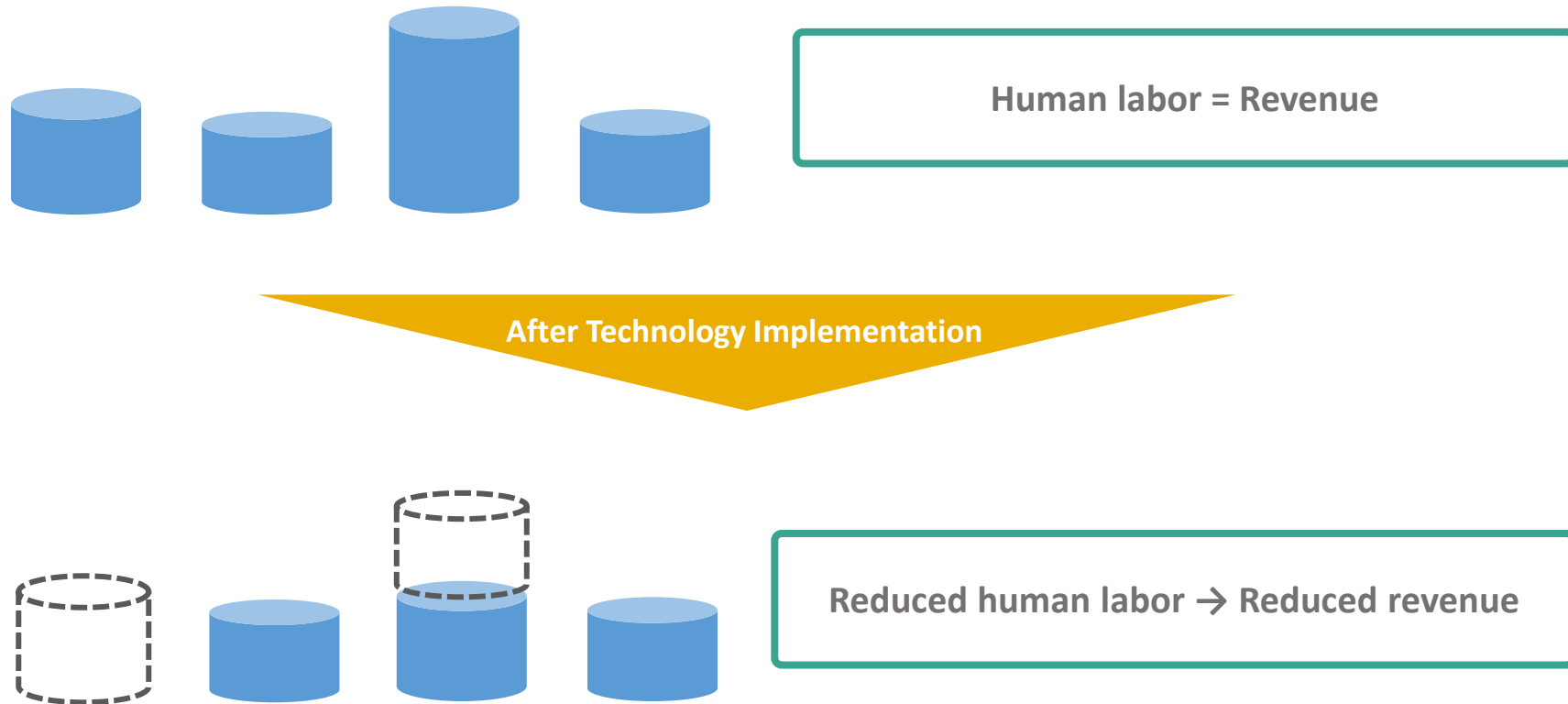
02 Productivity Enhancement

Maximizing the use of accessible, readily available Technologies

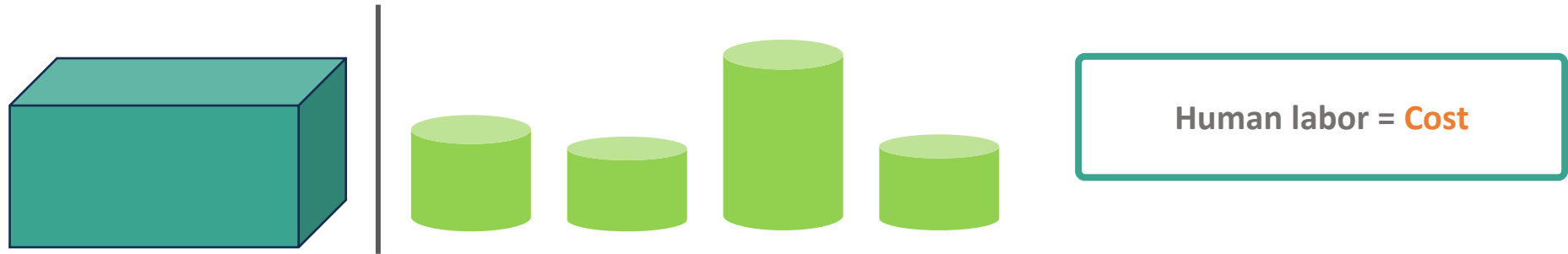
—without being limited to industry-specific products



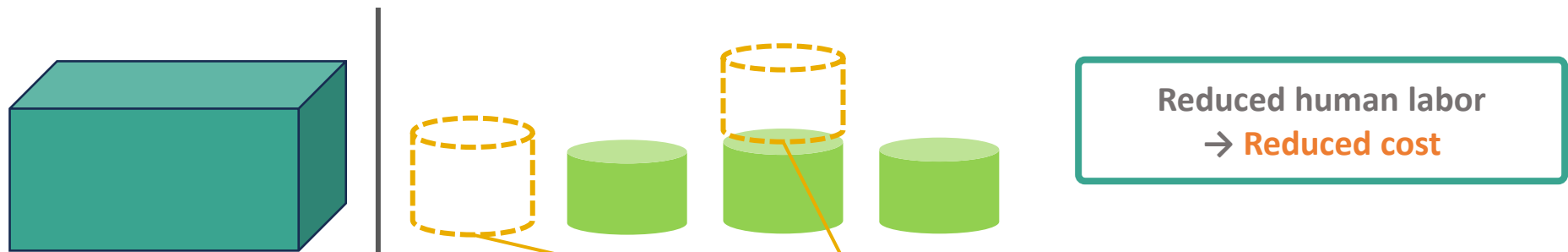
Conventional Model: Revenue Accumulates Based on Human Labor



Bundled-Payment Model: Separation of Labor and Revenue



After Technology Implementation



Creation of organizational capacity

01 Travel-Dependent Check Tasks

Safety checks and medication confirmations across the entire city
→ Travel time significantly reduced available working hours.

02 Documentation and Meeting Administration

An average of 15 meetings per month
→ Approximately 15 sets of meeting minutes prepared monthly.
Particularly for international staff, preparing documentation in Japanese required substantial time.

03 Accuracy of Information Sharing

Approximately 10 new clients acquired per month
→ Service procedures had to be explained verbally through manuals and on-site training.

04 Support for Daily Living Activities

Assistance with operating televisions, air conditioners, etc.
→ Although minor tasks, clients often felt psychological hesitation in requesting such support.

Effects of Technology Implementation

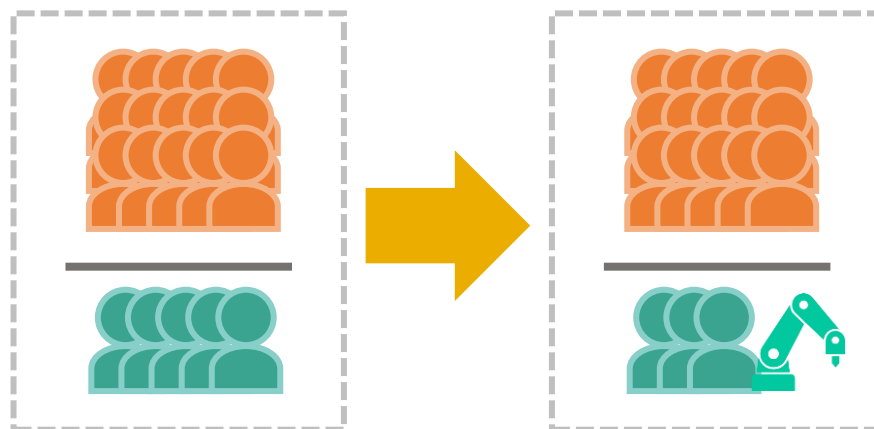


Operational Redesign Focus	Technology Introduced	How It Is Used	Impact
Travel Time	Tapo Wi-Fi Camera	Used as a substitute for certain visits; safety and medication checks conducted remotely via camera	Replaced an average of 9 visits per day → Reduced travel time by approximately 1,800 minutes per month
Documentation Burden	Ploud NotePin	Used during meetings; AI automatically generates meeting minutes	Documentation time reduced from 60 minutes to 20 minutes per meeting → Approximately 675 minutes saved per month
Information Sharing Accuracy	PORTALL	Digitization of service manuals and procedural documents	Latest manuals with photos shared consistently → Reduced need for repeated on-site training for new clients (approx. 2,100 minutes saved per month)
Daily Living Support	Alexa • SwitchBot	Voice-triggered control of household appliances	Promotes independence and reduces psychological burden → Improves client quality of life and reduces family burden



Average reduction of **76 working hours** per month

Technology as Workforce



Technology substitutes human labor and expands organizational capacity.

It enables us to support more older adults with limited human resources.

Affordable and Sustainable

<Case Example: Client A>

Under the Conventional Model: ¥210,000 per month

Under the Bundled-Payment Model: ¥35,000 per month

→ Reduction in monthly out-of-pocket cost: **¥175,000 (-83.3%)**

As provider productivity increases, more clients can benefit from the bundled-payment model. By leveraging affordable and widely accessible technologies, replicability becomes achievable.

