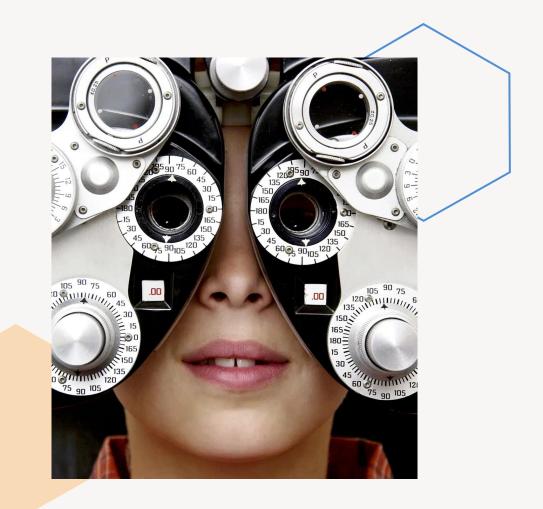
# THROUGH THEIR EYES

Nancy Ann Schwartz, RN, MBA Quality/Medical Issues Consultant and Instructor





#### 1) To understand mobility challenges, vision changes, and hearing losses affecting adults.

2) Empathize with the concerns and perspectives of many seniors.

3) Cultivate insight into the lives of our members.

### LET'S TAKE A LOOK AT OUR POPLUATION

#### By 2040:

- ✤ 81.2 million people will be 65 & older
- Approximately
  20% of the
  population

Number of Adults 65 and older: 2010: 1 in 8 adults 2040: 1 in 5 adults By 2030....

 The census predicts that older adults will outnumber the younger generation.

First time in the history of the United States!

Senior Population in California is 11% of total = 4.5 million seniors

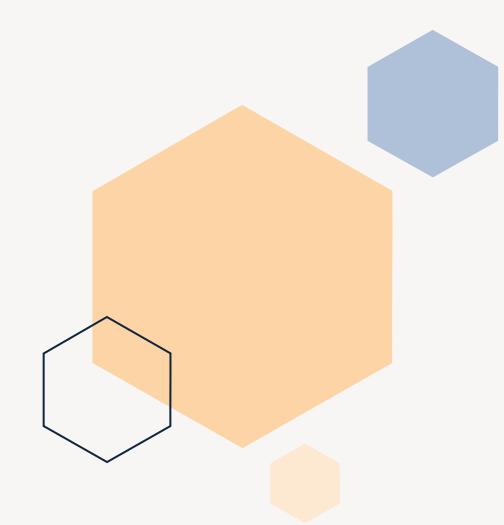
# Quality of Life As We Age

Impairments Increase with Age:
 Mobility
 Vision
 Hearing

Increased Isolation

Increased Health Problems



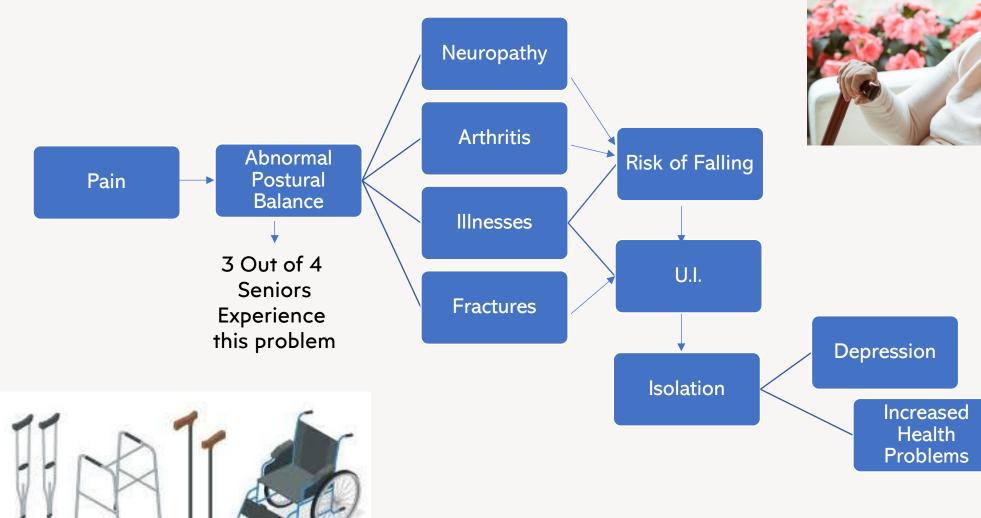


## **Mobility Challenges**



Issues dealing with overall problems that affect the Activities of Daily Living.

# **Mobility Challenges**



# Getting into Character





## Simple Activities to Maintain Physical Strength





## **Telehealth Visits**



#### **Best Practices to Assist**

Who should be seen in office or Telehealth Dedicated space for Telehealth visits

Assess

computer

literacy

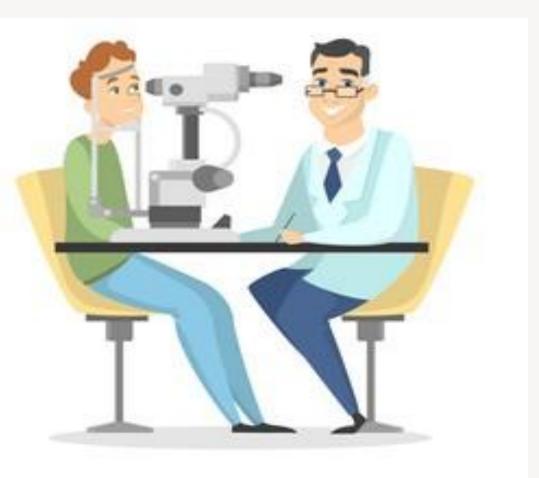
Confirm internet, video and audio connection Provide a call back number if call disconnects

Review Medication List Discuss reason for visit...ask three main concerns

Arrive 15 minutes prior to appointment



#### **Vision Changes**



Approximately 1 in 3 adults have serious problems with their vision by the age of 65.

## Yellowing of the Lens







## **Common Changes In Vision**



Problems discriminating between colors.

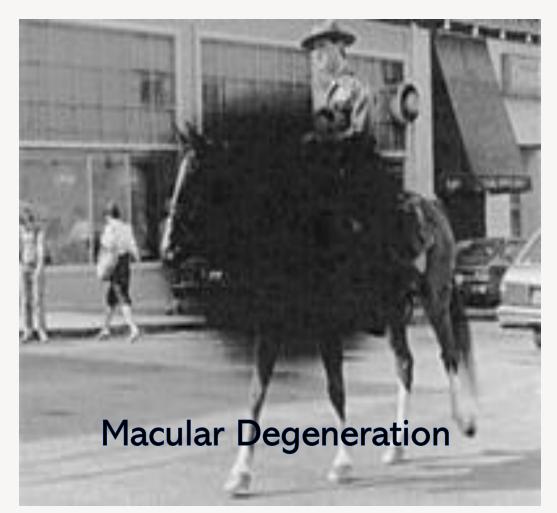
Hold written materials close to face. Harder to identify objects...bump into chairs or walls.

Difficulty adjusting to changes in light – low levels to darkness

Loss of Peripheral vision. Hard to see out of corners of eyes

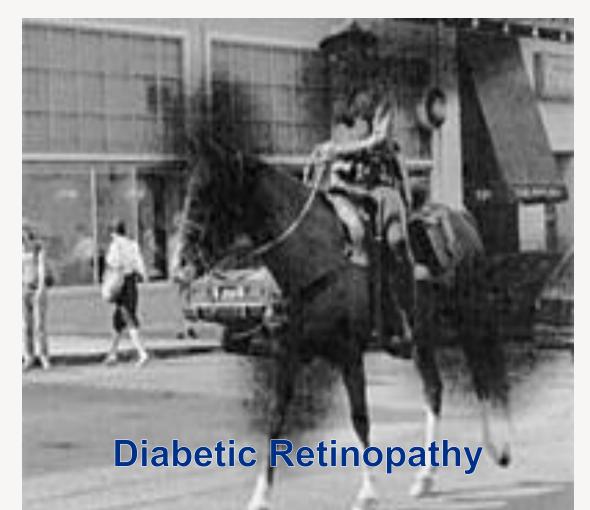
Shuffling feet or walking with uncertainty.

### **Medical Conditions of the Eyes**





#### **Medical Conditions of the Eyes**





#### **Best Practices**

Use dark print on light background

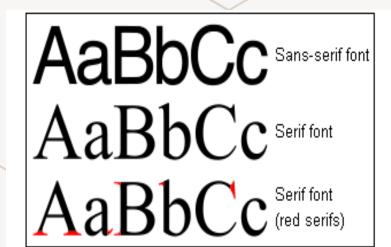
Mark where signatures are required on forms

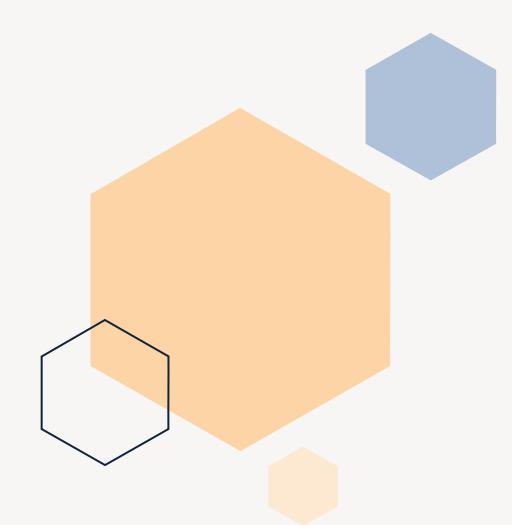
Control glare and position person to maximize best lightening

Be patient when speaking with members

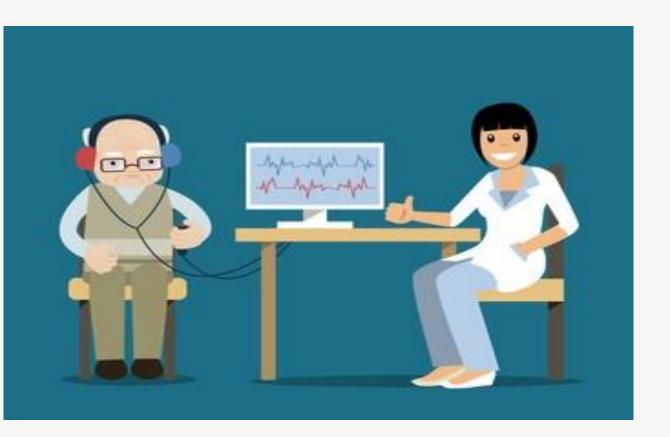
Provide sufficient time to read and view printed materials

Use Larger Font Sizes and Bold Print for Publications





### Hearing Losses



Test from Teacher Tools Takeout Marketplace Subsidiary of Support Success for Children with Hearing Loss

### **Common Hearing Loss Conditions**

Problems to hear intensity or volume – not reacting to loud noises



Reacting frustrated or angry leading to Isolation and withdrawing

Decreased ability to distinguish differences between similar words

#### LET'S TAKE A TEST....

Asking for words to be repeated or confusing similar words Blank looks, disorientation, inappropriate responses (nodding or saying yes)



## **Answers to the Hearing Test**



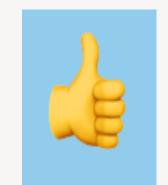
1) FILL



6) WEDGE





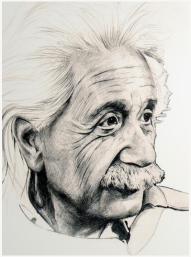


8) SHOWS



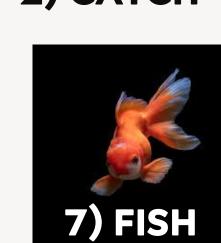
4) HEAP











#### **Best Practices**



Speak slightly louder and clearly and DO NOT SHOUT Speak at a normal rate, lower pitch, enunciate When possible, reduce background noise – lower TV or radio interactions

Stand in front of person, face them, get their attention

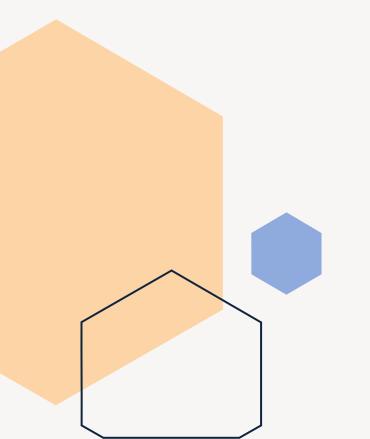
Use short sentences and repeat key phrases Ask if you are clearly heard. Use "teach back" method to validate instructions or info

# Summary



#### **AWARENESS**

Being Aware of Clues: hearing, vision, physical disabilities.



#### **UNDERSTANDING**

Understanding needs and limitations...A person cannot change his/her impairments



#### EMPATHY

Be patient, listen carefully, be empathetic.

### Just Remember...

#### As you are now, I once was!





And as I am now, You will one day Be!

# **Thank You**

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