

Demand on you CARE: Communication Challenges: Vision, Hearing and Speech

Introduction

ELDER009

Content

- What is communication?
- Communication challenges at old age
- Why is it so important to address the communication issues in older adults?

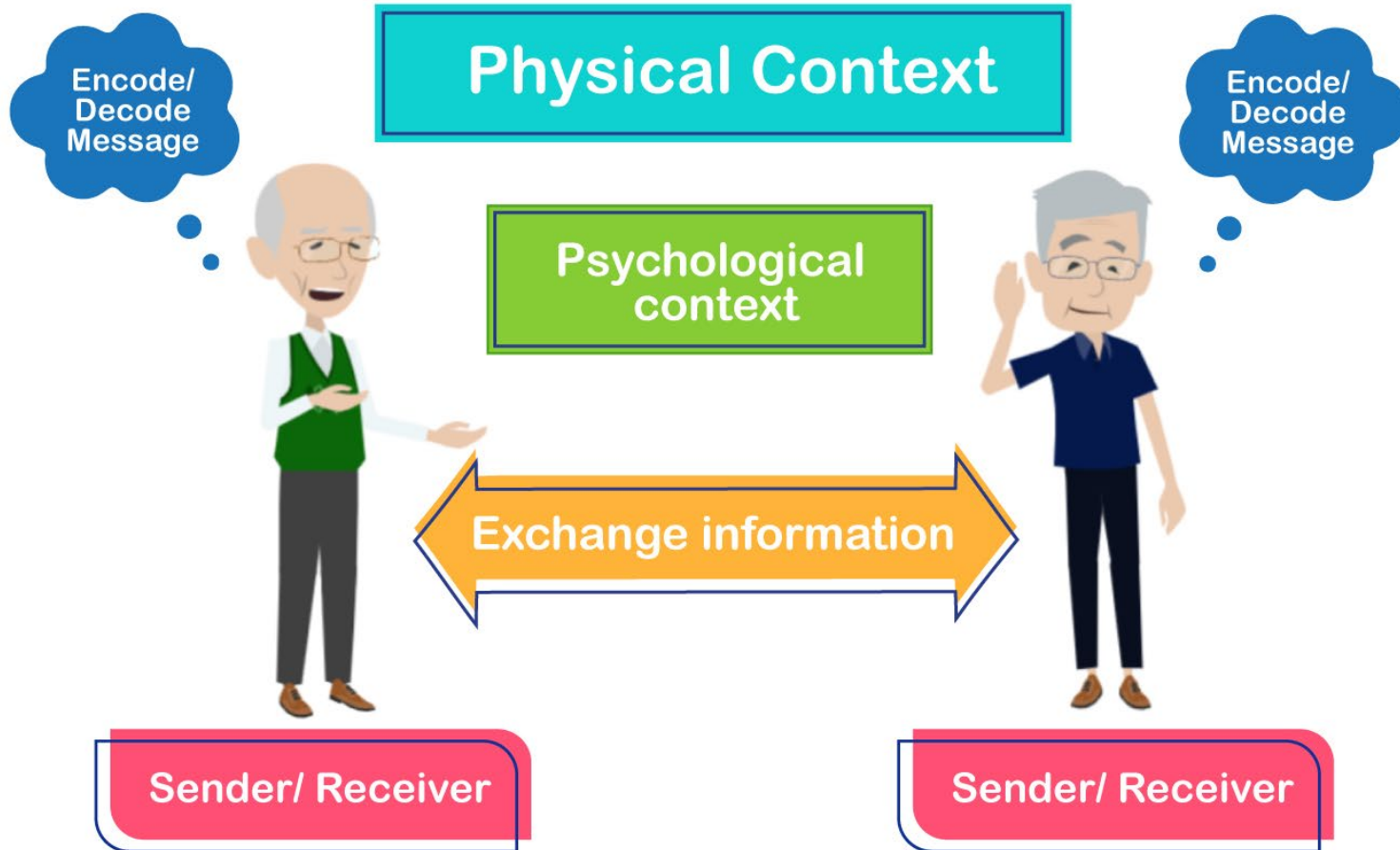
Did you encounter one of these situations?

- As you talk with an older adult about his care plan, you get the feeling that he doesn't really understand you, despite he tells you that he does when you ask him.
- When you talk with an older lady who you think may have hearing problem. You talk louder, but she still seems to have some problems hearing and understanding you.
- When you explain why and how to take the medication to an older patient, he seems to be listening, smiles, and nods his head. But finally, you find that he is not be able to take the medication.



Think about...
What are the problems?

What is communication?

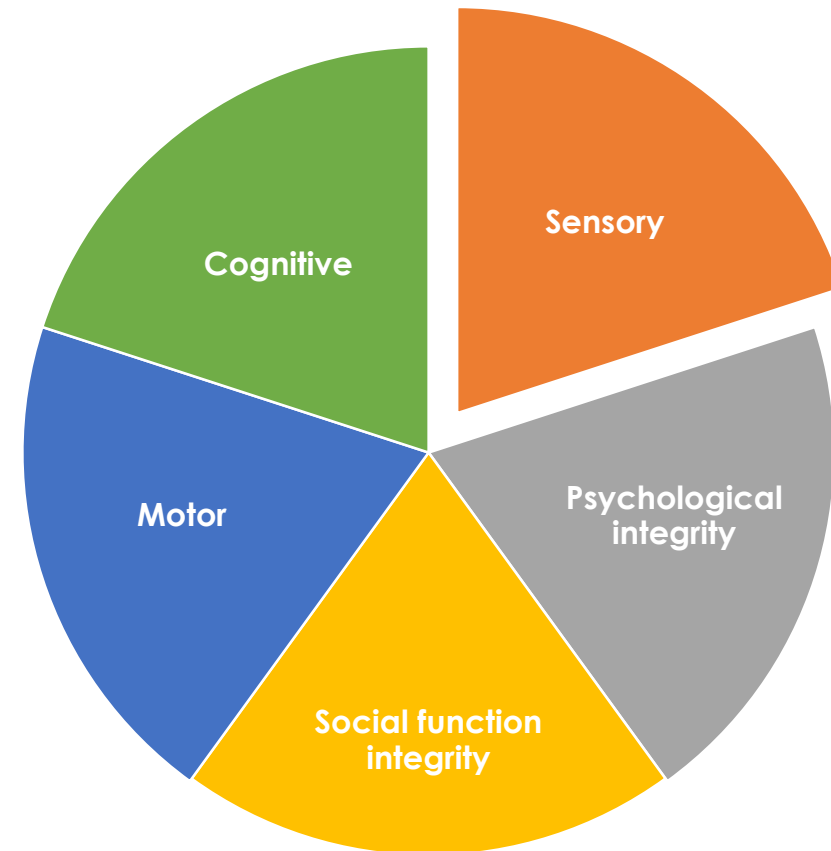


- Interaction between Sender and receiver
 - Two interacting → a Dyad
 - Verbal (hearing / listening and speaking / speech)
 - Non-verbal (visual, touching, gesture)
 - Sending messages and receiving feedback within physical and psychological contexts

What is communication?

- Communication is a complex process of exchanging information and ideas. It involves both expression and understanding (comprehension).
- Human communication serves many functions and is essential in our daily life.

- Effective communication requires:



Communication Challenges at old age

- Biological changes of ageing
- Age-related sensorineural changes
- Diminish of visual acuity accompany ageing
- Cognitive-communicative disorders
- Long term conditions with speech and language disorders are commonly found in nursing home residents who have dementia or stroke

Examples of Communication Barriers within nursing homes

- Culture that creates an improvised communication environment
- Lack of active management of communication problems
- Physical environment: background noise, poor acoustics, inadequate lighting, lack of communication aids, seating arrangements that impede conversation between residents
- Nonuse / failure to maintain hearing aids
- Nonuse of glasses or dirty glasses
- Lack of skilled communication partners (staff, visitors, residents)
- Lack of community engagement
- Lack of meaningful activity

Impact of Communication Impairments

- Vision, hearing, speech impairments
 - Increase communication barriers
 - Unable to detect environmental dangers
 - Affect independence of daily livings
 - Restrict social life
 - Decrease quality of life
 - Increase prevalence of dementia and depression

Altered physical functions; psychological impact

Importance to address the communication issues

- Identify communication issues and manage the underlying causes
- Enable practitioners to provide quality care
- Improve relationship conflicts between family members and older adults
- Enable formal and informal caregivers to provide positive support to older adults
- Support independent living and improve quality of life

Early assessment and early intervention are vital.

Overview of this Module

1. Speech and Language Disorders in Older Adults
2. Visual Impairment and Communication in Older Adults
3. Hearing, Listening and Communication in Older Adults
4. Effective communication skills
5. Videos for scenario case study



If you are ready, let's get start.....

Reference

- The Gerontological Society of America. (2012). *Communicating with older adults: an evidence-based review of what really works*. Retrieved from <https://gerontology.ku.edu/sites/gerontology.drupal.ku.edu/files/docs/GSACommunicating%20with%20Older%20Adults%20low%20Final.pdf>
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- Palmer, Andrew D, Carder, Paula C, White, Diana L, Saunders, Gabrielle, Woo, Hyeyoung, Graville, Donna J, & Newsom, Jason T. (2019). The Impact of Communication Impairments on the Social Relationships of Older Adults: Pathways to Psychological Well-Being. *Journal of Speech, Language, and Hearing Research*, 62(1), 1-21.