Caring for the patient with hearing loss

August 7, 2009
Content of today’s program

- Characteristics of the deaf and hard of hearing population
  - Typology
  - Signs and symptoms
  - Emotional needs
  - Funeral services and end of life customs
- Interventions
  - Communication modifications
  - Assistive technology
  - Interpretive services
Presenters

- Valerie Stafford-Mallis – MBA - Training/Education Programs Coordinator – Department of Health – Florida Coordinating Council for the Deaf and Hard of Hearing
- Joan Haber – Certified Hearing Loss Support Specialist – Hearing Loss Association of FL – Florida Coordinating Council for the Deaf and Hard of Hearing
- Donna Carlton – Executive Director – Community Center for the Deaf and Hard of Hearing of Sarasota and Manatee
Learning Objectives

- Learn to recognize the 4 types of hearing loss
- Learn to recognize the physical & emotional manifestations of hearing loss
- Learn to select appropriate communication modifications
- Learn to select appropriate assistive technology
- Learn to select appropriate assistive services
- Learn to utilize community resources
- Apply knowledge to end of life care
Content (continued)

- Resources
- Questions and Answers
## Recognizing Hearing Loss

<table>
<thead>
<tr>
<th>I have a problem hearing over the telephone</th>
<th>Many people I talk to seem to mumble or not speak clearly</th>
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</thead>
<tbody>
<tr>
<td>I have trouble following the conversation when 2 or more people are talking at the same time</td>
<td>I avoid social activities because I cannot hear well and fear I will reply improperly</td>
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<td>I have trouble understanding things on TV and seem to need the TV louder than other people</td>
<td>I have trouble understanding a speaker in a large room such as at a meeting, restaurant or place of worship</td>
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<td>I have to strain to understand conversations</td>
<td>People seem to get annoyed because I misunderstand what they say</td>
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<td>I have to worry about missing a telephone ring or doorbell</td>
<td>I especially have trouble understanding when a woman or child is talking</td>
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<tr>
<td>I misunderstand some words in a sentence and sometimes need to ask people to repeat what they said</td>
<td>People in my family or friends have told me they think I may have a hearing loss</td>
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</tbody>
</table>
Iatrogenic Causes of Hearing Loss

- Head and neck radiation
- Undiagnosed tumors and syphilis
- Ototoxic drugs
  - Cisplatin (occurs virtually 100% of the time)
  - Mustard, Vinblastine, Vincristine, Carboplatin, DCM
  - Aminoglycoside antibiotics (Gentamicin, Tobramycin, Neomycin) occurs 25% - 30% of the time
- NSAIDS
- Diuretics
- Quinidine Derivatives
Other Symptoms of Ototoxicity

- Tinnitus
- Distorted Hearing (hyperacusis)
- Auditory hallucinations
- Feelings of fullness
- Dizziness & vertigo
- Loss of balance
- Central auditory processing disorder
- Otitis media and otitis externa
Physical
&
Emotional
Considerations
of
Hearing loss
Types of Hearing Loss

- Deaf
- Hard of Hearing
- Late Deafened
- Deaf-Blind
Degrees of Hearing Loss

- Mild
- Moderate
- Severe
- Profound
The Speech Banana

Sound Explorer
Click the icons to the left to hear sounds at different loudness and pitch.

Click the buttons below to hear simulations of speech and singing at different hearing levels. These are only approximations.

SPEECH
NORMAL  MILD  MOD  SEVERE

SINGING
NORMAL  MILD  MOD  SEVERE

Close
Deaf

- Sense of hearing is non-functional without the use of technological assists
- May be congenital or acquired
- deaf vs. Deaf
Hard of Hearing

- Can range from mild – moderate – severe – profound
- Can affect one or both ears
- Onset is usually gradual but can be rapid
Late deafened

- Usually severe to profound
- Occurs after speech and language are fully formed
Deaf-blind

- Substantial loss of hearing and vision
- May necessitate an SSP – Support Services Provider
- Does not have to mean total loss of hearing and vision
- It’s important to know the degree of residual vision and hearing to determine the appropriate type of visual, auditory, or tactile communications methods
Emotions Common to Loss of Hearing

- Grief
  - Shock and Denial
  - Anger
  - Bargaining
  - Depression
  - Acceptance
Hearing loss is linked to:

• irritability, negativism and anger
• fatigue, tension, stress and depression
• withdrawal from family and social situations
• social rejection and loneliness
• reduced alertness and increased risk to personal safety
• impaired memory and the ability to learn new tasks
• reduced task performance & independence
• diminished psychological and overall health
Effective communication with the deaf and hard of hearing patient

- Sensitivity
- Courtesy
- Common sense
- Shared responsibility between speaker & listener
- Don’t be afraid to ask
- Whatever works!
Effective communication with the deaf and hard of hearing patient

- Attention
- Noisy background
- Light
- Be seen
  - Obstacles
  - Foreign objects
- Diction and speech
  - Pace
  - Volume
Effective communication with the deaf and hard of hearing patient

- Facial expressions and gestures
- Conversational transition cues
- Rephrase instead of repeating
- Talk TO a hard of hearing person, not ABOUT him or her.
- When in doubt, ASK
- Be patient, positive, and relaxed.
Guidelines for Communicating with a Person Who Uses Sign Language

- Get their attention first
  - gentle tap on the shoulder,
  - wave,
  - flash lights,
  - stomp on the floor
  - hand slap a table.
- Use paper and pen while waiting for the Interpreter to show up
- Use open-ended questions to probe for understanding.
Guidelines for Communicating with a Person Who Uses Sign Language

- Always use interpreter for informed consent
- When the interpreter is present, talk directly to the person who is deaf, not the interpreter.
  - Don’t talk about the person in their presence
  - Don’t say “Ask him/her” or “Tell him/her”
- Maintain eye contact. It is considered rude to carry on a conversation without maintaining eye contact.
Guidelines for Communicating with a Person Who is Deaf-Blind

- Notify the agency/interpreter that the person is deaf-blind.
- Advise agency which mode of communication is needed (visual sign language or tactile sign language).
- To walk with a deaf-blind person offer an elbow and your forearm. Guide - Never push or pull them along.
- Do not leave deaf-blind persons alone in an open space. Escort them to a safe place and let them know why you are doing this.
Types of Interpreters

- Sign language Interpreter
- Oral interpreter
- Multi-lingual interpreter
- Deaf-blind interpreter
- Video relay services
- Video remote interpreting
- CART _ Communication Access Real-time Translation
Finding Medical Interpreters

Bradenton Office
5107 14th Street West
(U.S. 41/Tamiami Trail)
Bradenton, FL 34207
941.758.2539 V/TTY
941.758.2541 VP
941.758.3564 Fax

Venice Office
628 Cypress Avenue
Venice, FL 34285
941.921.5447 V/TTY
Finding Medical Interpreters

- Call CCDHH to help you find www.ccdhh.org
- Registry of Interpreters for the Deaf website www.RID.org lists RID-certified interpreters by state along with their certifications
- See RID Standard Practice Paper – Interpreting in Healthcare Settings
- Florida Registry of Interpreters for the Deaf (FRID) www.fridcentral.com
Qualified vs. Certified Interpreters

- ADA mandates **qualified** interpreters
- Qualified interpreters
  - Sign to the deaf individual(s) what is being said
  - Voice to the hearing individual(s) what is being signed
  - Accurately convey at least 95% what is being communicated
  - Must be impartial
  - Must maintain patient confidentiality
- Must facilitate effective communication
Family members are the *worst* interpreters

- They may be emotionally distraught
- They are seldom objective
- They may be unable to deliver difficult news
- Confidentiality is an issue
- Their use is not legally defensible in a court of law for all but the most extreme emergencies and even then, only until a qualified interpreter can be sought.
Telecommunications Devices
And Services
FTRI offers a variety of specialized telephones to qualified applicants. And you don’t have to shell out a dime.
Florida Telecommunications Relay, Inc.

- Administrator of TASA Law (F.S. 427)
- A private not-for-profit organization
- NOT a state agency
- Governed by Board of Directors.
- Located in Tallahassee.

✓ Create awareness, educate public and promote the Florida Relay Service.
✓ Distribute specialized telephones to Florida residents.
Florida Relay

Types of Customers

TTY/TDD

• Is for individuals who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled.

• Allows a person to type his or her own conversation through the relay OPR who then voices aloud the typed conversation to a hearing person.

1. TTY user dials 711 to connect to the Relay service and then types his/her message

2. Operator reads and voices the typed message and then listens and types the spoken message

3. Voice user listens and then speaks back for his/her reply
Florida Relay

Types of Customers

Voice Carry-Over (VCO)
- VCO allows deaf or hard-of-hearing individuals who prefer to use their own voice to speak directly to the party they are calling.
- The operator will type the voice responses back to the VCO user who reads the typed message across the text screen.
Florida Relay

Types of Customers

CapTel

1. You talk to the other party...

2. ...who talks back to you to hear.

3. Everything they say also goes through a Captioning Service...

4. ...who re-voices what is said to a powerful voice recognition system which transcribes the words into captions...

5. ...for you to read on the CapTel display.

Voice User

Captioning Service

CapTel User
Florida Relay

Types of Customers

Hearing Carry-Over (HCO)
- HCO allows people who are speech disabled to use their hearing abilities to listen directly to the other party.
- The operator then voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user.

Diagram:
1. HCO user types the message
2. Operator reads and voices the message to the Voice user
3. Voice user listens
4. Voice user speaks directly to HCO User
5. HCO user listens

Connecting People to People
Florida Relay

Types of Customers

Speech-to-Speech (STS)

- Speech to Speech allows individuals with speech disabilities to use their own voice, while utilizing the assistance of specially trained operators to make their calls.
- When spoken words become difficult to understand, the operator assists verbally, making communication between both parties as clear and personal as possible.
FTRI EDP

Amplified Telephones

- **VCPH** ... Volume Control Phone for the Hard of Hearing
  - Makes incoming speech clearer.
  - Includes a volume control adjustment.

- Clarity’s XL-40 (40 dB)
- ClearSounds’ CSC-40 (40 dB)
- Krown’s Starplus (53 dB)
- Clarity’s W425 (30 dB)
**ILA** ... In-Line Amplifier (40 dB)

- Connects to a standard telephone.
- Increases the volume and makes incoming speech clearer.
- Provides more amplification.

**ClearSounds’ CS-IL40**

**Clarity’s HA-40**
FTRI EDP

Specialized Equipment

- **VCO** ... Voice Carry-Over Telephone
- Allows a person to receive a text message through a relay service and verbally reply to the caller with his or her own voice.
  “read and talk phone”
1. You talk to the other party…
2. …who talks back to you to hear.
3. Everything they say also goes through a Captioning Service…
4. …who re-voices what is said to a powerful voice recognition system which transcribes the words into captions…
5. …for you to read on the CapTel display.
FTRI EDP

Specialized Equipment

- **TTY** ... Text Telephone
  - Used to type a message to another TTY user or a person using a standard telephone through the Relay service.
  - Built-in flasher that lights up when the phone rings.

- Ultratec’s 4400
- Krown’s MP2000D
- Krown’s PP2000D
FTRI EDP

*Specialized Equipment*

- **VCPS** ... Volume Control Phone for the Speech Impaired (26 dB)
  - Provides more volume for outgoing speech.
  - Rings at 95 dB and amplifies incoming sound to 40dB.
**FTRI EDP**

*Specialized Equipment*

- **ARS** ... Audible Ring Signaler (95 dB)
  - Plugs into a jack away from the telephone.
  - Or connects directly to the telephone.
  - Rings when the telephone rings and allows you to adjust tone and volume.

Ultratec’s CrystalTone

Clarity’s SR-200
FTRI Website

- www.ftri.org
- One destination for all information regarding the program
- User friendly and accessible to everyone
Assistive Listening Devices

- Pocket sized personal amplifiers
- TV Listening systems
- FM Systems
- Stethoscopes
- Loop Systems
- Various Accessories
Assistive Devices & Services

- Alarm clocks
- Timers and watches
- Door signalers
- Phone/strobe signalers
- Paging systems
- Weather Alert systems
- Visual/auditory/tactile alerters
ADVOCATES FOR BETTER HEARING
A Local Sarasota 501 c 3
Flo Innes, Founder and President

Call (941) 373-0084

Open Monday - Thursday 10 am to 4 pm

Or by appointment.

2075 Main Street, Sarasota FL 34237, Suite 5
(Located 2 blocks east of 301 on the corner of East Ave and Main Street).

Parking lot and showroom entrance in rear of building.

Visit the showroom to see and test the many assistive devices.

Email: info@advocatesforbetterhearing.com
End of Life Services & Customs

- The Deaf community is a close knit community
- Legacy.com - They rely on email and texting
- Accessible memorial and funeral services
  - ASL
  - CART
  - Voice interpreters
  - Written personal life history of the deceased
Thank you!

Questions?