

Optimizing Physical and Mental Health and Well-Being

Strategy 12.4:

Recognize and address the diversity in our community in planning and providing health, mental health, and palliative care services and in promoting wellness and self-care to be accessible and affordable.

Meeting Notes from the June 20, 2007 meeting

Longmont Senior Center

3-5 pm

Attended:

Teresa De Anni
Peg Arnold
Helen Balis
Susan Golden
Kim Mooney
Rhonda Racicot
Julie Redenbaugh-Aird
Sarah Jane Snyder (arrived at 3:45)
Ruth Waukau

1. Mid-course evaluation – discussion about current direction of group and how members are feeling about it. We discussed that we were engaging in an overly ambitious agenda and there was a need to “pare down.” Members agreed that trying to do a survey in hospitals was more complex than anticipated.

2. Decisions:
 - Major change in focus: do not continue with the development and implementation of the Assessment Tool for evaluations at the local hospitals.
 - Be more positive and assertive in our approach.
 - Return to our focus on Physical and Mental Health, Wellness, and Palliative Care.
 - Send a Self Assessment Survey consisting of 10 carefully worded questions to a selective subset of services and businesses in Boulder County. Focus our efforts on building awareness through this tactic.
 - Awareness: Define “Best of Boulder/Longmont/Lafayette/Louisville” Senior Friendly categories. Sell the idea to the local newspapers—get involved in the already established “Best of” campaigns. Get the public involved, let them vote.
 - Sensitivity Training: develop 90 minute training module with a short (10 minute) video. There are two aspects of the training: services/business and the senior community. Ideas: needs of older adults, role playing, correct verbiage, keep it upbeat and humorous.
 - Sources of information: there is much information on the web developed by other communities. Most is expensive. We will continue to research available and free information.

3. Next steps:
 - Identify 10 key questions
 - Develop plan for elder-friendly awareness-raising and training

- Kim Mooney will contact Daily Camera re: “Best of”
- Identify expenses related to plan for funding

4. Quadrant meetings:

- Our next meeting in July:
 - Wednesday July 11, 2007
 - 9:00am to 11:00am
 - Longmont Senior Center
- Subsequent meeting dates are TBD

5. Reminder: next all CLC Meeting is Wednesday August 8th, 2007, 9:30-11:30, at the Boulder County Recycling Center, 1901 63rd St in Boulder.

Minutes prepared by Sarah Jane Snyder, June 27, 2007.

Assessing Elder Friendly Hospital Outpatient Services in Boulder County

Hospital _____
Service _lab _pt _ imaging
Date____
Name of interviewer____

Introduction:

Hello, my name is____ . I am helping with a study sponsored by Boulder County Aging Services. We want to find out how well hospital services in our community are meeting the needs of elders. We are trying to talk with everybody 60 and over who has just used the (lab/ physical therapy/imaging department). Would you please be willing to help us by answering some questions – this should take only about (5 to 10?) minutes,

Are you 60 or over? (If no) Thank you. Right now we are interviewing only people 60 and over.

(If yes)What age group are you in? _ 60 to 69
_70 to 79
_ 80 to 89
_90 and over

[Elder – friendly customer service]

(Welcoming)

When you got to the desk here, did you find the staff to be welcoming and friendly? Yes No

Do you think the staff is respectful of elders? Yes No

Did you feel that the staff was paying attention to you as an individual? Yes No

Were you asked if you need any kind of special help? Yes No
Do you have a hearing aid? Do you often have trouble hearing?
Do you often have trouble seeing to fill out forms?

(Communication)

Did the staff speak slowly and loudly enough so that you could hear? Yes No

Did the staff speak clearly, in a way you could understand? Yes No

Was the staff willing to answer questions? Yes No Had no questions

(Resources)

When you checked in, were you offered a form in large print? Yes No
(If no) Would you have liked to have one with large print? Yes No

Did anyone offer to help you with the forms, technology or machines? Yes No

Did you need to ask for any kind of special help? Yes No
(If Yes) What kind of special help?

[Accessibility]

Do you have any special needs that limit your ability to get around? Yes No
(If yes) Which of these apply to you? Do you use a walker? Yes No
A cane? Yes No Do you use a wheelchair? Yes No
Do you have bad knees or hips? Yes No
Do you have limited vision? Yes No

Did you have to put off coming to the hospital because you didn't have a way to get here? Yes no

How did you get to the hospital today? Drove self
Spouse drove me
Other family member
Friend or neighbor
RTD bus
Special bus (which one)

Did you have any problems being dropped off ? Yes No Not relevant
Any problems parking? Yes No Valet Not relevant
Any problems opening the door to the hospital? Yes No

Once you got inside, did the signs make it clear where you needed to go?
Yes No

Were you able, then, to get to the right department easily? Yes No

[Affordability]

Did you put off coming to the hospital because you couldn't afford it? Yes No

Are you on Medicare? Yes No

Do you have any supplemental insurance? Yes No

Is there anything else you'd like to say about the services you've received here?
Thank you for your help.

[Sensitivity to diversity of customer needs]

Note: because of the fact that the sample will contain few non-English speakers and few gays and lesbians, this dimension of the assessment will use a different methodology. One person will rate each hospital's sensitivity to diversity. Rating will be based on observations and questions asked in the three outpatient departments, and also at the main reception desk and in the Admissions area.

Are forms available in Spanish? Yes no In any other language(s)? (If Yes) What?

Are there any translators available on site? Yes no What language(s)?

Is there any other kind of special help available for those who are not English speakers?
Yes No (if yes) what?

Are there any signs visible in Spanish? Yes no

Have any of the intake forms been changed to make them friendly to GLBT persons?
Yes No

Are there any signs that indicate the hospital is friendly to GLBT community? (pink triangle)

General information about methodology:

It is proposed that this questionnaire be used to interview patients in each of Boulder County's five hospitals. This form will first be pre-tested in a hospital outside of Boulder County; the results of the pre-test will be used to improve this assessment tool. The tool is designed to be simple and quick to administer. Ideally, this instrument should be able to be used in all kinds of health care settings.

Instructions to interviewers: Smile, look directly at the person, speak clearly and relatively loudly. Sit across from the person you are interviewing.

Patients age 60 and over will be asked to participate in the study right after they have received an outpatient service from one of three different out-patient departments in each hospital. These three departments are: laboratory, imaging and physical therapy.