

## 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

**July 11, 2007 meeting**

Longmont Senior Center

9 – 11 am

#### Attended:

Peg Arnold  
Helen Balis  
Susan Golden  
Kim Mooney  
Rhonda Racicot  
Julie Redenbaugh-Aird  
Sarah Jane Snyder  
Ruth Waukau

1. Review of Minutes – Rhonda recapped the key points and decisions of the June 20 meeting to ensure that we are all comfortable with our change in focus. We will proceed with the Self Assessment Survey and Training approach.
2. Many attendees recently viewed the video: *The Ten Commandments of Communicating with People with Disabilities*.
  - Excellent.
  - Link to the web site: <http://www.diversityshop.com/store/10comvid.html>
  - View at our next CLC meeting – ask Teresa to bring the video to our August 16 meeting
  - Here are the 10 commandments extracted from the web site:

In the video, key learning objectives are delivered through entertaining and light-hearted vignettes built around the following "Commandments":

1. Speak directly rather than through a companion or sign language interpreter who may be present.
2. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
3. Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking. When dining with a friend who has a visual disability, ask if you can describe what is on his or her plate.
4. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
5. Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
6. Do not lean against or hang on someone's wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies. And so do people with guide dogs and help dogs. Never distract a work animal from their job without the owner's permission.
7. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.

8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
9. Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands, cigarettes and food away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that they have the ability to discriminate your speaking voice. Never shout to a person. Just speak in a normal tone of voice.
10. Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seems to relate to a person's disability.

### 3. Proposed Timeline:

- By October Meeting:
  - Finalize 10 questions
  - Identify Recipients
  - Identify and quantify funding needs: layout, printing, mailing costs, etc
- June 2008: draft outline for training/video material
- December 2008: finalized training/video material

### 4. Video:

- Peg and Julie will start researching contacts
- Need to identify costs
- Sarah Jane will investigate the existence of professionally produced videos that we could purchase.

### 5. Survey 10 Questions:

- Here is the link to the Nash County, North Carolina Senior Friendly Business Certification questionnaire. It is much more than we want but it may give you some food for thought for our Survey. You can copy and paste this into your internet browser address bar. Or you can hold down the CTRL key and left click on this link.

<http://www.aging.co.nash.nc.us/SWF/SRFBus/Senior%20Friendly%20Certification%20Questionnaire.swf>

- Positive and sensitive wording
- Do not phrase as a question. Suggested wording "We provide ....."
- Phone System, Parking, Visual and Audio needs, Physical Mobility
- Ruth specific suggestions: Provide rating check boxes
  - *How do people arrange to use your service/business*
  - *This agency provides additional assistance for limitations: larger print, elevator access*
  - *We provide personal attention to people who need assistance:*
    - *Restrooms*
    - *Visual Impaired*
    - *Hearing Impaired*
    - *Cognitive Deficits*
    - *Eye to eye*
  - *We offer services that are affordable*
    - *Sliding fee scale*
    - *Accept Medicaid*
    - *Accept Medicare*
  - *We respect and invite diversity*

### 6. All CLC Meeting:

- Wednesday August 8<sup>th</sup>, 2007
- 9:30-11:30 am

- Boulder County Recycling Center, 1901 63<sup>rd</sup> St in Boulder.

7. Quadrant meetings:

- Thursday August 16, 2007
- 3:00 – 4:30 pm
- East Boulder Senior Center
- Susan Golden will confirm room location

Minutes prepared by Sarah Jane Snyder, August 1, 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.