

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

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



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
 - Quinine 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



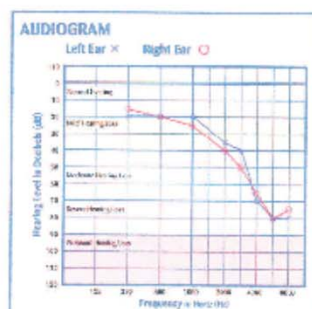
Types of Hearing Loss

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



Degrees of Hearing Loss

- Mild
- Moderate
- Severe
- Profound



The chart is similar to the following, but it is not a hearing test. It is a hearing aid.

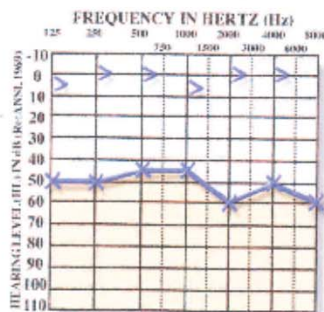
What do the x's and o's mean??

The circles indicate measurements for the right ear.

The x's indicate measurements for the left ear.

What are the brackets? While the "air conduction" test determines hearing threshold (the blue line below), audiologists also perform a bone conduction test, with a vibrator placed near the cochlea. This can help the audiologist determine whether there's a problem with the cochlea or some other part of the ear. The brackets indicate the results of the bone conduction. They usually look like this > but sometimes they look like this]

Below there's a disparity between the bone conduction and air conduction results. The cochlea seems to be working fine, as shown by the brackets. In this case, doctors determined it was due to infection of the middle ear.



For Further Reading:

<http://www.hearingresearch.org/Dr.Ross/Audiogram/Audiogram.htm>

<http://www.audiologyawareness.com/>

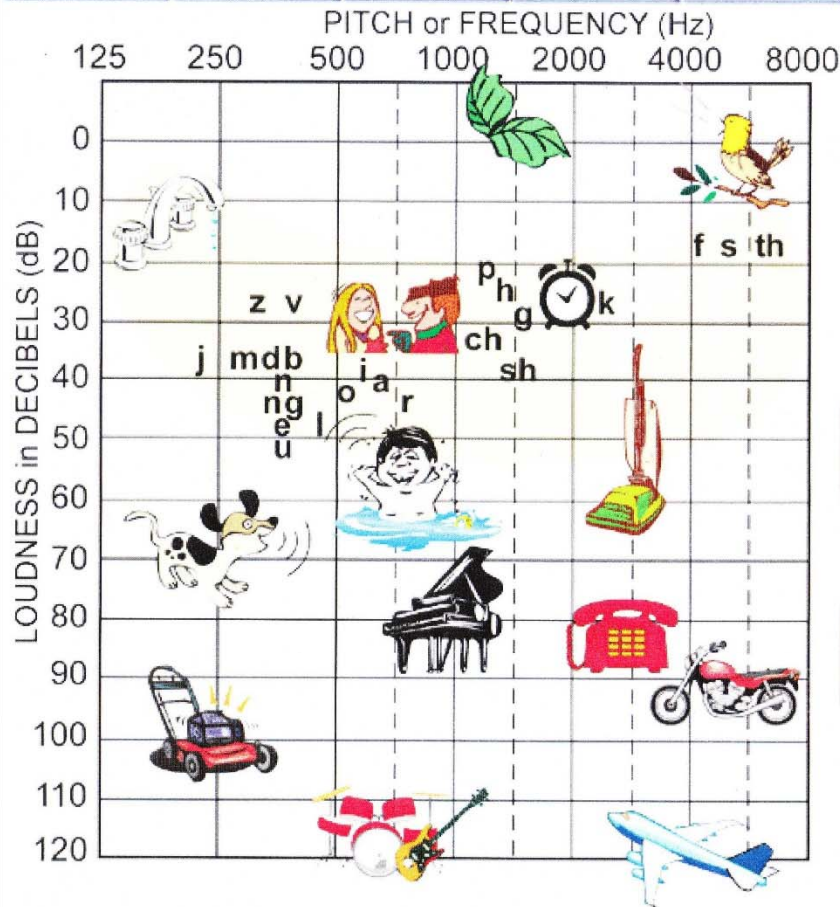
<http://www.drnelix.org/audiograms.html>

<http://www.ea.info.com/how-to-read>

<http://ahearingloss.wordpress.com/2008/06/19/how-to-read-your-audiogram/>

7/7/2008

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



SINGING



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.



Authorized FTRI Distribution Center



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
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Venice, FL 34285
941.921.5447 V/TTY



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.



Florida Relay

Types of Customers



Voice Carry-Over (VCO)

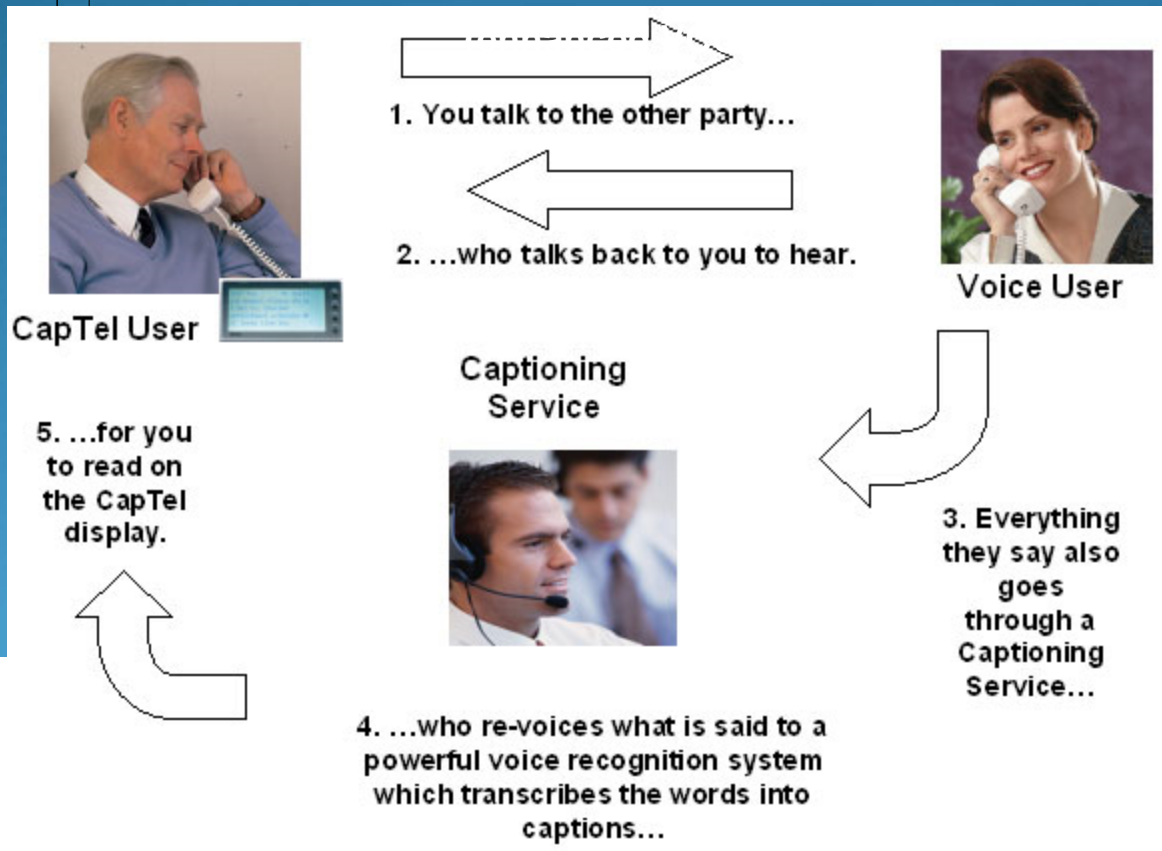
- VCO allows deaf or hard-of-hearing individuals who prefer to use their own voice to speak directly to the party they are calling.
- The operator will type the voice responses back to the VCO user who reads the typed message across the text screen



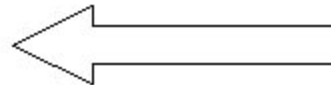
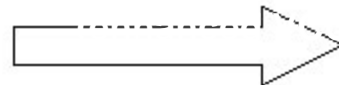
Florida Relay

Types of Customers

CapTel

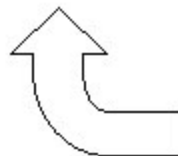
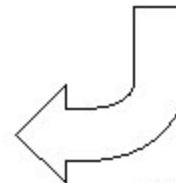


CapTel User



Voice User

Captioning Service



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



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)



FTRI EDP

Specialized Equipment

- **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

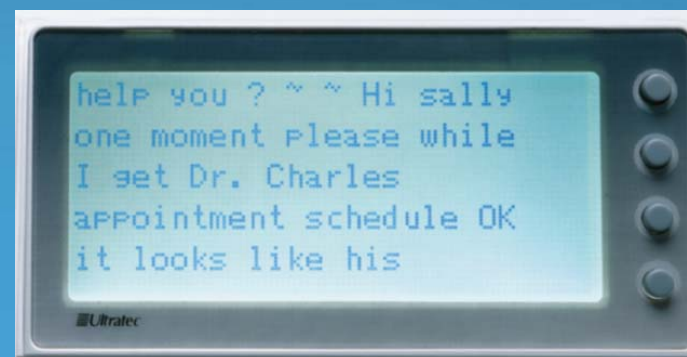


Clarity's HA-40

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”



CapTel User

CAP TEL

Other Party



1. You talk to the other party...

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



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

Captioning Service



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...



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



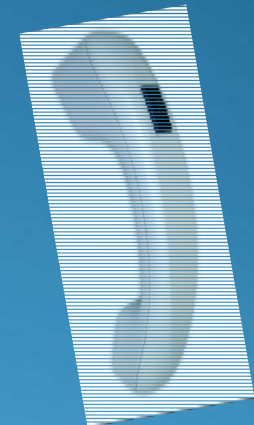
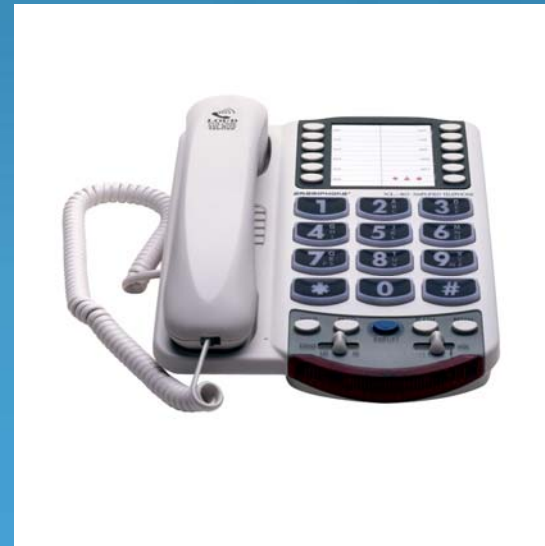
Krown's PP2000D



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

 **Florida Telecommunications**
FTRI Relay, Inc.

Connecting People to People



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NO COST PHONES

Volume control and captioned phones at no cost to you.



FLORIDA RELAY SERVICE

It's easy to [make relay calls](#) using the Florida Relay Service.



FIND A LOCATION

There are [regional distribution centers near you](#).



To qualify for a special phone you must be:

1. A permanent Florida resident
2. At least 3 years old
3. Certified as having a hearing loss or speech impairment

Download application

English
Español

UPCOMING EVENTS

 **May 17, 2008 - 9:00AM-1:30PM**

[Tamarac Health Fair](#)

Tamarac: 954-731-7200

 **May 17, 2008 - 9:00 AM to 5:00 PM**

[63rd Annual Watermelon Festival](#)

Newberry: 352-378-7474

[More events...](#)

WHAT'S NEW



ATTENTION TEACHERS!!! The Florida Relay Educational Kit is [here](#).

"Kids Keeping in Touch through Florida Relay" is a new educational program for children in grades 3-5. Increase awareness and sensitivity to the barriers faced by individuals with hearing loss and speech disabilities. Download your free lesson plans today.

BUSINESS PARTNERS

Don't hang up! Do business with customers who have a hearing loss or speech disability. Become Relay Friendly and [have your business listed on FTRI.org](#) at no cost. Stop burning up profits and sign up now!

Your business can receive **no cost** training

NEWSLETTER



Learn about [DSL, VOIP and your amplified telephone](#) in the most recent Florida Link

[Newsletter \(PDF\)](#)

RDC & BUSINESS SIGN IN

Username:

Password:

[Forgot password?](#)



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?

