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**Peer Support as Evidence for  
Improved Quality of Life  
in the Hard of Hearing Person**

**ASU Center**

**for Applied Behavioral Health Policy's**

**14<sup>th</sup> Annual Summer Institute**

**Sedona, AZ**

**“Change the Conversation”**



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# Why is there an ACDHH?

Hearing Loss is the #1 Disability in the World  
36 Million Americans Have Hearing Loss

700,000\* Arizonans are Hard of Hearing  
plus, 20-30,000 are culturally Deaf

**263,097\*\* Arizonans 65+ are Hard of Hearing**

**7,103\*\*\* Arizonans 65+ are functionally deaf**

20%\*\*\*\* of all teenagers have hearing loss

1.6\*\*\*\*\* of every 1000 Arizona babies are born with hearing loss

\* MarkeTrak VII 2005 [www.cwes01.com/14091/24960/Hearing\\_Review/images\\_0607/0607STATS.jpg](http://www.cwes01.com/14091/24960/Hearing_Review/images_0607/0607STATS.jpg)

\*\*2006 US Census estimated population of adults 65+ = 789,289,  
market research reveals 1 out of every 3 persons 65+ are HOH

\*\*\* Gallaudet estimates .9% of population is deaf/Deaf

\*\*\*\* JAMA August 17, 2010

\*\*\*\*\*State of Arizona Newborn Screening Program Data 2011

# Key Learning Objectives

- Identify a person with undisclosed hearing loss
- List negative effects of untreated hearing loss
- Identify existing hearing loss support groups in Arizona
- Describe benefits of peer support for persons and families affected by hearing loss

Fill in the blank spaces with the appropriate words. The first letter(s) of the missing words are given to suggest the correct words.

The problems which confront **p**\_\_\_\_\_ in raising **ch**\_\_\_\_\_ from **in**\_\_\_\_\_ to adult life are not easy to **s**\_\_\_\_\_. Both **fa**\_\_\_\_\_ and **m**\_\_\_\_\_ meet with many **d**\_\_\_\_\_ in their concern for satisfactory **pro**\_\_\_\_\_ from the **e**\_\_\_\_\_ stage to later life. It is important that young **ch**\_\_\_\_\_ should have plenty of **s**\_\_\_\_\_ and good **f**\_\_\_\_\_ for healthy growth. **B**\_\_\_\_\_ and **g**\_\_\_\_\_ should not occupy the same **b**\_\_\_\_\_ or sleep in the same **r**\_\_\_\_\_. They are often afraid of **d**\_\_\_\_\_. Bad **ha**\_\_\_\_\_ can be avoided by intelligent **ca**\_\_\_\_\_. We must ourselves set good **e**\_\_\_\_\_ if we expect to get satisfactory results later on. Free access to **m**\_\_\_\_\_ and **w**\_\_\_\_\_ in their immediate neighborhood will help young **p**\_\_\_\_\_ to solve the problem of **ad**\_\_\_\_\_.

# Could this Person be Hard of Hearing?

<b>Fails to hear someone behind them</b>	<b>Turns away from someone speaking</b>
<b>No responses, watching speaker carefully</b>	<b>Being isolated, depressed, not spontaneous, withdrawing</b>
<b>Doesn't talk at all, or talks too loud</b>	<b>Asks for pen or paper, asks to repeat</b>
<b>Inappropriate responses</b>	<b>Mispronouncing words</b>
<b>Puzzled expression when listening</b>	<b>Difficulty hearing on phone</b>
<b>Television and radio are loud</b>	<b>Turns head side to side when listening</b>
<b>Complains about people mumbling</b>	<b>Stops going out to movies</b>
<b>Smiles and nods</b>	<b>Argues with their spouse</b>

# Hard of Hearing: Behavioral Characteristics\*

- *Deny their hearing loss to themselves and others*
- **Blame others for not speaking clearly**
- *Do not want to be hard of hearing – not proud*
- **In functional terms they feel as if they have lost or are losing their language**
- *Often unable to participate in cultural activities*
- **Rarely advocate for themselves or others**
- *Are generally unaware of assistive technology*

\* *Research by Dr. Samuel Trychin, Ph.D. [www.trychin.com](http://www.trychin.com)*

# National Council on Aging

- **1999 Survey reveals Untreated Hearing Loss leads to:**
  - **Isolation**
  - **Sadness, Depression**
    - **Withdrawal**
    - **Worry, Anxiety**
  - **Less Social Activity**
    - **Paranoia**
- **Note: untreated hearing loss can be misdiagnosed as dementia!**



# Dementia & Hearing Loss\*

- Dr. Frank Lin, Johns Hopkins University School of Medicine:
- Seniors with hearing loss significantly more likely to develop dementia; the greater the hearing loss, the greater the chance.
- Hearing aids help by lessening the burden on the brain and increasing social interaction

*\*Please see the handouts provided today*

## Problems Related to Hearing Loss Reported by People Who Are Hard of Hearing

- Hearing in large group situations
- Following conversations when there are multiple speakers*
- Trying to listen in a moving car
- Understanding conversations at family gatherings*
- Understanding what is said in noisy background situations
- Hearing on the phone, hearing the television*

(Trychin, S., 1993)

# Problems Related to Hearing Loss Reported by Significant Others

- Difficulty remembering to speak up, face him, slow down, etc
- *Having to repeat a lot*
- Not knowing when he understands me and when he doesn't
- *The TV or radio volume is often too loud*
- Being isolated-not seeing friends and family very often
- *Not traveling or going to new places as we did before*
- Loss of spontaneity and/or intimacy in our relationship

(Trychin, S., 1993)

# Peers Are:

- **Definitely people like me** 😊
- HLAA & ALOHA leaders
- **Hard of Hearing consumer advocates**
- Audiology Professors at ASU, U of A, NAU, A.T. Still
- **Caring audiologists (read the May 1, 2013 ASHA Leader article handed out)**
- What we have in common: empathy & knowledge
- **What we know that others don't know: hearing loss is serious business and we know how to cope with it and we want to help...we give hope!**

# Hearing Loss Support Groups

- Hearing Loss Association of America:  
Prescott, Yuma, Sun Lakes, Fountain Hills, Peoria  
[www.hearingloss.org](http://www.hearingloss.org)
- Adult Loss of Hearing Association:  
Tucson, Green Valley, Oro Valley  
[www.alohaaz.org](http://www.alohaaz.org)
- *Various audiology practices may offer some assistance, though rarely as it is not billable. Sometimes hospitals will have a balance or tinnitus group, rarely do they have a hearing loss group.*

# Benefits of Peer Support

- ❖ **Enhanced understanding of condition**
- ❖ **Improved communication w/spouse & others**
- ❖ **Awareness of laws and rights**
- ❖ **Increased self-advocacy**
- ❖ **Greater self-esteem**
- ❖ **Community!**
- ❖ **Less risk of dementia? Possibly!**

# Assistive Technology: Deaf and the Hard of Hearing



Pager/Cell phone



Amplified Phone



Closed Captioning - TV



CapTel Phone



Personal Listening Device:  
Pocketalker



Strobe Light  
Fire Alarm



Vibrating Alarm

# Do hearing aids make that much difference in a person's life?

<u>Improvement</u>	<u>% Aids users reporting</u>	<u>% Family reporting</u>
• Relations, home	56%	66%
• Feelings, self	50%	60%
• Life overall	48%	62%
• Relations, family	40%	52%
• Mental health	36%	39%
• Self-confidence	39%	46%
• Senses of Safety	34%	37%
• Social life	34%	41%
• Relations, work	26%	43%
• Sex life	8%	NA

\* National Council on Aging, May 1999



# Communicating with a Hard of Hearing Person

- Get the person's attention first
- Face the person, and have adequate lighting (no talking room to room)
- Speak up, but do not shout
- Speak slowly and clearly
- Use facial expressions and gestures
- Have the person repeat vital facts to be sure they are correct
- Encourage use of hearing aids & a.t.

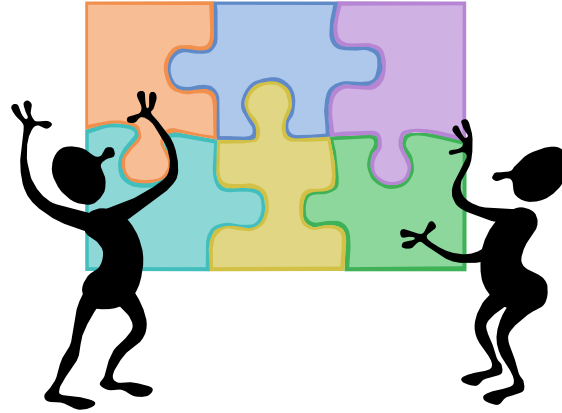
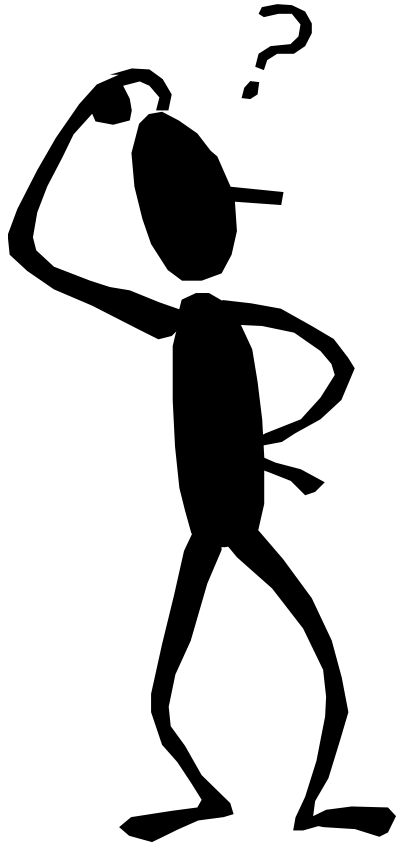
# Communicating with a Hard of Hearing Person

- Get rid of background noise by turning off TV or radio or fans, etc.
- Do not hide your mouth with your hand or an object and take things out of your mouth
- Rephrase rather than repeat any words that are not clear
- Ask content/context questions to see if they understand you
- Write down important information
- Use Assistive Technology!

# References & Resources

AZ Commission for the Deaf and Hard of Hearing [www.acdhh.org](http://www.acdhh.org)  
Arizona Telecommunications Equipment Program - [www.aztedp.org](http://www.aztedp.org)  
AZ Relay Service - [www.azrelay.org](http://www.azrelay.org)  
Captioned Telephone - [www.captel.com](http://www.captel.com)  
Arizona Technology Access Program - [www.aztap.org](http://www.aztap.org)  
Hearing Loss Association of America - [www.hearingloss.org](http://www.hearingloss.org)  
Better Hearing Institute – [www.betterhearing.org](http://www.betterhearing.org)  
Job Accommodation Network – [askjan.org/media/Hearing.html](http://askjan.org/media/Hearing.html)

Dr. Samuel Trychin - [trychin.com/whydontthey.html](http://trychin.com/whydontthey.html)  
Audrey Jung, LPC - (Chandler & Tele) [audreyjung.com](http://audreyjung.com)  
Nancy Eldredge, Ph.D. (Tucson & AZ) – [nancyeldredge.com](http://nancyeldredge.com)  
American Deafness & Rehabilitation Assn (ADARA) [adara.org](http://adara.org)  
Minnesota Develops Peer Support Program:  
[www.adara.org/images/stories/pdfs/update12issue4.pdf](http://www.adara.org/images/stories/pdfs/update12issue4.pdf)  
Peer Support - [www.samhsa.gov/pubs/mhc/MHC\\_recovery.htm](http://www.samhsa.gov/pubs/mhc/MHC_recovery.htm)  
Substance Abuse & the Deaf & Hard of Hearing Community –  
[www.mncddeaf.org/articles/substance\\_abuse\\_ad.htm](http://www.mncddeaf.org/articles/substance_abuse_ad.htm)



# Questions and Answers

