



Are We There Yet? Providing Elder Friendly Health Information to Seniors

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Elder Friendly Health Information *presentation objectives*

- Increase awareness of seniors health literacy
- Increase awareness of seniors health conditions
- Understand seniors use of computers and the Internet
- Become aware of quality websites for seniors
- Introduce elder friendly principles



Seniors Health Profile

- Canada's population over 65 about 5 million people
- Seniors 15 % of total population.
- BC has one of highest populations of seniors in Canada
 - *2011 Census. The Canadian Population in 2011.*



Seniors Health Profile

Fraser Health

- Seniors comprise 13 % of Fraser Health's population
- Seniors are the fastest growing demographic group in Fraser Health
- In BC, seniors account for over 48 % of acute care (hospital) services



Reality Check: Boomer Dreams For Later Life May Not Come True.

2013 report on the health of Canadians



Baby Boomers and Health

- 10 year gap between how long Canadians are living and living in good health.
- Lifestyle choices can add health to our years.
www.MakeHealthLast.ca
- Baby boomers are concerned about their health, but this concern not translating into action.
- Risk factors: physical inactivity, poor diet, smoking, stress and excessive alcohol consumption.



Heart & Stroke Foundation information

HEART & STROKE FOUNDATION

2013 REPORT ON THE HEALTH OF CANADIANS

REALITY CHECK: BOOMER DREAMS FOR LATER LIFE MAY NOT COME TRUE.

CANADIAN RISK ASSESSMENT RESULTS

HOW DOES YOUR HEALTH COMPARE? 

ASSESS YOUR RISKS

SEX	AVG HEIGHT	AVG WEIGHT	AVG BMI: OVERWEIGHT
M 	5'9"	194	28.6
F 	5'4"	163	28.0



69.4%

OF MEN HAVE WEIGHT AS A RISK FACTOR

DO YOU?



61.8%

OF WOMEN HAVE WEIGHT AS A RISK FACTOR

DO YOU?

RISK ASSESSMENT USER RATIO



ASSESS YOUR RISKS



Baby Boomers and Health

Risk factor behaviour

- 85 % of baby boomers don't eat enough fruit and vegetables
- Over 40 % are not physically active
- 30 % are too stressed
- 21 % smoke
- 5 % drink too much and 12 % are heavy drinkers



Baby Boomers and Health

Heart and Stroke Foundation report on health of Canadians 2013

- Baby boomers concerned about their health, but their lifestyle habits don't show it.
- Heart disease and stroke are leading causes of hospitalization and disability in Canada.
- Making lifestyle changes now can make a difference and reduce risk of heart disease and stroke.

www.heartandstroke.ca



Seniors Health Conditions

- Heart disease
- Stroke
- Cancer
- Dementia
- Chronic respiratory disease (COPD)
- Osteoarthritis

Seniors Health Profile 2010, Fraser Health



Seniors Health Conditions

- Life expectancy 82 years in BC (80 for men and 84 for women)
- 37 % of seniors in Fraser Health Region did not graduate from high school
- 50 % of seniors consume less than recommended fruit & vegetables daily
- 50 % of Fraser Health seniors overweight or obese



Seniors Health Literacy

- **Definition:** degree to which individuals have the capacity to obtain, process & understand basic health information & services needed to make health decisions.
- **3 Areas:** prose literacy, document literacy and quantitative literacy



Health Literacy of Seniors

- Seniors need reliable health information to prevent and manage diseases
- Aging and low health literacy levels may compromise capacity of seniors
- 71 % of seniors had difficulty using print materials
- 80 % had difficulty using forms & charts.



Health Literacy of Seniors

- Seniors use more medical services and have more chronic diseases than other groups.
- By 2030, 71.5 million seniors will be living in the US.
- Improving health information and literacy a priority for seniors!

www.cdc.gov/healthliteracy



What About Ethnic Seniors?

- Ethnic seniors among most vulnerable
- Multiple obstacles: language, culture, income, literacy
- Family members play critical roles in finding health information
- Complementary/alternative medicine often sought after more frequently



Seniors' Use of Computers and Internet



- 51% of seniors aged 65-74 used the Internet, compared with 27% of those 75 years and older
- 51% of non-users of Internet were seniors
- Over half of seniors using the Internet searched for health information

Canadian Internet Use Survey 2007

www.statcan.gc.ca/pub/



Seniors' Use of Computers and Internet

- **Some seniors are very comfortable with computers. Important to check with computer comfort before proceeding with patron.**

[Evaluating Internet Health Information:
A Tutorial from the National Library of
Medicine](#)



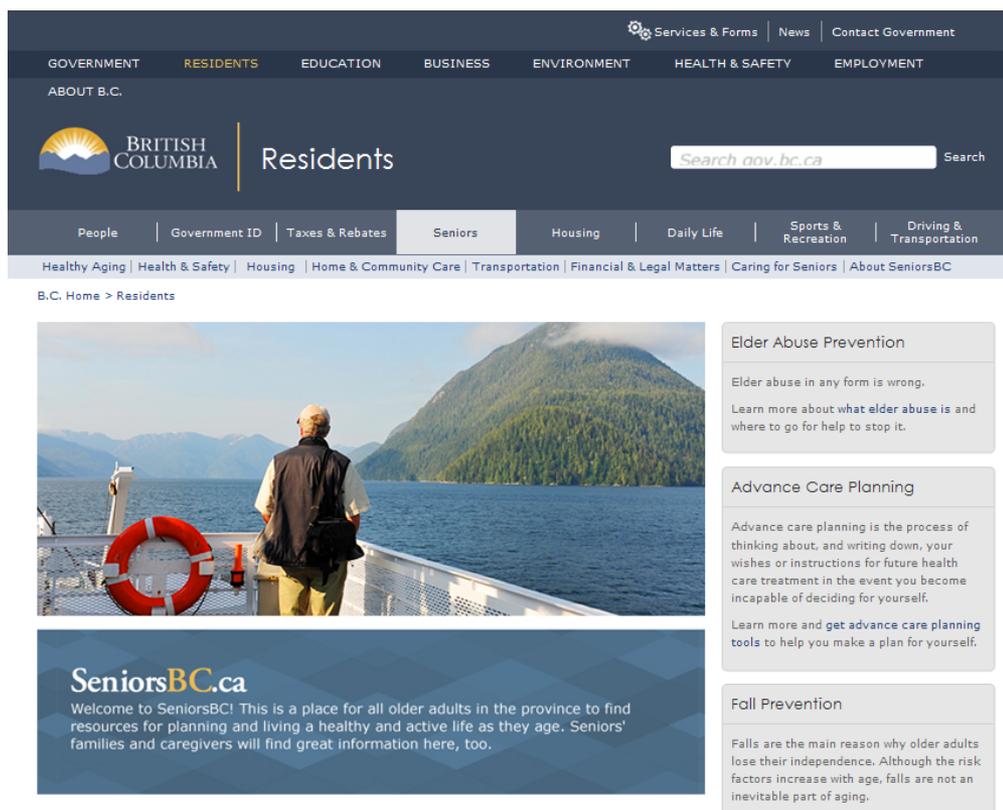
Elder Friendly Principles

- **Social climate:** family centered, interdisciplinary support, value seniors
- **Policy and procedures:** staff education, respectful interaction with seniors, expert staff
- **Physical design:** signage, equipment design
- **Services and systems:** holistic, listening to seniors, taking time



Health Web Sites British Columbian/Canadian

- Seniors BC <http://seniorsbc.ca>



The screenshot shows the SeniorsBC.ca website. At the top, there are navigation links for Services & Forms, News, and Contact Government. Below that is a horizontal menu with categories: GOVERNMENT, RESIDENTS, EDUCATION, BUSINESS, ENVIRONMENT, HEALTH & SAFETY, and EMPLOYMENT. Under 'RESIDENTS', there is a sub-menu with: People, Government ID, Taxes & Rebates, Seniors (highlighted), Housing, Daily Life, Sports & Recreation, and Driving & Transportation. The main content area features a large image of an elderly man on a boat, with a search bar and a 'Residents' heading. Below the image is a blue banner with the SeniorsBC.ca logo and a welcome message. To the right of the image are three informational boxes: 'Elder Abuse Prevention', 'Advance Care Planning', and 'Fall Prevention', each with a brief description and a link to learn more.

Services & Forms | News | Contact Government

GOVERNMENT | RESIDENTS | EDUCATION | BUSINESS | ENVIRONMENT | HEALTH & SAFETY | EMPLOYMENT

ABOUT B.C.

BRITISH COLUMBIA | Residents

Search gov.bc.ca Search

People | Government ID | Taxes & Rebates | Seniors | Housing | Daily Life | Sports & Recreation | Driving & Transportation

Healthy Aging | Health & Safety | Housing | Home & Community Care | Transportation | Financial & Legal Matters | Caring for Seniors | About SeniorsBC

B.C. Home > Residents

Elder Abuse Prevention

Elder abuse in any form is wrong. Learn more about what **elder abuse** is and where to go for help to stop it.

Advance Care Planning

Advance care planning is the process of thinking about, and writing down, your wishes or instructions for future health care treatment in the event you become incapable of deciding for yourself. Learn more and **get advance care planning tools** to help you make a plan for yourself.

Fall Prevention

Falls are the main reason why older adults lose their independence. Although the risk factors increase with age, falls are not an inevitable part of aging.

SeniorsBC.ca
Welcome to SeniorsBC! This is a place for all older adults in the province to find resources for planning and living a healthy and active life as they age. Seniors' families and caregivers will find great information here, too.



Health Web Sites British Columbian/Canadian

■ Health Canada Seniors

<http://hc-sc.gc.ca/hl-vs/seniors-aines/index-eng.php>



The screenshot shows the Health Canada website interface. At the top, there are logos for Health Canada and Canada. The main header features the Health Canada logo and the URL www.hc-sc.gc.ca. Below this is a navigation bar with links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. The main content area is titled "Healthy Living" and includes a "Seniors" section. This section contains text about the increasing life expectancy of Canadians and the need for proactive research and services. It also lists "What Can You Do?" with links to Healthy Eating, Injury Prevention, Oral Health, Physical Activity, and Smoking Cessation. A "What Information is Available?" section provides more resources, including Food Safety for Older Adults, Seniors and Aging - Osteoarthritis, Seniors and Aging - Bladder Control Problems (Incontinence), and Seniors and Aging - Preventing Falls in and around the Home. There are also icons for "Get recalls and safety alerts" and a "Did you know about HealthyCanadians.gc.ca?" section.



Health Web Sites British Columbian/Canadian

■ Heart and Stroke Foundation

www.heartandstroke.ca

The screenshot shows the homepage of the Heart and Stroke Foundation website. At the top, there is a navigation bar with links for "About Us", "Health Information", "Healthy Kids", "Funded Research", "Advocate", "News", "Events", "Volunteer", and "Health eTools", along with a prominent "DONATE NOW" button. The main content area features a large banner for "GET HELP FOR YOUR BLOOD PRESSURE" with a sub-headline "By lowering your risk you help the Foundation." and a call to action "Sign up today". To the right of this banner is a video player showing a doctor examining a patient's arm. Further right is a "MANAGE YOUR HEALTH" section with several interactive links: "Are you at risk for heart disease and stroke? Assess your risk", "Are you having a stroke? Know the warning signs", "Make healthier food choices with Health Check", and "Get healthy eating and physical activity tips delivered to your inbox every month". Below this is a "Try healthy fish with a crunchy coating" link with a small image of the dish. At the bottom of the main content area, there are three buttons: "MANAGE YOUR BLOOD PRESSURE", "LEARN MORE ABOUT AFIB", and "Facing up to higher stroke risk Watch the video".



Health Web Sites British Columbia

■ HealthLinkBC Call 8-1-1 online

www.HealthLinkBC.ca

The screenshot shows the HealthLinkBC website interface. At the top, there is a navigation bar with categories: GOVERNMENT, FAMILIES & RESIDENTS, DISCOVER B.C., BUSINESS & INVESTING, HEALTH & SAFETY, and EMPLOYMENT. Below this is a sub-navigation bar with EDUCATION and NEWS. The main header features the British Columbia logo and the HealthLinkBC logo. To the right of the logo is a search bar labeled 'Search HealthLinkBC' and a 'Search' button. Below the header is a secondary navigation bar with links: Healthy Living, Common Health Concerns, Medical Tests A-Z, Medications A-Z, Public Health Alerts, Health Topics A-Z, Services and Resources, and About HealthLinkBC.

Public Health Alerts The facts on influenza and norovirus in B.C. - January 16, 2013 [More Alerts](#)

With HealthLink BC, British Columbians have trusted health information at their fingertips by phone or web.

On our site, you will find medically-approved information on more than 5,000 health topics, symptoms, medications, and tips for maintaining a healthy lifestyle. You can also search our online Directory to find health services near you.

Call 8-1-1 from anywhere in British Columbia to speak with a nurse any time of the day or night. On weekdays, you can speak to a dietitian about nutrition and healthy eating. At night we have pharmacists available to answer your medication questions.

Access health information anytime, any place, and now - on any device

Our website will automatically reformat to fit your smartphone, tablet, laptop or desktop computer screen

Search Health Information

Search our database of health topics to learn more.

Enter search term

SEARCH

..... OR

You can also search for information alphabetically by clicking on one of the letters below.

A B C D E F G H I J
K L M N O P Q R S T
U V W X Y Z

Check Symptoms

Check your symptoms with our interactive symptom checker.

Find Services Now Includes Pharmacists

If you are looking for health services in your community, you can use our directory to FIND hospitals, clinics, and other resources.

What? (Service)

Enter service

On the Web

Soonest Surgery Tool

B.C. Smoking Cessation Program

Healthy FamiliesBC

BC Services Card Your CareCard, and more.



Health Web Sites American

■ National Institute on Aging

<http://www.nia.nih.gov/health>

The screenshot shows the homepage of the National Institute on Aging. At the top, there is a navigation bar with links for "Alzheimer's", "Go4Life", "Español", "NIHSeniorHealth", and "Text Resize". Below this is the "NATIONAL INSTITUTES OF HEALTH National Institute on Aging" header with a search bar. A main navigation menu includes "Home", "Health and Aging", "Research and Funding", "Newsroom", "About NIA", and "Contact Us". The main content area features a "HEALTH & AGING" banner with a row of lit candles. Below the banner is a "Featured Publication" section titled "Find information about blood pressure online" with a sub-headline "Learn about blood pressure and heart disease and what you can do to stay healthy." and a "Read more >" link. To the right of this section is a "Publications" sidebar with buttons for "Publications", "Alzheimer's Disease", "Go4Life", "Español", and "NIHSeniorHealth". Below the featured publication is a "Featured Health Topics" section with a grid of links: "Alzheimer's Disease >", "Caregiving >", "Disability >", "Doctor-Patient Communication >", "End of Life >", "Exercise >", "Healthy Aging and Longevity >", "Legal and Financial Planning >", "Memory and Cognitive Health >", "Men's Health >", and "Women's Health >". To the right of this grid is a "Health & Aging Organizations Directory" section with a search bar and a "Search" button. At the bottom right, there is a "Find out more about clinical trials" section with a small image of a doctor.



Health Web Sites American

- National Institute of Health Senior Health page (includes video section)

<http://nihseniorhealth.gov/index.html>

The screenshot shows the NIH Senior Health website homepage. At the top, there is a navigation bar with links for Home, Health Topics A-Z, Videos A-Z, About Us, and Contact Us. A search bar is located on the right. The main header features the NIH Senior Health logo with the tagline "Built with You in Mind" and a photograph of five diverse older adults. Below the header, there are options to "Resize Text" and "Change Contrast". A central message states: "Health and wellness information for older adults from the National Institutes of Health." A section titled "Health Topics by First Letter" provides a grid of links from A to Z. Under "Categories", there are two columns of links: Bones and Joints, Cancer, Diseases and Conditions, Healthy Aging, Heart and Lungs, Memory and Mental Health, Treatments and Therapies, Vision and Hearing, and All Topics A-Z. A "Featured Topic" section shows a video thumbnail titled "Older Drivers". Below this, there are two columns: "Exercise Stories" with a text block and a small image of a person exercising, and "Health Videos" with a text block and a small image of a person using a device.



Health Web Sites American

■ Medline Plus

www.medlineplus.gov

The screenshot shows the MedlinePlus website interface. At the top, it features the MedlinePlus logo with the tagline "Trusted Health Information for You" and the text "A service of the U.S. National Library of Medicine NIH National Institutes of Health". Navigation links include "About MedlinePlus", "Site Map", "FAQs", "Contact Us", and "ESPAÑOL". A search bar is labeled "Search MedlinePlus" with a "GO" button. A prominent banner for "HVM MAY IS HEALTHY VISION MONTH" from the National Eye Institute is displayed, with the text "Schedule an eye exam today. Learn more from the National Eye Institute." and a photo of a woman. Below the banner are three green navigation buttons: "→ Health Topics", "→ Drugs & Supplements", and "→ Videos & Cool Tools". The main content area is divided into three columns. The left column contains a "MEDICAL DICTIONARY" search box and a "POPULAR SEARCHES" list including terms like "aspirin", "diabetes", "gabapentin", and "hypertension". The middle column, titled "About Your Health", has tabs for "General", "Seniors", "Men", "Women", and "Children", and lists various health topics such as "Back Pain", "COPD", "Depression", and "Diabetes". The right column, titled "Health News", shows a date "09 MAY" and lists news items like "High Blood Sugar May Add to Alzheimer's Risk" and "Hospital Bills Can Vary Widely, Even in Same Cities". At the bottom of the right column is a "Stay Connected" section with an email sign-up form.



Strategies for Libraries

- **Build collections based on seniors diseases, healthy living and end of life planning, including multicultural resources**
- **Marketing health resources to senior centres, public health units, specialized seniors health clinics**
- **Outreach to residential care, assisted living**



Strategies for Libraries

- **Special populations, especially ethnic seniors**
- **Health literacy challenges**
- **Language issues**
- **Family centered service**
- **Caregiver information needs**



Strategies for Libraries

- **Elder friendly and dementia friendly services**
- **Large print, visual materials**
- **Offer to print out information, links**
- **Outreach workshops where ethnic seniors congregate (temples, etc)**



Strategies for libraries

NIH Seniorhealth Toolkit

The screenshot shows a Microsoft Internet Explorer browser window displaying the NIH SeniorHealth Toolkit for Trainers. The browser's address bar shows the URL: <http://nihseniorhealth.gov/toolkit/toolkit.html#.UYQ09kvieVs.email>. The page features a navigation menu with links for Home, Health Topics A-Z, Videos A-Z, About Us, and Contact Us. The main heading reads "NIH SeniorHealth Built with You in Mind". Below this, there are options to "Resize Text" and "Change Contrast". A central message states: "Helping Older Adults Search for Health Information Online: A Toolkit for Trainers". A note indicates that Modules 2-5 of the Toolkit for Trainers are temporarily unavailable while being updated. A link to "sign up" is provided for notifications. The page concludes with a welcome message and a list of steps to proceed. The browser's taskbar at the bottom shows the Start button, an open email inbox, and the NIH SeniorHealth Toolkit window. The system tray displays the time as 5:55 PM.



Case Study

- Senior retired nurse comes to library looking for health information and physicians for her health condition, a prolapsed uterus. She wants information on her condition, the main therapies available to weigh her options.
- She wants information on her surgical procedure recommended.
- Where do you look? She does not have a computer.



Best Practices

- Do not assume level of comfort with computers, information
- Do not interpret information
- Do not offer medical, legal or financial advice
- Refer only to trusted sources
- Promote critical evaluation



Conclusion

- **Are we ready? We are at the beginning stages**
- **Library staff training providing services for seniors recommended**
- **Workshops for seniors in use of computers and Internet for finding health information recommended**



Thank you for attending our session!

Help yourself to some of the items provided by HealthLinkBC



Questions?

- **Linda Howard, Librarian, Fraser Health**
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- **Anita Thompson, Library Technician, Fraser Health**
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Section Break