THE USE OF MOBILE PHONES BY PEOPLE OVER 65

“SOCIAL PARTICIPATION” (OTPF AREA)

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CONTENT OF OUR PRESENTATION

- Introduction
- Social participation based on our own survey
- Adaptations
- Therapeutic use
INTRODUCTION
„Is there really any good, that means ergonomically correct designed, mobile phone for old people? I already bought two so called mobile phones for seniors but neither of them satisfied me. One had a lousy instruction manual and the others surface was slippery and without grip.“

Léon Villars
European Year of Active Ageing

- [...] It seeks to encourage policymakers and relevant stakeholders at all levels to take action with the aim of creating better opportunities for active ageing and strengthening solidarity between generations.

- [...] quite small changes in our environment can make a big difference to people suffering from various health impairments and disabilities.

http://europa.eu/ey2012
OTPF: AREA OF OCCUPATION

ENGAGEMENT IN OCCUPATION TO SUPPORT PARTICIPATION IN CONTEXT OR CONTEXTS

- Performance in Areas of Occupation
  - Activities of Daily Living (ADL)*
  - Instrumental Activities of Daily Living (IADL)
  - Education
  - Work
  - Play
  - Social Participation
  (For definitions, refer to Appendix, Table 1)

- Performance Skills
  - Motor Skills
  - Process Skills
  - Communication/Interaction Skills
  (For definitions, refer to Appendix, Table 2)

- Performance Patterns
  - Habits
  - Routines
  - Roles
  (For definitions, refer to Appendix, Table 3)

- Context
  - Cultural
  - Physical
  - Social
  - Personal
  - Spiritual
  - Temporal
  - Virtual
  (For definitions, refer to Appendix, Table 4)

- Activity Demands
  - Objects Used and Their Properties
  - Space Demands
  - Social Demands
  - Sequencing and Timing
  - Required Actions
  - Required Body Functions
  - Required Body Structures
  (For definitions, refer to Appendix, Table 5)

- Client Factors
  - Body Functions
  - Body Structures
  (For definitions, refer to Appendix, Table 6)

AOTA (2002)
Methods I

Development of a semi structured survey:

- 11 open questions to 6 topics
  - Significance of mobile phone
  - Reasons for purchasing a mobile phone
  - Patterns of use
  - Frequency of use
  - Consequences on social contacts
  - Requests for adaptations
METHODS II

- Interviews with 36 participants
  - Inclusion criteria
    - Men and women age 65+
    - Owner of a mobile phone
  - Interviews conducted by four people
    - In personal environment or on the street
    - Face to face or by telephone

- Evaluation of information
  - Creation of codes / categories
  - Illustrated with diagrams
SOCIAL PARTICIPATION

BASED ON OUR OWN SURVEY
SIGNIFICANCE OF MOBILE PHONE

- security / help in case of emergency (9)
- social contacts (6)
- availability (6)
- „necessary evil“ / having the latest technology (4)
- provide information (4)
- inform about short-term changes (4)
- autonomy (3)
- camera (2)
- little importance (2)

Survey 2012
SIGNIFICANCE OF MOBILE PHONE

„It enables me to stay in touch with friends and relatives, especially grandchildren.“ [Person 3]

„I don’t need it regularly but it makes me feel secure to know that I have one in case something happens.“ [Person 4]
SIGNIFICANCE OF MOBILE PHONE

„It means remaining active and interested. I don’t want to withdraw from the development in the world.“ [Person 33]

„Continuously ringing annoying piece of equipment.“ [Person 35]
**RELATED FINDINGS IN LITERATURE**

- [...] enable older persons to be contacted anywhere and anytime [...].
- [...] for communicating with friends and family.
- [...] provide a sense of safety and security [...].

*Kurniawan (2008)*
REASONS TO PURCHASE A MOBILE PHONE

- security / help in case of emergency (8)
- alternative to telephone box (4)
- present / adoption (4)
- availability (4)
- business affairs (4)
- interest (3)
- social contacts (1)

Survey 2012
REASONS TO PURCHASE A MOBILE PHONE

„My grandchild gave it to me for my birthday. I use it particularly in case of emergency.“  [Person 27]

„I want to engage in development and participate even though I’m getting old.“  [Person 32]

Survey 2012
**RELATED FINDINGS IN LITERATURE**

- [...] Older people tend to use the technology only when there is no alternative communication method.

- Most consider mobile phones as modern version of landline phones.

- Therefore, they would rarely, if ever, use functions beyond making and receiving voice calls. [...]
Survey 2012

Patterns of Use

- Only telephone: 10
- Telephone & SMS: 2
- Telephone, SMS & Camera: 1
- Telephone, SMS, Internet & Apps: 1
- Only Internet & Apps: 6
- Diary: 6
- Only SMS: 1
FREQUENCY OF USE

Survey 2012
CHANGE IN THE NATURE OF SOCIAL CONTACTS

Survey 2012
CHANGE IN THE NATURE OF SOCIAL CONTACTS

„Yes, I can easily write e-mails to my friends in the Netherlands while I’m on the train. I can take a photo from the place where I am and send it to someone.“ [Person 8]

„It’s not that I have more or less contact than before, it’s just different.“ [Person 5]
ADAPTATIONS
ADAPTATIONS OF MOBILE PHONES

10 out of 36 participants would like to adapt their current mobile phone.

➔ 72,2 % are pleased with their current mobile phone.

Survey 2012
ADAPTATIONS REQUESTED BY PARTICIPANTS

- No change: 26
- Display: 8
- Size: 6
- Software: 5
- Buttons: 4
- Volume: 3
- Other: 3
- Colour: 2

Total: 40
ADAPTATIONS REQUESTED BY PARTICIPANTS

DISPLAY:
„[...], too small display (mobile phone as small as possible, however well readable), [...].” [Person 9]

SIZE:
“A little bit bigger, but not one of those elderly-people-mobile phones!” [Person 29]

SOFTWARE:
“More opportunities, even if I don’t use it.” [Person 18]
**Related Findings in Literature**

- **Buttons:** metal made, square, large shape *(Kurniawan, 2008)*

- **Display:** large text possible, no dimming light *(Kurniawan, 2008)*

- **Shape:** flip phone with antenna *(Kurniawan, 2007)*

- **Colour:** bright or silver *(Kurniawan, 2006)*
CONCLUSIONS FOR OCCUPATIONAL THERAPISTS

Support and enable elderly people in social participation by

- assessing their individual needs concerning the use of mobile phones.

- using the collected information to
  - support them in choosing a mobile phone adequate to their needs.
  - enable them to deal with the features of their current mobile phone.
THERAPEUTIC USE
Use of Mobile Phones in Ot

Identify need (orientation problem)

Present possible solutions (app)

Evaluate regularly (Is it useful?)

Instruct carefully (orally, written...)

Adapt if necessary (size, picture)
INTEREST IN TECHNOLOGY

“It’s fun to try out.” [Person 3]

„[…] because it’s fascinating, all the things you can do with [the smart phone].“ [Person 5]

“The technology is great, it’s easy to operate and you can do almost everything with it.“ [Person 32]
People often underestimate the interest of older persons in mobile technology.

Mobile phones are becoming common personal items for people of all ages.

Kurniawan (2006)
EXAMPLE: ORIENTATION PROBLEMS

- Moving into a new home
- Dementia
- Friends moved
- Public transport changed
- ....

reasons for orientation problems
**Therapeutic Use:**

**App for Orientation Problems**

- GPS based
- Home, friends home, coffee shop, doctor, drug store...
- With pictures
- Public transport timetables integrated
- Step-by-step instruction
**RELATED FINDINGS IN LITERATURE**

- [...] Almost half of the participants [...] experienced more freedom and were less worried when they were outside accompanied with GPS. *(Pot, 2011)*

- The majority of the caregivers was able to use the technology and integrate the use into their daily routines and would recommend the use of GPS. *(Pot, 2011)*

- This [picture] helps remembering who the caller is, which is useful for older persons with memory problems. *(Kurniawan, 2008)*
CONCLUSION

OTs should support elderly people in finding a suitable mobile phone and in using it because...

... they feel secure in case of emergency.

... they are interested in modern technologies.

... they can participate in a society that highly values modern communication tools.
REFERENCES

Literature:


http://www.youtube.com/results?search_query=smartphone+testing+senior&oq=smartphone+testing+senior&gs_l=youtube.3...3503.13998.0.14213.34.22.4.8.9.0.119.1841.21j1.22.0...0.0...1ac.1.vnSw5oJ0zgso

Interviews:

- Interviews with 36 people, aged 65+
DISCUSSION