

THE USE OF MOBILE PHONES BY PEOPLE OVER 65

“SOCIAL PARTICIPATION” (OTPF AREA)



Dramatization with actors



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 for **Active Ageing**
and **Solidarity between Generations 2012**



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.



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)



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)



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 [...].



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)



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]

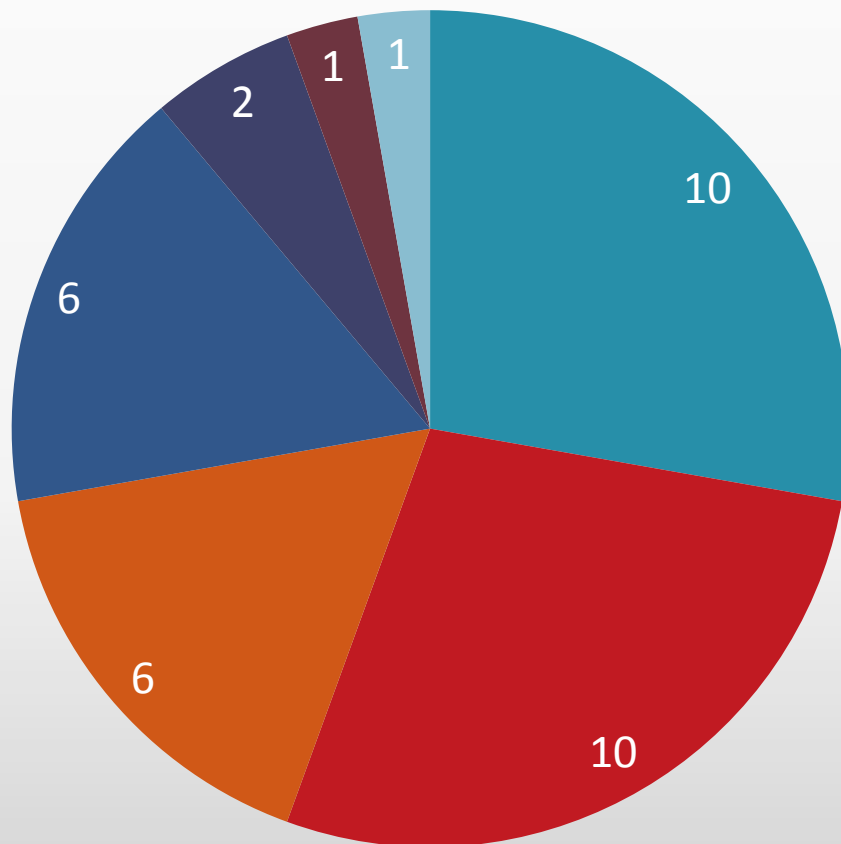


RELATED FINDINGS IN LITERATURE

- [...] 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. [...]



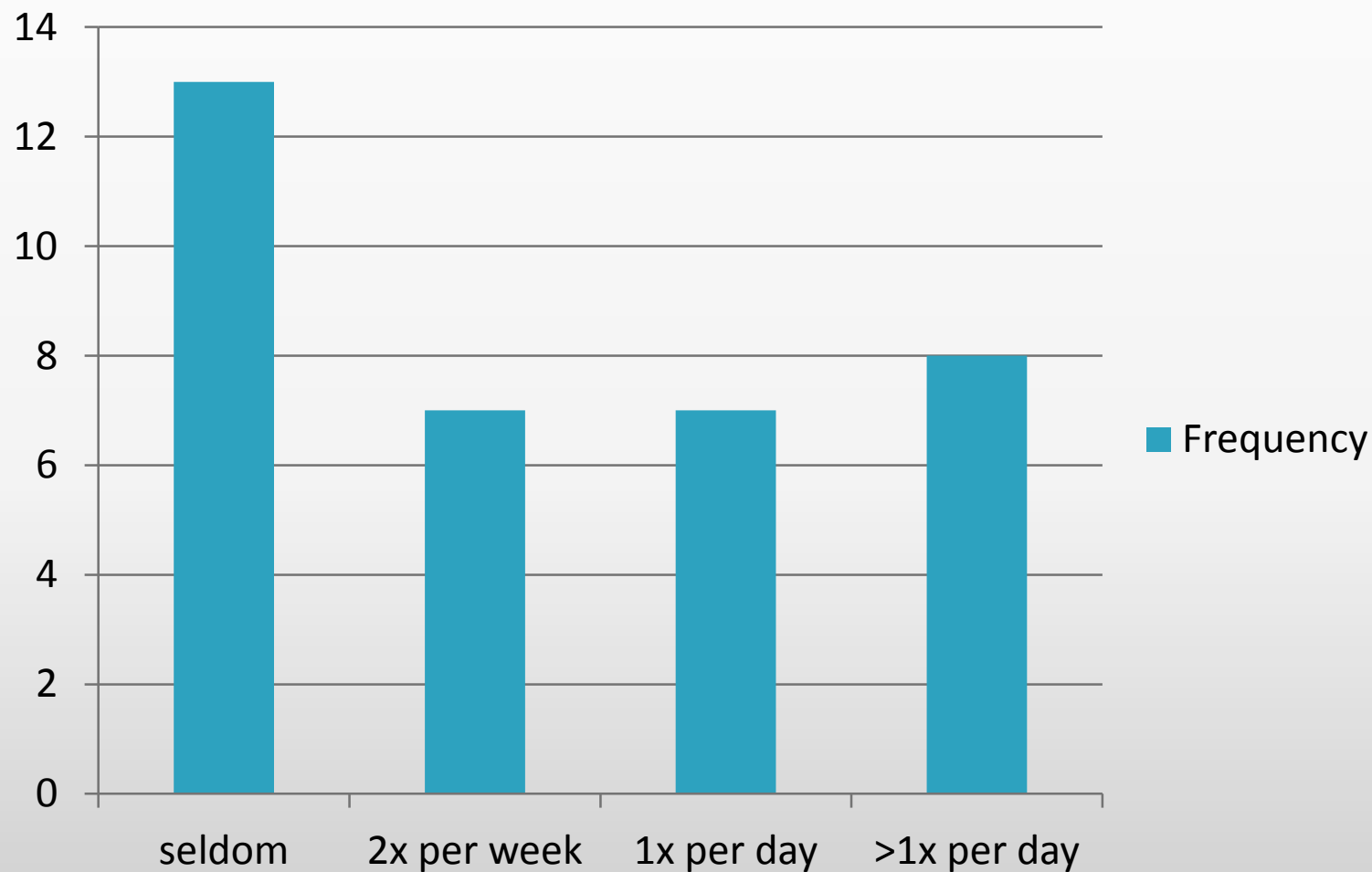
PATTERNS OF USE



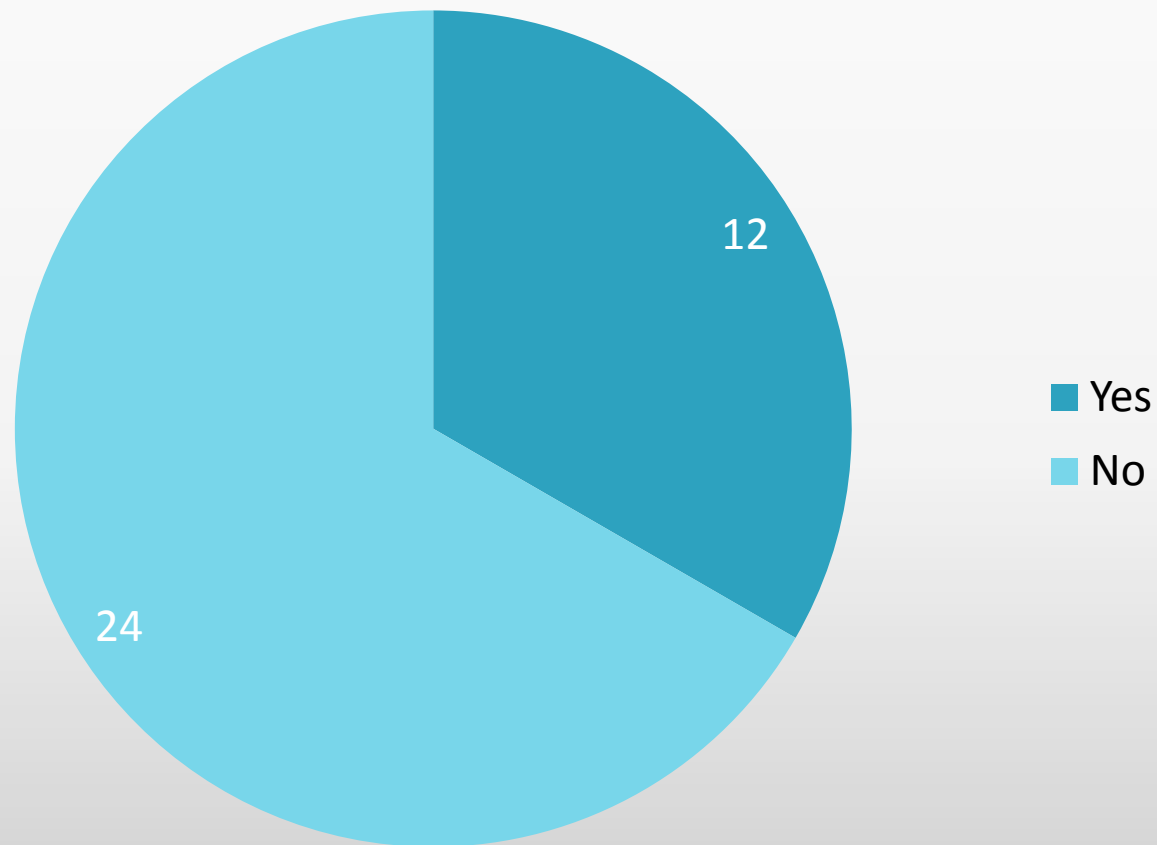
- only telephone
- telephone & sms
- telephone, sms & camera
- telephone, sms, internet & apps
- only internet & apps
- diary
- only sms



FREQUENCY OF USE



CHANGE IN THE NATURE OF SOCIAL CONTACTS



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





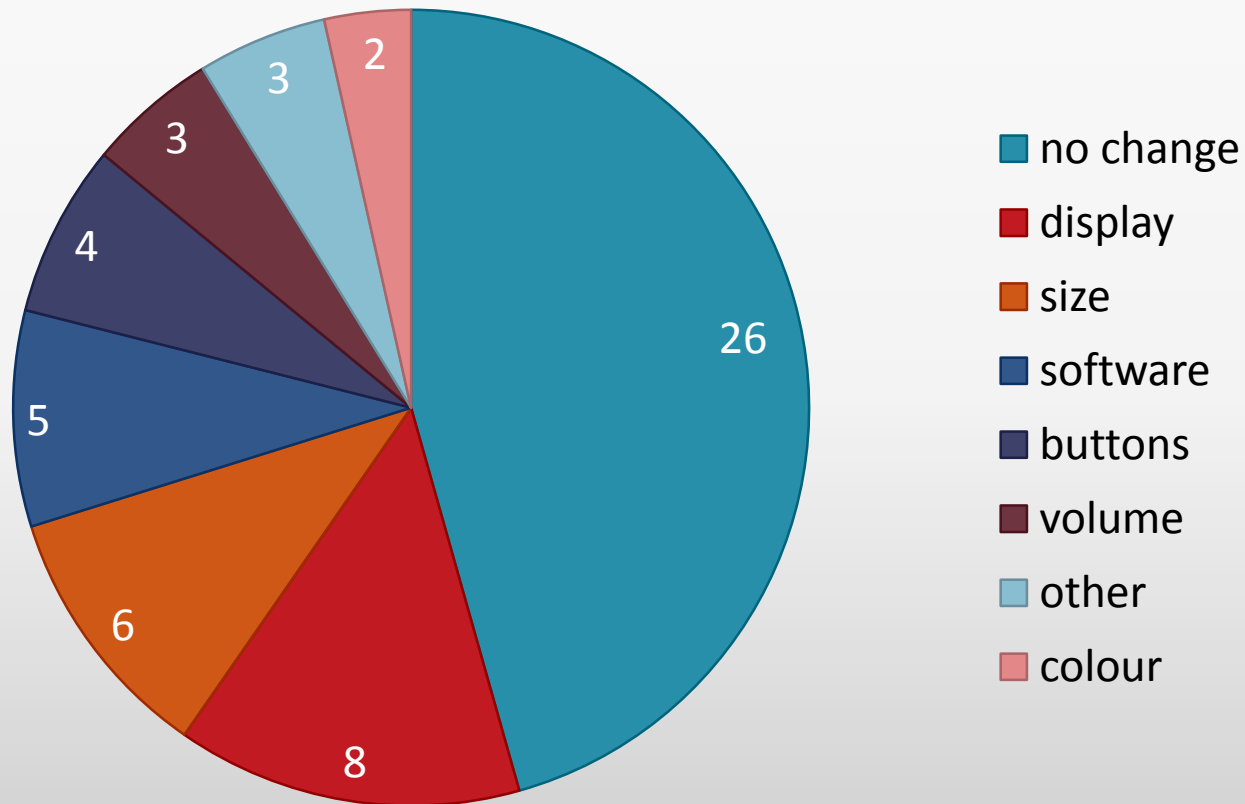
ADAPTATIONS OF MOBILE PHONES

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

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



ADAPTATIONS REQUESTED BY PARTICIPANTS



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.

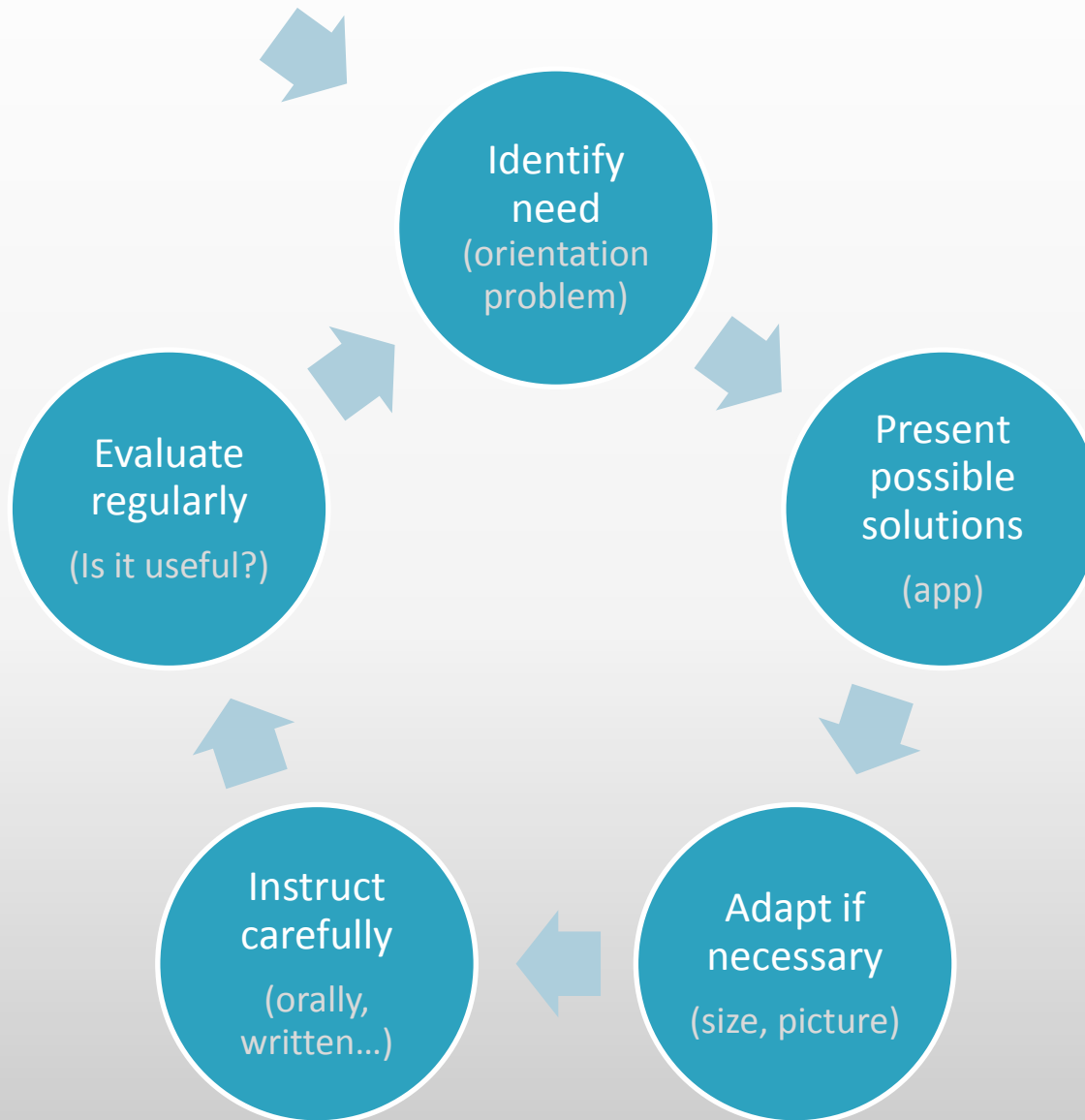
- using the collected information to
 - support them in choosing a mobile phone adequate to their needs.
 - enable them to deal with the features of their current mobile phone.



THERAPEUTIC USE



USE OF MOBILE PHONES IN OT



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]

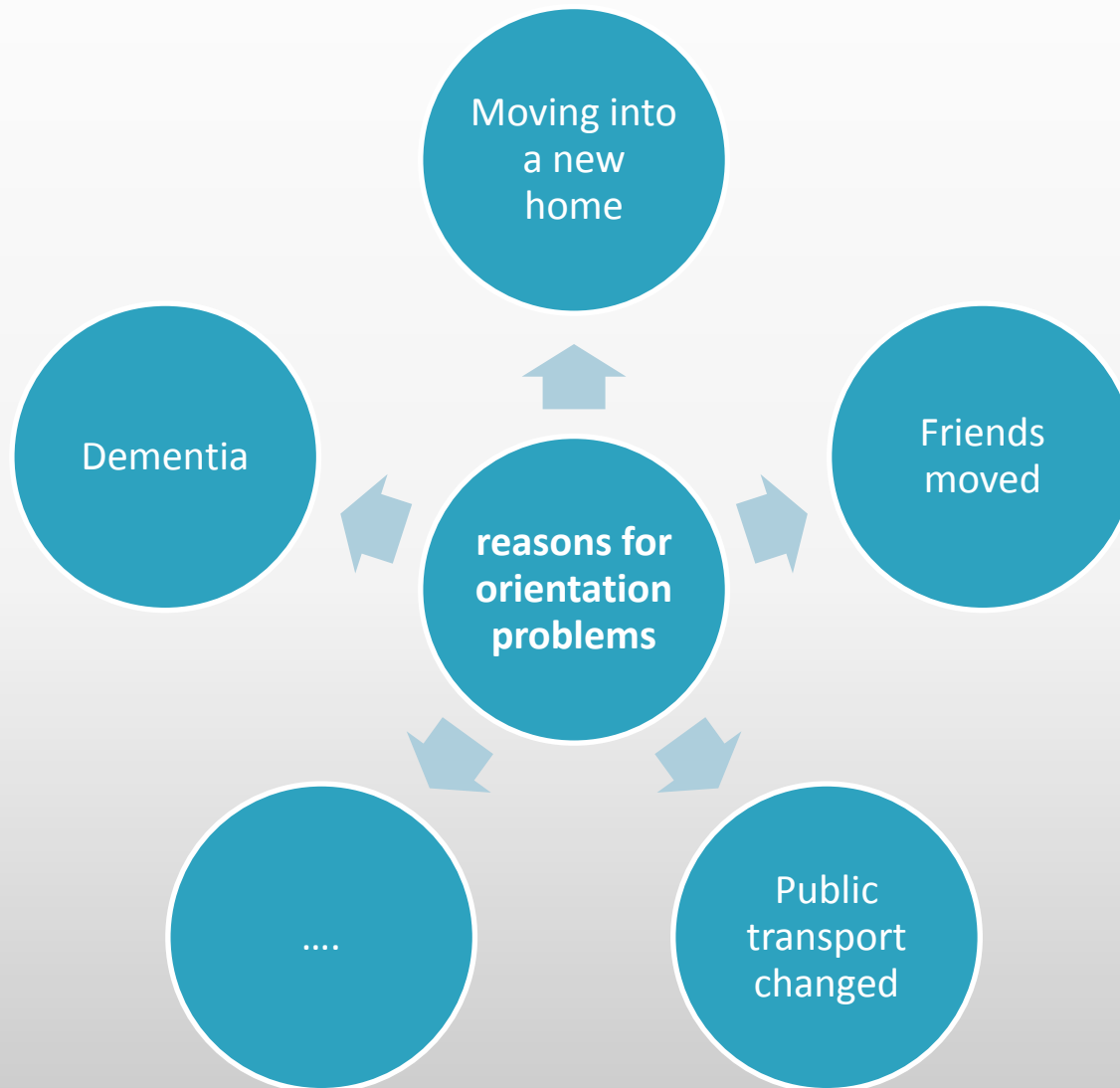


RELATED FINDINGS IN LITERATURE

- People often underestimate the interest of older persons in mobile technology.
- Mobile phones are becoming common personal items for people of all ages.



EXAMPLE: 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.



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Interviews:

- Interviews with 36 people, aged 65+



DISCUSSION

