TIPS FOR INTERVIEWING OLDER ADULTS

- Consider that elders living alone may need and deserve reassurance that the stranger at the door is a provider.
- Use formal address when referring to older adult (Mr/Mrs Jones).
- Be aware of hearing and/or visual deficits that may interfere with interview.
- Eliminate background noises whenever possible and ensure client's comfort during the interview process.
- Slow down your speech and avoid technical terms/jargon.
- Address older adult directly. ASK THE OLDER ADULT, WHAT HE/SHE THINKS THE PROBLEM IS AND TYPE OF SERVICES WANTED/NEED.
- Be aware of non-verbal cues from client and family caregiver.
- Ask to see all over the counter and prescription medications. Record their names and how often taken.
- An older person's ability to manage may be influenced by his/her health, attitudes, cognitive skills, social skills and supports, financial status and/or environment.

ELDER ABUSE AND NEGLECT

Note: All staff with direct client contact are Mandated Reporters

- No Signs of Abuse or Neglect Evident
- Self Neglect (is considered to meet "Danger to Self" Criteria W & I Code 5150, as a result of mental disorder)
- Financial Abuse or Theft
- Physical Abuse (Deliberate Inappropriate Care, Direct Beating
- Sexual Abuse
- Abandonment
- Isolation
- Neglect
- Psychological Abuse (Verbal Assault, Threats)

If possible determine factors associated with cause, such as:

- Age or Frailty of Caregiver
- Caregiver Lack of Knowledge of Patient's Condition
- Failure to Give Care or Medicine Needed
- Physical or Mental Illness of Caregiver
- Lack of Support Systems for the Caregiver
- Financial Difficulties

Suspected or Observed Physical, Sexual Abuse, Abandonment, Isolation, Financial Abuse, Neglect and Self Neglect MUST be reported to Adult Protective Services or Law Enforcement as soon as possible by phone and a written report submitted within 48 hours. (Psychological Abuse is a permissible report).

Los Angeles County Elder Abuse Hotline: (800) 992-1660 (Operates 24-hours a day)

URGENT MEDICAL CLEARANCE RECOMMENDED, IF:

- Confusion and disorientation (perform MMSE and/or CAM)
- Dementia and Delirium May Occur Separately or May Present Together.
- Dizziness or trouble with balance and/or falls.
- Recent general weakness or trouble with right/left-sided weakness.
- Chills or sweating.
- Coughing or difficulty breathing or speaking.
- Chest or abdominal pain.
- Nausea or vomiting.
- Urinary incontinence.
- Areas of tenderness, redness, swelling, and/or head trauma.
- Open sores.
MINI-MENTAL STATE QUESTIONNAIRE

Approach the client with respect and encouragement.
Record client’s years of school completed ______
Ask: Do you have any trouble with your memory? _____yes _____no
Say: May I ask some questions about your memory? _____yes _____no

TIME ORIENTATION
Score (Max. Score)
Ask: What is the Year _____1(1), Season _____1(1), Month _____1(1), Day _____1(1)

PLACE ORIENTATION
Ask: Where are we now? What is this State _____1(1), City _____1(1), Part of City _____1(1), Building _____1(1), Room/Office _____1(1)

REGISTRATION
Say: listen carefully. I am going say three words. You say them back after I stop. Ready? Here they are: PONY, QUARTER, ORANGE. What were those words?
Give 1 pt for each correct answer, then repeat them until the patient learns all three.

ATTENTION & CALCULATION
Ask: Subtract 7 from 100 and continue to subtract 7 from each subsequent remainder until I tell you to stop.
What is 100 take away 7 _____1(1)
Say: Keep going _____1(1), _____1(1), _____1(1)

RECALL OF THREE WORDS
Ask: What were the three words I asked you to remember?
Give one point for each correct answer: _____1(1), _____1(1), _____1(1)

NAMING
Ask: What is this? (show pencil) _____1(1),
What is this? (show watch) _____1(1)

REPETITION
Ask: Now I am going to ask you to repeat what I say. Ready? “No ifs, ands, or buts.” Now you say that _____1(1)

COMPREHENSION
Say: Listen carefully because I am going to ask you to do something. Take this paper in your hand _____1(1), fold it in half _____1(1), and put it on the floor _____1(1)

OVERALL SCORE: 0-23 suggest MODERATE to SEVERE cognitive impairment
0-17 suggest MILD cognitive impairment

DELIURU
CONFUSION ASSESSMENT METHOD (CAM)

I. ACUTE ONSET OR FLUCTUATING COURSE

Is there evidence of an acute change in mental status from the patient’s baseline? Or
Did the (abnormal) behavior fluctuate during the day, tend to come and go or increase and decrease in severity?

II. INATTENTION

Did the patient have difficulty focusing attention?
(e.g. being easily distracted or having difficulty keeping track of what was being said).

III. DISORGANIZED THINKING

Was the patient’s thinking disorganized or incoherent (e.g. rambling or irrelevant conversation, unclear or illogical flow of ideas, or unpredictable switching from subject to subject)

IV. ALTERED LEVEL OF CONSCIOUSNESS

Overall, how would you rate the patient’s level of consciousness?
Alert

Vigilant (hyperalert) __ Lethargic (drowsy, easily aroused) __
Stupor (difficult to arouse) __ Coma (unarousable) __

Do any checks appear in the box ABOVE?

The diagnosis of delirium is suggested with the presence of the first two criteria and either one of the third or fourth criteria.

RECENT CHANGES IN MENTAL STATUS REQUIRE URGENT MEDICAL ASSESSMENT


SENSORY DEFICITS

Vision:
Snellen Chart for gross visual acuity screening. May be helpful in determining severe visual deficits in older clients.

COVERING ONE EYE AT A TIME
HOLD CARD IN GOOD LIGHT 14 INCHES FROM EYES
If Client Wears Glasses, Test Vision With Them On.

If visual acuity is less than 20/100 with glasses, if available, special attention should be given to prevent accidental tripping and assistance with reading should be offered. Record if client uses prescription glasses or other assistive devices.


Hearing
“Whisper” test. Record if client uses assistive devices.

Gait
“Get up and Go” test. Record if client uses assistive devices.
GERIATRIC DEPRESSION SCALE (GDS) SHORT FORM

1. Are you basically satisfied with your life? YES NO
2. Have you dropped many of your activities and interests? YES NO
3. Do you feel that your life is empty? YES NO
4. Do you often feel bored? YES NO
5. Are you in good spirits most of the time? YES NO
6. Are you afraid that something bad is going to happen to you? YES NO
7. Do you feel happy most of the time? YES NO
8. Do you often feel helpless? YES NO
9. Do you prefer to stay at home, rather than going out and doing new things? YES NO
10. Do you feel you have more problems with memory than most? YES NO
11. Do you think it is wonderful to be alive now? YES NO
12. Do you feel pretty worthless the way you are now? YES NO
13. Do you feel full of energy? YES NO
14. Do you feel that your situation is hopeless? YES NO
15. Do you think that most people are better off than you are? YES NO

Score __/15

One point for: NO on 1, 5, 7, 11, 13 and YES on 2, 3, 4, 6, 8, 9, 10, 12, 14, 15 (Underlined Responses Indicates Depressed Answers)

Normal score is 0-5; above 5 suggests depression.

The presence of depression requires a mental health assessment, including the potential need for antidepressant treatment.


SUICIDE RISK ASSESSMENT

Note: Older Adults are the HIGHEST RISK group for completed suicides. Are you feeling suicidal?
1. Have you or anyone you looked up or attempted/committed suicide? YES NO
2. Do you have a plan of how and when you would do it? YES NO
3. Do you have family, friends or others?

MODERATE: Risk - 1 positive response. Requires a Mental Health Assessment. HIGH Risk - 2-3 positive responses. Requires an Urgent Mental Health Assessment and suicide precautions, including ensuring the presence of a caregiver at all times.

ALCOHOL ABUSE (CAGE QUESTIONNAIRE)

1. Have you ever felt you should cut down on your drinking? YES NO
2. Have you ever felt annoyed by criticizing your drinking? YES NO
3. Have you ever felt guilty about your drinking? YES NO
4. Have you ever had a drink first thing in the morning to steady your nerves or get rid of a hangover (eye-opened)? YES NO

1 or more positive responses on this screen warrants a full diagnostic assessment for alcoholism.


ACTIVITIES OF DAILY LIVING (ADLs & IADLs)

PHYSICAL ADLs
- Bathing
- Dressing
- Toileting
- Transfers
- Continence
- Feeding

INSTRUMENTAL (IADLs)
- Using the Telephone
- Shopping
- Food Preparation
- Housekeeping
- Laundry
- Transportation
- Taking Medicine
- Managing Money

Score __/8

These objective descriptors of client functioning range in score from a LOW of 0-1 indicating most independent to a HIGH of 6-8 indicating most dependent. Record date when client was last able to perform task independently and function by Proxy (is someone else assisting client with task).


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