

## Audiovisual Reviews – “I Only Hear You When I See Your Face,” Produced by Hope for Hearing Foundation

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Kennedy-Malone, L. (1993). I only hear you when I see your face, (movie review). *The Gerontologist*, 33 (5) p. 700.

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### **Article:**

*I Only Hear You When I See Your Face*, 1/2" videocassette/10 min/color/1992. Producer, Hope for Hearing Foundation. Distributor, Terra Nova Films, 9848 S. Winchester Ave., Chicago, IL 60643. 312-881-8491. Sale \$69.95, rent \$35.

How does an older person with hearing loss react when his sleep is interrupted during the night by a soft-spoken nurse carrying a flashlight? *I Only Hear You When I See Your Face* is a short video that depicts the hospital experience of a partially deaf older patient, Mr. Peters. The prevalence of hearing loss in the United States is discussed initially. The barriers to communication that partially deaf persons encounter when they are in a new environment are presented.

A number of scenarios demonstrate how health care professionals can unknowingly alienate partially deaf persons by not taking into consideration their special needs. In the first scene, a nurse draws back the curtains, causing glare from the window. The patient cannot see the nurse's face because of the shadow that is created. A lab technician preparing to draw blood gives instructions with his back to Mr. Peters, A unit clerk tries to gather information from him in a setting with too much background noise. And finally, a nurse standing behind the patient in bed administers an intramuscular injection. The patient is startled because he could not hear her instructions. Each scenario presented is realistic to everyday practice. Unless a health care worker is aware that a person is partially deaf, measures to enhance communication may not be implemented.

Tips to facilitate communication with a partially deaf person are portrayed as well. Some of the suggestions made include posting a symbol for hearing impairment on the patient chart and advising the patient about the availability of special equipment such as a portable amplifier. These techniques are emphasized in briefly repeated scenes and in written text on the screen.

*I Only Hear You When I See Your Face* is a thought-provoking video with genuine situations portrayed for health care professionals. One senses the frustration of Mr. Peters and the staff when communication is impaired. For students in a variety of health care professions, this video is well worth watching. In addition, viewing *I Only Hear You When I See Your Face* during an orientation program for all new personnel would lead to a pertinent discussion of the importance of identifying barriers and incorporating strategies to amplify communication. For those health care providers who have been in practice for a number of years, this video provides a refreshing reminder to communicate more effectively with the hearing impaired patient.