



**MORE**

**COVER**

2022

Wellness Roadshow

**Gearing up for Post  
Pandemic Wellness**

MORE THAN A MEMBER. **MORE WITH BANKMED.**





# Welcome

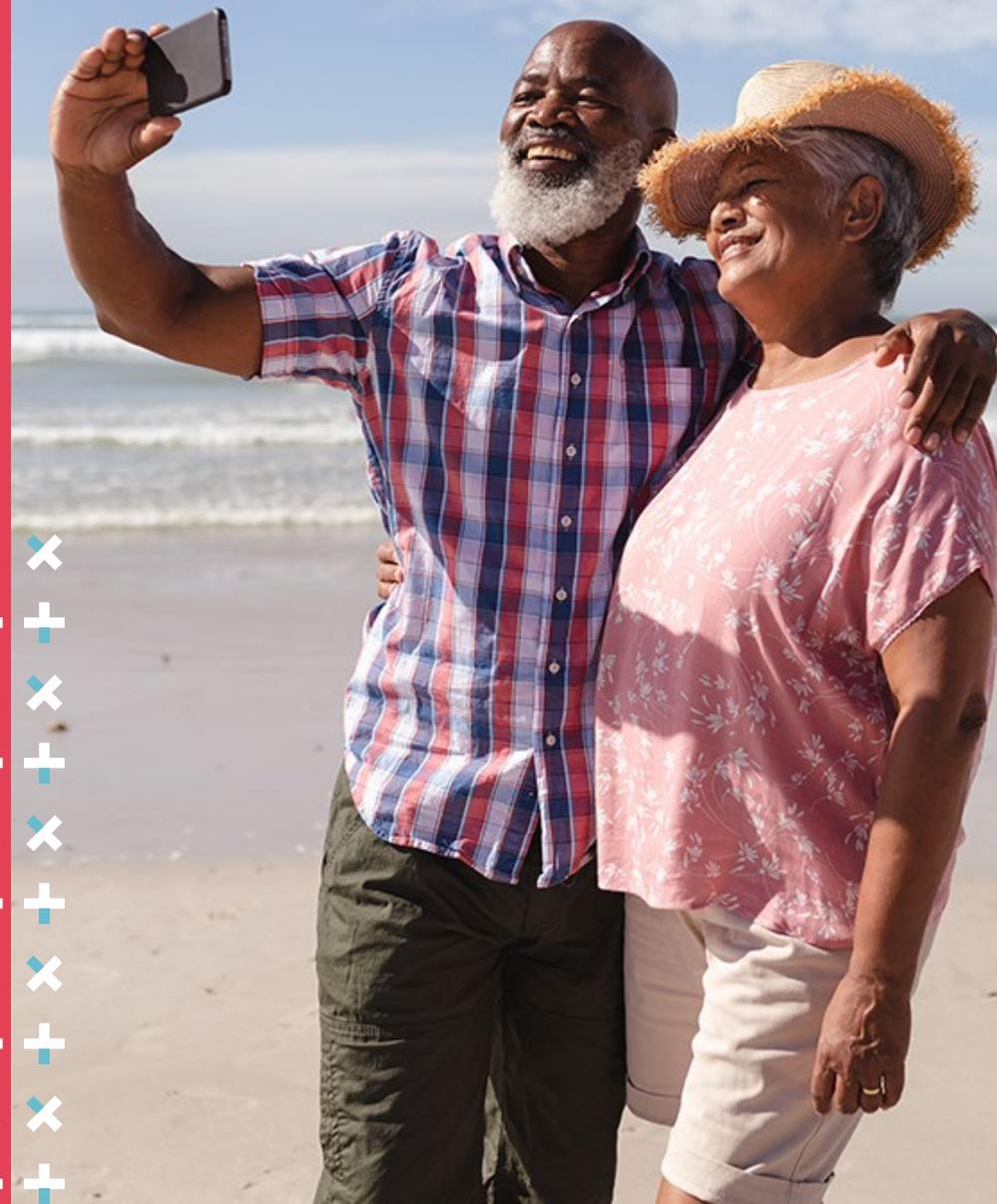
Presenter:  
Michelle Bam





# Agenda

- 01 | Welcome
- 02 | Ageing **trends** and impact on **demand** for Health Care
- 03 | Impact and **Advice** on COVID-19 for The Elderly
- 04 | The Elderly that are **High Risk**
- 05 | **Regain your Independence**
- 06 | The **New Normal**
- 07 | Ten Top **Tips**: Helping **Re-engage** After the Pandemic
- 08 | Priority Areas for **Improving your Health**
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- 10 | **Recommendations**
- 11 | **Key Take-Aways**



# Introduction

## *The COVID-19 Period has been challenging*

As South Africa starts to reopen, people will have to weigh the **risk versus benefit** of getting out more, along with their own tolerance for **uncertainty**.

The bottom line, health experts say, is people should continue to **be vigilant**:

- Maintain social **distance**
- Wear **masks**
- Wash your **hands**
- **Take responsibility** for your **own health** and that of those around you

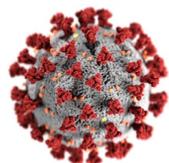
Reopening is not back to normal. It is trying to find ways to allow people to get back out to do things they want to do, and business to do business.

We can't pretend the virus has gone away.  
The vast majority of the population is still susceptible.





## Introduction



# Responding to COVID-19

- The COVID-19 pandemic has **created uncertainty** in our daily and family lives
- It can be difficult to **adjust** to this 'new normal'
- From physical distancing to practicing good hand hygiene –these have become part of our **daily routines**
- A rapidly-changing environment has meant a greater need for us to be **agile and adaptive**





# Ageing trends and impact on demand for Health Care



## Ageing trends and impact on demand for health care



Increased **longevity** and decreasing fertility rates have resulted in **ageing populations globally**



This **change in population structure** and the associated **economic, social and health systems impacts** are of growing concern to policy-makers worldwide



There is a strong **link** between a high prevalence of **chronic disease, disability and ageing**, and an **increase** in the **care** burden



Poor health leads to lower **quality of life** and levels of well-being and higher levels of disability among older adults, especially among the poor



Population ageing is happening three times faster in low-and middle-income countries(LMICs) than in high-income countries and the relatively rapid pace of ageing in LMIC's means that they will have a relatively shorter lead time in preparing for the **demographic shift**

Research in South Africa forecasts that between 2002 and 2022 the number and proportion of older adults in South Africa would increase from 3.3 million (7.2% of the population) to 5.7 million (9.1% of the population). The growth rate of the over-60 population is 2.7% per annum, nearly twice that of the population under-60 (1.4%). Between 2002 and 2022, while the overall population growth is expected to be 1.5% per annum, relative expected expenditure is expected to increase by 1.8% per annum. Ageing alone is therefore expected to increase and relative expected expenditure by 0.3% per annum.

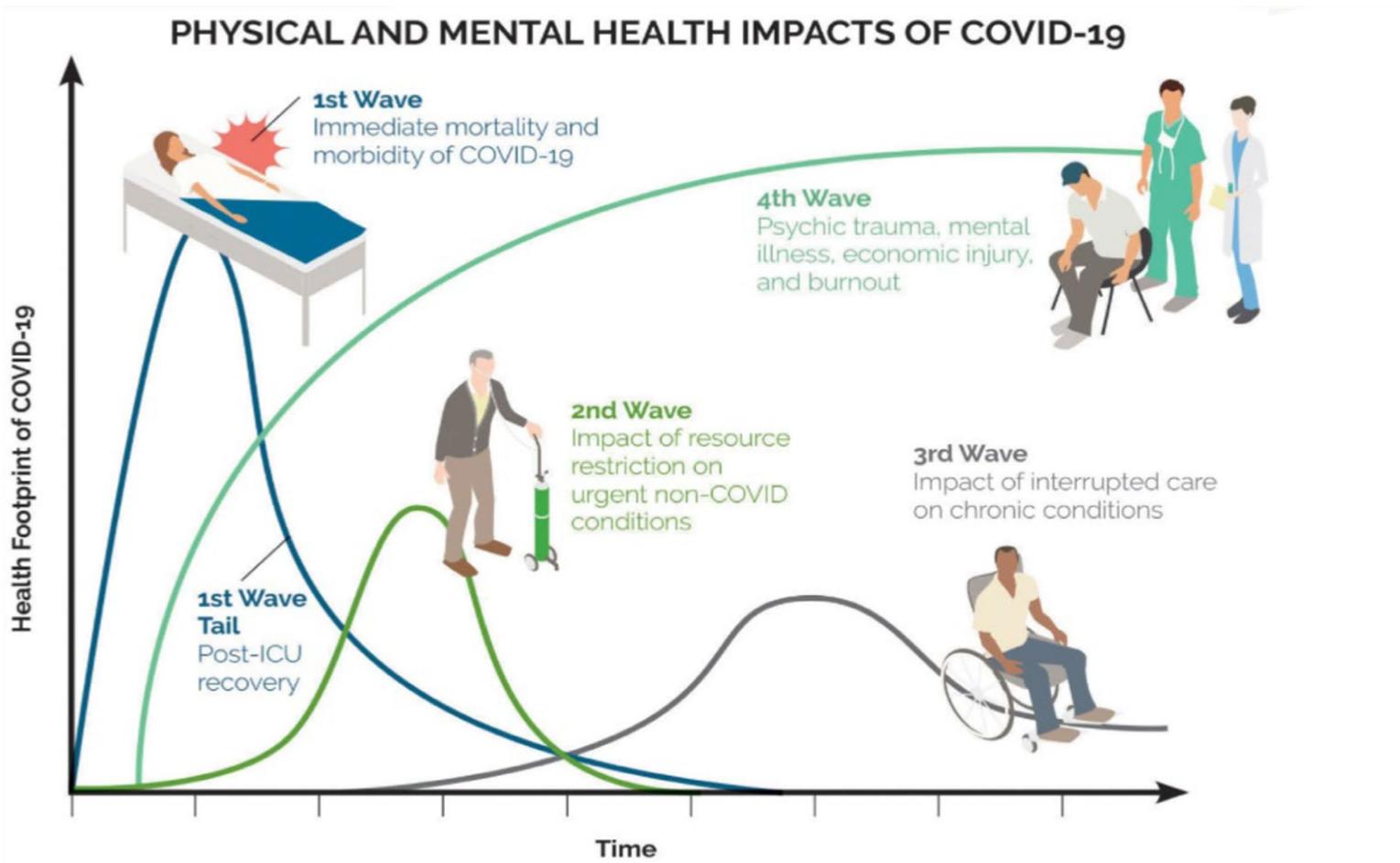


# Impact and Advice on COVID-19 for The Elderly





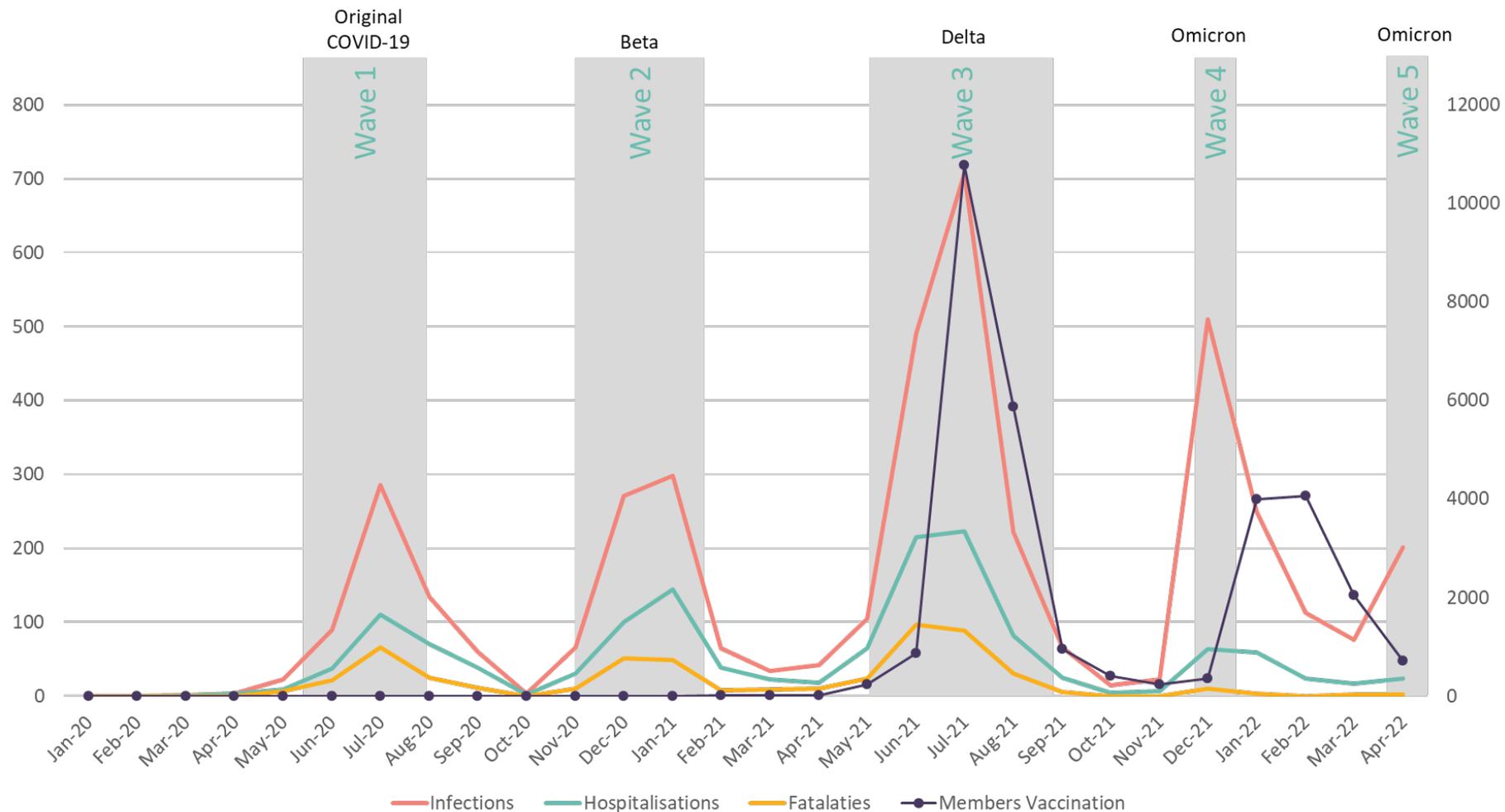
# The Impact of the COVID-19 waves



*A 5th Wave is anticipated to start in May 2022, which may have a high infection rate and low mortality rate.*



# The Impact of the COVID-19 waves on the Over 60 Bankmed population



## The Impact of the COVID-19 waves

***COVID-19 is a complex illness that might require ongoing clinical care even after being discharged from the hospital***

# 1 in 11

Patients hospitalized for COVID-19 were **readmitted** to the same hospital within 2 months

### Patients who were readmitted were more likely to:



Be 65 years of age or older



Have been hospitalized within the 3 months preceding the first COVID-19 hospitalization



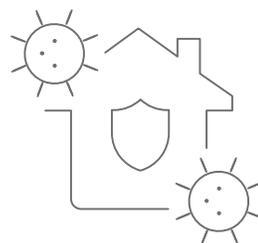
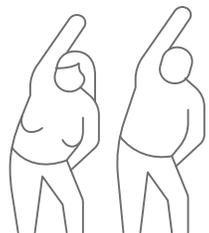
Have a chronic medical condition



Have been discharged to a skilled nursing facility or with home health care



# Effects of COVID-19 on the Elderly



**Before COVID-19**



**COVID-19 Pandemic and Restrictions**



**Results**



**Increased**

Falling

Depression Symptoms

Feeling Lonely

Social Injustice And Social Inequality

Tele-health Applications

Body Pains

Coronaphobia

Secondary Disease Risk

**Decreased**

Physical Condition

Life Quality

Combating Chronic And Acute Pain

Physical Activity Level

Access To Physiotherapy

Access To Safe Food

Life Satisfaction

Vitamin D Production

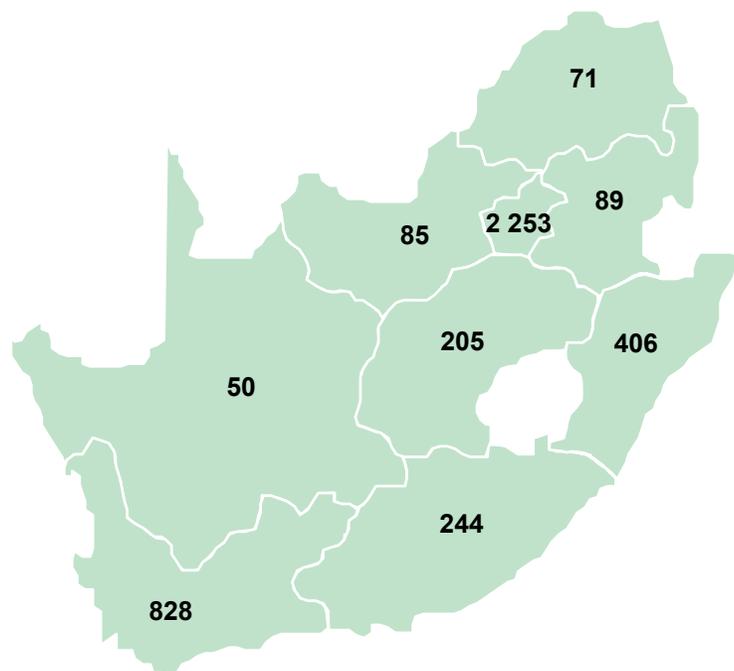
Healthy Lifestyle



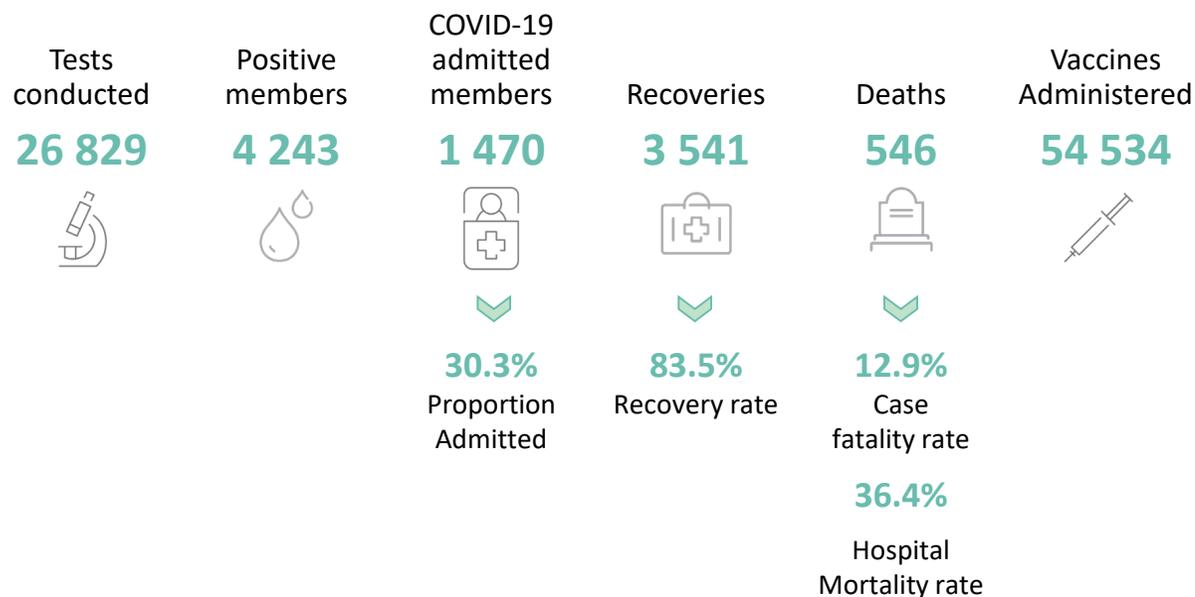
# COVID-19 Information –60 and over members

**4 243 positive cases with a recovery rate of 83.5% and a case fatality rate of 12.9%**

## COVID-19 cases by Province



## BANKMED CONFIRMED CASES | 4 243 | as at 04 May 2022 (cumulative since the start of the pandemic)



*\*We have extended the definition of confirmed positive members to also include admissions coded with U07.1 but not confirmed through pathology testing yet*

## 79.44% of the 60 and Over Bankmed Members have been vaccinated as at 04 May 2022



Vaccines Given:  
**54 534**

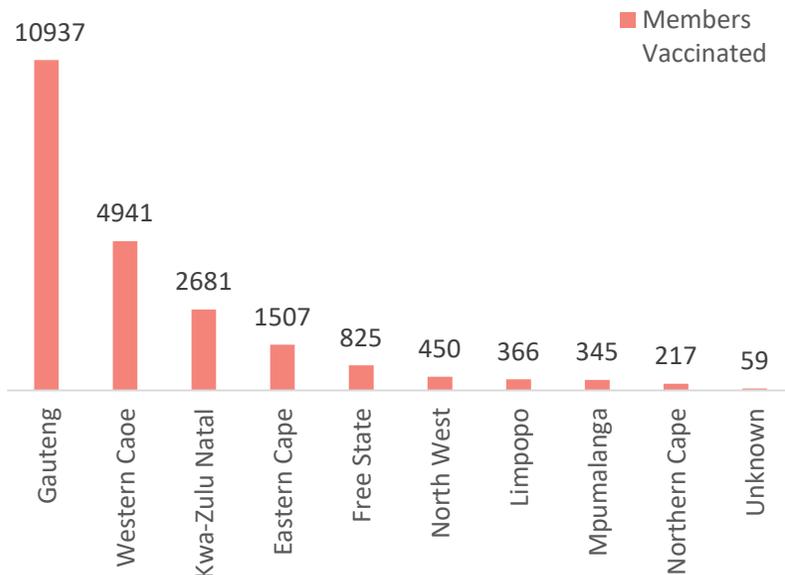


Members Vaccinated:  
**22 328**

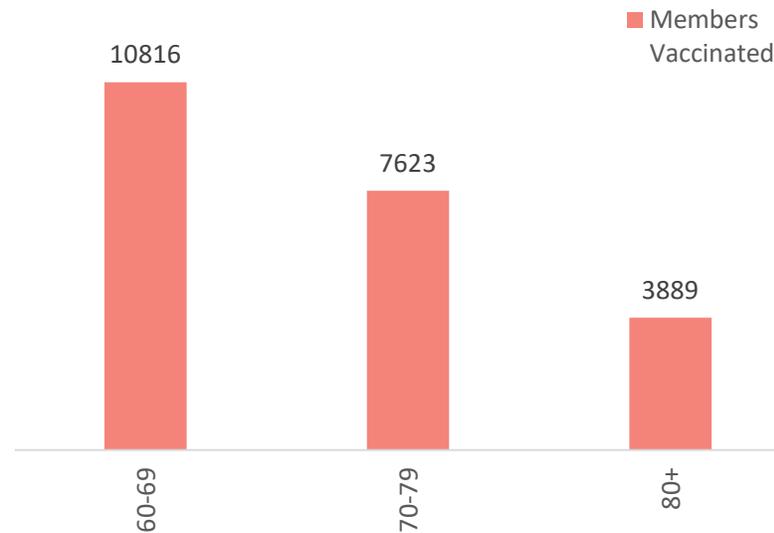


Member Base Vaccinated:  
**79.44%**

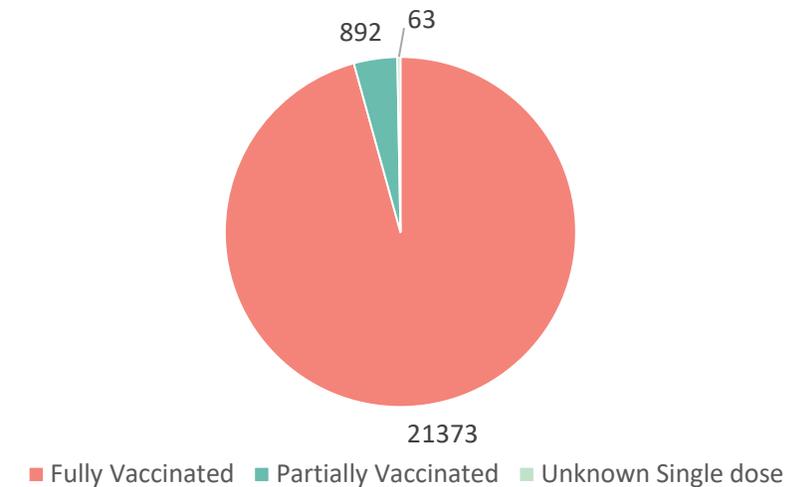
Members vaccinated by Province



Members vaccinated by Age Group



Vaccination Status





# Basic protective measures

**To prevent infection, there are a few things that you can do:**



Wash your hands frequently and thoroughly with soap and water and dry them thoroughly

Cover your mouth and nose with a flexed elbow or tissue when coughing and sneezing

Avoid touching your eyes, nose and mouth. Hands touch many surfaces that could be contaminated with different viruses and other pathogens

Keep physical distance from others. When you go out, avoid crowded spaces and maintain a distance

Clean and disinfect frequently touched surfaces every day

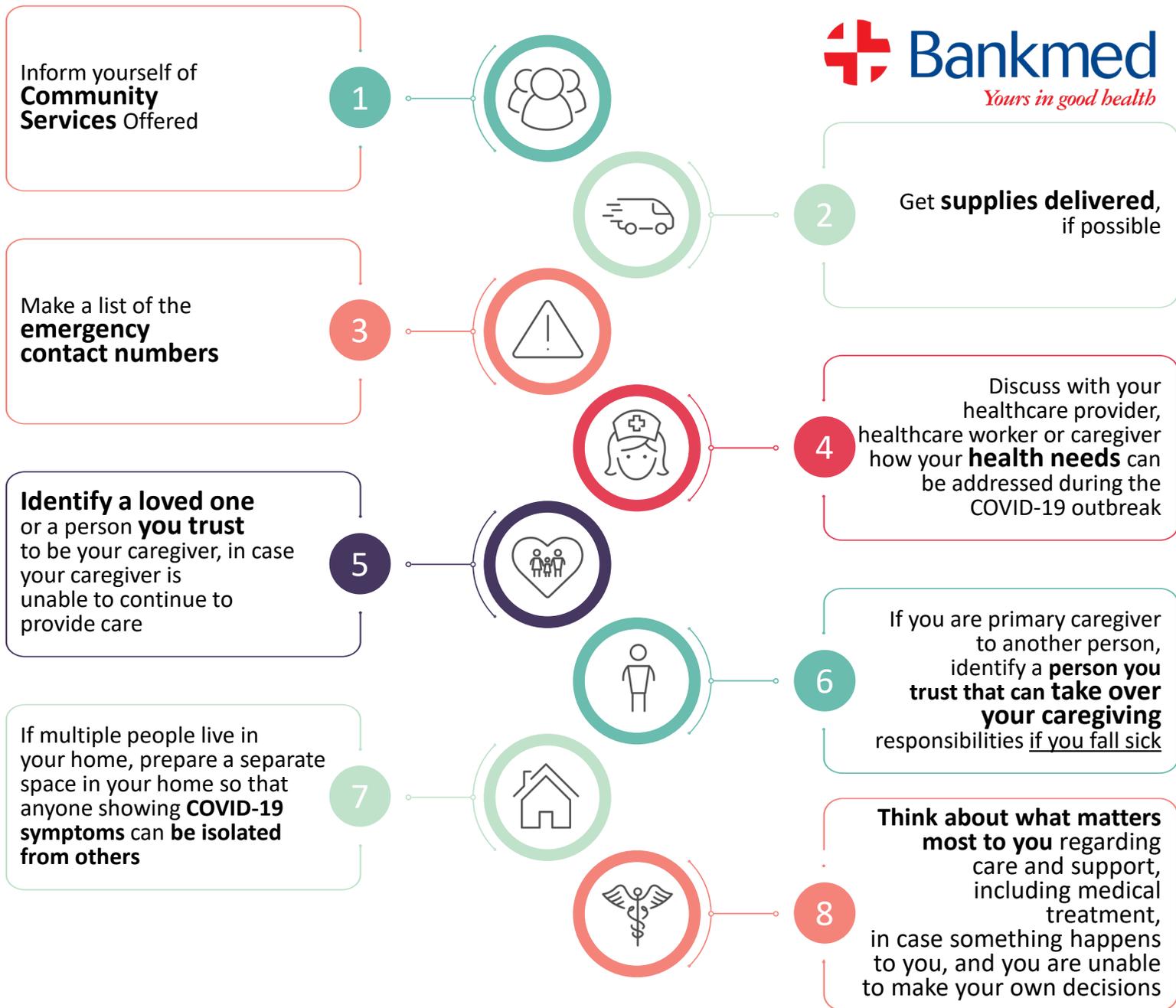
Wear a mask if you are in a public indoor area





# Advice to prepare for COVID-19 in your community:

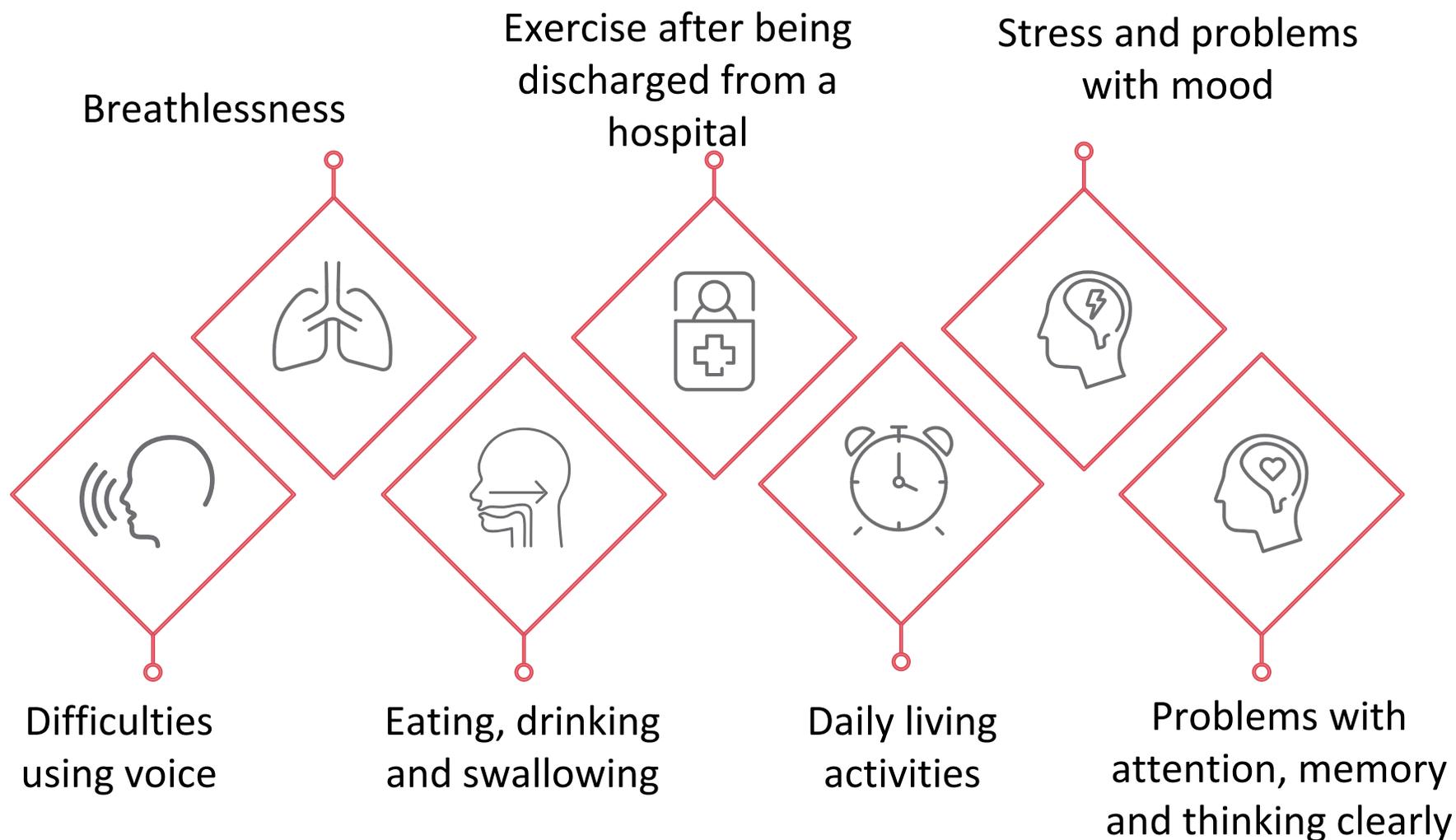
Based on local context, older people should consider the following additional measures





# Advice for self-management post COVID-19 infection

*If you have been severely unwell and have been admitted to a hospital with COVID-19, consider the following to support your recovery and address residual COVID-19 symptoms **by managing**:*





# Get Vaccinated and Get your Booster dose

**Real-world data show vaccination\* reduced the risk for COVID-19 hospitalization among adults 65 and older**

Vaccination is a critical tool to reduce severe COVID-19 in adults 65 and older



Dose #1



Dose #2



21 or more days after first dose



If you received	Who should get a booster	When to get a booster	Which booster can you get
Pfizer-BioNTech	Everyone 18 years and older	At least 90 days (3 months) after completing your primary COVID-19 vaccination series	Pfizer-BioNTech is preferred in most* situations
Johnson & Johnson's Janssen*	Adults 18 years and older	At least 60 days (2 months) after receiving your J&J/Janssen COVID-19 vaccination	Pfizer-BioNTech is preferred in most* situations

***If both vaccines are available, homologous boosting should be preferred, unless the vaccinee requests to receive a heterologous booster dose, or has a history of experiencing an adverse event following immunization***

## What to Expect during and after Your Booster Shot Appointment?

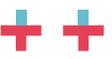
- Bring COVID-19 **Vaccination Record** card to your booster shot appointment so your provider can fill in the information about your booster dose. If you did not receive a card at your first appointment, contact the vaccination site where you got your first shot or your state health department to find out how you can get a card.
- You may experience **side effects** after getting a COVID-19 vaccine. These are normal signs that your body is **building protection** against COVID-19.
- Everyone is still considered fully vaccinated two weeks after their second dose in a two-shot series, such as the Pfizer-BioNTech or two weeks after a single-dose vaccine, such as, the J&J/Janssen vaccine according to the CDC.



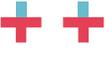


## The Elderly that are High Risk



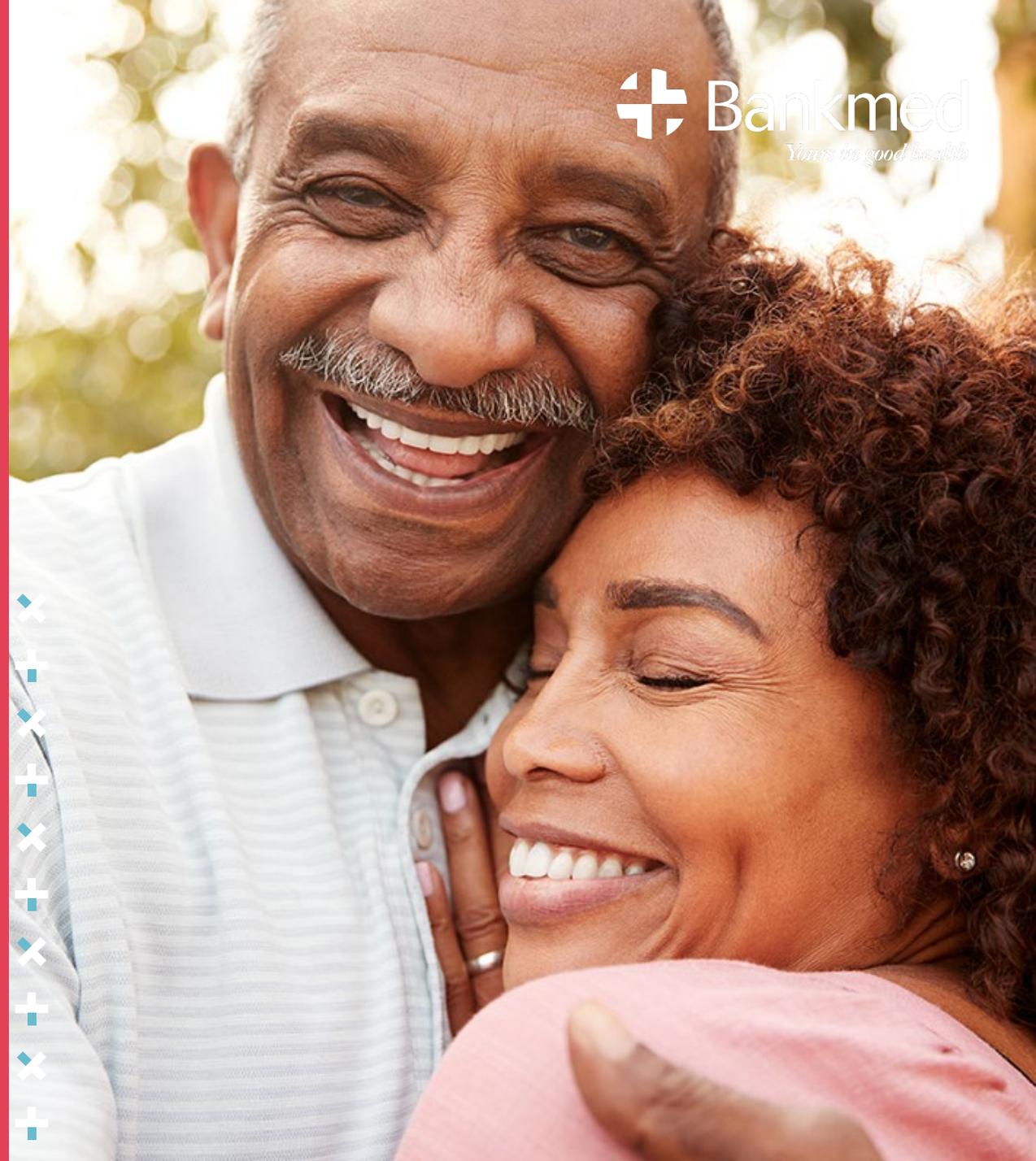


## ✕ ✕ The Elderly that are high risk



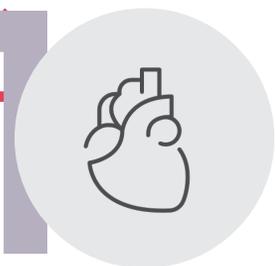
People 60 years or above **with any comorbidity** are at high risk. They should keep themselves **well hydrated, exercise and eat healthy as a routine practice.**

They should be up to date on how the coronavirus is affecting their area and follow the advisories given by the government as the situation evolves. People above 60 years of age with any of the following conditions are at risk:





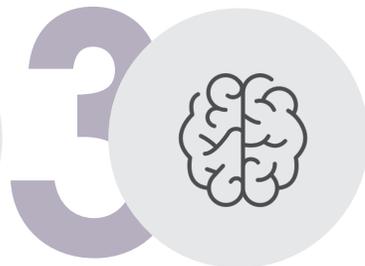
# People above 60 years of age with any of the following conditions are at risk



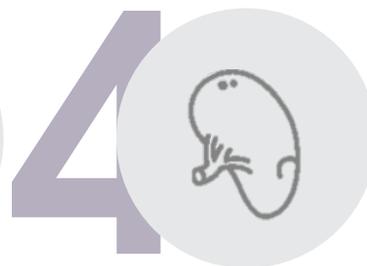
Chronic heart disease



Chronic respiratory diseases



Chronic neurological conditions



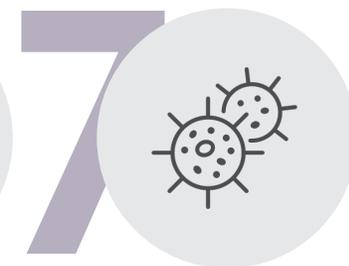
Problems with your spleen



Weakened immune system



People with organ transplant



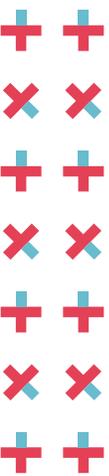
People with cancer undergoing active treatment





## Regain your Independence





# Regain your independence

*This might be a challenging journey*

## During Lockdown

- Decreased engagement with health care professionals to assess health and mental state
- Isolated from community
- Decreased social engagement
- Self-neglect
- Sad and lonely
- Mental health needs
- Loss, grief and bereavement



## Regaining independence after Lockdown

- **Engage** with health care professional to **assess independence**
- **Re-engage in social activities**
- Social Engagements
  - Lunch clubs and community centers
- Engaging in social committees
  - Voluntary services / organisations
- **Increased Physically Activities**
- Increased happiness and less lonely
- **Taking better care of yourself**



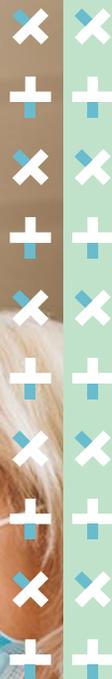
Primary care nurses are best placed to identify older people who are struggling to remain as independent as they were before lockdown began.

They can carry out assessments to identify risk and suggest interventions or treatments before patients deteriorate further.

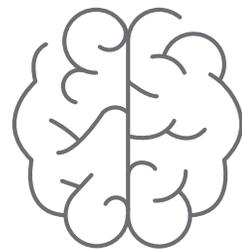


# The New Normal

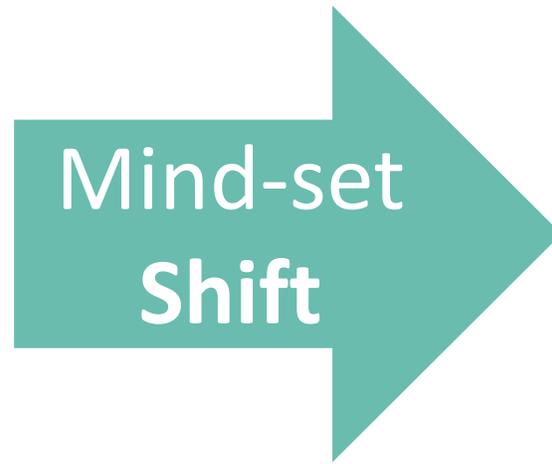




# The New Normal



**Old  
Normal**



**New  
Normal**



## Adjusting to the New Normal

*Here are nine tips to help you adjust to our new normal*

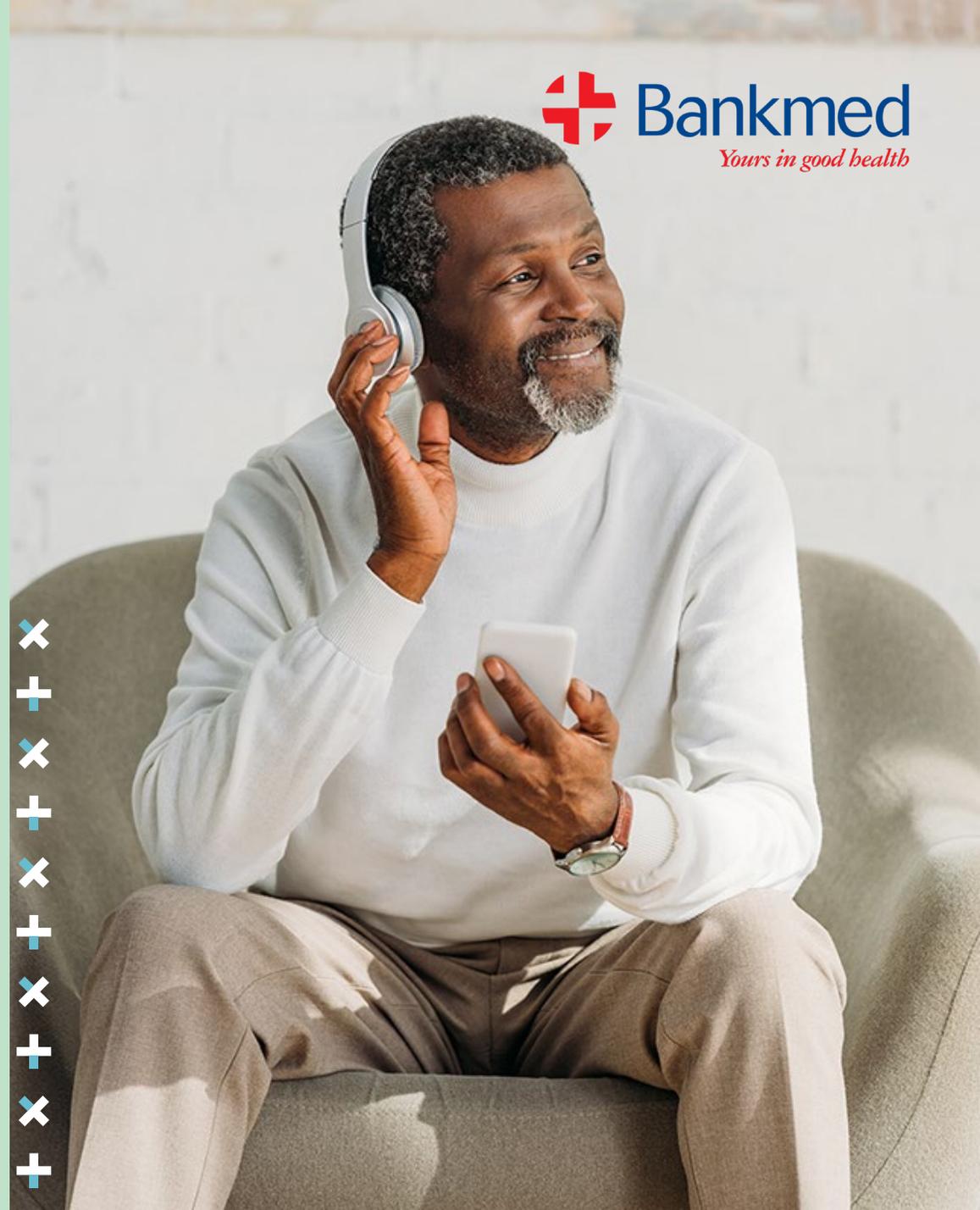
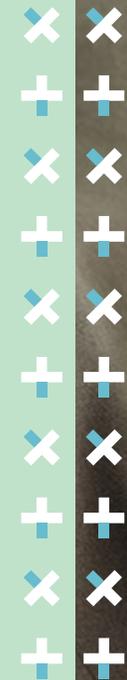
- Be **accepting** of the situation
- **Respond** instead of reacting
- Give yourself **time** to process new information
- Allow yourself time to **adapt** to change. Everyone reacts **differently** to new things
- Be flexible and open to **relinquishing control** over the situation
- Go easy on yourself and **manage** expectations at work and at home
- **Focus on what you can do**, not on what you can't
- Set new **routines** that work for you and don't pressure yourself
- **Practice mindfulness. Be in the moment** and focus on **what you can achieve today**

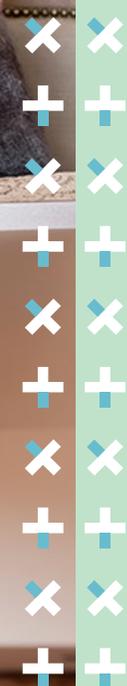


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## The 'New Normal' for Many Older Adults Is on the Internet

- **Expand** your Technology Literacy
- More Confidence using **Smartphones** and other new technology
- Taking charge of the impact of physical distancing
- Impact of the digital divide





## Turning to Technology

Remember that Tech can't replace touch. For many older people, some degree of isolation was already a part of life before coronavirus. But that doesn't make their human desire for touch and in-person interaction any less acute.



## Ten Top Tips: Helping Re-engage After the Pandemic





# Helping Re-engage after the Pandemic



## Deconditioning

The loss of functionality –after months with reduced levels of activity. This will have affected all aspects of **physical fitness, strength, stamina and skill.**

### The caregiver should:

- Assess if a decline in ability has been noticed
- Ask if the pensioner is worried about their balance
- A Healthcare professional should assess if there is a risk of fall
- Assist with exercise/stretching



## Loneliness

Loneliness and a lack of a **sense of belonging or purpose** can quickly lead to depression. Older men particularly find it hard to admit if they are struggling.

### The caregiver should:

- Ask specific questions about loneliness and symptoms of depression
- Look out for changes in routine
- Help make **social connections**
- Practice physical distancing but not social isolation



## Bereavement

- As people age they experience many losses. Accumulated losses can translate into feelings of bereavement and grief
- Long-term partners have been separated when a person has been taken to hospital
- The absence of these important aspects of death and dying may have a significant impact on the natural grieving process and on the health and wellbeing of the bereaved
- Older people are often stoical about dealing with death and are slow to ask for help





# Helping Re-engage after the Pandemic



## Eating Well

For individuals there are many factors that can lead to malnourishment, including chewing and swallowing difficulties, sore mouth, loose teeth and ill-fitting dentures.

### How to help:

- Ask for assistance with shopping
- A speech therapist can assist with swallowing difficulty
- Try to eat all 3 meals a day and snack
- Refer to dietetic services if indicated
- Ensure you have good dentition – a good set of teeth



## Dehydration

Keeping hydrated ensures that bodily functions work well. Older people have lower fluid levels.

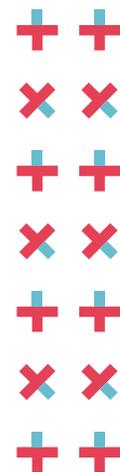
- Have at least eight glasses of water a day
- Bust the myth that drinking more during the day will mean more trips to the loo at night



## Caring Responsibility

More older people are providing informal care than before the start of COVID-19. The level of responsibility they have taken on is considerable and many carers are exhausted.

- Pensioners should ensure informal caregivers are identified in medical records and that they look after their own health where possible.
- Ensure that home assessments for equipment have been undertaken.
- **Provide information for caregivers to engage with other caregivers for support.**





# Helping Re-engage after the Pandemic



## Medicine

Some older people have difficulties accessing their medication, in particular with **re-ordering, delivery and taking the right medication** at the right time. The normal checks and balances on medication management, including reviews, have not always continued throughout lockdown.

- Pensioners/Caregivers should ensure that routine medication monitoring such as blood tests (**PHA**) have been done
- Caregivers should ensure elderly patients are ordering and taking all their prescribed medicines



## Start Re-engaging with life

Older people may need to build up their confidence to **leave the house** and go on walks and outings. Many are worried about attending GPs and hospital appointments.

### Caregivers should inspire them to:

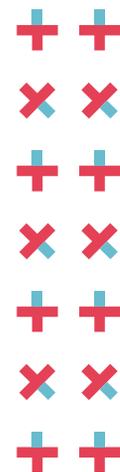
- Build up to going for a walk, walking short distances, chatting to people along the way and feeling a sense of achievement. Little and often is key.
- Make sure the elderly foot care and nail cutting is done and that shoes fit well to make walking easier.



## Help them do new things

As restrictions ease it is a good time to help older people **broaden their horizons**.

There are also volunteering opportunities available for anyone wanting to become a befriender so telephone befriending can benefit both sides.



# Helping Re-engage after the Pandemic

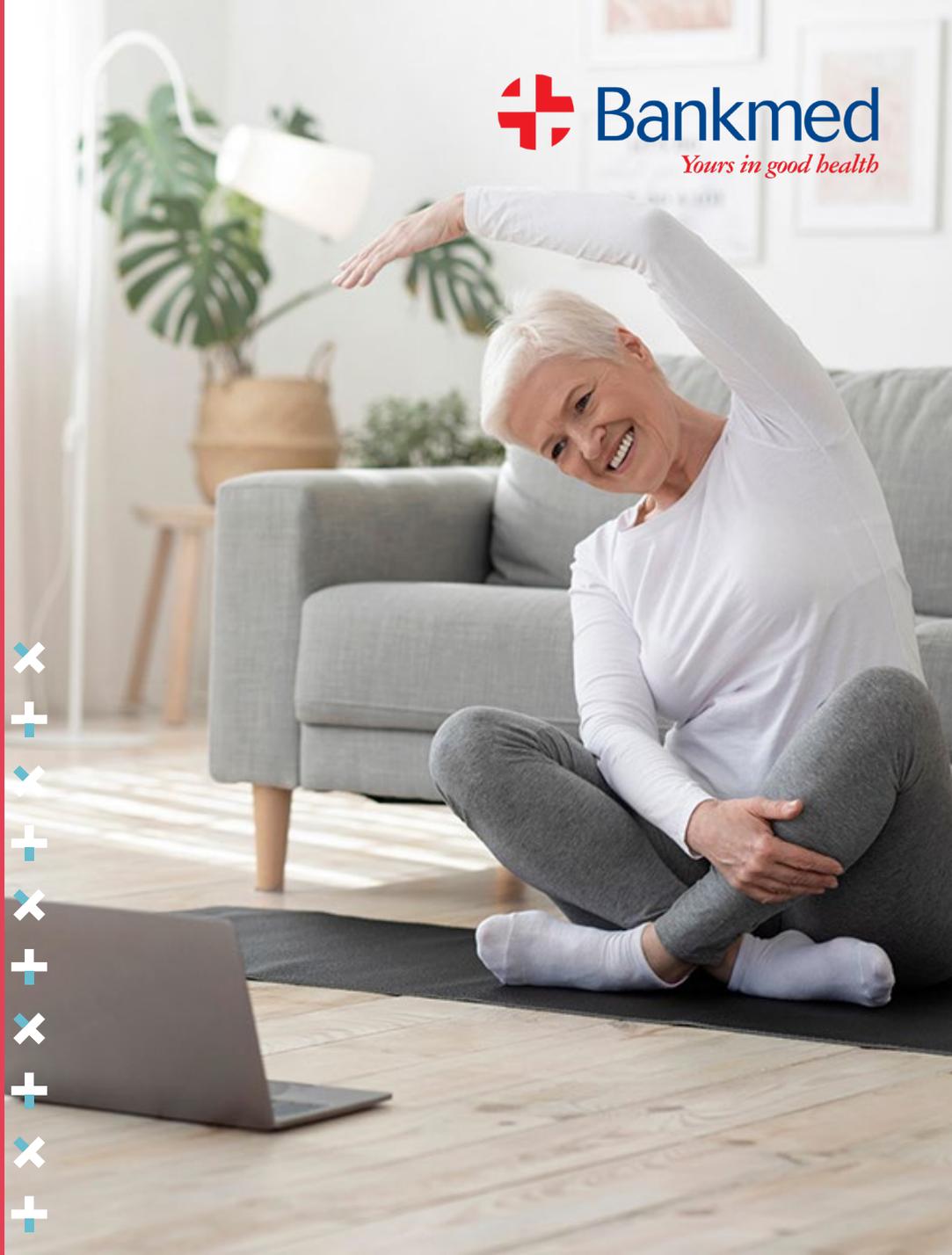


## The last word – develop wellbeing

**Building up wellbeing** must be the most important message to help older people feel positive and in control of their lives.

### Raise self-esteem by:

- Supporting older people to reconnect with their **social networks**.
- Encourage them to be as **active as possible**.
- Support them to learn new skills to help develop a **sense of purpose**.
- As spring arrives, urge them to enjoy the moment.





## Priority Areas for Improving your Health





## Priority areas for caregivers to improve the health of older persons

1. Placing greater emphasis on **providing community care, primary care and palliative care** for older adults. This may well require more consideration before accessing hospital care (and critical care in particular), with access limited to those cases where the prognosis is good.
2. **Strengthening programs for prevention of disease declines incapacity via:**
  - Community **prevention, health promotion and self-management campaigns** that target older persons and consider their needs and interests.
  - Community and primary level **screening** to facilitate early diagnosis and intervention.





## Priority areas for caregivers to improve the health of older persons

3. Ensuring **effective management of chronic conditions** via:
  - regular **check-ups**;
  - necessary **medication**;
  - a community-level focus incorporating **home-based visits** and support from appropriately trained community health workers in alignment with the WHO Global strategy and action plan on ageing and health and Action Plan for the Decade for Healthy Ageing;
  - **telemedicine** programs.
4. Restructuring delivery of NCD and other services for older persons in the COVID context (given the need for older persons to be “shielded”).
5. Mobilize and support civil society-based initiatives which empower people to take health into their own hands to mitigate the impact of the limited capacity in the health sector.





## Bankmed Related Benefits





## Bankmed Related Benefits

### Virtual House Call | GPs

- Rationale: reach out to high risk or vulnerable patients with chronic conditions in order to ensure that they are **optimally managed** in the **out-patient setting**;
- This initiative entails **proactively reaching out to “at risk” members** who might be inappropriately rationing care due to the pandemic, with the aim of preventing disease exacerbations and serious admissions.





## Virtual House Call | GPs

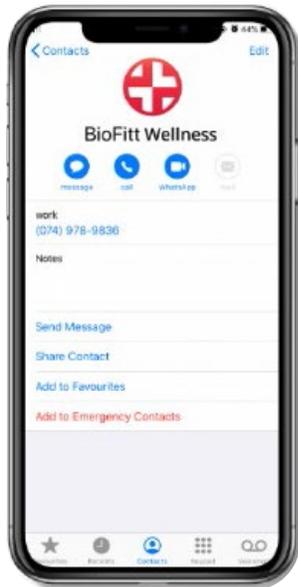
### *Eligibility*

- All members registered for the Chronic Illness Benefit or HIV Programme will have access to the benefit;
- **Bankmed GP Network and/or Premier Plus Network GPs;**
- High risk members: defined as members with a predicted high risk of admission and where an intervention is reasonably expected to prevent the admission.



# BioFITT Pensioner WhatsApp Line

*A convenient way to book your screenings*



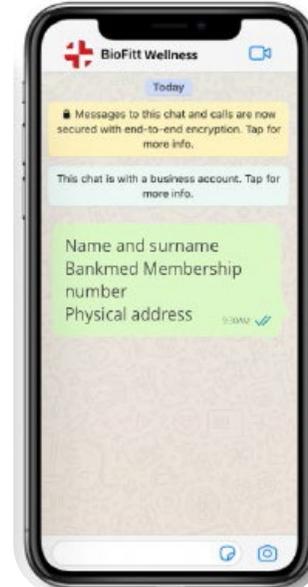
## Step 01

Add the BioFITT Wellness number to your phone's contact list:  
**074 978 9836**



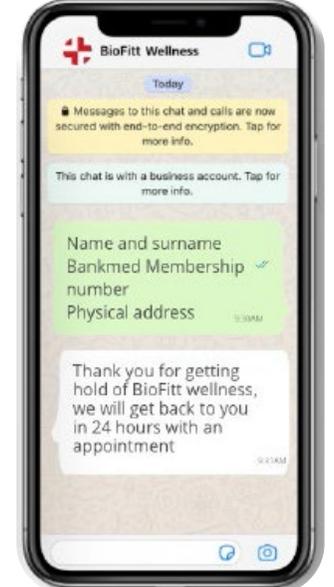
## Step 02

Open a new WhatsApp message and select the BioFITT Wellness number



## Step 03

You will need to provide the following information in your message:  
Name and surname  
Bankmed membership number  
Physical address



## Step 04

Within **24 hours** a BioFITT Wellness consultant will contact you to arrange your appointment.  
You will receive your **confirmation message** for your scheduled appointment.



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HEALTHCARE



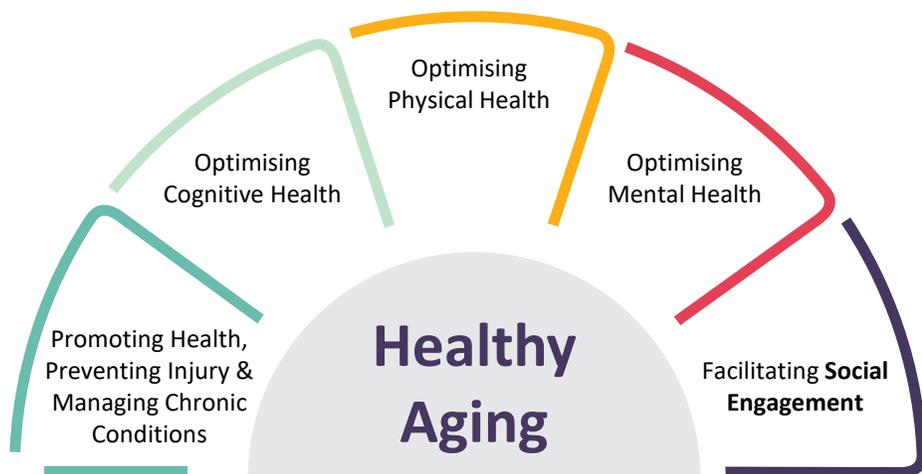
## Recommendations





# Emergence into the Post-COVID World

- Our **personal social strategy** will need to change. Old social networks and activities will need to be **reset**, which could lead to feelings of anxiety for many older adults
- Time for resilience and perseverance
- **Keep yourself well**
- Practice physical distancing but not social isolation
- **Use Technology to Stay Connected**
- **Decide on a plan and reboot**
- We are all in this together: Bankmed Cares!



<b>Identify</b>	'What matters most' for patient in all aspects of Healthy Aging and focus on it
<b>Engage</b>	Patient in <b>developing action plan</b> for Healthy Aging
<b>Provide</b>	Patient <b>education, support and resources</b>
<b>Coach</b>	Virtually or in-person
<b>Revise</b>	Advance directives/care planning





## Key Take-Aways





## Key Take-Aways

1. This situation is both **uncertain** and **temporary**! It's okay not to feel okay. It's also okay (and encouraged) to **seek help and support**!
  - Consider this a time to **reflect** on who you want to be during this time.
  - **Focus on what is within your control.**
  - It's good to be informed, and it's a really good idea to **take breaks** from conversations, news, and information related to COVID-19.
2. **Adjustment** is a **process** that looks differently for most people. This process is not linear or well defined. **Patience** and **flexibility** are really important.
  - Please be **respectful** of where you are in the process . (some **self-compassion** can go along way) and also of where others are.
  - It's okay to be curious about where your friends, family, and others are in their process and to seek to understand their wants and needs at this time. Don't forget to tell them what you want and need too!
3. Setting a **routine** can be really helpful! In addition to doing your daily activities make sure to schedule time for your **physical and emotional health, fun, creatively, social connection, and stress relief!**
4. It's okay to **set boundaries**, even with family members and friends.





## Deduction

- The COVID-19 pandemic may have declared the opening of a **new era of care** for older people whereby **virtual communication, telemedicine, more home-based programs**, and enhancing the **resilience** of older adults to cope with stresses may become the key features. Painful experiences of COVID-19 pandemic will drive the world to re-think for the future, and resilience should play an essential role in the scheme of **healthy aging for well-being** of older persons.
- Finally, **look to the future**. We are living in a new world in which our lives will be a **hybrid of in-person events and home-based interactions** over video and phone. We will have to be more cautious in all social settings, and protective masks may become a routine part of travel and healthcare. COVID-19 could become like the flu, perpetually emerging in different variants and requiring regular vaccination. The more we normalize and **accept these realities**, the **better we can get on with our lives**.





## Conclusion:

There will always be some level of uncertainty...

Summary of techniques that can assist in healthy living.

### All medical details together and available.

Bankmed App, membership plan and number, copy of your chronic authorization letter.

1



### All contact numbers listed and visible.

Family members, care givers, medical practitioners, ambulance services, hospitals, suppliers, community services and support available to you.

2



### Identify your primary and secondary caregivers.

Ensure that they are aware of your needs, your feelings and understands how best to take care of you.

3



### Plan social engagements:

Birthdays, family visits, movie night, joining community activities (park walks).

4



### Ask for help!

Make arrangements for the delivery of groceries, medication, grooming, planning meals, exercise routines, fixing things etc.

5



### Discuss your health condition and plans of improvement.

Schedule your preventative care screening (PHA), medical checks, chronic scripts, vaccines, booster shots, lifestyle changes and support.

6



### Self-Leadership;

Know yourself, what you can do, where you at and where you are going. Also your ability to influence communication, emotions and behaviors. **Make notes.**

7



### Self Love

Make time for yourself, time to think and to enjoy. Build trust in yourself, confidence and resilience. Protect and harness your inner peace.

8







## Contact Us



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