

Living Well with Hearing Loss

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 Ida Institute

Goals

Goal 1: To explore what it means for our patients and their communication partners to live well with hearing loss.

Goal 2: To learn about the importance of discussing everyday communication situations with patients and their communication partners when setting goals in AR.

Goal 3: To learn about how the Living Well Tool can be used to help the patient identify and share communication situations in everyday life, which are relevant and important to them.

Goal 4: To explore how the Living Well Tool can be used for joint goal-setting and decision-making

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Why Should We Consider Living Well?

Hearing loss can threaten a person's ability to live well.

Assisting patients to live well with their hearing loss is a reasonable and valid goal of audiological rehabilitation services for individuals with hearing loss and their communication partners.

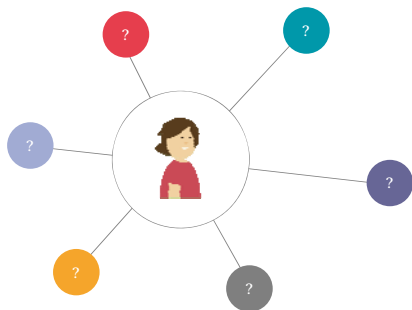
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Living Well With... Conditions / Circumstances

Epilepsy	Fibromyalgia	Poverty
HIV/AIDS	Destitution	Huntington's disease
Chronic illness	Kidney donation	Loneliness
Mental illness	Assisted living	Osteoporosis
Low vision	Dementia	Retirement
Cancer	Parental Divorce	Communities
Motherhood	Heart disease	Spinal Cord injury
Homelessness	Cystic fibrosis	Schizophrenia
Older age	Stroke	Multigenerational
Parkinson's disease	Stress	households
Diabetes	Menopause	

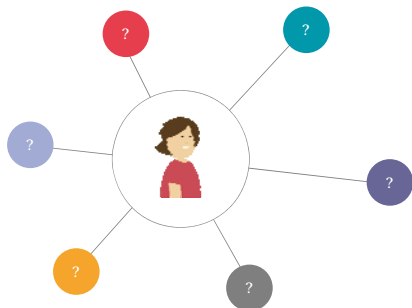
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Mind Mapping What Does It Mean to Live Well to You Personally?



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What Does Living Well with Hearing Loss Mean to You as a Hearing Care Professional?



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What Does Living Well Mean?

Traditionally, professionals emphasize physical health and functioning in their definition of living well.

(Guse & Masesar, 1999)

However, patients are more likely to endorse factors such as happiness, along with social engagement, rather than focusing solely on physical functioning.

(e.g., Knight & Ricciardelli, 2003)

Literature from positive psychology and "happiness" research suggests that positive emotions or outlook, engagement in activity, and meaningfulness throughout relationships or spirituality are important for well-being.

(e.g., Diener, 2009; Seligman, 2002)

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What Does Living Well Mean in the Context of Hearing Loss? John and Dana Vidoe

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What Do You Think Living Well with Hearing Loss Means to the Person with Hearing Impairment (PHI) and to Their Communication Partner (CP)?



PHI



CP

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So, What Does Living Well Mean in the Context of Hearing Loss?

Difficulties experienced in everyday communication situations are a significant consequence of acquired hearing loss.

(Stephens, Gianopoulos, & Kerr, 2001)

Communication difficulties may lead to adverse effects on an individual's self-image, psychological health, and social participation.

(Heine & Browning, 2004)

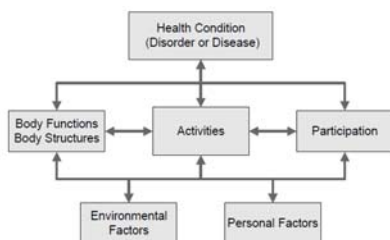
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Living Well Is Individual

- As individuals with hearing loss may define "living well" differently, it is important to allow patients to tell their own story in their own words.
- By having the patient identify life situations where they experience communication challenges, you can help the patient develop a plan to address each situation, and thereby help improve one's quality of life.

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WHO International Classification of Functioning: A Biopsychosocial Approach to Health



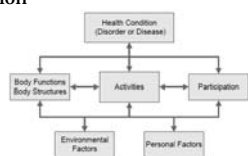
ICF Focus:

- Body
- Person
- Society

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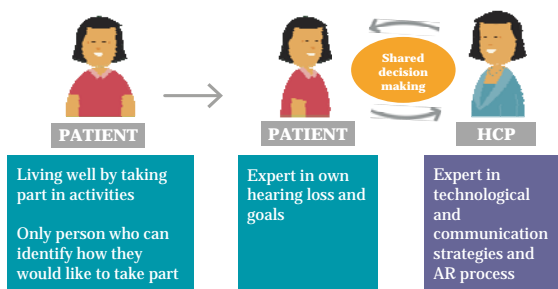
Implications of the ICF for Audiology

- Focus on participation and activities rather than impairment
- Living well means different things to different people
- The person with hearing loss defines a successful outcome
- Clinicians must involve the person with hearing loss in defining the problem and solution



ASHA Materials

Why Is It Important to Know What Living Well Means to the Patient?



ASHA Materials

So What Can Be Done to Shift Focus to Living Well?

Shift the focus from interventions about **hearing** to education about communication in everyday life, and the communication and technological strategies necessary to optimize effective communication.

ASHA Materials

Living Well: A Counseling Tool

The Living well **counseling tool** that enables the patient to identify and share the **everyday communication situations** which are relevant and important to them.

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Living Well: A Counseling Tool

- By focusing on everyday communication situations, the audiologist and the patient can **jointly decide on new effective strategies** that could be implemented, set goals for improved communication, and formulate a plan for achieving these goals.
- By bringing the patient's daily experience into the appointment in this way, the audiologist is able to create a **holistic plan** to address the patient's needs for managing communication effectively in daily life and **living well with hearing loss**.

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Living Well: A Counseling Tool

The materials provided in Living Well can be used with patients in different ways, however the main premise of the tool is for patients to identify the most relevant and important communication situations to them and problem-solve any difficulties they may have in these situations.

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The Living Well Tool

Step 1



Patient selects important situations and tells HCP about them

Step 2



Patient rates each situation in terms of ease and importance

Step 3



Patient and HCP discuss strategies

Step 4



Joint goal setting

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Phase 1: Selecting Situation Cards

Living Well comes with a series of photo cards depicting a range of different real-life situations.



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Phase 1: Selecting Situation Cards

- You can use the enclosed situation cards, ask your patient to bring their own photographs (printed out or on a mobile device), or simply ask your patient to describe important communication situations to them.
- By selecting pictures or describing important communication situations, patients can express:
 - What is significant about the situation
 - Identify effective communication strategies employed
 - Describe the challenges experienced in these situations

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How to Use the Situation Cards or Patient Photographs

- Present the situation cards or patient photographs and ask your patient to select 4-6 cards which are important to them in terms of communication in daily life.
- Patients can either select the cards in the waiting room or at the beginning of the appointment.

 McGraw Hill

Phase 2: Being Curious

- Once your patient has selected the situation cards or provided their own photographs or described the communication situations, be curious.
- Ask open-ended questions and listen actively to your patient's response.
- For example, you may say to your patient, "Tell me about the situation, what is important about it, and how do you manage?"

 McGraw Hill

Phase 3: Rating in Terms of Ease and Importance

- Ask your patient to rate the communication situations in terms of ease and importance from the easiest to most difficult.
- You can use the enclosed rating scale or simply ask your patient to place them in order from the easiest to most difficult situation to manage.
- Then ask your patient to rank the situations in order of importance.
- You can use the enclosed importance markers or simply ask your patient to prioritize the situations.

 McGraw Hill

Phase 4: Identifying Strategies and Exploring New Ways

- Based on your understanding of the patient's challenges and priorities, you can begin to explore which effective communication strategies are being used at present and to identify new ways to use these in more challenging situations.
- The aim of this phase is to bring aspects of the patient's everyday communication under their conscious control.

 McGraw Hill

The Problem Solving Process

Steps in the problem solving process can include a discussion of:

- What is involved in the communication situation? Who, what, when, where, why?
- What are the sources of difficulty?
- What are some possible solutions?
- What information is necessary to apply the solutions?
- What practical skills are necessary to apply the solutions?

(Hickson, Worrall, & Scarinci, 2007)

 McGraw Hill

Phase 4: Identifying Strategies and Exploring New Ways

Ideally, the patient will be able to identify their own strategies which can be used in more challenging situations. Empty strategy cards are provided to record these strategies.

If your patient requires more prompting to identify strategies, two sets of strategy cards are provided with the tool for the patient to place with each of the situations selected:

- one set of strategy cards is for communication strategies;
- the other set is for technological strategies.

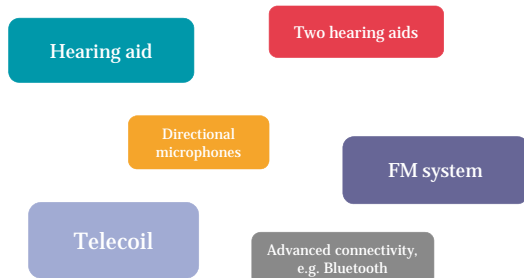
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Possible Communication Strategies



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Possible Technological Strategies



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Phase 5: Documenting Decisions and Strategies

In order to document what was discussed and decided in the appointment, you may use the documentation form provided to record:

- Which situation cards were selected
- How the patient rated them in terms of ease and importance
- Which existing and new strategies were agreed upon
- Who else could help and what they could do
- What goals you decided upon
- What action should be taken by the patient, the audiologist, others

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Advantages of Living Well Tool

1. Can be applied both as clinical and a training tool
2. Use to include both patient and their communication partner
3. Provides:
 - structure for conversation
 - joint goals for AR process
4. Positive and optimistic approach:
Focuses on growing personal successes



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The Living Well Tool in Action - Video

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In Summary

- Regardless of diversity of practice or training models, Living Well with Hearing Loss is of interest to HCPs worldwide
- Living Well needs to be addressed from the perspective of person with hearing loss, communication partners, and the hearing care professional
- Living Well is a dynamic, evolving process for persons with hearing loss
- Separating “living well” from “living well with hearing loss” is difficult for persons with hearing loss and health care professionals

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Reflection and Q & A

How has the Living Well Tool inspired you to think of new ways to discuss communication situations, which are relevant and important to patients and their communication partners?

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