

## Successes, Gaps and Challenges in CI Rehabilitation: The CI Journey for Children and Their Families



### Ida Institute: Person-Centered Care



Established in 2007  
Funded by the Oticon Foundation  
Non-profit organization  
All materials freely available

**Mission:**  
To foster a better understanding  
of the human aspects of hearing  
loss

## Life Changing Cochlear Implants



## The Seminar



## Making the Normal Happen



Explore **needs, successes and challenges** in CI rehabilitation today

Understand **critical gaps** in the CI patient journey


Identify what is needed to “**make the normal happen**”

## Seminar Participants



21 participants from 14 countries

USA  
Holland  
Canada  
South Africa  
Denmark  
UK  
Australia  
Singapore  
Brazil  
India  
China  
France  
Germany  
Turkey



## Successes, Gaps and Challenges in CI Rehabilitation: The CI Journey for Children and Their Families

**Our Challenge for the Seminar:**  
What does it take to make the normal happen for families and children with CI?

What does a successful journey look like and what is needed to make this happen?

**PRINCIPLES**

- Sharing Experiences
- Non-Judgmental
- Reflecting
- Curious
- Courageous
- Empowering
- Collaborative

**UNDERSTAND**

- Challenges
- Practice from around the World
- Different perspectives

**EXPLORE**

- CI Journey
- Build on Success
- Ideas to Address Needs

**CREATE**

- Tangible Tools

PRE-SEMINAR ASSIGNMENTS

WWW.IDAINSTITUTE.DK

Community  
Forum  
Tool room  
E-learning  
Global Collaboration

EXPERIENCE WITH UNDERSTANDING OF THE JOURNEY, CHALLENGES, POSSIBILITIES AND SUPPORT

## Understanding family needs



## Insights into Family Experiences



## Kate and Her Family



## Parents' Needs



Based on the video, please consider:

- What needs did Kate's parents experience on their daughter's journey?
- How were their needs met?

## General Reflections



Based on the video, please consider:

- What do you think Kate's needs have been on her journey so far?
- How have they been met?



## Professionals' Needs



Based on the video, please consider:

- What do hearing care professionals need in order to be able to meet the needs of parents and patients?

## A Framework Approach to Family Care



## Understanding Family Dynamics and Needs



## Key Take-Aways



### **Joining the family:**

Are we connecting?  
Are they involved?  
If not, why not?

### **How is the family:**

Communicating?  
Making decisions?  
Reacting to crisis?  
Handling grief?



## Elements of an Ideal Patient Journey



## Dream Journeys



## Dream Journeys – Some Key Elements



Support child and family:  
One-size does not fit all  
Enjoy your child!  
Empower child

Support for key  
communication partners:  
Teachers  
Peers

Support professionals:  
Diverse team  
Link rehab to medical  
side  
Manage transitions

Seminar Learning Points about Needs,  
Challenges and Successes



## What We Learned About Parents' Needs



Strengthen human connection  
Flexible approach to care  
Mindful communication  
Friendly physical environment  
Give hope!

## What We Learned About Professionals' Challenges



Different backgrounds and cultures  
Enable informed choices  
Avoid "taking over" the child  
Managing parental guilt

## What We Learned About Successes



Meeting other families  
Tailored guidance  
Commitment and empathy  
Positive reinforcement  
Celebrate success

My Turn to Talk



## Creating Solutions



## My Turn to Talk for Parents

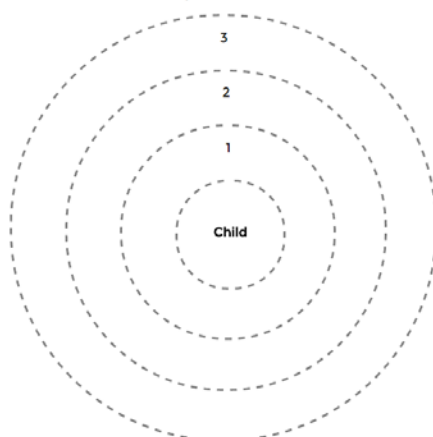


## My Turn to Talk for Parents

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THE HEARING CO-OPERATION

Communication Rings



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Slide 27  
17.6.2016

## My Turn to Talk Continued

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THE HEARING CO-OPERATION

Please complete the following statements

I'm happy about...

Describe the strategy here

I hope...

Describe the strategy here

I want to talk about...

Describe the strategy here

I'm concerned about...

Describe the strategy here


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17.6.2016



## My Turn to Talk continued

[Go back](#)
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[Help](#)


Please complete the following statements - continued

I want to find out more about...

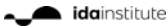

Describe the strategy here

I need help with...

Describe the strategy here

I ...

Describe the strategy here


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## Kate's Family and My Turn to Talk



How might a tool such as My Turn to Talk have been helpful to Kate's parents?