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

Ida Institute: Person-Centered Care

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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
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?

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?
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

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?

Key Take-Aways
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

Communication Rings

3

2

1

Child

Father
Mother
Brother
Sister
Friend
Teacher
Grandmother
Grandfather
Audiologist

Create your own

My Turn to Talk Continued

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
My Turn to Talk continued

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?