

Tele-health in Audiology: Engaging and Motivating Patients Online



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Agenda

What is tele-health

Ida Seminars on Tele-health and the future of audiology

Tele-health in action

Ida telecare – A resource for persons with a hearing loss

Communication tips

Online tool: Fit for the future

Q and A

Learning Objectives

- Describe some of the key benefits and challenges of using online mediums in patient care.
- Identify Telecare tools and resources to help patients prepare for appointments.
- Explain communication techniques patients can use everyday living with a hearing loss.
- Identify appropriate strategies for audiologists to plan for the future.

The Ida online discussion forum

Online discussion web address: <http://idainstitute.com/forum/>

Located under the section called “Shared Clinical Experiences”

Experts:

- **Frances Lockhart** - Hearing Australia, Australia
- **Jodi Conter** - Gardner Audiology, The United States
- **Beth Polkinghorne** - Lady Cilento Children's Hospital and a Research Assistant at The University of Queensland, Australia

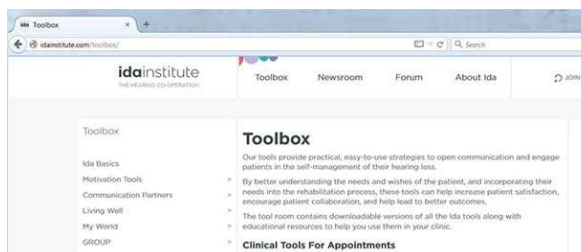
What is TeleHealth?

- A way to reach a person with a hearing loss who is unable to attend office appointments.
- Address the needs of a new, tech-hungry generation.
- Different ways throughout the hearing loss journey:
 - information for those who are beginning to wonder if they might have a hearing loss;
 - resources and support persons with a hearing loss and their communication partners; and
 - a way for clinicians to communicate with the person with a hearing loss, even if they can't make it to the office.

Ida Seminars on Tele-health and the future of audiology



Ida Institute Collaboration



User Driven Innovation:

Clinical tools
Educational materials
Facilitation of Change Management
All materials are free of charge

Global network:

Approx 10.000 members
Veterans Administration (US)
National Health Service (UK)
Australian Hearing



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Seminars: Think Tank Collaboration

Generating new knowledge,
insights, models and tools on
chosen topic

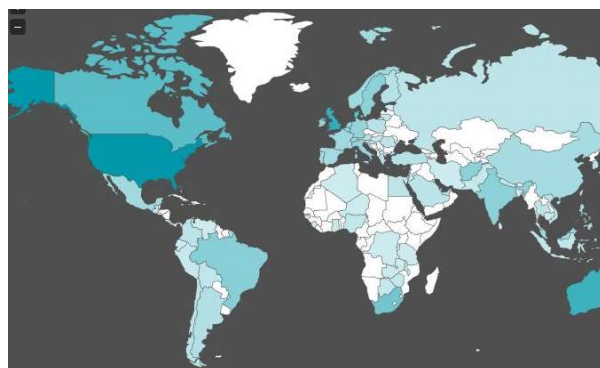


Understand

Explore

Create

Defining Hearing / Motivation /
Partnerships / Living Well / Managing
Change / Person-Centred Care /
Cochlear Implants



32

Countries

25

Faculty
members

396

Participants

6

Seminar
series

5

Mini-
seminars



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Vision 2020 Process



Some Emerging Trends



Emerging Trends

Hearing Loss Persons of the Future

In the future, persons with a hearing loss will expect care that is:

- Personal
- Flexible
- Involving
- Cost-effective
- Transparent
- Quality of life focused
- Integrating personal technology



Are You Fit for the Future?

HEARING CARE MANAGERS WANTED FOR 2020

We need Hearing Care Managers to navigate changes in audiology and provide life-long communication services.

You need to provide 24-hour service and support, including remotely, and build relationships that help patients live well with hearing loss.

Multi-disciplinary: You offer personalized services and solid counseling skills – balance problems and tinnitus included. You feel at home in the clinic, doing community outreach, and explaining the value of counseling.

Tech savvy: You conduct hearing tests and fit hearing aids online and deliver services via social media, including support for disposable, OTC products like self-adjusting hearing aids. Delivery of services with drones a definite plus.

A people person: You're emotionally supportive and readily make at-home visits. You aid shared decision making with patients and their families and are sensitive to different cultural norms. You run group sessions both in person and online with the ease of one-on-one sessions.

Rehabilitation is a life-long process. You're ready to help patients as their needs change. Your patients develop self-management and self-efficacy. Whether you meet in person or online, they're the center of your attention.



Students: Are you prepared?

Clinicians: Do you have the skill set?

Academics: Are you preparing your students?



Tele-health in action



Tele-Health in the VA

Hearing Loss Person and Professional Benefits



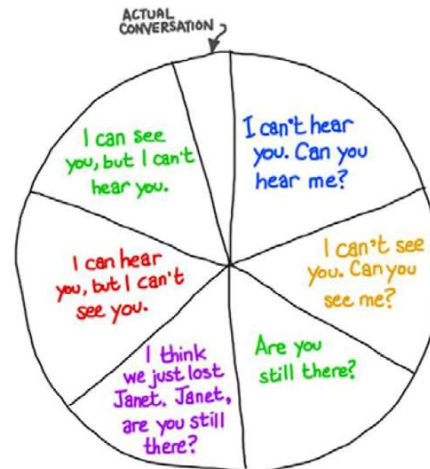
Remain in the comfort of their home
Reduced travel time
Allows for remote and rural access
Increase visits
Opportunity to consult non local professionals
Improved outcomes due to specialist access



Deliver traditional services in new ways
Extend fitting beyond hearing aid fitting
Reach new hearing loss groups
Offer more personalized care
Increased inclusion of communication partners
Provide new services not previously possible
More flexible service delivery model

Challenges

- Adjustments to consultation
- New software
- Training for both the hearing loss person and the clinician
- Planning



Content analysis of all Skype conversations

Otoscopy from clients perspective

Some Questions About E-Audiology

How can tele-audiology supplement existing services?

How can we extend our capacity without compromising effectiveness?

Who, over 65, is likely to use the internet for audiology services?

What is effective communication in tele-health?

What are the good ways to transmit information about the psychosocial aspects of hearing?

What type of information do they need?

What happens to interpersonal communication when we use this medium?

What is the impact on family-centered care and patient-centered care using social media?

Ida telecare – A resource for persons with hearing loss



What is Ida Telecare?

Three steps to Ida Telecare



1. Prepare for your first Appointment

- Living Well
- My turn to Talk
- Why Improve My Hearing

2. Prepare for Follow-Up

- Living Well
- My Turn to Talk

3. Everyday Life with Hearing Loss Strategies

- Communication Strategies

Online tool 1: Living Well

Describe 3 different
communication
situations

Save to your home
computer
Email it to your
audiologist

Reset session ? Help

COMMUNICATION SITUATION 1

1 Situation
Click here to choose from existing photos
Click here to upload your own photo

2 Describe the situation
Describe the situation here, e.g. "I have difficulties hearing in restaurant due to the background noise".
200 characters left

3 Rate the situation
Easy Medium Hard

4 Plan your communication
E.g. "Formulate a strategy ahead of time"

5 How will you do it?
Describe the strategy here, e.g. "Arrive a little early so you can position yourself in the best place".
130 characters left

6 Who will help you?
Choose from existing

< >

Online tool 1: Living Well demo

Online tool 2: My Turn To Talk

What are the most important questions to discuss?

Use before the first appointment



Reset session ? Help

Communication Rings

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Online tool 2: My Turn To Talk

Use for follow up appointments

Save to your home computer
Email it to your audiologist



Reset session ? Help

My Notes

I hope...

In what way do you hope that better hearing will improve your communication? (maximum: 300 characters)

I'm concerned about...

What concerns you about your hearing loss and your daily communication? (maximum: 300 characters)

I need help with...

What support would make it easier for you to live with your hearing loss? (maximum: 300 characters)

I want to talk about...

What would you like to talk to your audiologist about? (maximum: 300 characters)

Download->

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Online tool 2: My Turn To Talk demo

Online tool 3: Why Improve My Hearing?



Effective tips and tricks for
successful communication

How important is it for you to improve your hearing in the selected situations? (Place the marker on the line)

1  10

Why did you put the marker where you did?

Please write your reasons here



What will happen if you continue as you do today?

Write here

What would happen if you get a hearing aid and improve your hearing right now?

Write here

Hear their stories

[Download PDF](#)

Listen to others with a
hearing loss to hear how they
apply the methods

Three steps to Ida Telecare



1. Prepare for your first Appointment

- Living Well
- My turn to Talk
- Why Improve My Hearing

2. Prepare for Follow-Up

- Living Well
- My Turn to Talk

3. Everyday Life with Hearing Loss Strategies

- Communication Strategies

Conversation Management Strategies

1. Tell People you have a Hearing Loss
2. Keep up with Conversation
3. Plan your Day
4. Include you Partner
5. Join a group



- Go to the place ahead of time so you know the environment
- Ask others who have been there before for advice
- Ask for a table in the quietest part of the restaurant when you make the reservation
- Think about where at the table you want to sit to hear best

Example for: Plan your Day

Plan Your Day

Online Tool: Fit for the future



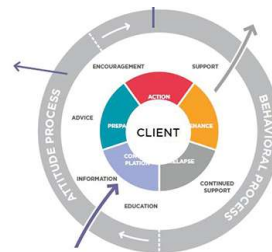
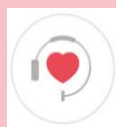
What Is Fit For The Future?



Workspace



Telehealth



Relating in New Ways



Fit for the Future: How Does the Tool Work?



☐ Spread the word about hearing in your community.
[BE INSPIRED >](#)

☐ Use email or your website for patient preparation or follow-up.
[BE INSPIRED >](#)

☐ Strengthen the human connection with your patients.
[BE INSPIRED >](#)

What steps will you take to make this happen?

What steps will you take to make this happen?

What steps will you take to make this happen?

Fit for the Future provides inspiration for innovation in different areas of hearing healthcare.

My Future Plan gives HCPs a visualization of what they would like to change, and how they will make those changes.

Fit for the Future demo

Fit for the Future: Workspace extends beyond the physical clinic

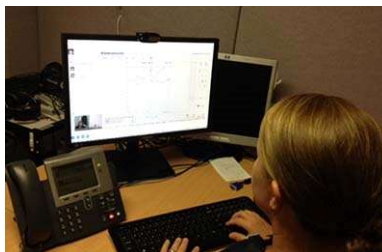
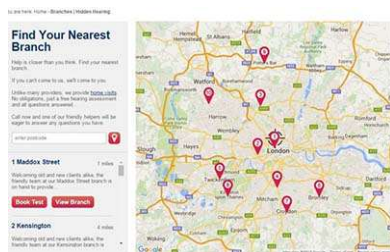


Physical Space: Your office and waiting room should feel comfortable and acknowledge the PHLs' needs

Virtual Space: Make it easy to find practical and educational information on your website

Community: Go beyond the clinic to raise awareness about hearing loss and encourage PHLs to take action

Fit for the Future: Telehealth



A New Medium: What is telehealth and what is its potential?

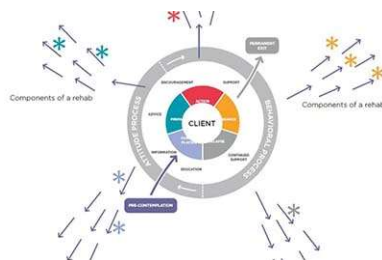
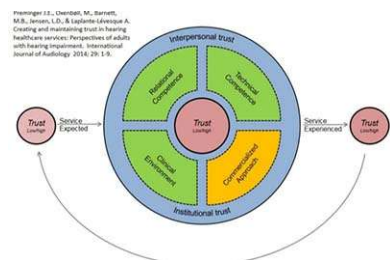
How to Get Started: A look at how to implement telehealth, from basic to sophisticated procedures

Tech or Counseling: Use technology to share AR interventions with PHLs



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Fit for the Future: Relating in New Ways



The Therapeutic Relationship: In the future, person-centered care will be a need-to-have, not a nice-to-have

Individualized Plans: Tailor your treatment plan to each person with a hearing loss you see

Communication: Develop plans with the person with a hearing loss to improve their communication



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Q and A



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