

Managing differing perceptions¹

What to do when the patient's and the family member's views of the hearing loss and the outcome differ

Family-Centered Care has been successfully incorporated into your practice by...

- 1 Inviting family members along to audiology appointments, reinforcing the reasons why they should attend.
- 2 Setting up a physical environment so that family are comfortably included in the consultation.
- 3 Letting patient and family know that input will be sought from both of them during the appointment.

Patient and family member have come to a joint decision how to address the hearing loss.



In a next step, the hearing aid outcome should be assessed.

Self report

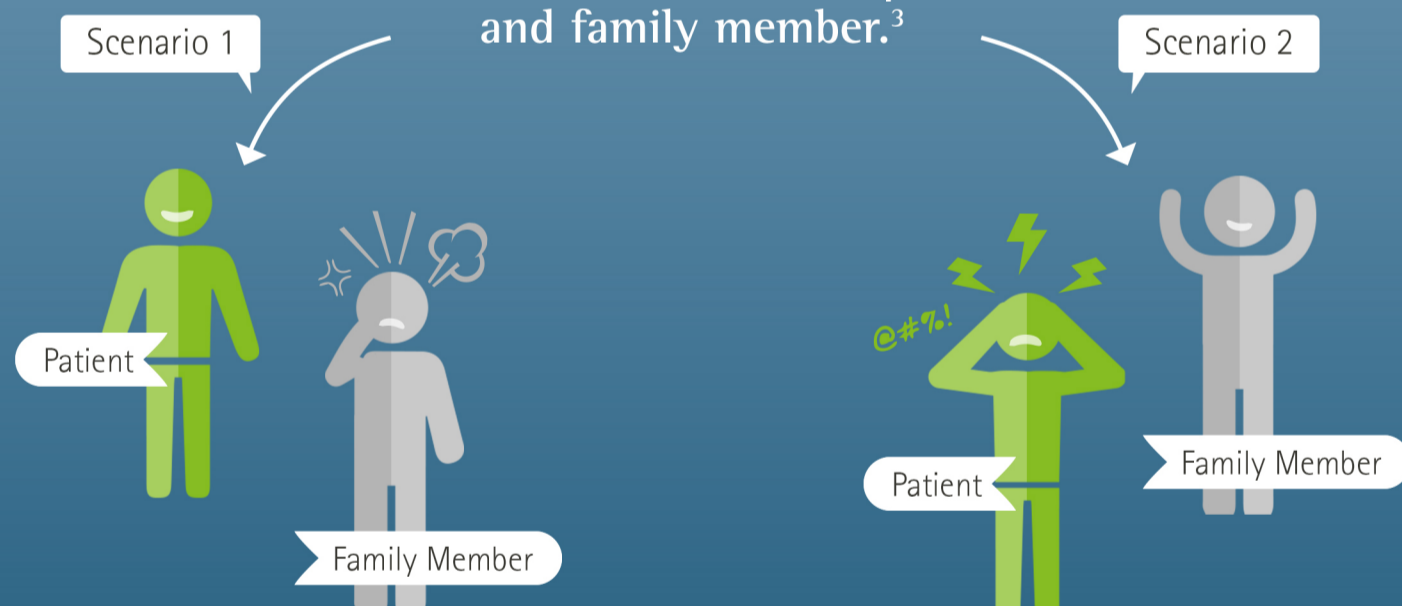
Patient's perception of own difficulties and / or outcome (e.g. IOI-HA*)



Proxy report

Family member's perception of the patient's difficulties and / or outcome (e.g. IOI-HA SO**)

In 62% of the cases, perception of hearing aid outcome differs between patient and family member.³



- ▶ Patient has higher opinion of the hearing aids than family member
- ▶ Family member does not see "invisible" benefits for patient, e.g. less stress
- ▶ Family member affected by third-party disability

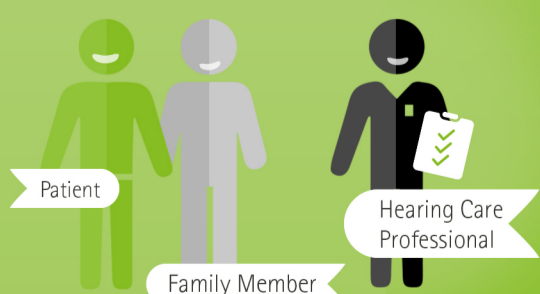
- ▶ Patient has lower opinion of the hearing aids than family member
- ▶ Hearing aids have reduced third-party disability of the family member, but not the patient's hearing disability

By discussing the different perceptions,...

- Start with what is working well
- Set realistic expectations (benefits and limitations of hearing solutions)
- Foster mutual understanding for the impact of the hearing loss on both parties

...you can change perspectives and offer solutions to optimize the outcome for both.

- Start planning on a joint rehab process and finetuning
- Present effective communication strategies
- Educate on accessories that can enable better understanding in challenging listening environments



¹ <http://www.hearingreview.com/2017/02/family-centered-care-working-partners-reporting-incongruent-hearing-aid-outcome/>

² Gurjit Singh and Stef Launer, Social Context and Hearing Aid Adoption, Trends in Hearing, 2016, Vol.20: 1-10

³ Preminger JE, Meeks S. The influence of mood on the perception of hearing-loss related quality of life in people with hearing loss and their significant others. Int J Audiol. 2010;49(4):263-271.

* International Outcome Inventory for Hearing Aids

** International Outcome Inventory for Hearing Aids - Significant Other