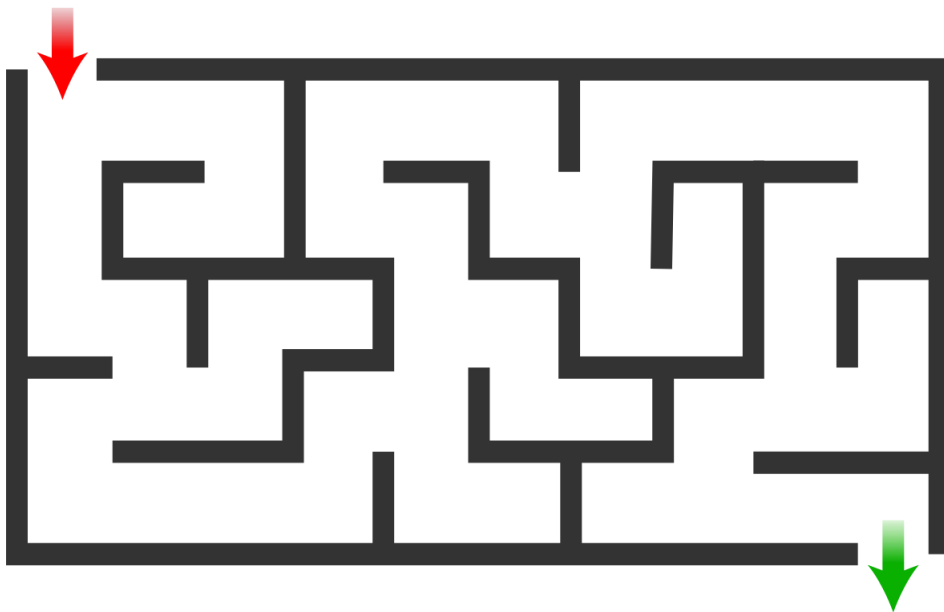


Tele-Audiology and the Patient Journey



Frances Lockhart

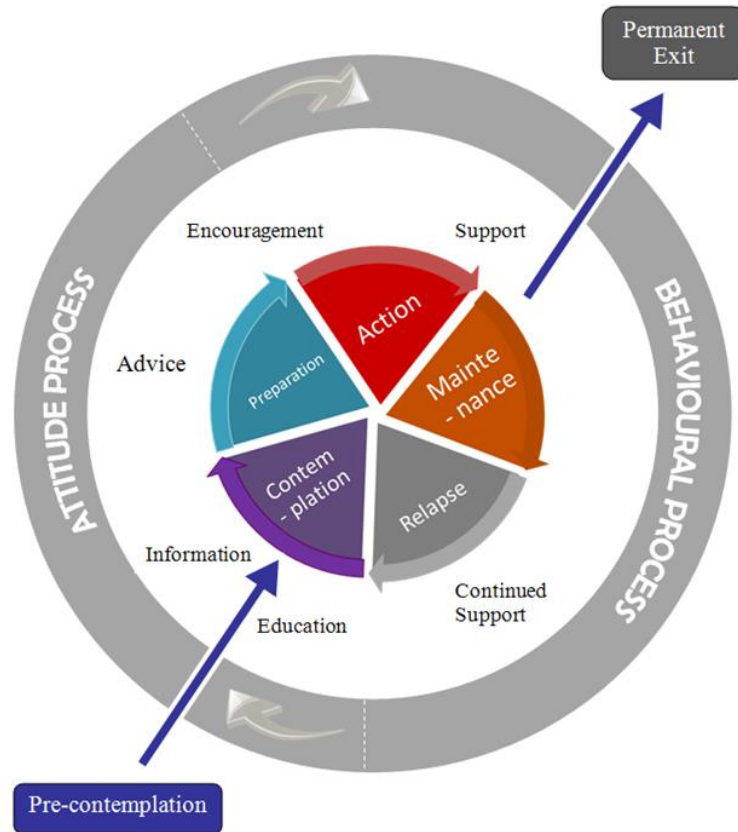
Learning Objectives

Goal 1: To Revise and understand the adult patient journey using the Ida Circle as a Guide.

From pre-contemplation of hearing loss to successful hearing aid user and permanent exit.

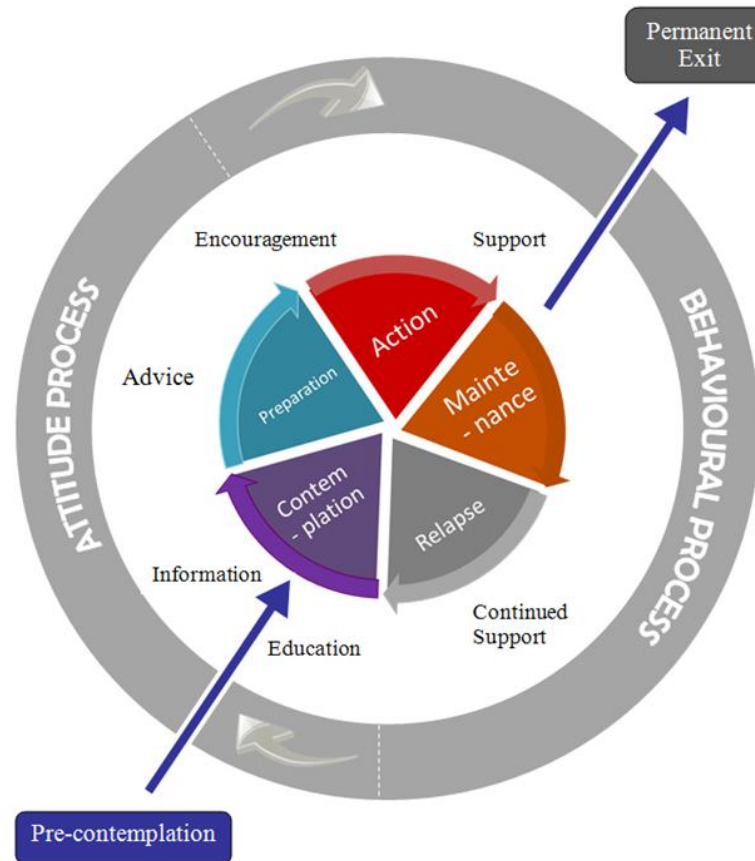
Goal 2: To Understand how different Tele-Audiology options may be more effective and person centred if offered at different stages of the Circle.

The Circle



The “Circle” shows the seven different stages a person undergoes when changing behaviour:

- Pre-contemplation,
- Contemplation,
- Preparation,
- **Action,**
- **Maintenance,**
- Relapse and
- Permanent Exit.



Different stages reflect changes in the patient’s behaviour. The professional support to the person also differs according to the patient’s specific stage.

Pre Contemplation-review

PRE-CONTEMPLATION The person:

- Does not realize that they have a hearing problem or has realized a hearing problem but does not think it is of sufficient magnitude to seek help
- Becomes surprised when the problem is brought up by those around them (Note: Do not mistake denial for lack of realizing that something is wrong.)
- Does not recognize any of the symptoms you describe.

So where and how would tele-Audiology fit in at this stage?

Stage 1: Pre-contemplation and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can provide person centred tele-audiological support for patients who are at this stage.

Stage 1: Pre-contemplation and Tele-Audiology

Some examples of services that could assist people in the pre-Contemplation stage of the Ida Circle.

Internet searches with direct search term links: search terms such as “cant hear in noise” or “TV is up too loud”. Search results can then lead to plain language, reliable information with further links to quick hearing loss surveys or support.

Websites such as : [Hearing Help:](#) and [Hearing Loss association of America](#)
And [Hearnet](#), [US Vet affairs](#)

Stage 1: Pre-contemplation and Tele-Audiology

ACTIVITY: spend 10-15 minutes

Enter the following search terms into your search engine and note down what comes up in the top 5 results.

1: “hearing trouble”

2: can’t hear when its noisy”

3: “the TV is too loud”

4: “my family say I cant hear”

Note down: Are the information sources reliable?

Do they guide you to other information or resources?

Are they reassuring?

Are they in plain language?

Are they person centred?

Stage 2: CONTEMPLATION-review

The person:

- is ambivalent about making change
(Note: Do not mistake this for lack of interest.)
- Feels comfortable in the present situation, on one hand, but is afraid of the consequences of continuing without doing something or using e.g. hearing aids, on the other hand.

Stage 2: Contemplation and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can provide person centred tele-audiological support for patients who are at this stage?

Stage 2: Contemplation and Tele-Audiology

Some examples of Tele-Audiology services that could assist people in the Contemplation stage of the Ida Circle.

websites: [Ida Hearing Check](#)

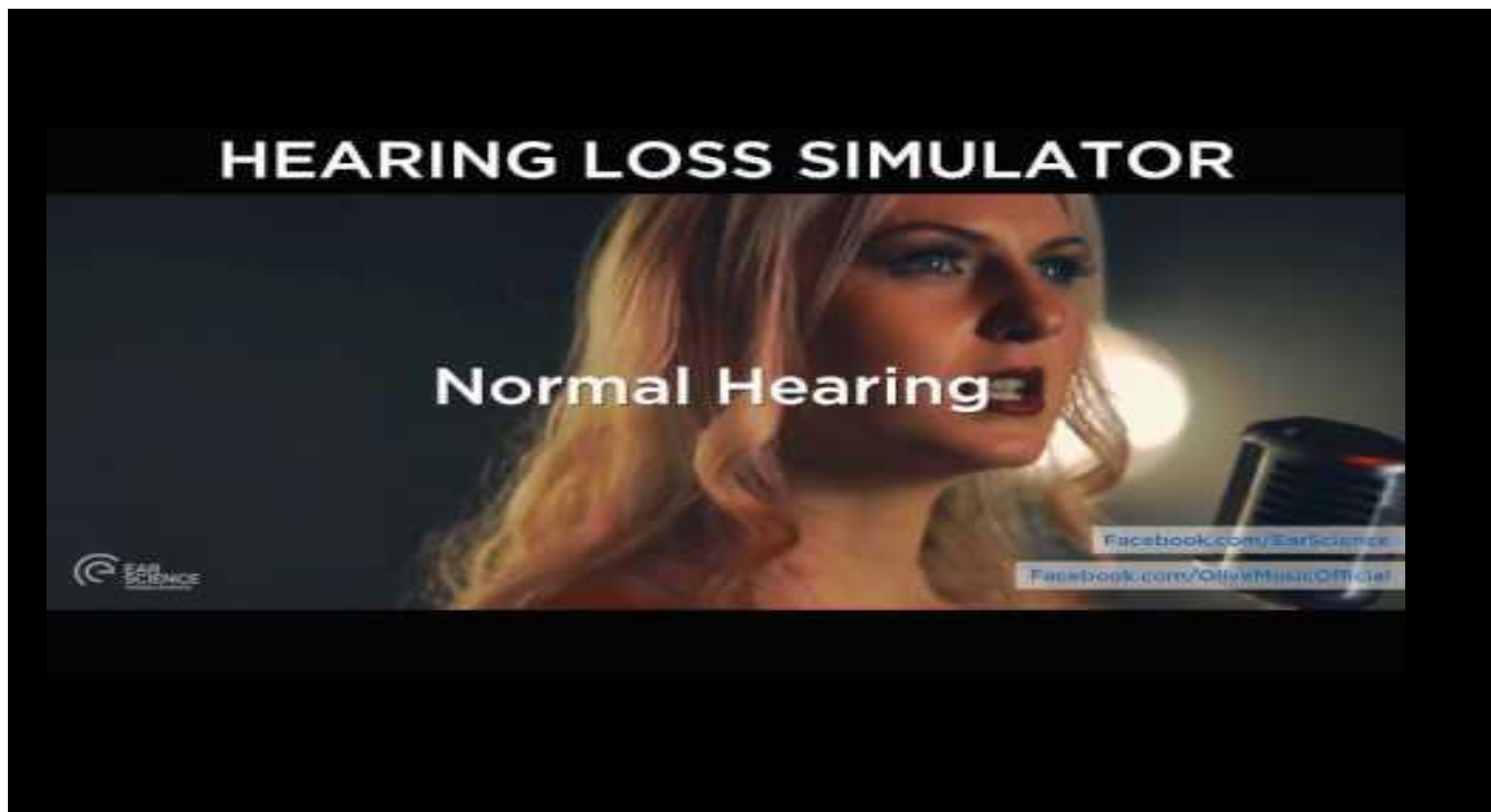
[HearingHelp](#)

[Hearing Link](#)

[Australian Hearing](#)

Stage 2: Contemplation and Tele-Audiology

videos about Hearing loss.



Stage 2: Contemplation and Tele-Audiology Videos on Hearing loss



Stage 2: Contemplation and Tele-Audiology

Activity: 45-60 mins Go to YouTube and search for videos using the following search terms

- ‘Hearing Loss’
- ‘Hearing aids’
- ‘How do ears work?’

Are these videos relevant?

Are they helpful?

Will they move the person around the circle?

Stage 3: PREPARATION-review

The person:

- continues to express ambivalence
- has reached a “tipping point” and decides to act on the hearing loss but is not sure exactly how to proceed •
- seeks information to support the decision •
- looks for support from the audiologist and others, but also considers the option of “going it alone” •
- shows motivation and is ready to take action

Stage 3: Preparation and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can provide person centred tele-audiological support for patients who are at this stage.

Stage 3: Preparation and Tele-Audiology

Patients may start exploring by:

- Searching your website about the services you have to offer.(Asynchronous)
- Making an appointment online using your online appointment scheduling service at a time and place to see you F2F(Asynchronous)

Stage 3: Preparation and Tele-Audiology

Patients may start exploring by:

- Looking and thinking about the [Ida Telecare tools \(Asynchronous\)](#) that you sent them.
- Choosing option of a phone or a video conferencing call (skype/Vsee/Teamviewer/Webex/ zoom etc)as the first appointment to talk about what might be involved in consulting an audiologist.?(Synchronous) . This would be before they chose to come in or so they don't have to travel too far to be reassured.
- Others?

Stage 3: Preparation and Tele-Audiology

Activity: Explore

Examples of some web conferencing software:

Have a look at these, could these be used to engage with your clients if they wanted to talk to you before an appointment.

[SKYPE](#)

[Vsee](#)

[Webex](#)

[Zoom](#)

Stage 4: ACTION-review

- The person:
- Is relieved and proud about the decision to act on the hearing problem •
- Worries about not being able to follow through •
- Has a need to talk about the hearing difficulty with other people •
- Seeks acknowledgement and appreciation

How do we assist, encourage and support the person at this stage? Whilst also ensuring we Listen to them and Focus on the personal benefits of improved hearing and communication.

Stage 4: Action and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can provide person centred tele-audiological support for patients who are at this stage.

Stage 4: Action and Tele-Audiology

Example: An Asynchronous option.

Ida Telecare tools

- Copy the link to the tool or phase you want your client to use and send it to them in an email
- Tell your clients to email or print out their online notes to bring to their next appointment

Stage 4: Action and Tele-Audiology

- The link could be combined with the confirmation of their next appointment or used as a follow-up. Have a look at the tools now if you haven't already
- [Ida Telecare](#)

By encouraging persons with hearing loss to think about their needs and concerns before they come to see you, you can save important time in the appointment and have a much more productive and focused conversation when you do see either F2F or via video conferencing.

Stage 4: Action and Tele-Audiology

Video conferencing and desktop sharing appointment.

Example: A Synchronous option.



Stage 5: MAINTENANCE-review

The person: •

- Has now become a hearing aid user and/or is using effective communication strategies.
- Is still ambivalent
- Is pleased to have taken the step to become a hearing aid user but also finds it hard to accept the implications of hearing loss
- Sees hearing aids as a necessary evil
- Feels sad from time to time and forgets why he wanted to change behaviour .
- Feels either successful (leads to “Permanent Exit”) or may want to give up (leads to “Relapse”)

Stage 5: Maintenance and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can enhance person centred care by providing tele-audiological support for patients who are at this stage, as well as F2F appointments if needed.

Stage 5: Maintenance and Tele-Audiology

Maintenance: Don't forget to Check in.

The most important part of this stage is to have a regular touchpoint. This is to ensure that the person progresses to permanent exit at a time and in a way that works for them.

For each touch point with your patients, you should have resources/links communication channels that you can send to them or talk about or even do together.

Stage 5: Maintenance and Tele-Audiology

Examples of Tele-audiology resources that can help with the Maintenance stage.

Actual “how to” videos”

[How to change the battery](#)

[How to put an aid in your ear](#)

[How to pair my hearing aids with my iphone](#)

Auditory training apps and videos:

<http://www.medel.com/us/soundscape/>

<https://itunes.apple.com/us/app/hear-coach/id489515928?mt=8>

<http://www.cochlear.com/wps/wcm/connect/us/communication-corner>

<http://www.medel.com/us/max-listening-and-com-auditory-rehabilitation>

Stage 5: Maintenance and Tele-Audiology

How do we use these resources?

This could be:

- Sending your patient an email with resources or homework that they could then send back.(Ida Telecare tools)
- Sending them a link to resources (like the previous slide.)
- Helping your client set up an app on their phone to track their progress
- Having a video conferencing or phone session scheduled monthly to get an update and provide support to show or explain how to manage well.

Think of a few other ways that this can be done.

Stage 6a: RELAPSE-review

This is a stage that would be good to avoid, however if a your patient slips into relapse then we need some strategies to help get them back on track.

Once a person slips into RELAPSE They: •

- Do not want to wear the hearing aids and may struggle and gives up •
- Feels like a failure and becomes annoyed and angry •
- Feels they have a weak character
- May relax and enjoy the freedom
- Is motivated to try again. (if supported well)

Stage 6a: Relapse and Tele-Audiology

Asynchronous?

Synchronous?

Hybrid?

What are ways we can provide person centred tele-audiological support for patients who are at this stage.

Stage 6a: Relapse and Tele-Audiology

ACTIVITY: Case study.

Eileen: Received her hearing aids 2 years ago and seemed to be going well over the first 6 months that you saw her and felt that she didn't need anything further. When calling around to see how she was going, Eileen mentioned to you that she hasn't worn her hearing aids for the last 6 months since her husband died., because she doesn't see the point as she has no one to talk to at home.

After further discussion she also revealed that she finds she cant hear on the mobile phone her daughter bought her when she had the hearing aids.. Also she didn't know which ear was which and had forgotten they need batteries.

She had also recently lost her driving license so finds it hard to get in to town for appointments.

- **Looking at all of the examples that we have discussed in previous sections, put together a list of 5 Tele- Audiology activities or support structures that you could use with Eileen to get her back on track.**

6b.PERMANENT EXIT-review

The person: •

- feels comfortable with the hearing aid and knows how to handle the hearing problem.

Success

This is where we want everyone to be.

However we want to stay in contact, so what do you think would be a way we could ensure you keep in touch with your patients by incorporating a Tele-Audiology approach to their care?

Maybe a regular e-newsletter, with helpful hints or tips to keep it top of mind?

An app on their phone where they can make appointments as needed or order replacement batteries?

Others?