Make it Happen

How to implement a Tele-Audiology service in your current Audiology practice

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Learning Objectives

Goal :

> To develop a change guide and pathway for implementing Person centered Tele-Audiology services in your clinic.

Review: An approach to appreciative enquiry.

Enhancing your current Audiology services with Tele-Audiology services requires a plan.

This plan can be developed using the appreciative enquiry approach discussed in other Ida courses.

Don't worry if you haven't seen this, we will do a quick review of relevant sections now.

Incorporating person centered Tele-Audiology services to enhance your current audiology services involves change and so this is an approach to change that will help that transition.

What is Appreciative Inquiry?

Appreciative Inquiry is the study and exploration of what gives life to human systems when they function at their best.

It is an approach to **personal** change and **organizational** change that is based on the assumption that **questions** and **dialogue** about strengths, successes, values, hopes, and dreams **are themselves transformational.**
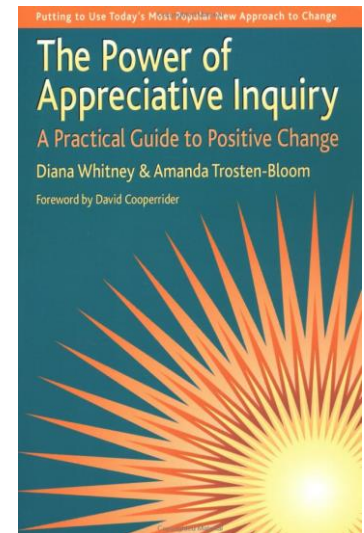
(from The Power of Appreciative Inquiry by Diana Whitney and Amanda Trosten-Bloom)

The Appreciative Approach

Appreciative Approach	Traditional Approaches
• Change happens continuously	• Change consists of separate challenges to be overcome
• Focuses on strengths	• Focuses on weaknesses
• Creates change through shared understanding and collaboration	• Creates change through a linear process: identify the problem, find a solution, implement the change
• Helps develop personal motivation	
• Creates change through conversation	• Human aspects are often neglected
• Takes a bottom-up approach involving all participants in the change process	• Takes a top-down approach

Personal Change Guide Overview

5 Step Process

Using your investigation guide developed in part 3 as a
resource

Session 1: Determine what Goals you have for your Tele-Audiology service

Session 2: Identify factors that can help or hinder you from integrating a
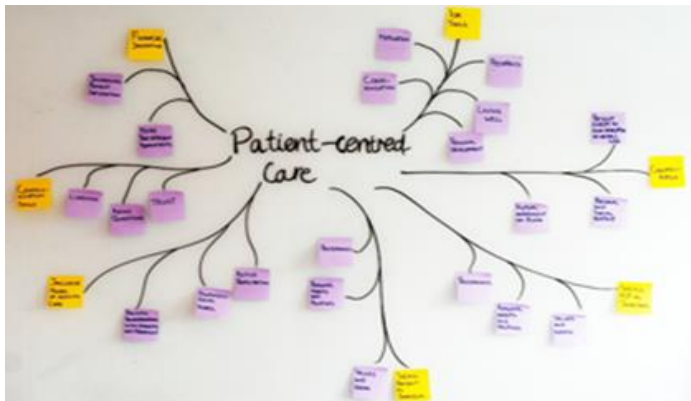Tele-Audiology service.

Session 3: Identify which stages of the client journey that you want to
enhance with Tele-Audiology and create concrete action steps
that will help achieve your goals

Session 4: Conduct short-evaluations of your change process to keep the
enthusiasm going, on a weekly or daily basis

Session 5: Evaluate your long-term process

Step 1: What Goals do I have for my Tele-Audiology service.

1. Answer the question: What stages of the Ida circle would I be able to make more person centered by providing Tele-Audiology services?

2. Draw a mind map of your current services along the patient journey and where your goals of a Tele-Audiology service would fit in to ensure the patient is at the centre of the care.
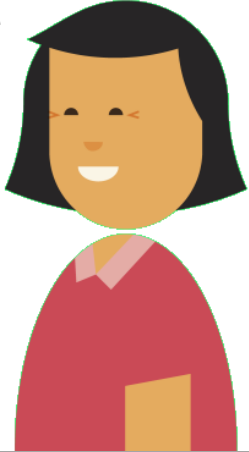

1. Imagine your Tele-Audiology service? What would your practice be like if you incorporated this service most of the time?

Step 2: Helps and Hindrances

Step 2: Turn Hindrances into Helps
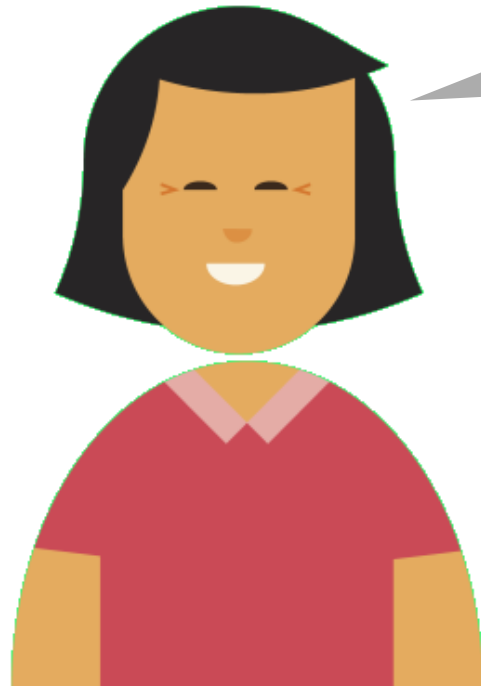
Now, think about how each of your hindrances can be overcome, and add the answer to your list of helps. Select the 5-8 most important helps on your list

CHANGE GUIDE

Example of turning hindrances into helps:

Hindrance: Current staff aren't confident using web-conferencing.

Help: Set up training or mentoring scheme with colleagues to practice web conferencing.

The selected helps will become your **focus points** for creating change

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Step 3: Rate Your Change

Now add your 5-8 top focus points to the Spiderweb copy and rate each focus point on a scale from 1-5 based on the extent to which you believe each focus point would be easy to implement

5
4
3
2
1
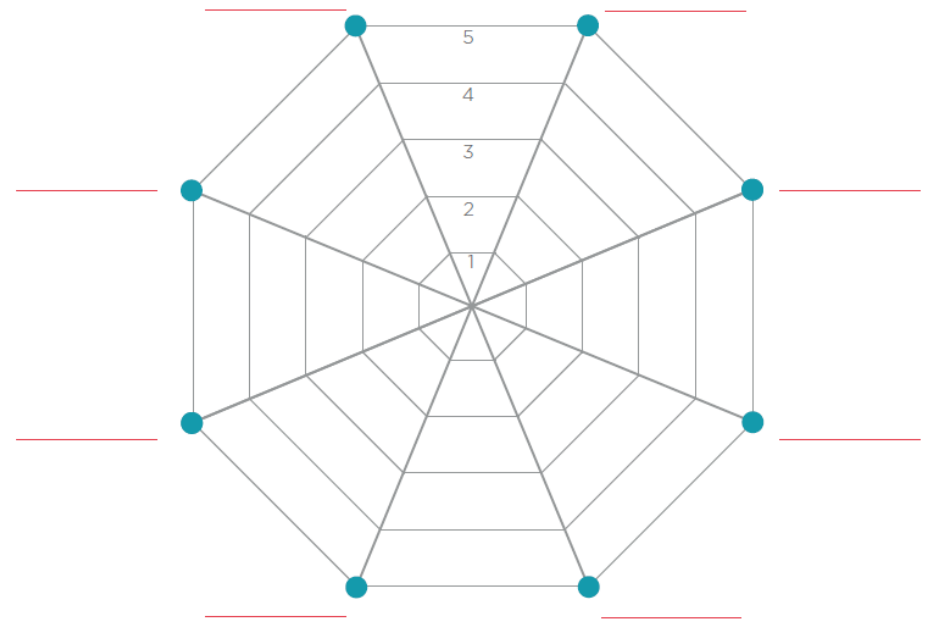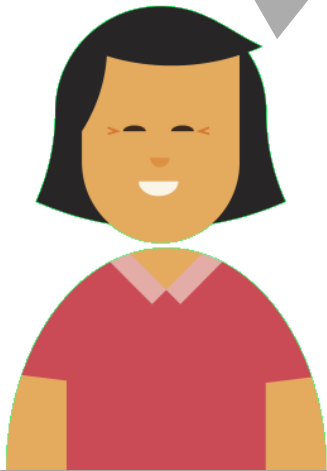
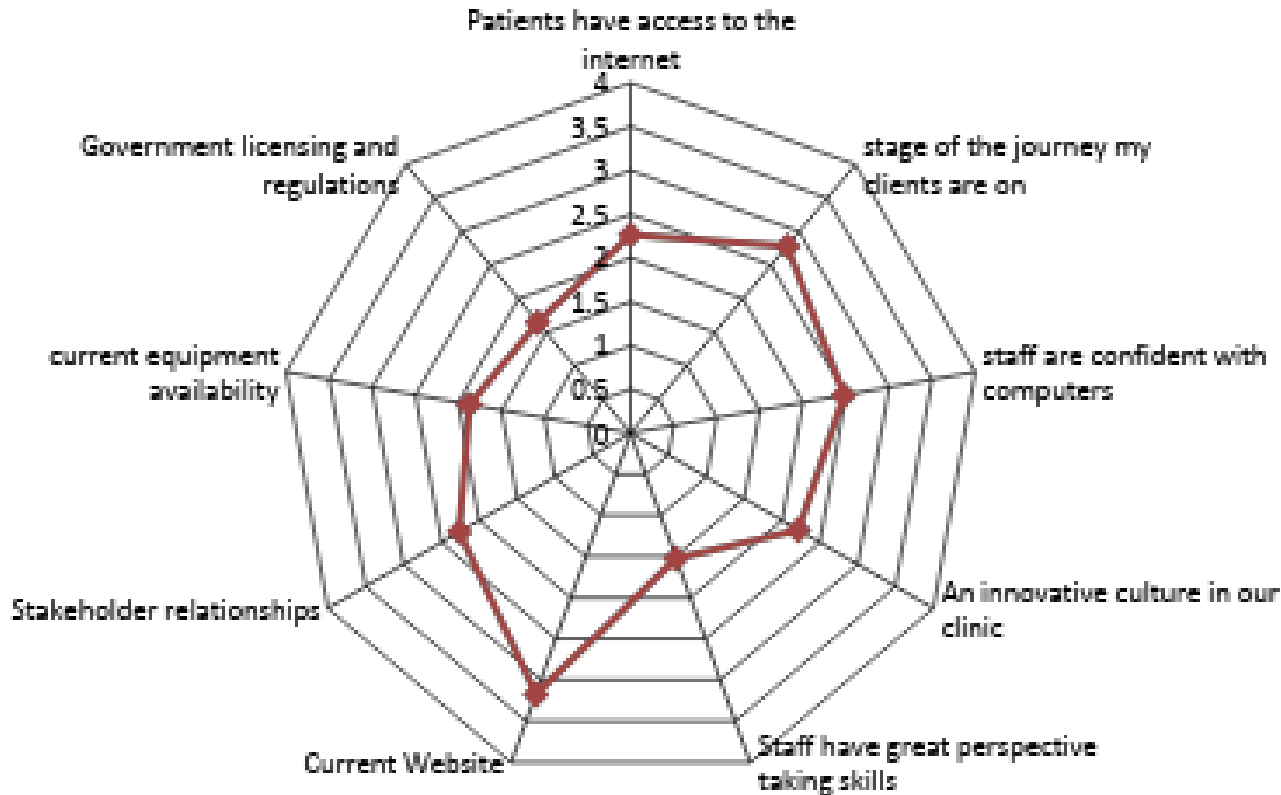**1 = not easy at all – 5 = very easy**

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enter the 5-8 top focus points in the Tool and then use the following question in your spider web exercise:
On a scale from 1-5, to what extent do you think these focus points could be easily implemented once developed within the clinic today?"
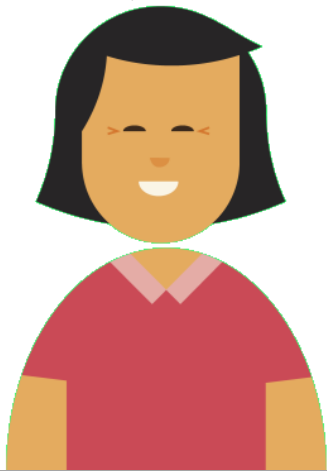
Spider Web Tool

Example: Ida spider web survey on implementing Tele-Audiology

Step 3: Prioritize Your Change

Reflect on your Spiderweb result and think about what is most important for you to focus on to create the change you wish to see. Then write a list of action steps you can begin to take right away.
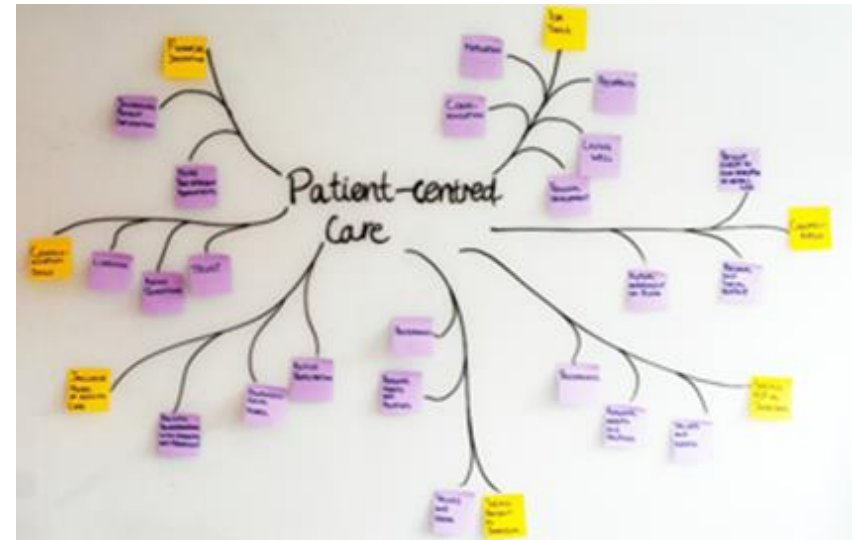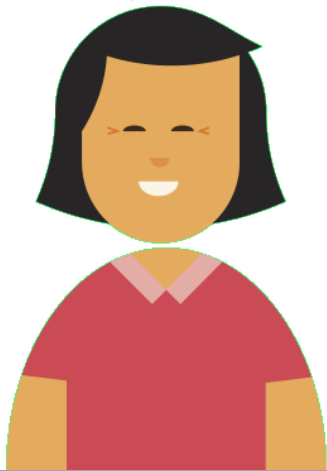
CHANGE GUIDE

Action steps:

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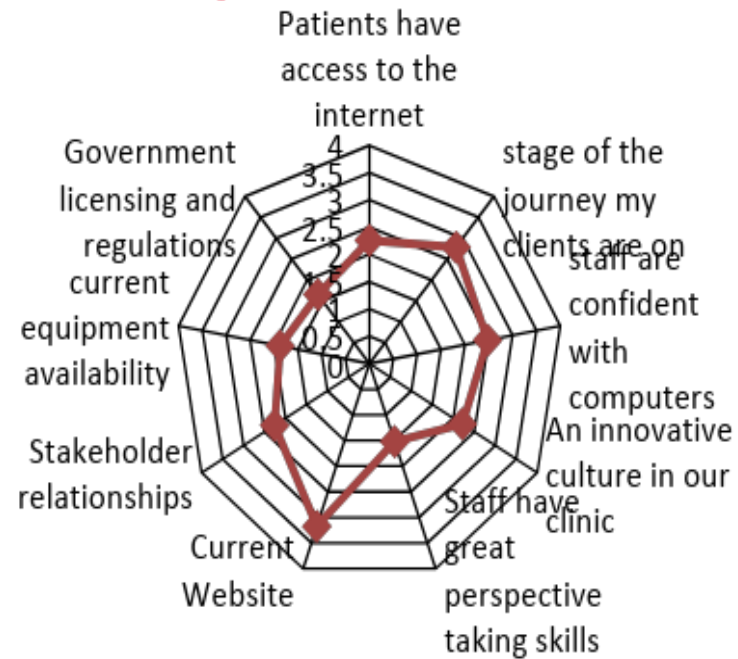......

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Step 3: Envision Your Changed Practice

CHANGE GUIDE

Step 4: Evaluate Your Change

The Ida Triangle Tool for short-term change evaluation

The Ida Spiderweb tool for long-term change evaluation

Embrace the Change

Enjoy your new Tele-Audiology services and share your stories with others to show how effective this style of service can be in staying person centred and providing best practice care.