



COUNSELING IN PEDIATRIC AUDIOLOGY: HELPING PARENTS ENGAGE & CHILDREN ADVANCE

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Research Team...



Hearing Impact Project (HIP) Research Lab



My background...



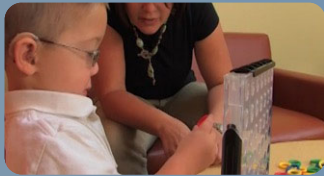
Research focus: patient and family-centered care, and factors that facilitate/interfere with child outcomes

Broadly, child outcomes are affected by...



Access

- Early identification



Evidence-Based Services

- Assessment and intervention



Parent Engagement

- Coping, advocacy and teaching others

And, parent-professional *working alliance* affects...

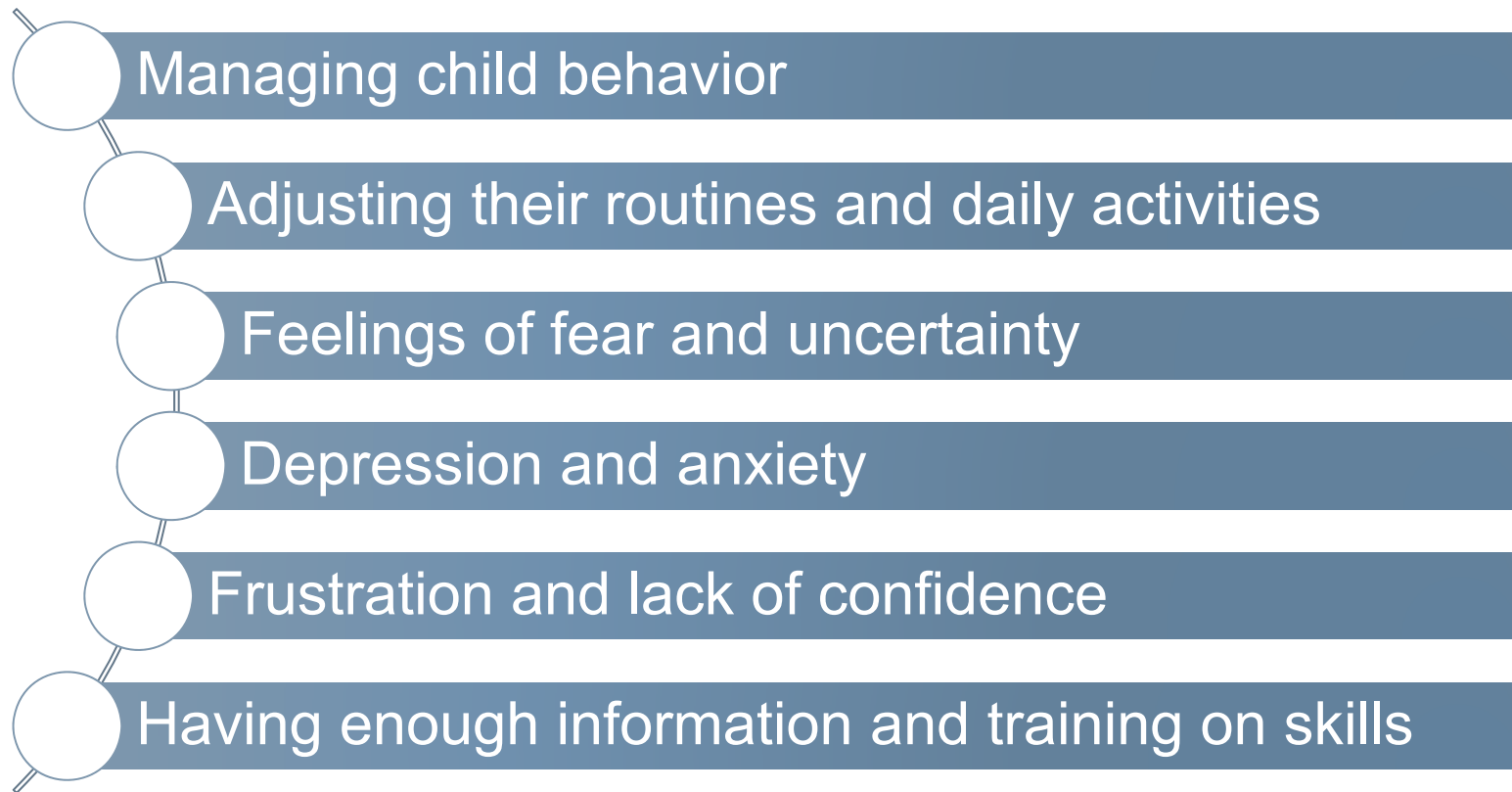
Parent coping
&
engagement



What we have learned from parents



Parents have challenges that affect hearing aid use...

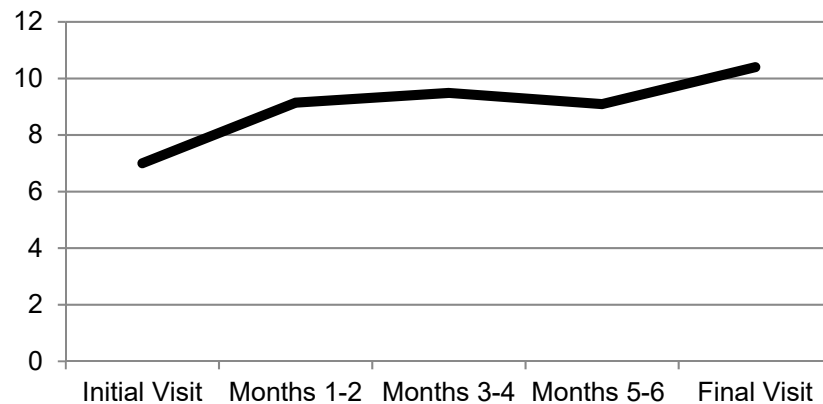


Caballero et al., 2017;
Muñoz et al., 2016;
Muñoz et al., 2015

10 hours or more per day = better language outcomes
Tomblin et al., 2015

Education + managing barriers = increased HA use

Average hours hearing aid use (N = 7 hearing aids)



- ❖ Address underlying emotions and barriers
- ❖ Check in with parents
- ❖ Monitor over time

Tele-support study for families struggling with hearing aid use
N=4 families

Muñoz et al., 2016

Insights from a parent



Aided audibility monitoring varies

Preliminary data for parents of young children who use:

HA (N=85)	CI (N=68)	BCHA (N=38)
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Parent does
a speech
sound check:

How often	HA	CI	BCHA
Never	30%	27%	53%
Daily	17%	10%	6%

Audiologist never:

talks about device
use
5%

has parent
complete validation
questionnaire
69%

provides loaner
hearing aid when
repair needed
21%

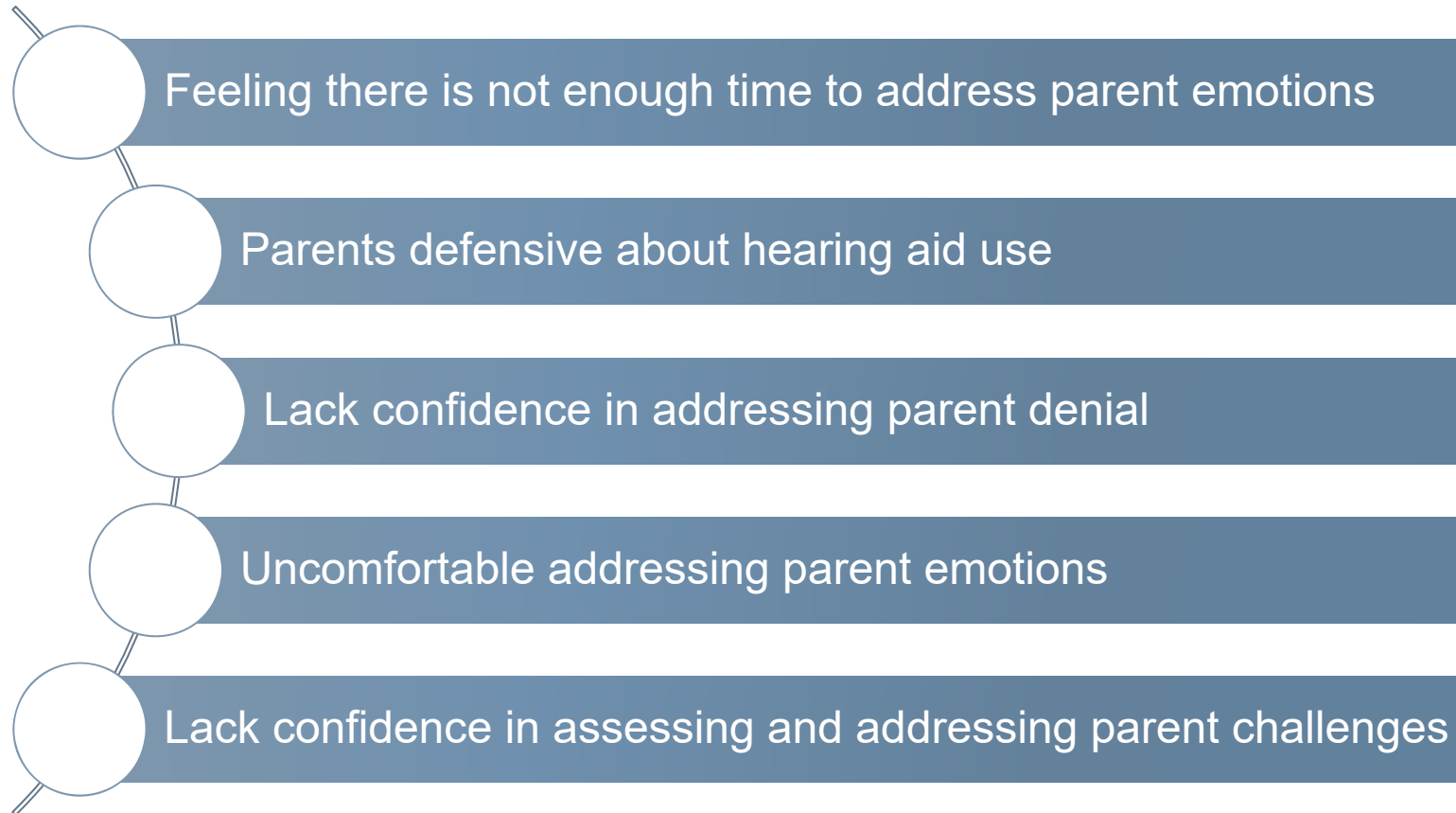
Advice from parents...

Themes	Sample Quotes
Parent education & support	Explain as much as possible in terms parents understand. For many parents this is a new journey and we are trying to learn what we can to make the best decisions possible and support our child.
	“routine” visits/tests/equipment checks can be emotional experiences...which makes comprehension that much more difficult.
	Help the parents to become advocates for their children.
Relationship with parent	Be patient. Be positive. Be open to our wants and needs.
	Don't discount a parent's concern.
	Be honest and up front with parents.
Professional practices	Suggest places for support.
	Offer options and trials...have loaners available.
	Data log even good wearers! We found a faulty cable that way.

What we have learned from audiologists

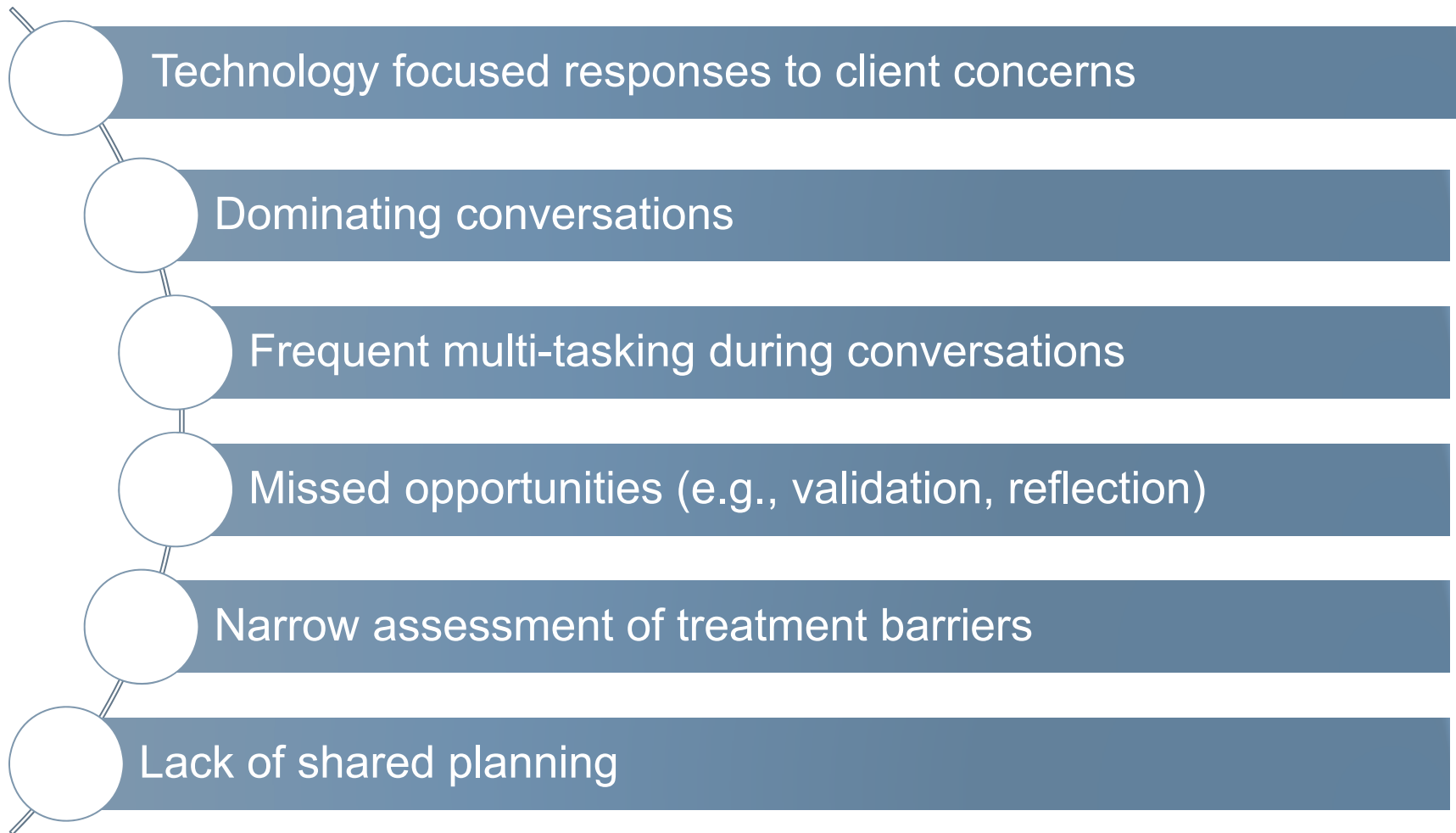


Audiologists have challenges...

- 
- Feeling there is not enough time to address parent emotions
 - Parents defensive about hearing aid use
 - Lack confidence in addressing parent denial
 - Uncomfortable addressing parent emotions
 - Lack confidence in assessing and addressing parent challenges

Muñoz et al., 2017; Meibos et al., 2016

And...challenges can affect communication



Ekberg et al., 2014; Grenness et al., 2015; Ekberg et al., 2016; Muñoz et al., 2017; Coleman et al., 2018

Do you sometimes have parents that...

- Don't accept their child's hearing loss?
- Struggle to follow through on recommendations?



Even the most skilled clinicians can feel 'stuck' in challenging encounters





Key communication attitudes & strategies

can help you navigate difficult conversations

🔑 Look below the surface...

- Be present, caring, and compassionate
- Be curious
- Enter situations openly, without making assumptions





Ask about their values

<http://vitaltalkconversations.com/>

Taylene is living with advanced cancer.

This information helps you connect with what is
important to your patient



Ask open-ended questions to...

- Engage parents
- Expand your understanding
- Increase parent commitment

Use closed-ended questions to get details

- Use sparingly
- Typically they tend to have a technical focus

Example: Ineffective Question Asking

Multiple questions at once

Audiologist	How important are those, um, extra features? Those apps? Those remote microphones? You can get a remote mic for either one.
Patient	Uh huh
Audiologist	One of them can be directly associated with your phone. One of them you will have to get two
Patient	Uh huh

Coleman et al., 2018



Respond to parents' emotions to...

- Help parents feel understood
- Clarify parent concerns
- Reduce the power of emotions on behavior

Technical responses minimize how patients feel

- Making them less likely to share in the future

Example: Technical Response to Emotion

Young adult with hearing loss since birth

P	It's just, it's always interesting getting them fitted because, it sounds great when I'm sitting right here and talking to you, you know, yeah, I can hear
A	But as soon as you go outside everything sounds horrible
P	Yeah I go to the store, or, I go <hehe> I'm like <u>what</u> is going on
A	Yep
P	So
A	If it's too much at first, one thing you could do, I wouldn't recommend it every time, but , you can switch back to your other hearing aids and get used to them being comfortable in that situation. Since you're used to them I don't imagine you're going to have that difficulty
P	Yeah, yeah



Ask before sharing information to...

- Respect parent autonomy
- Allow parent to say they are ready, it is safe to go there
- Engage parent
- Target information provided

Ask parents' about...

Their prior knowledge

What they want to know

What they understand

Example: ineffective information sharing

Not checking what patient wants to know

A	Well one of the things we talk about in class is strategies you can use in addition to hearing aids to communicate well
P	You told us that at the center
A	At the center, we talked about some of those strategies
P	Mm hmm
A	Fantastic!
P	Yes, you did
A	Several minutes of education...
Mm hmmm	Several more minutes of education...



Engage in shared planning to...

- Respect parent autonomy
- Help you know parent needs and priorities
- Increase parent engagement
- Recognize parent's role in behavior change

Opportunities for Shared planning:

Agenda setting

Decision-making

Goal setting and action planning

This puts you and the parent on the same team!



Assess comprehensively for barriers

INTERNAL BARRIERS

- Emotional
- Cognitive

EXTERNAL BARRIERS

- Logistical
- Financial
- Information need
- Skill learning



Use evidence-based communication to talk about barriers

INTERNAL BARRIERS

- Teach basic psychological skills
 - Acceptance
 - Mindfulness
 - Cognitive restructuring
 - Stress management

EXTERNAL BARRIERS

- Collaborative problem solving
 - Goal setting
 - Stimulus control (e.g., daily reminders)
 - Contingency management (e.g., reward system)
 - Time management
 - Organization
 - Resource identification

If internal barrier not addressed...

parent behavior can negatively influence speech and language development

“No one knows about his hearing loss, not even my family. I’m afraid he’ll be treated differently so I don’t put his hearing aids on him.”

Questions you can ask

When do these thoughts show up?

Are your actions guided by your values for your child?

Are these thoughts helping you reach your intervention goals?

Mindfulness

Uses knowledge of patient values to guide, inspire, and motivate goal setting and taking action

- Core values guide/motivate/inspire behavior change through mindful actions
- Lessen impact and influence of thoughts/fears
- Clarifies what is important and meaningful

Harris, 2009. ACT Made Simple.

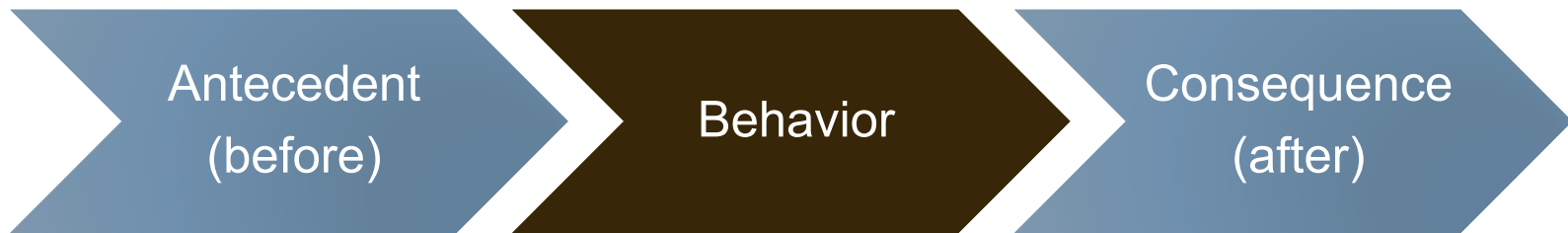
Motivational Interviewing

“MI is about arranging conversations so that people talk themselves into change, based on their own values and interests.”

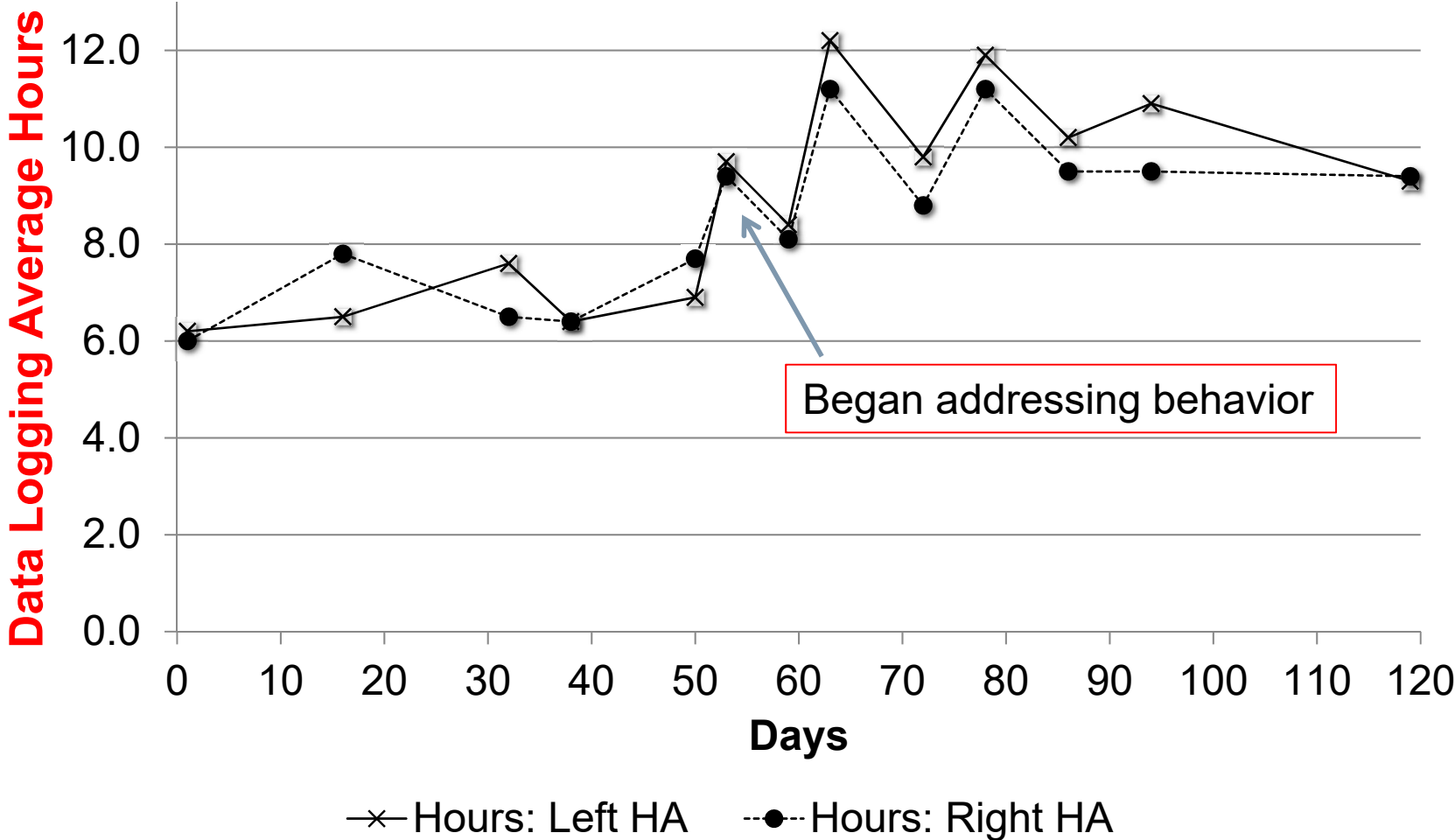
Miller & Rollnick (2013)

- Change talk
 - *What will happen if things don't change?*
 - *What will things be like in 3, 5, 10 years if you don't...*
 - *What would be good about changing this?*
- Help client think it through – avoid the *Righting Reflex*
 - *What are good aspects of not wearing the hearing aid, and what are some negatives?*

Gather information & problem solve together



Behavior Management Example

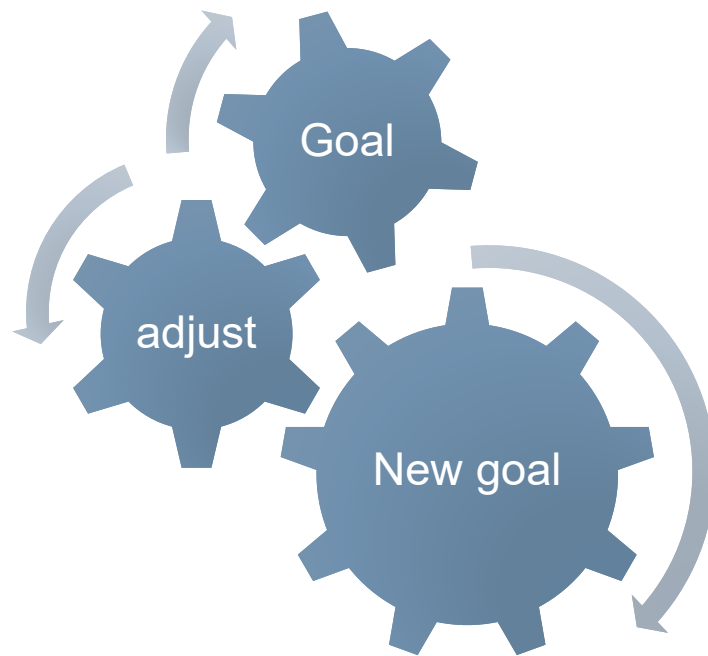


Monitor Progress



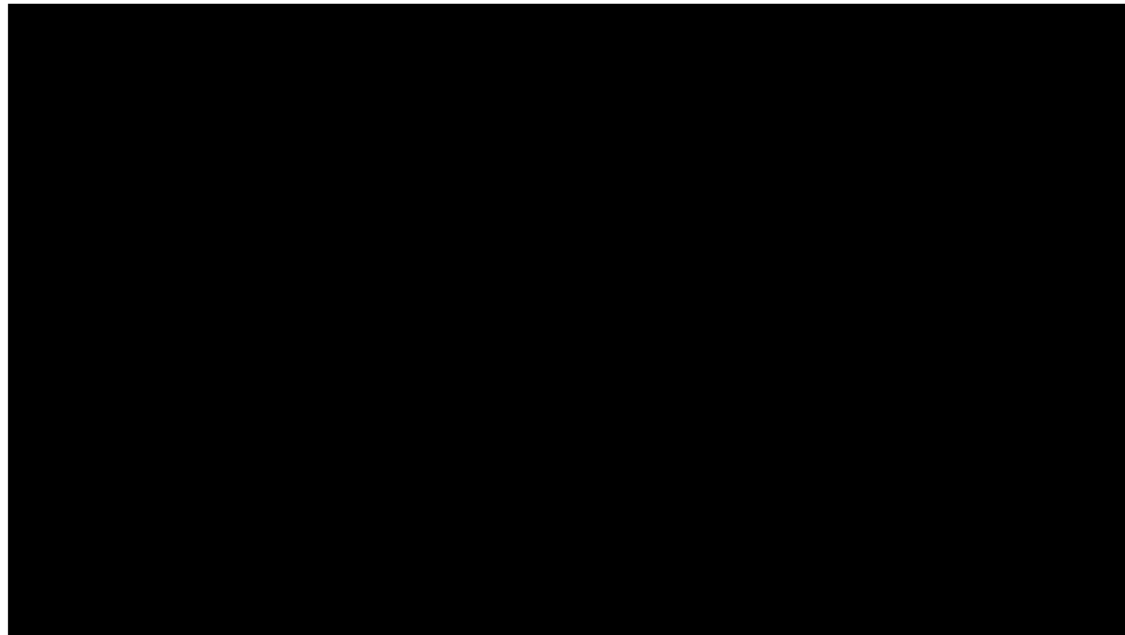
- Ongoing assessment is needed to monitor progress


If needed, modify goals



Not a goal

<http://vitaltalkconversations.com/>





Use resources, they can
enhance your parent-
professional partnerships

Hear to Learn resources can help parents and other caregivers support spoken language development

- Video Tutorials
- Language Activities
- Webinars
- Research

HEAR to LEARN
www.heartolearn.org



The screenshot shows the homepage of the Oír para Aprender website. At the top right is a navigation menu with links for 'Inicio', 'Conócenos', 'Pregúntale a un experto', and 'Contáctanos'. Below the header, the text 'Recursos para padres y profesionales' is displayed. The main content area features two large promotional cards. The left card is titled '¡ALGO NUEVO PARA HACER!' and includes a PDF document titled 'Pasos en la telegrafía (PDF)'. The right card is titled 'Construyendo éxito... Un paso a la vez.' and focuses on 'Audición-Lenguaje-Alfabetización'. At the bottom, there is a search bar, social media icons for Twitter, RSS, and Facebook, and a footer with categories: 'Comunidades', 'Lecciones', 'Materiales', and 'Investigación'.

Oír para aprender
www.oirparaaprender

Childhood hearing loss Question Prompt List (QPL) for Parents, can help...

Parents ask questions

Audiologists recognize parent needs

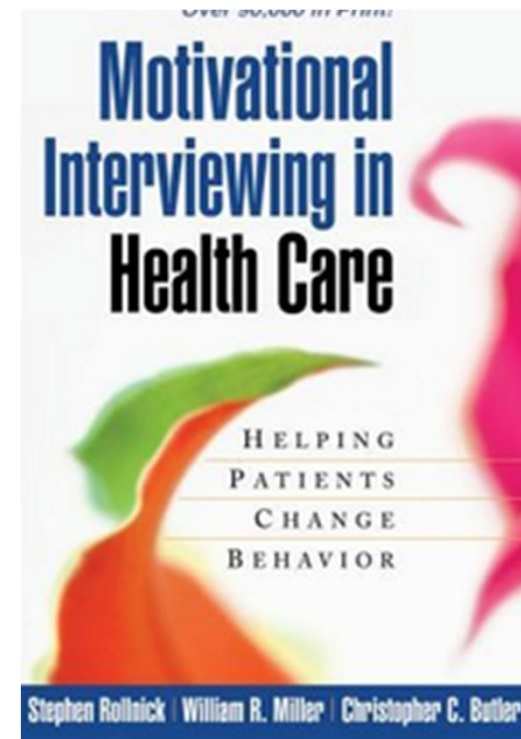
Support family-centered care

https://www.phonakpro.com/content/dam/phonakpro/gc_us/en/products_solutions/documents/QPL.PDF

In Summary

- Pay attention to:
 - Your presence
 - The questions you ask
 - Your responses
- Check in with parents
- Align your goals
- Monitor progress

Learn more about how to communicate in effective ways



It matters...

As a result of reassuring the continual wear of my youngest child's hearing aids, his language has improved substantially. I have never had such a prominent relationship with any other audiologist

...

Communication with the audiologist has alleviated a lot of frustrations

...

Thank you for providing a comfortable environment for my husband and I to address any and all of our concerns.

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Questions?

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