

Person Centred Care in Tinnitus Management

Cherilee Rutherford, AuD
Senior Audiologist, Ida Institute



Course Objectives

1. Identify typical challenges for patients and clinicians dealing with tinnitus

2. Describe 3 new tools for person centred care in tinnitus management

3. Reflect on own current practice and formulate a plan to incorporate tools for person centred care into future work with tinnitus patients.

Setting the scene

The Perspective of People and Families affected by Tinnitus

"The Rooster"

Thinking about the video.....



What were the challenges facing the person with tinnitus and their family?



What are the challenges associated with managing tinnitus that you recognize as a clinician?

The Perspective of People and Families affected by Tinnitus

"The Freight Train"

Thinking about the video.....



What were the challenges facing the person with tinnitus and their family?



What are the challenges associated with managing tinnitus that you recognize as a clinician?

The Ida Tinnitus Challenge: Our Question to Professionals

‘Can we find a way to dispense hope, compassion and build resilience in a tangible way in the management of Tinnitus?’

Tinnitus Challenge Group, 2016
15 professionals from Germany, UK, US, Italy, Canada, Switzerland, Denmark and Australia

Tinnitus Challenge Process



Understand:
What are the challenges facing patients and clinicians managing tinnitus in daily life?



Explore:
Current research
Patient and Professionals Perspectives



Create:
Tools to support person-centered care for tinnitus patients

Challenges



Tinnitus is not one thing
A small group of specialists
Addressing hearing and Tinnitus
Uncertainty

Receiving a positive/empowering
first message
Tinnitus is addressed vs hearing
Uncertainty

What do People with Tinnitus Need?

The early days are critical
Reliable early information
Hope and understanding
Knowing what to do next
Knowing that the situation can be managed



What do professionals need?

What do Professionals need?

To demonstrate compassion

To dispense hope

To guide dialogue about tinnitus

To give tinnitus the same
importance as hearing

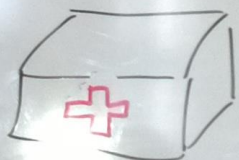
To create professional Tinnitus
support networks

Understand and address the
barriers within the health system

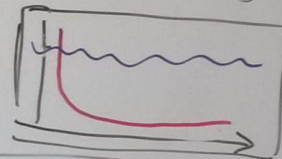
MAP FOR HOPE & SUCCESS for professionals and patients

early on-set: patient

First aid box




How to talk about Tinnitus (GP/Aud/ENT)



Tinnitus management

▷ GP check list



online

Tinnitus thermometer

▷ ongoing management
(Audiologist)

	AP1	AP2	AP3
Q1			
Q2			
Q3			

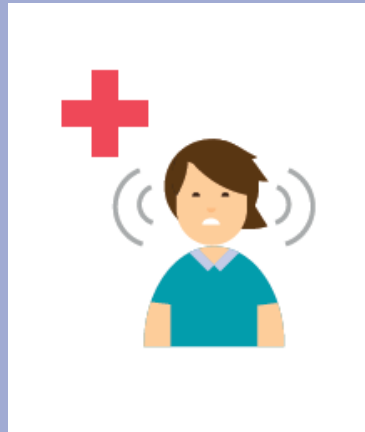
Co-creation



Tinnitus First Aid Kit

Target Group:
People with Tinnitus

Objective:
Support for patient from the beginning



1. Understanding tinnitus
2. Causes of tinnitus
3. Therapeutic Options

Reassurance in the early days

Are you hearing a constant ringing in your ears? Then it is most likely that you have tinnitus. Stay calm, it does get better for most people, and our Tinnitus First Aid Kit is designed to help you.



What is Tinnitus?

Tinnitus is not a disease or illness. It is a symptom caused by the hearing system in your brain. Read more about tinnitus [here](#).



Your Tinnitus First Aid Kit

We have put together a Tinnitus First Aid Kit for you if you have just discovered, or think you might have tinnitus. Find more advice and tools [here](#).

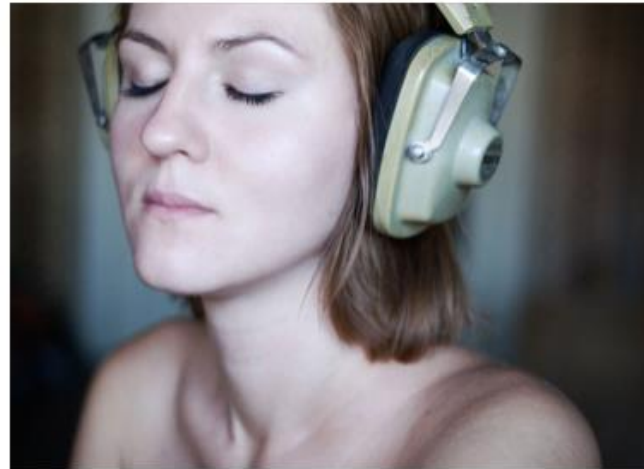
Sign Posting in the early days

First steps

Although tinnitus rarely means that there is anything seriously wrong, it is wise to see your doctor if you have it. Below are some suggestions to help until you can arrange that appointment.



Information



Basic sound therapy



Relaxation

What to do in the early days

Next steps

In addition to the self-help techniques we have already mentioned, the following strategies can be very helpful in managing tinnitus.



Treat any hearing loss



Sleep management



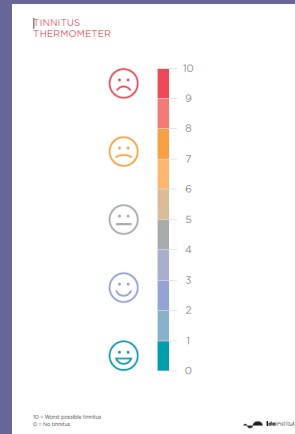
Sound Enrichment Therapy

Tinnitus Thermometer

Target Group:
Clinicians working with Tinnitus

Objective:
Track changes in the perception of
Tinnitus over time

Format:
3 Simple questions



The screenshot shows the 'TINNITUS THERMOMETER' form. It has a header with 'CLIENT'S NAME' and 'ida institute'. The form is divided into four rows of questions and three columns for tracking over time. Each column has a header for 'DATE' and 'REF'. The questions are: 1. 'When you think of tinnitus, what do you think of? Say one or two words that describes how you feel about it.' 2. 'What do you expect from this appointment?' 3. 'During the past week, was there a time when your tinnitus was less bothersome?' 4. 'Mark the number between 0-10 that best describes how much tinnitus has bothered you in the past week, including today.' Below the questions are three columns of smiley faces and a scale from 0 to 10, with 0 being a happy face and 10 being a sad face. The legend indicates '0 = No tinnitus' and '10 = Worst possible tinnitus'.

1. How do you feel when I say Tinnitus?
2. What do you expect from this appointment?
3. During the past week, was there a time when your tinnitus was less bothersome?

TINNITUS THERMOMETER

CLIENT'S NAME: _____



	DATE: <input type="text"/>	REF: <input type="text"/>	DATE: <input type="text"/>	REF: <input type="text"/>	DATE: <input type="text"/>	REF: <input type="text"/>
1 When you think of tinnitus, what do you think of? Say one or two words that describes how you feel about it.						
2 What do you expect from this appointment?						
3 During the past week, was there a time when your tinnitus was less bothersome?						
4 Mark the number between 0-10 that best describes how much tinnitus has bothered you in the past week, including today. 0 = No tinnitus 10 = Worst possible tinnitus	 0 1 2 3 4 5 6 7 8 9 10 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	 0 1 2 3 4 5 6 7 8 9 10 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	 0 1 2 3 4 5 6 7 8 9 10 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			

Clinical Demonstration: Tinnitus Thermometer

Tinnitus Thermometer

Introduction

The Tinnitus Thermometer is a tool to help you explain to your hearing care professional how you're experiencing tinnitus right now. You will be asked three brief questions and will send your answers to your hearing care professional to discuss at your next appointment.

How you feel about your tinnitus may change, so you may be asked to complete this tool before more than one appointment.

Continue



<https://apps.idainstitute.com/apps/tinnitus-uk>

Telecare Tools for Tinnitus

In the past week, was there a time when your tinnitus was less bothersome?

Write one or two sentences about that occasion.

How much has Tinnitus bothered you in the past week? (0 represent no tinnitus, 10 represents the worst tinnitus possible).



Share your results

Click below to email your results or save them as a PDF.



Email



PDF

Changing the culture of health care delivery

Patients coming prepared to clinic appointments to discuss key concerns and goals for the visit, and thus becoming more active participants in their care, can ensure that important issues are prioritized accordingly and managed efficiently.

Turakia & Combs (2017) Using Principles of Co-Production to Improve Patient Care and Enhance Value. AMA Journal of Ethics, Vol 19 (11), 1125-1131

How to Talk about Tinnitus: Communication Guide

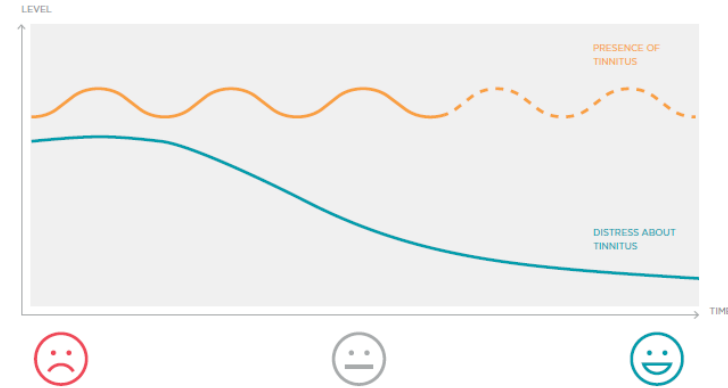
Target Group:
Audiologists

Objective:
Communicating a hopeful and
supportive message

Format:
Guided conversation and
supporting image

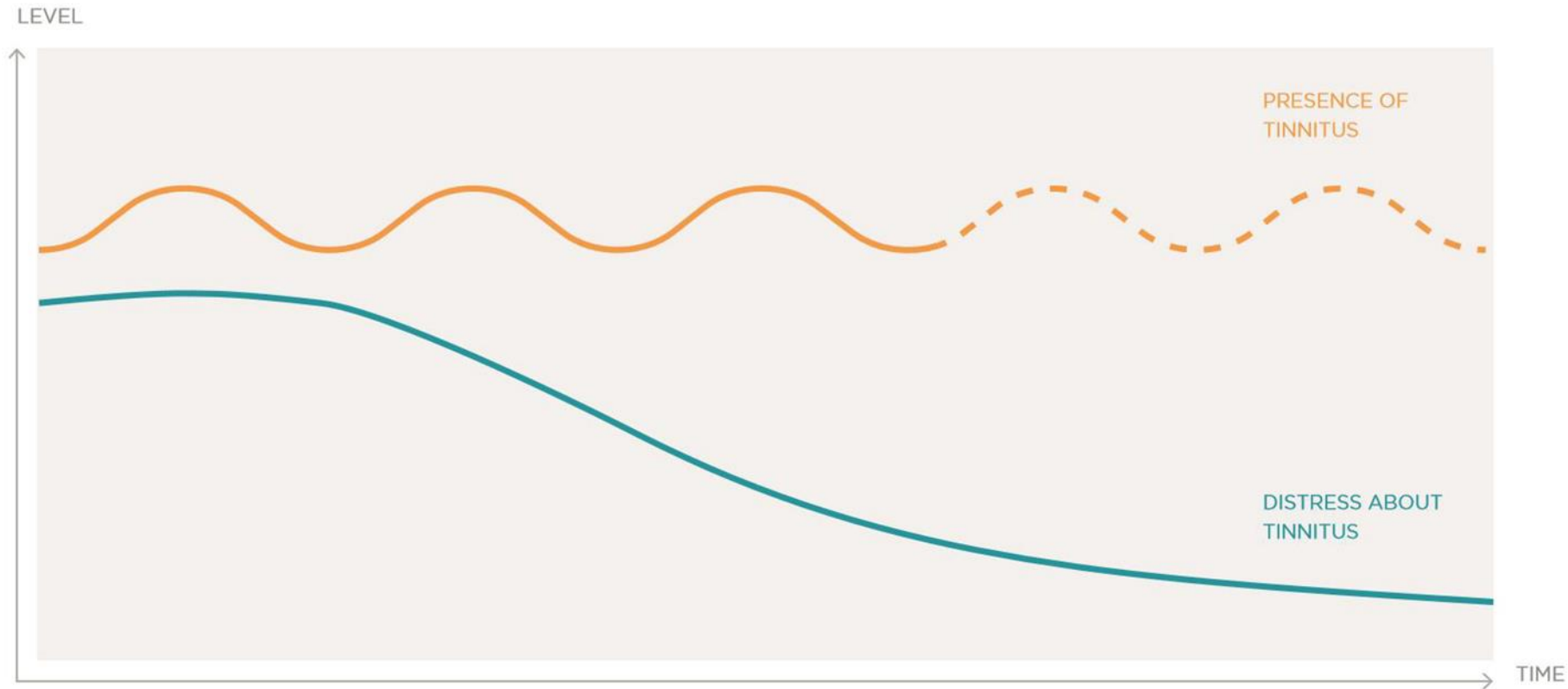
TINNITUS FORECAST

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Manage your reaction to
Tinnitus over time

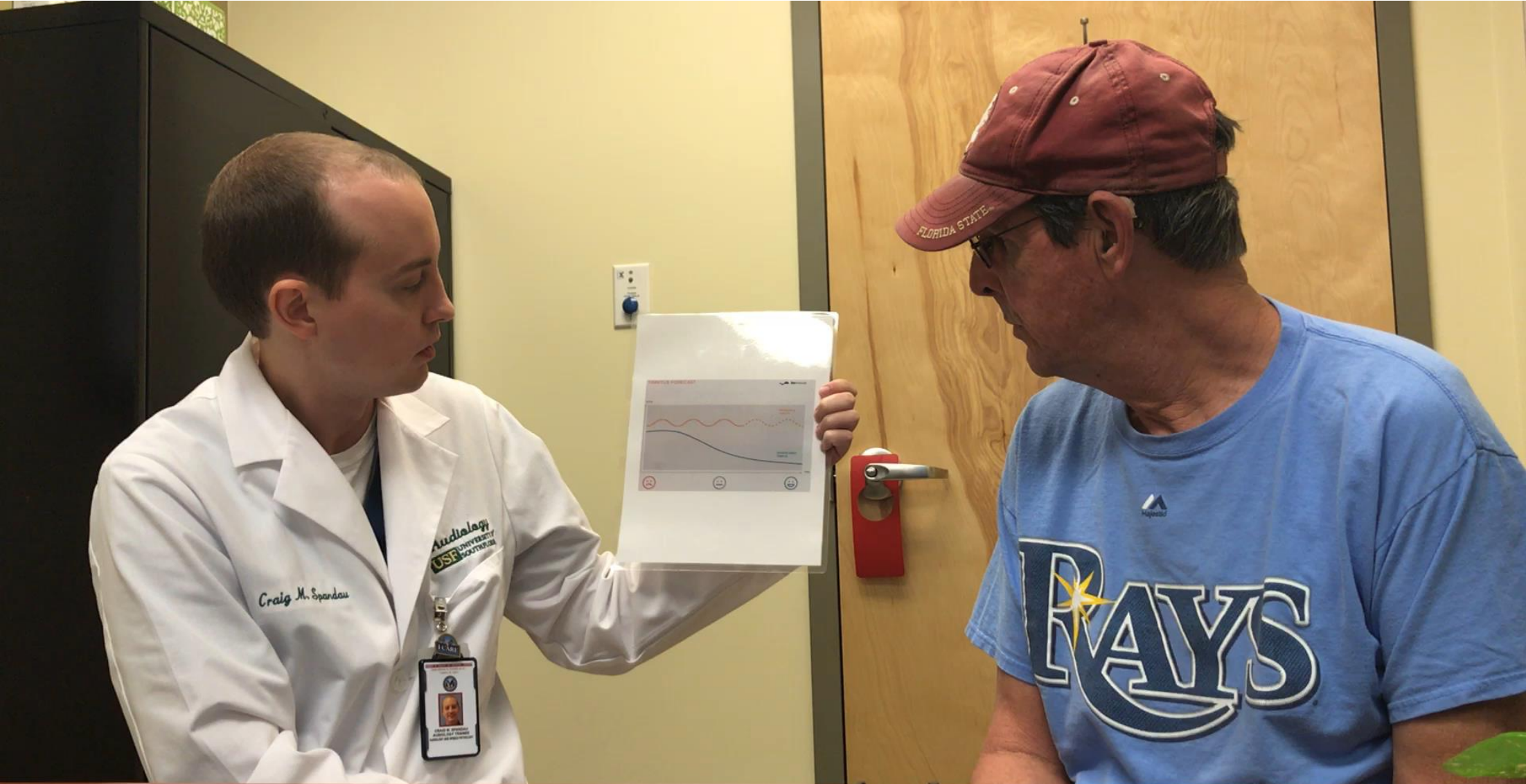
Tinnitus Forecast



Based on the work of Dr. Laurence McKenna and Dr. David Scott, Royal National Throat, Nose and Ear Hospital, London.

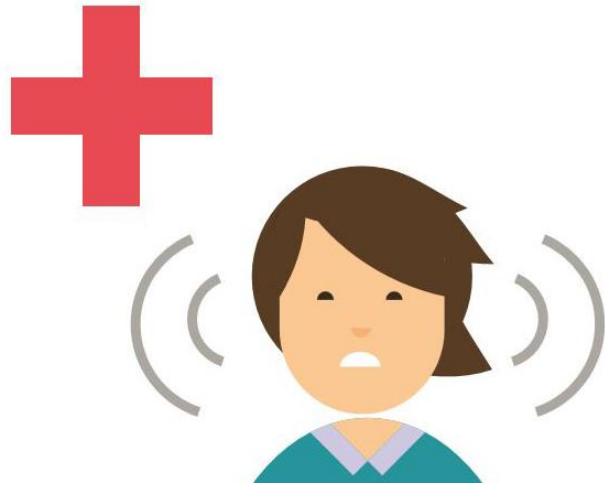


Clinical Demonstration: Tinnitus Forecast



The Tinnitus Challenge

Time to Apply



Thinking about Nick, how do you think the First Aid Kit might have supported his journey managing tinnitus?



How could the first Aid Kit support the counselling and advice you provide in your clinic?

Tinnitus Forecast

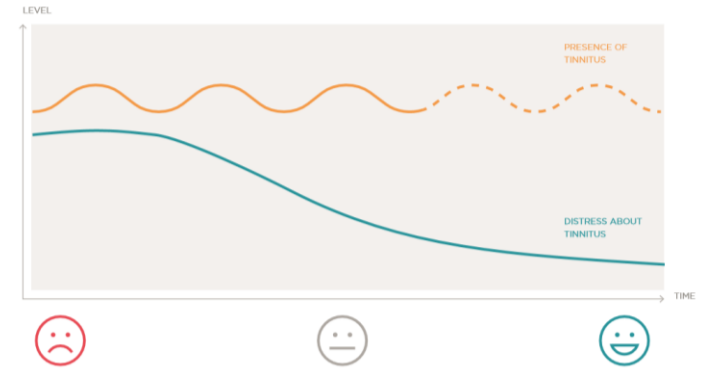
How would this guide have helped Nic and the first audiologist that saw him?

How and when would you use the tinnitus guide?

How do you think it would support your conversation with your patients?

TINNITUS FORECAST

ida institute



IDA LEARNING HALL



LIFE WITH HEARING LOSS

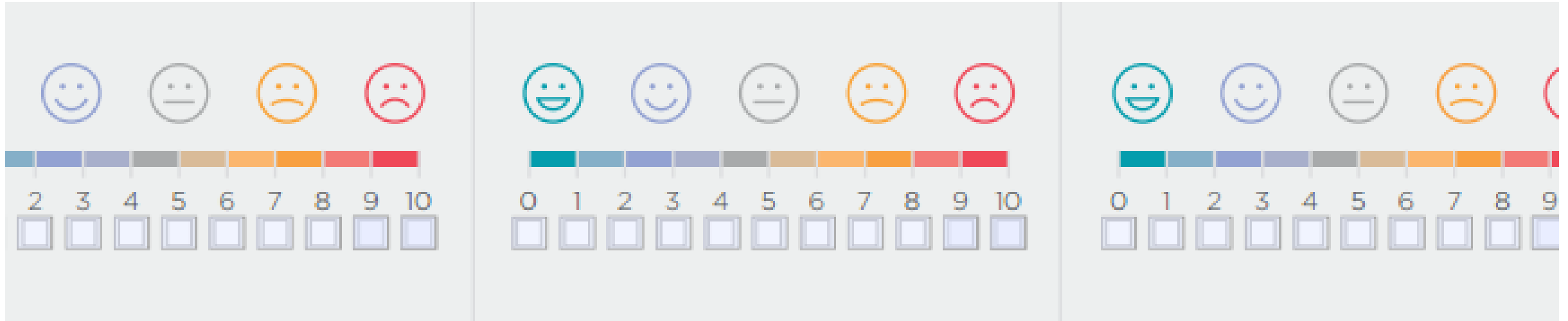
idalearninghall.idainstitute.com

crut@idainstitute.dk



MOTIVATING YOUR CLIENTS

Tinnitus Management : Next steps for you?



In my next tinnitus appointment I would like....

A moment to reflect...

Lightbulb moment?

Personal goal statement?

Letter to my successor:
How to survive your first Tinnitus
session!



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