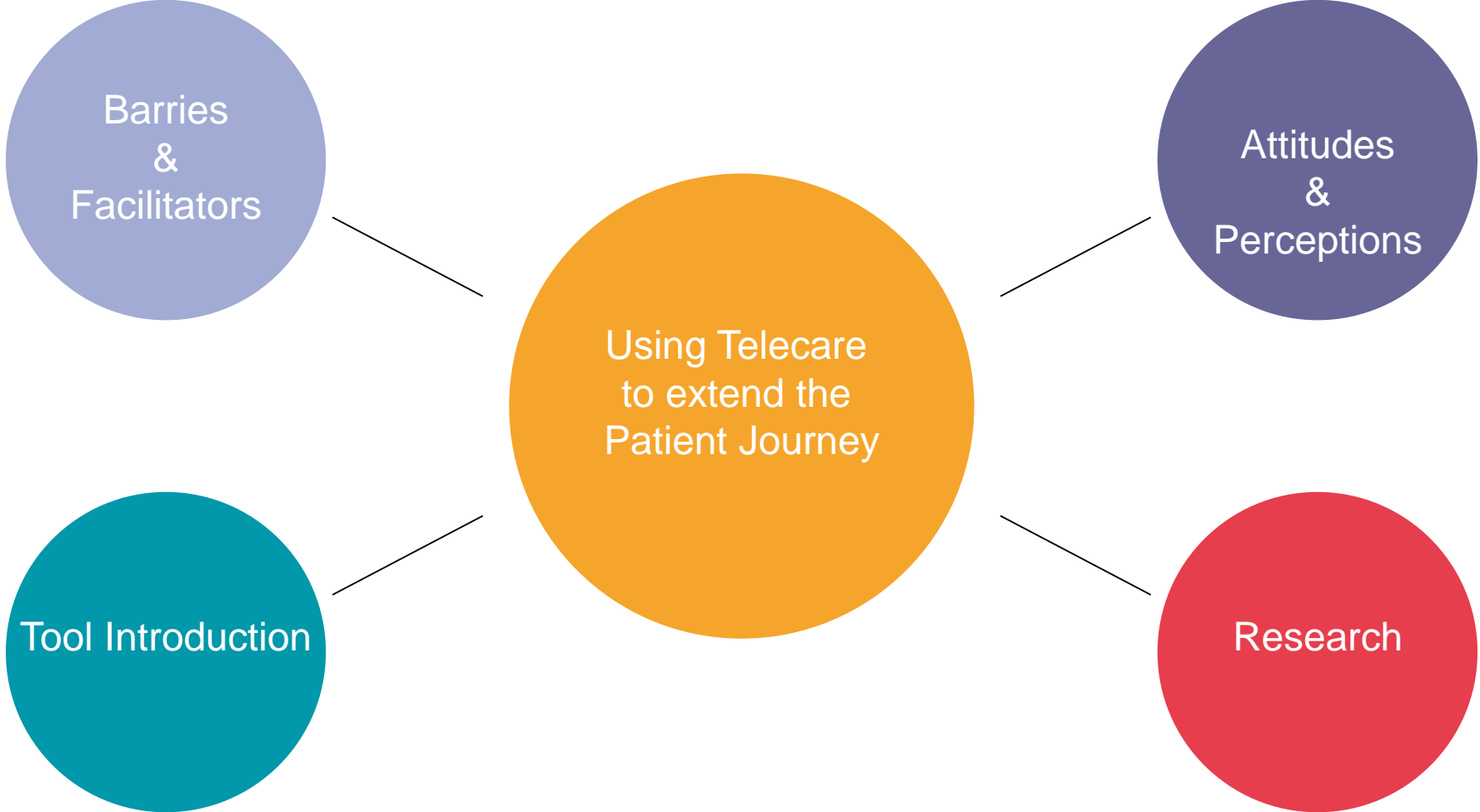


Ida Telecare: Online Tools to Extend and Improve the Patient Journey

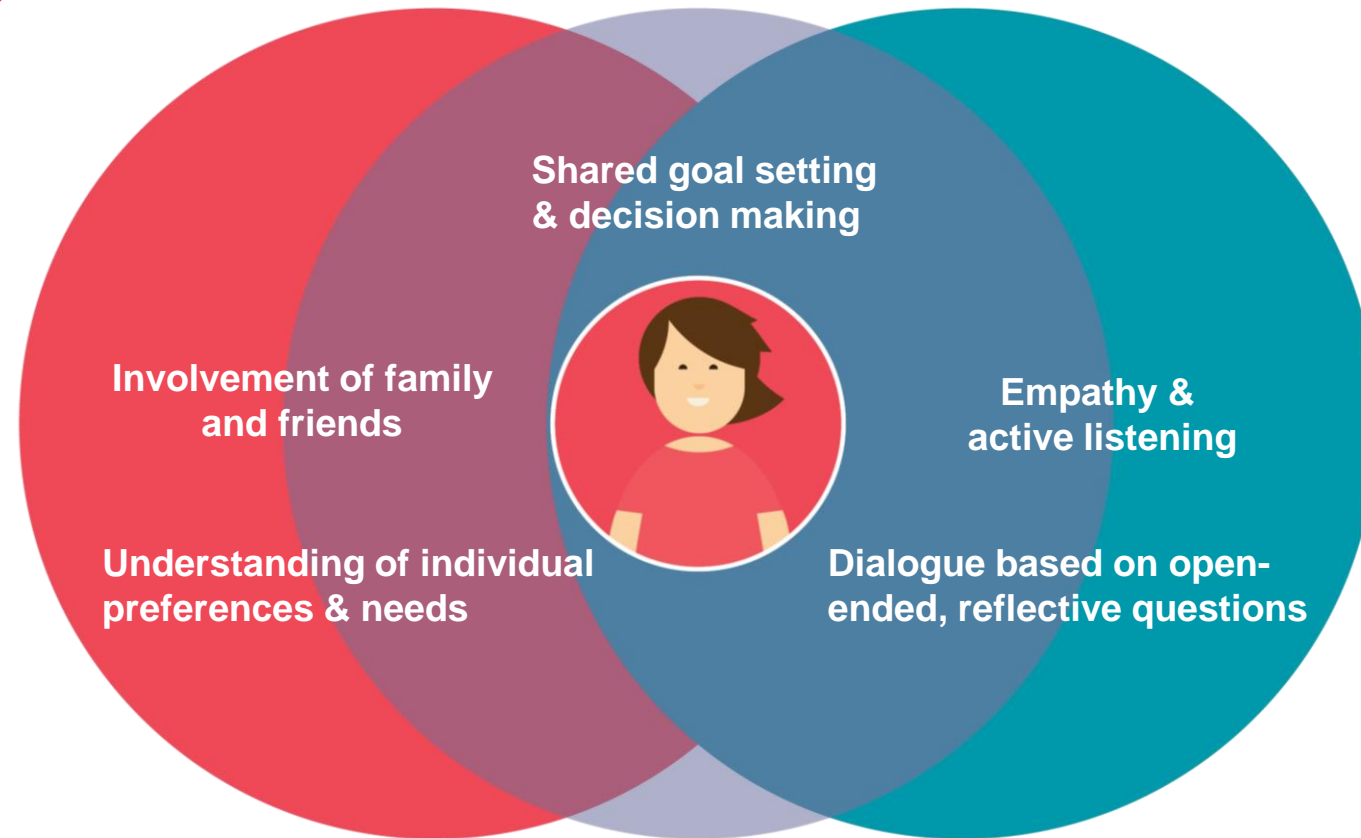
*Cherilee Rutherford
Senior Audiologist, Ida Institute
Denmark*



Visual Agenda



WHAT IS PCC?



BENEFITS FOR PATIENTS

- Greater satisfaction with care¹
- Better results of treatment¹
- Easier to follow recommendations of the HCP¹

BENEFITS FOR HCPs

- Need for fewer diagnostic tests²
- Time saved in appointments³
- Increased client satisfaction⁴
- Better clinical outcomes⁵
- Increased employee satisfaction⁶

Barriers & facilitators of telepractice in hearing care

*Connected Audiological Rehabilitation: 21st Century Innovations (Saunders & Chisolm)
J Am Acad Audiol 26:768–776 (2015)*



AMERICAN
SPEECH-LANGUAGE-
HEARING
ASSOCIATION

- Readiness for AR
- Age
- Computer & Internet security
- Acceptance of tele-audiology for rehab

- Saunders & Chisolm (2015)
- Singh et al (2014)
- Thoren et al (2013)
- ASHA

Patient Perceptions of Tele-audiology

- Perceived advantages by patient include:
 - ↓ travel time
 - ↓ cost
 - ↓ waiting times (most important)
- Barriers:
 - desire for f2f appointments
 - telecare appointment quality not as good
- Reluctance can be overcome with well planned education & improvement in their confidence

Eikelboom & Atlas (2005), Saunders (2015)



Most important predictor of acceptance :

Confidence in their ability to use the technology

Clinicians Perceptions of Tele-audiology

- 20% believe tele-audiology to negatively impact
 - quality of care
 - patient/clinician interactions
 - quality of relationships
- 25% believe positive impact of telehealth in all domains
- Clinicians unwilling to consider tele-audiology for
 - 1st time patients
 - children under 17 yrs
 - adults over 65 yrs

Singh et al (2014)

Systematic Review

- 1747 audiologists surveyed (US, Canada, worldwide)
- Positive trend in attitudes towards tele-audiology
- Need for data from lower income countries

Ravi et al (2018)

Examples Of Current Telepractice in Aural Rehab

<p><u>Sensory Management</u></p> <p>√ HA fitting & CI Mapping Outcomes no different than F2f</p> <p>Campos & Ferrari (2012) Ramos et al (2009) Wesarg et al (2010)</p>	<p><u>Instruction & Education</u></p> <p>Ida GROUP Tool Websites with HON Certification e.g. Mayo Clinic or Washington Uni Adult Aud Dept Online rehab programme (Thoren et al 2011)</p>
<p><u>Perceptual Training</u></p> <p>PC Based Programmes Increased Self confidence Decreased listening effort (Boothroyd, 2010)</p>	<p><u>Counselling</u></p> <p>Online support/chat groups HLAA ACE (Hickson, Worrall, Scarinci, 2015)</p>

Boothroyd 2007 framework for AR

Benefits of telecare for PHL & Professionals



Remain in the comfort of their home
Reduced travel time
Allows for remote and rural access
Increase visits
Opportunity to consult non local professionals
Improved outcomes due to specialist access

Deliver traditional services in new ways
Extend fitting beyond hearing aid fitting
Reach new hearing loss groups
Offer more personalized care
Increased inclusion of communication partners
Provide new services not previously possible
More flexible service delivery model

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.”

“Evidence suggests informed, activated patients may be effective in facilitating good health outcomes at lower cost.”

Turakia & Combs (2017); Batalden et al (2016)

Ida Telecare



Ida Telecare – Online Resource for Patients

An online, interactive framework for patients structured by the steps in the clinical journey

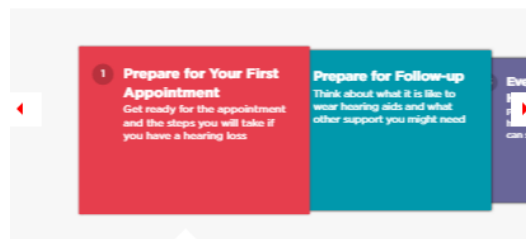
Tools and resources to help patients:

- Prepare for appointments and important decisions
- Involve their families
- Live good lives with hearing loss

Ida Telecare

Ida Telecare is a quick and easy way for you to get ready for appointments. It also gives you tips on how to live well with your hearing loss.

Choose your situation and begin to improve your communication now.



Prepare for your first appointment

You have just booked your first appointment with an audiologist to find out if you have a hearing loss. Maybe you find it difficult to hear what people are saying. People around you may also think that your hearing is getting worse. If the test shows that you have a hearing loss, the audiologist will help you find the best technology. They will also help you learn how to communicate better in daily life.

It can be a good idea to prepare yourself for the appointment and the decisions you will make if the hearing test is positive. This will help ensure that your needs and concerns are taken care of. It will also guide the audiologist so that they can recommend the best treatment for you.

What you can do to prepare:

- Think about situations that you find difficult to hear and communicate in
- Name the people it is most important for you to communicate with
- Think about why it is important for you to improve your hearing
- Talk to your partner or children about how well you communicate today
- Think about what you will do if the hearing test is positive

Tools to Help You Prepare

The tools below are designed to help you prepare for the appointment:



Living Well Online

When is it easy or hard to communicate and what can you do to make it better?

My Turn to Talk for Adults

What questions do you want to ask in the appointment and who you need to communicate with?

Why Improve My Hearing?

How would improving your hearing and communication affect your daily life?

Ida Telecare:

www.idainstitute.com/telecare



Extend your services beyond the clinic

Provide guidance before and after the appointment and save time

Empower clients to self-manage their hearing loss

Three Steps to Ida Telecare



1. Prepare for your First Appointment

- Living Well
- My Turn to Talk
- Why Improve My Hearing
- Tinnitus Thermometer

2. Prepare for Follow-Up Appointments

- Living Well
- My Turn to Talk
- Tinnitus Thermometer

3. Everyday Life with Hearing Loss

- Communication Strategies
- Dilemma Game

Prepare for Appointments



Living Well Online

When is it easy or hard to communicate and what can you do to make it better?



My Turn to Talk for Adults

What questions do you want to ask in the appointment and who you need to communicate with?



Why Improve My Hearing?

How would improving your hearing and communication effect your daily life?



Tinnitus Thermometer

How are you experiencing tinnitus right now?

www.idainstitute.com/telecare

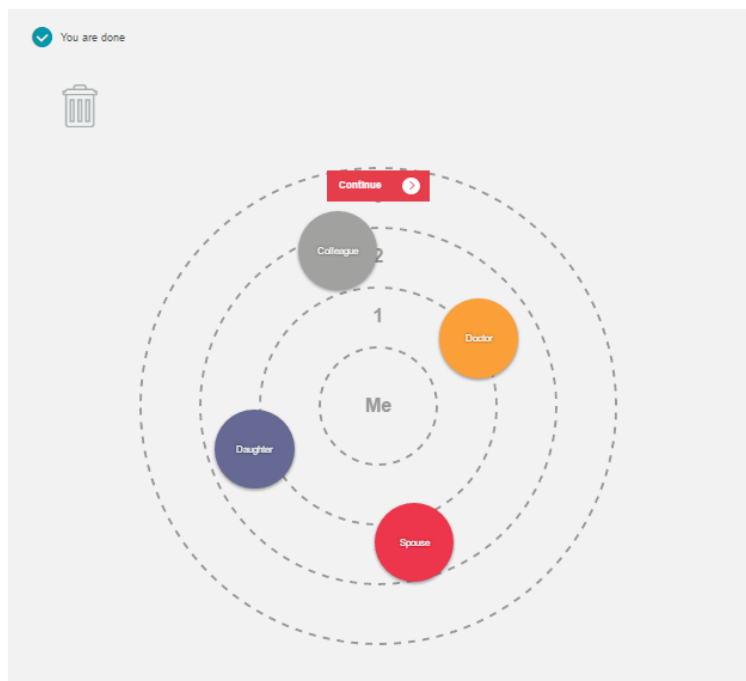
My Turn to Talk



My Turn to Talk for Adults

What questions do you want to ask in the appointment and who you need to communicate with?

Positioning



Back Continue

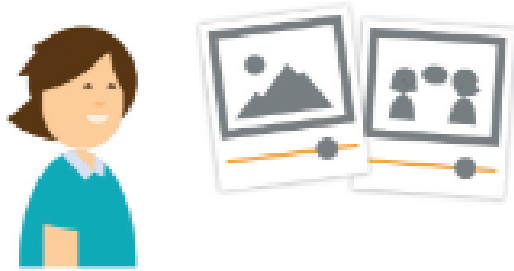
My Notes

- I hope...
That I will be able to hear my grandchildren when we play in the garden
- I am concerned about...
Them not wanting to interact with me if I cannot hear them
- I need help with...
How to hear better in an outdoor environment
- I want to talk about...
Other technology or communication strategies that may be helpful

Back Continue

My Turn to Talk

Why Improve My Hearing?



Why Improve My Hearing?

How would improving your hearing and communication effect your daily life?

Situation 1

Identify a situation

Choose a photo that shows a situation where you've had difficulty hearing.

Shopping



Describe your situation

Mark the number that best describes how important it is for you to improve your hearing.



Why did you place the marker where you did?

Because I struggle to hear in many situations but I do manage to get by.

What will happen if you continue as you are today?

I will struggle when I speak to people I do not know - like the cashier in the supermarket

What would happen if you get a hearing aid and improve your hearing right now?

I will be less dependent on others to help repeat the things I miss

Add a situation or go to the summary

Add another +

Why Improve My Hearing

Research Study: Effectiveness of WIMH Tool

David Maidement, PhD
NIHR Nottingham Biomedical
Research Centre

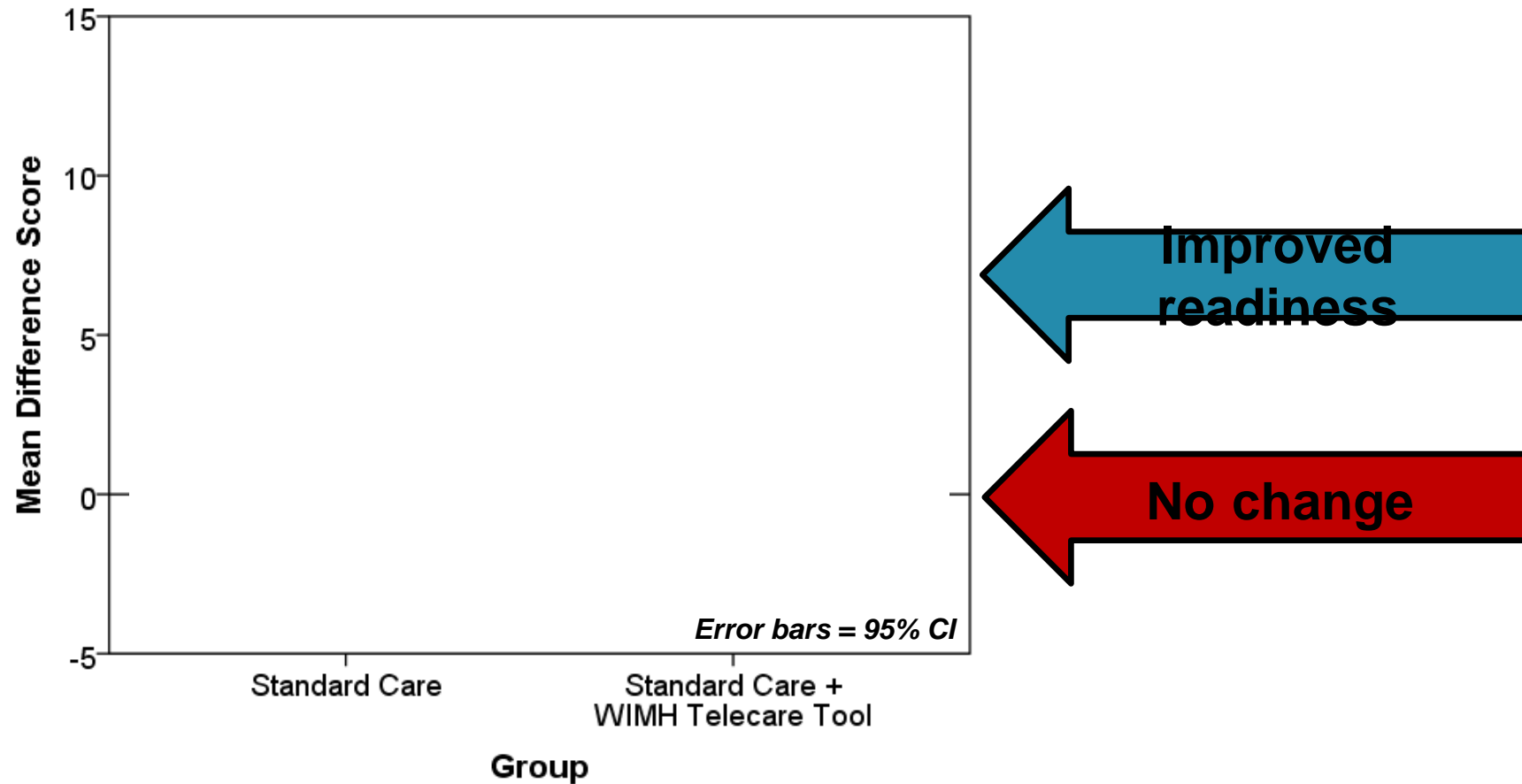


This study

- Examine the **effectiveness** of the ‘*Why Improve My Hearing*’ Telecare Tool
- Specific objectives were
 - i. To assess the impact of the Tool on patient-reported outcomes (*quantitative*)
 - ii. To explore the views of both patients and audiologists toward the tool (*qualitative*)



Readiness to take action significantly improved for the WIMH Telecare Tool group



Part II. Qualitative

➤ To explore the views of both patients and audiologists toward the Tool when used in the audiological rehabilitation process.

- Individual, semi-structured interviews

- Adults with hearing loss (n=10)

- Audiologists (n=5)

- Inductive thematic analysis (Braun & Clarke, 2006)

- Three (preliminary) themes:

1. Helps patients to prepare in advance of their appointment
2. Enhances the discussion between the patient and the audiologist during their appointment
3. Has the potential to influence outcomes, but may be indirect, after appointment



Theme 1. Preparation before the appointment

Become more aware of hearing difficulties and rehabilitation goals

Encourages patients to think about their specific difficulties

Helps patients who are unaware or in denial of their hearing loss

“You almost have to be confronted by the problem to take it forward. [The tool] would help people...because they’d actually realise that they’re not the only one finding those sorts of situations difficult.”

Patient

“The motivation that comes from [the Tool] is that it encourages people to take control of their own health and not be just passive subjects.” **Patient**

Could help to enhance patients’ readiness and motivation to engage with aural rehabilitation

Theme 2. Discussions during the appointment

Helps to ensure that the appointment is patient-centred

“I got a lot more out of the patient and... it was more personalised to her.” Audiologist

Can improve the flow and efficiency of the appointment

Helps patients know what to expect and feel at ease during the appointment

“[The Tool] gives you the agenda. I knew what the discussion was going to be about...Knowing it makes me relax more.” Patient

Can support the audiologist to better understand the needs of the patient

Theme 3. Outcomes after the appointment

Could influence hearing aid uptake in some patients

“I’m not sure she would have been so enthusiastic about trying a hearing aid if we had not used this Tool...it helped her to come to that decision herself, and talk herself round to the idea that [hearing aids] would be beneficial for her.” **Audiologist**

May influence outcomes, such as adherence to and satisfaction with hearing aids, indirectly

“I don’t think it would determine how they get on with the hearing aid. It might make them realise they need it, but that doesn’t mean that they always wear the hearing aids.” **Audiologist**

Summary

Both study objectives were achieved:

1. To assess the impact of the Tool on PROMS



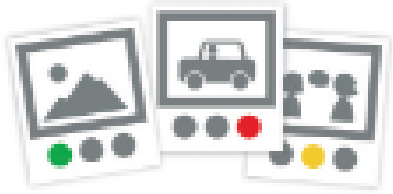
Effectively improved patient's readiness to take action to manage their health

2. To explore the views of both patients and audiologists



Better prepares patients for their first appointment, enhances patient-centeredness, and has the potential to improve outcomes.

Living Well Online



Living Well Online

When is it easy or hard to communicate and what can you do to make it better?

Choose image



Communication Situation 1

✓ Situation

✓ Description

✓ Rate your situation

EASY MEDIUM HARD

✓ Strategy Choose an idea to help you plan for difficult situations.

- Position yourself
- Make a plan ahead of time
- Acknowledge you have a hearing loss
- Do not bluff
- Organize your environment
- Ask for clarification
- Analyze why you are experiencing difficulty
- Write your own strategy in the box below

✓ Describe your strategy

✓ Who will help you Check all that apply

<input type="checkbox"/> Friend	<input type="checkbox"/> Sibling	<input checked="" type="checkbox"/> Spouse
<input type="checkbox"/> Audiologist	<input type="checkbox"/> Coworker	<input type="checkbox"/> Other

Do you want to describe another situation or go to summary?

Add situation +

Back Summary

Living Well Online

Research Study: Experiences of those using Living Well Online

Nerina Scarinci, PhD

University of Queensland



What did Living Well appointments look like?

Clients were invited to participate in the project by their audiologist with a web link to the online Living Well tool

Only 4 clients completed Living Well prior to their appointment; no clients uploaded their own photo into the tool

Most clients attended appointment alone (n = 2 family members present)

Living well discussion ranged from 01:40 mins to 16:16 mins ($M = 5.48$; $SD = 03:29$)

Clinician 1 average = 04:53 mins

Clinician 2 average = 09:26 mins

Clients successfully completed the tool within the appointment, and clients who completed it at home, reported finding the tool “easy” to use

The audiologists also appeared comfortable in using the tool

Preliminary Results: Qualitative Interviews with Clinician

Living Well tool was easy-to-use and helpful

Covered valuable information

Was most useful at the start of the session

- streamlined goal-seeking
- gave clinicians context

Program most appropriate for “typical age-related hearing loss clients”

- Broader range of individuals in pictures to encompass hearing loss in early to middle adulthood (e.g., industrial deafness)
- Broader range of activities for clients including more dynamic activities such as sport

Conclusions & Implications

Living Well tool provided a context for clients and clinicians, focusing on communication and client's participation in everyday life.

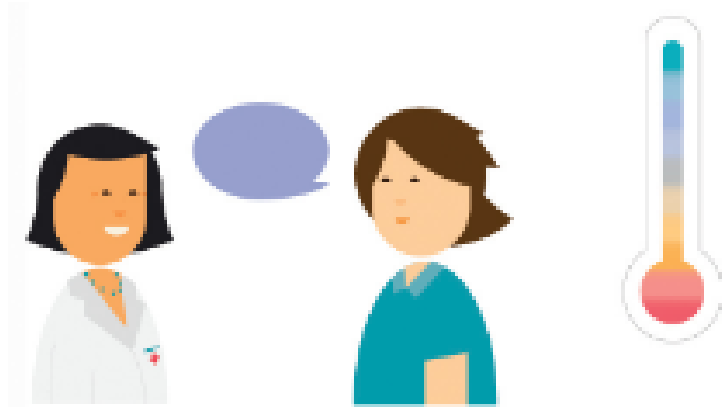
Communication patterns of clinicians influenced the extent to which person-centred care was implemented in using the tool

Training implications:

- Highlight importance of open questions
- Highlight that tool has been designed to initiate client discussions
- Use of tool pre-appointment

Informed, activated patient

Tinnitus Thermometer



Tinnitus Thermometer

How are you experiencing tinnitus right now?

Thermometer

✓ When you think of tinnitus, what do you think of?

I think of a train passing over a bridge

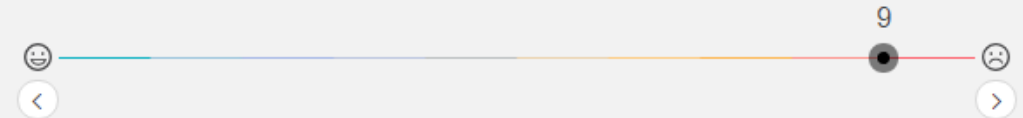
✓ What do you expect from this appointment?

I hope to learn about options for reducing the tinnitus

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

On Saturday morning it seemed a little less bothersome - perhaps because I was listening to the radio

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



< Back

Summary >

Everyday life with hearing loss



Everyday Life with Hearing Loss

Tips and tricks for managing conversation well in daily life

Patients can:

- Read about five different communication strategies for improved communication in daily life
- Watch videos of other patients sharing how they apply the strategies
- Reflect on their daily dilemmas and how to solve them

Top Tips for Managing Conversation Well

When you have a hearing loss, it can be difficult to follow and contribute to a conversation. This may be due to background noise, high-pitched voices, unclear speech or other circumstances that can prevent optimal hearing. Even if you have a hearing aid, it can sometimes be difficult to follow conversation. However, there are things you yourself can do to improve communication. This tool provides you with five top tips for managing conversation well in daily life and the opportunity to hear from others with hearing loss what they do to communicate well.

Tell people up front that you have a hearing loss

Tell others that you have a hearing loss and explain the difficulties you have. That will help you feel more at ease about asking them to repeat things and enable them to tailor their speech to your needs. You can also help them by letting them know how they can help you better understand what they are saying. For example, you can ask them to:

- Tell you when the topic of conversation has changed
- Make sure you can see their face and read their lips
- Move to the location in the room where conversation is most easy for you. For example, you may prefer to have your back to the wall to be able to better focus on the conversation.
- Speak more slowly



Nicky has had a severe hearing loss since birth. She has communication difficulties in almost all scenarios, but she readily addresses her difficulties and copes well socially. Because she is so open about her hearing loss and willing to advocate for herself, Nicky can readily reflect on the difference between the hearing world and the non-hearing world.

Conversation Management Strategies

1. Tell people you have a hearing loss
2. Keep up with conversation
3. Plan your day
4. Include your partner
5. Join a group

Tell People You Have a Hearing Loss – Ask Them to:

- Tell you when the topic of conversation has changed
- Make sure you can see their face and read their lips
- Move to the location in the room where conversation is most easy for you
- Speak more slowly

[Tips and Tricks for Managing Hearing](#)



Tell People You Have a Hearing Loss



Dilemma Game

1 TV Testing

3 From the Next Room

5 Nutty Professor

7 The Technology Isn't Working

9 Should I Tell My Colleagues?

11 On the Phone

2 Out to Dinner

4 The Audiogram

6 Burger Joint

8 Teaching Your Friends and Family

10 Hearing Loss is Natural

Dilemma: TV Testing

Dilemma 1

Exploring



TV Testing

Your family often complain that when you watch TV it's too loud. They tell you that they can hear it from other rooms, that they can't have a conversation with you if the TV is on, or that they don't want to watch TV with you because it's too loud. They may have even told you that you're losing your hearing.

You don't think the television is too loud. If you think about it, though, you have noticed that when you turn on the TV after someone else has been watching it, you always have to put the volume up.

How would you deal with the situation?

 FLIP CARD

Dilemma 1

Exploring



Suggestions

- A.** Self-test – See if you can watch TV on the volume that everyone else does.
- B.** Compromise – Turn the TV down lower than you would like, even if that is still higher than your family would like.
- C.** Make a note to ask your doctor about your hearing at your next regular check-up.
- D.** Or...

 FLIP CARD

Ida Telecare for Teens and Tweens



Tools to Help You Prepare



Living Well Online

When is it easy or hard to communicate and what can you do to make it better?



My Turn to Talk

What questions do you want to ask in the appointment and who do you communicate with?



Why Improve My Communication?

How would improving your hearing and communicate effect your daily life?

Ida Telecare in Action



Try Out the Ida Telecare Tools

1. Go to: www.idainstitute.com/telecare on your smartphone
2. Choose "Prepare for first appointment"
3. Select an Ida Telecare tool and try it out



Living Well Online

When is it easy or hard to communicate and what can you do to make it better?



My Turn to Talk for Adults

What questions do you want to ask in the appointment and who you need to communicate with?



Why Improve My Hearing?

How would improving your hearing and communication effect your daily life?



Tinnitus Thermometer

How are you experiencing tinnitus right now?

Roleplay an Appointment



Roleplay:

- Turn to the person next to you and decide who will be the patient and the audiologist
- Pretend to have an appointment based on your notes from the tool

WANT TO KNOW MORE?



VISIT www.idainstitute.com/tools



Tools

Our tools help open communication between hearing care professionals and their clients. Clinicians can gain a better understanding of their clients' needs and wants, involve their clients in the rehabilitation process, and improve outcomes. For people with hearing loss, the tools are a way to help prepare for appointments, emphasize their hopes and concerns, and take an active role in their hearing care. Explore our tools below.

Ida Learning Hall

- On-the-go, bite-sized learning opportunities about person-centered care and Ida tools
- World-wide network of hearing care professionals
- Discuss and explore new topics
- Ask questions – and get answers
- Earn CEU/CPD points
- Free learning platform



A screenshot of the Ida Learning Hall website interface. At the top left is a video player with the title "Welcome to the Ida Learning Hall" and a play button. The video background shows a man in a white shirt and a banner that says "IDA LEARNING HALL WITH HEARING LOSS". To the right of the video is a grey sidebar with the text "WELCOME TO A NEW LEARNING EXPERIENCE" and "DISCOVER" followed by three items: "Bite-sized learning", "Knowledge sharing", and "Connecting with peers". Below the video are three buttons: "HOW-TO VIDEOS", "COURSE OVERVIEW", and "CHOOSE YOUR COMMUNITY". The "CHOOSE YOUR COMMUNITY" button is highlighted and leads to a "IDA GLOBAL COMMUNITY" section featuring a photo of people and a "Go To" button. To the right of this is a "Recently added content" section with a dropdown menu set to "All" and a list of articles with small thumbnail images and titles like "Arabic-Speaking professionals?", "Are you using your country's consumer resources?", "Anna Pugh on Person-Centered Care", "Bridgitte Harley on Person-Centered Care", and "Make Auditory Rehabilitation Work in Any Practice : The Hearing Journal". A "VIEW MORE" link is at the bottom of this section.



www.idainstitute.com
crut@idainstitute.dk

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