

What We're Talking About...

- Fundamentals of Family Centered Care (FCC)
- Impact of Hearing Loss on Families
- What FCC Means for Me in Hearing Health Care
- Creating Our Partnership: Mutual Responsibilities
- Reframing Your Client Approach
- The Big Picture
- The 3-Legged Stool of Critical Communication Skills
- The Power of Peer Resources
- Encouraging Self-Care
- The Hearing Loss-Friendly Office
- Summary of FCC Benefits

Fundamentals of Family-Centered Care

Family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care professionals, patients, and families.

Core values:

Dignity & Respect

Information Sharing

Participation

- Institute of Patient-and Family-Centered Care (www.ipfcc.org)

Barriers for the Client with Hearing Loss

- No Big Picture of how hearing and hearing loss “work”
- Isolation: Lack of resources and peer support
- Stigma: Personal, familial, societal
- Low communication and self-advocacy skills
- Lack of connection and trust with the HCP
- Focus on hearing aids; no other communication strategies suggested
- Minimal training about technology
- Perception that high device costs do not equal high value
- Inadequate information or delivered on too fast a schedule

Impact on Client's Communication Network

- Client may not share HCP appointment information with family
 - Perpetuates feelings of isolation and frustration with family and others
 - Change in lifestyle and activities
- Lack of effective strategies adds stress to relationships
 - Family doesn't understand PWHL's emotions and frustrations
 - May exacerbate existing poor family communication
 - Impatience with PWHL's reluctance to seek help or use devices. ("She's not trying!")
 - Over-compensation for the PWHL; enabling of poor communication habits
 - Grief for how the PWHL and their family/social life have changed.
- Other Issues:
 - Risks of untreated hearing loss
 - Employment issues
 - Poor health management
 - Personal safety

What Does FCC Mean For Me?

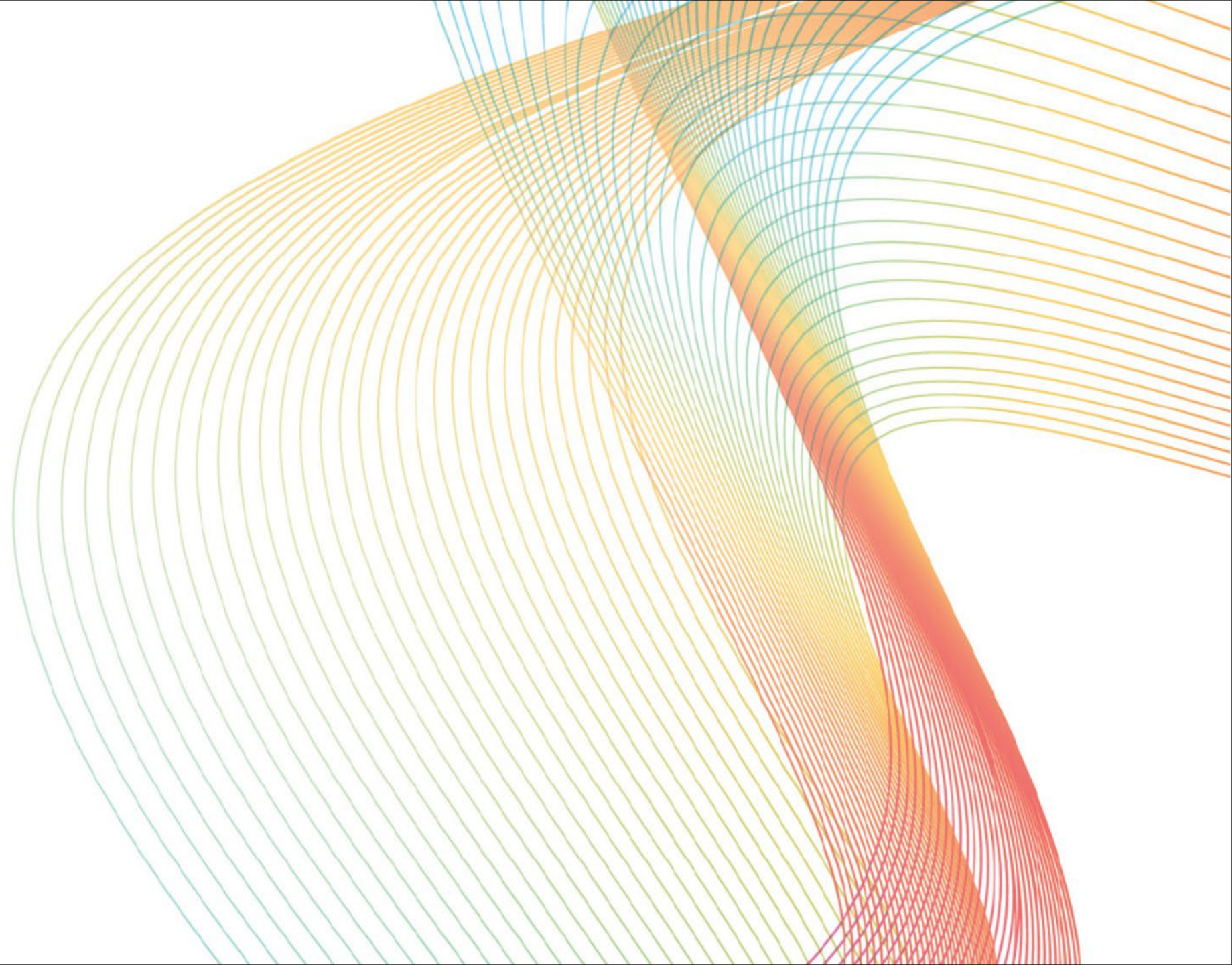
This model of hearing health care pursues better communication in all areas of a client's life, especially relationships. It is based on a strong partnership between the client and the hearing health professional. It also includes the participation of family (as defined by the client), to the extent that the client is willing. All parties offer unique and valuable perspectives.

- encourages a better understanding of hearing loss (the Big Picture)
- maintains a strong focus on hearing aids and assistive technology
- emphasizes use of non-technical communication skills such as attitude shifts and interpersonal strategies
- Builds enthusiasm through shared goals

Family-Centered Care in Audiology

- Establishes trust in the HCP and the collaboration with client and family
- Provides the human touch, along with choice of service models (in person, remote, etc.)
- Promotes effective communication strategies for client's lifestyle and relationships
- The PWHL will:
 - Experience less isolation and frustration; become a better self-advocate
 - Enjoy more success with hearing aid use
 - Be more open to trying new devices and strategies
- The family (and others) will:
 - Better understand and support the client's aural rehabilitation
 - Become better communicators
 - Support successful use of hearing devices
- For HCPs, developing partnerships based on PCC has been shown to increase job satisfaction. (Ida Institute, [Future Hearing Journeys](#))

YOU ignite the process.
The client may be new to the journey –
or has been on a bumpy road
for some time.
Start driving together.



The Clinician's Role in a Successful Client Journey

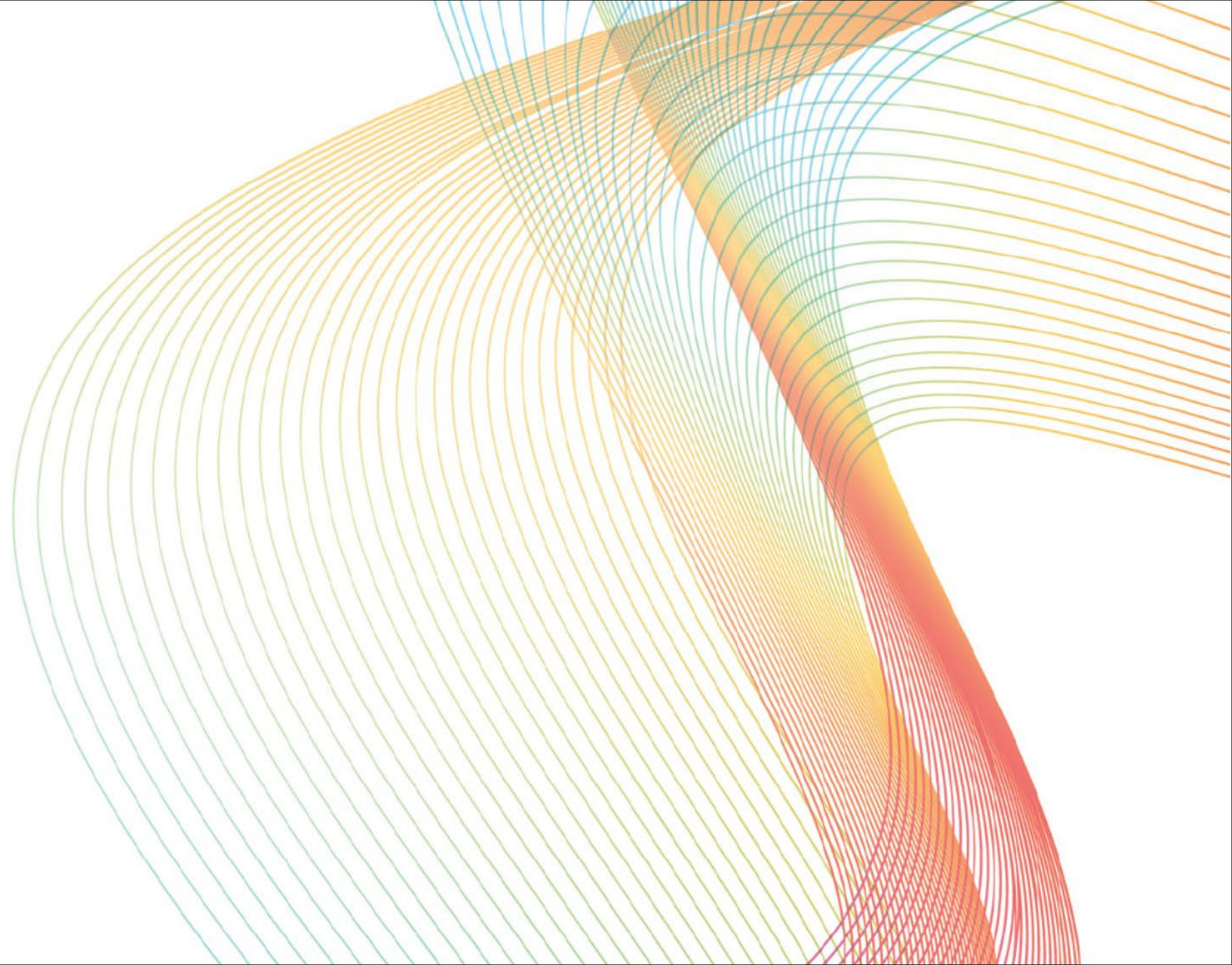
- Commit to a collaborative approach
- Hold at least one meeting with both client and family, either in person or virtually
- Paint the Big Picture; help set appropriate expectations for both client and family
- Understand the client's lifestyle and communication needs
- Hold respect and compassion for your client's knowledge and emotions
- Encourage diverse strategies: mental, technical and interpersonal
- Share information resources
- Recommend peer support/mentoring, courses and conferences, and consumer organizations (HLAA)

The Client's Role in a Successful FCC Partnership

- Choose an HCP whose professional expertise we trust and respect, is a good communicator, and who makes us feel comfortable.
- Welcome family in our AR, understanding the impact of our HL and how they can support us
- Be honest about emotions, lifestyle, difficult communication situations
- Embrace new strategies including mental, technical and interpersonal
- Respect timelines and guidelines for adjusting to new technology
- Establish and practice communications strategies at home

The Family's Role in Successful FCC

- Participate in clinical appointments when invited
- Commit to honest discussion about impact of HL on family dynamics
- Pursue better understanding of hearing loss and its emotional imprint
- Become familiar with assistive devices, their use and maintenance
- Embrace other communication strategies (attitudinal, interpersonal)
- Honour communication guidelines for at home and social situations
 - Respect boundaries, i.e., identifying the hearing loss to other people
 - Dealing with bluffing
 - Patience with inevitable frustrations on both sides



Building New Goalposts

My Goal Shift

When my goal changed from wanting to *hear* better to wanting to *communicate* better, everything changed.

Your Goal Shift

As well as being a satisfied hearing aid user, my client uses diverse and complementary strategies to be a more successful communicator.

The Big Picture: Understanding the Journey

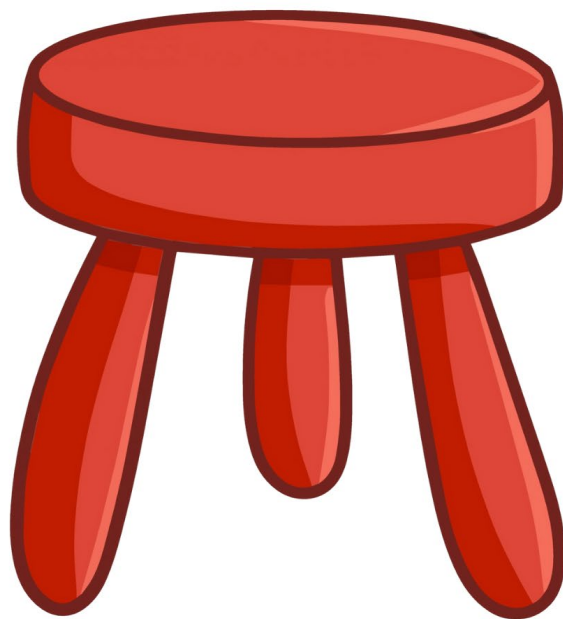
- Most people with hearing loss do not have the Big Picture
- Hearing loss is a journey, not a puzzle with a finite solution
- A foundational understanding of hearing loss: realistic expectations
- The facts: results of hearing assessments
- A go-forward plan for client, family and HCP
- Emotions of hearing loss
- Hearing aids are not a stand-alone 'cure'
- A full range of mental, technical and interpersonal strategies
- HCPs are crucial to setting this groundwork for success

Five Stages of the Hearing Journey

Stage	Attributes
Debating with Yourself	Doubt, denial, external blame, stigma
Validating	HCP evaluation confirms hearing loss
Taking Charge	Deciding to move forward, hearing aids often a first step; adopting other strategies and skills
Living Skillfully	The ultimate goal: applying a variety of strategies for a communication-rich life incl. better relationships
Refreshing & Restarting	Adapting to changes, adjusting as needed

THE 3-LEGGED STOOL OF CRITICAL SKILLS

MINDSHIFTS



TECHNOLOGY

COMMUNICATION

GAME CHANGERS

MINDSHIFTS

A New Approach to
Hearing Loss

"I HAVE THE POTENTIAL TO
CHANGE MY JOURNEY.
THE PERSON WITH THE MOST
POWER IN MY HEARING LOSS
SUCCESS IS ME."

MindShifts: A New Approach to Hearing Loss

- An Attitude Selfie!
- Our attitudes towards hearing loss affect our behaviors
- Transformed attitudes turn into better conversations
 - Take charge of your own success
 - Try new tools
 - Be more assertive in having your needs met
 - Improve your working relationship with your HCP
- Aha moments!

TECHNOLOGY

Plugging Into Better Hearing

"TECHNOLOGY IS MY FRIEND.
MY DEVICES LET ME HEAR
SOUNDS I HAD FORGOTTEN OR
HAD NEVER HEARD BEFORE.
THEY CONNECT ME TO OTHER
PEOPLE AND THE WORLD."

Be Our Communication Specialist

- Help us understand what technology can/cannot do for us
- Encourage families to become familiar with assistive technology
- Hearing aids, the premier tool, are enhanced by:
 - Branded accessories (i.e., remote mics, TV streamers)
 - Smartphone technology and Apps: speech-to-text or amplifier
 - External accommodations like CART and hearing loops
- Alerting devices: to wake up, hear doorbell and timers, emergency sounds
- Fire and smoke alarms
- Two MUST-HAVE features:
 - Telecoils to be used with loop systems (small and large)
 - Bluetooth streaming capability

COMMUNICATION GAME CHANGERS

Transforming the Conversation

"I WANT TO COMMUNICATE
BETTER, AND IT TAKES MORE
THAN TECHNOLOGY TO DO THIS.
I MUST USE SOFTER SKILLS
TOO."

Communication Game Changers

Transform the conversation:

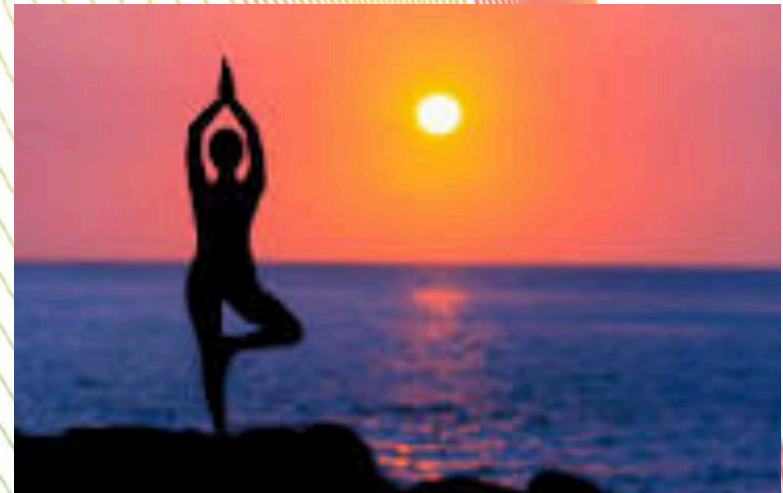
- Don't hide, self-identify!
- Speechreading and other visual cues
- Self-advocacy: knowing how to have needs met
- Bluffing: reduce or eliminate this negative strategy
- Communication best practices for both speaker and listener
- HEAR, an evaluation tool to improve any listening situation

The Power of Peer Resources (& Other Supports)

- Introduce your clients to their peers:
 - Websites such as CHHA
 - Conferences (attend with partner and/or family members)
 - Peer-authored books
 - Speechreading or living with HL courses
- Why?
 - Life changing - lessens isolation and increases self-esteem
 - Learn tips and tricks the HCP won't have time for
 - Fellow travelers on the hearing loss journey
- Attend a consumer hearing loss conference to experience the magic
- Other support networks: Family, friends, work colleagues, social groups and the hearing health team

Encouraging Self-Care

- Self-compassion and resilience
- Eat healthy, sleep well
- Exercise (including yoga)
- Meditation and mindfulness courses: changing our response to stress
- Breathe!
- Other personal stress reducers
- Gratitude



The Hearing Loss-Friendly Practice

- Quiet, well-lit
- Ease of access: allow text and emails
- Follow up both in-person and telehealth appointments with summary emails
- Speech to text tablet at counter, or ensure clients can speechread
- Consider a looped environment
- Waiting room resources:
 - Books to borrow or buy
 - Magazines on hearing loss
 - Display of hearing devices
- Recommend peer resources:
 - CHHA
 - Books
 - Speechreading courses
 - FaceBook groups



Summary: FCC Benefits to Client and Family

Person with Hearing Loss

- Better understand the impact of HL on family and friends
- Increased comfort in self-identifying and self-advocacy
- Improved family relationships
- Practice communication best practices
- Impact on more areas of life
- Stronger relationship with HCP

Family (or Friend)

- Better understand their loved one's hearing loss and communication needs
 - Practical
 - Emotional
- Familiarity with devices and how to use
- Communication best practices
- Better understand the role of the HCP and other health professionals
- May choose to join in appointments more often.

Thank you!
Questions?

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