

Hearing well and being well – a strong scientific connection: An international conference sponsored by Phonak
Frankfurt am Main, Germany,

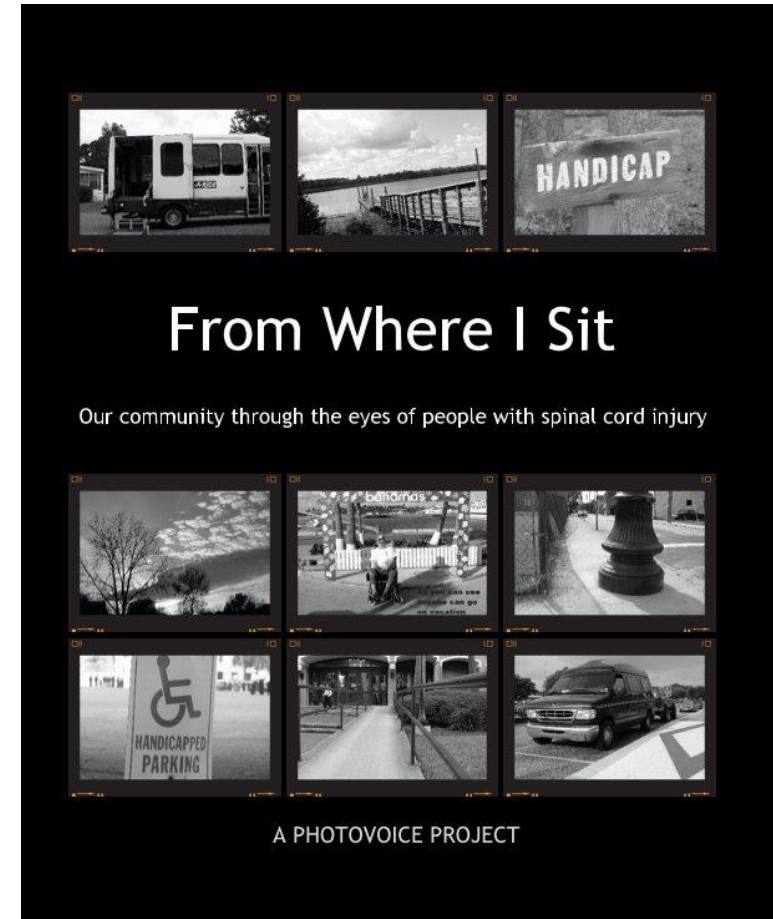
Photo-sharing for auditory rehabilitation



Gabrielle H. Saunders

Photovoice

- A qualitative method used for community-based participatory research to document and reflect reality



Why not photos in audiological rehabilitation?

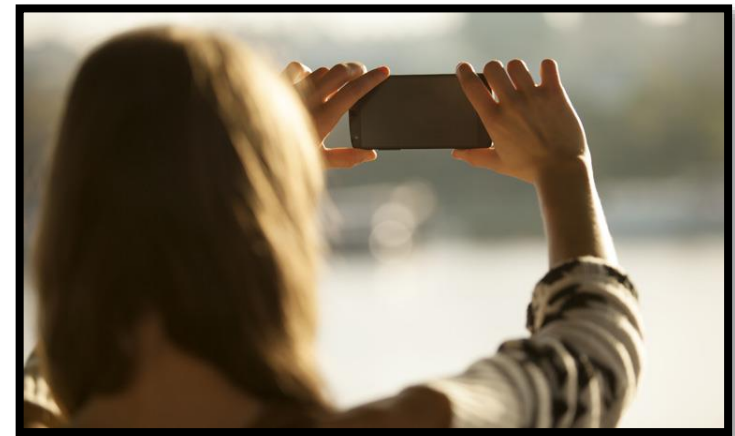
- Initial needs assessment
- Providing communication strategies advice
- Post-hearing aid fitting counseling
- Trouble shooting fitting discomfort, insertion issues, feedback
- Encouraging discussion and problem-solving about hearing loss
- Understanding what it means to live with hearing loss



Feasibility study at National Center for Rehabilitative Auditory Research (NCRAR) in Portland, OR

Evaluated use of photo-sharing as a tool for

- providing communication strategies advice
- post-hearing aid fitting counseling
- encouraging spousal discussion and problem-solving about hearing loss
- understanding what it means to live with hearing loss



Instructions

What we want from you:

- **20-25 photographs that show us xxxxxxxxxxxxxxxx taken using your smartphone over the next week.**
- **Write in a sentence or two what the situation was, what it represents, and why you chose it**
- **If possible, write your notes within 4 hours of taking the photograph.**
- **If you are making handwritten notes add the date and time you took each photograph.**
- **At the end of the week, you will email the photographs to us.**



Experiment-specific instructions

20-25 photographs that show us:

Expt 1 (communication strategies counseling): common situations in which you have trouble hearing

Expt 2 (hearing aid counseling): typical daily activities in which you find your hearing aid particularly helpful or particularly problematic

Expt 3 (spousal conversation): typical daily activities you and your partner share. Decide individually what you want to photograph because you might have different opinions on what you think is important

Expt 4 (living with hearing loss): what having a hearing loss means to you



Did people take photos and were they willing to discuss them?

Group	No. participants	No. photos Mean (SD) range
Expt. 1: Strategies counseling	5	16.8 (9.6) 4-29
Expt. 2: Hearing aid counseling	4	15.0 (8.1) 5-23
Expt. 3: Spousal communication	5 couples	11.3 (3.7) 7-17
Expt. 4: Living with hearing loss	5	9.2* (3.1) 6-14

***Changed instructions**



What did participants think?



Learning and problem solving

- It's made me think concretely about specific things- specific losses- but that hasn't depressed me..... it's made me adapt. I think it **made me more aware and pay more attention. You know, speak up, tell people.**
- It made **you think a bit more.... What the real challenges** are, instead of just living those challenges, thinking of the challenges
- It made me think about what areas do I have problems hearing and what things could be done to help them out.



Hearing aid use

- I wore the hearing aids, which is something I was avoiding before.
- But then I decided, look, you got the hearing aids to help you hear so now I try to wear them every day.
- so it made me realize that I had to wear them all the time, instead of like wear them three days and then don't wear them two days, and then wear them one day and then don't wear them two days. You know, that's what I was doing.



Appreciation of hearing aids

- I never really thought about my hearing aids in the way that they worked for me or didn't work for me, I just did 'em and went 'maybe I don't like these and maybe I'm not going to be able to wear them' and I've had them adjusted like 2 or maybe 3 times.'
- It made me appreciate wearing my hearing aids more. There was a period where I was like- oh, I don't need them....
- What I found was that the sounds that were pleasant to me and that I enjoyed were mostly outside and that surprised me (*ducks*)
- It made me appreciate them because it made me feel safer...



Facilitation of conversation

- I enjoyed doing this and because I eventually told people what I was doing, I brought it up in conversation and then **it helped create understanding and create also people's willingness to bring something up that they might not have brought up**, because you know, we didn't know those people that well.
(barbeque)
- It made us actually think about Did force us to think about more of the situations... it was positive **because it gives us an opportunity to be more aware of what's going on** and get some of our frustrations out in the open
(wait staff couple)



Empathy for others

- ...it gives me a little bit more insight into people that are fully deaf
- I think the idea of having the couples come in and share like this is really good because it does give the hearing partner a better appreciation as to why [my partner] isn't paying attention to me'



Researcher perspective

- **Facilitated highly tailored counseling**
 - Can see details about specific listening situations





Researcher perspective

- **Facilitated highly tailored counseling**
 - Can see details about specific listening situations
 - Highlights assistive technology needs (*taxi driver, family in car*)
 - Couples communication (*dedicated listening time – cell phones*)
- **Provides insight about**
 - Lifestyle - incredibly varied, use to select technology up front
 - Priorities - safety/TV/socialization)
- **Participants could identify with input**
- **Led to good rapport and trust**



Other insights:

- **Goal setting versus outcome (hearing outside)**
- **Activity itself provided forum for discussion with others**
- **People have vastly differing needs and goals**
- **Debriefing can get very personal**

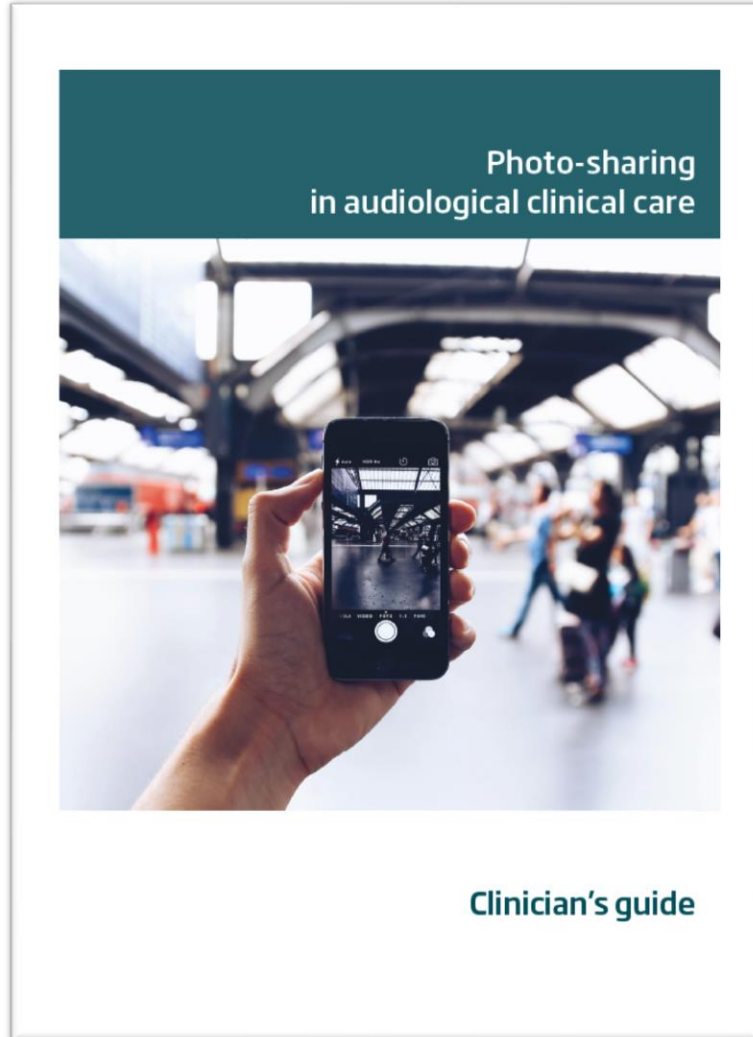


Living with hearing loss: Key emotions identified

Emotion	No. photos to which word was assigned
Frustration, annoyance, irritation, stress	23
Sad, depressed	12
Left out, isolation, missing out, hard to be there	9
Peace, relaxation, joy, comfort, relief	13
Anger	2
Fear	3
Gratefulness	3
Embarrassment	2



What's next? Photo-sharing toolkit



About this guide

In this guide you will find information about how to use your clients' photos in clinical care to improve hearing aid outcomes and facilitate conversations.

Photo-sharing should not take up additional clinic time, because you can learn a lot very quickly by talking with your clients about their photos. Photo-sharing should support your clinical practice, not change it. It should enhance communication with your clients, and quickly and efficiently help you gain insight into their hearing challenges and successes.

Specifically, you can use photo-sharing to help you understand a client's specific listening needs, as a tool to help clients explain their experiences with their hearing aids, or to facilitate discussion about interaction between communication partners/family members.

On the following pages you will find ideas for using photos in clinical care. Along with each idea, we provide some brief instructions for your clients and some suggestions for discussing the photos.

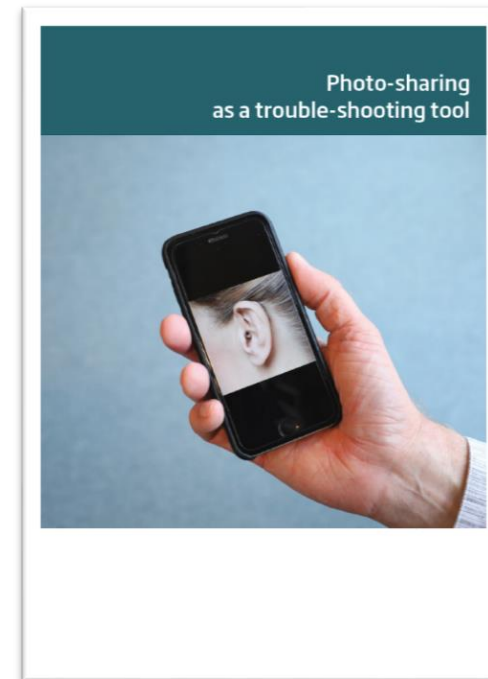
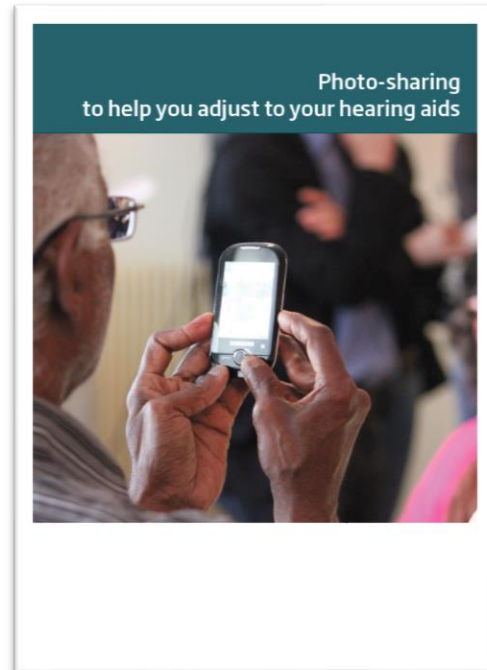
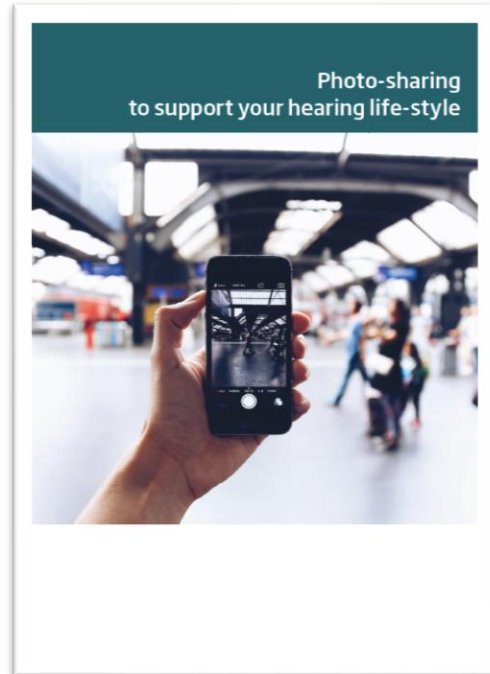
Sometimes a photo says more than a thousand words. We hope you will find photo-sharing helpful.

Ethics:

Emphasize to clients that they should be sensitive to the privacy of others when taking photos. Also, to respect privacy, do not store your client's photos on your clinic computer.



Printed English and Danish versions available



- English version in use at 18 clinics (US, Australia, UK, India)
Interviews being scheduled to assess facilitators, barriers, use cases etc.

Email me if you want a 'photo sharing toolkit'

Gaby_saunders@hotmail.com

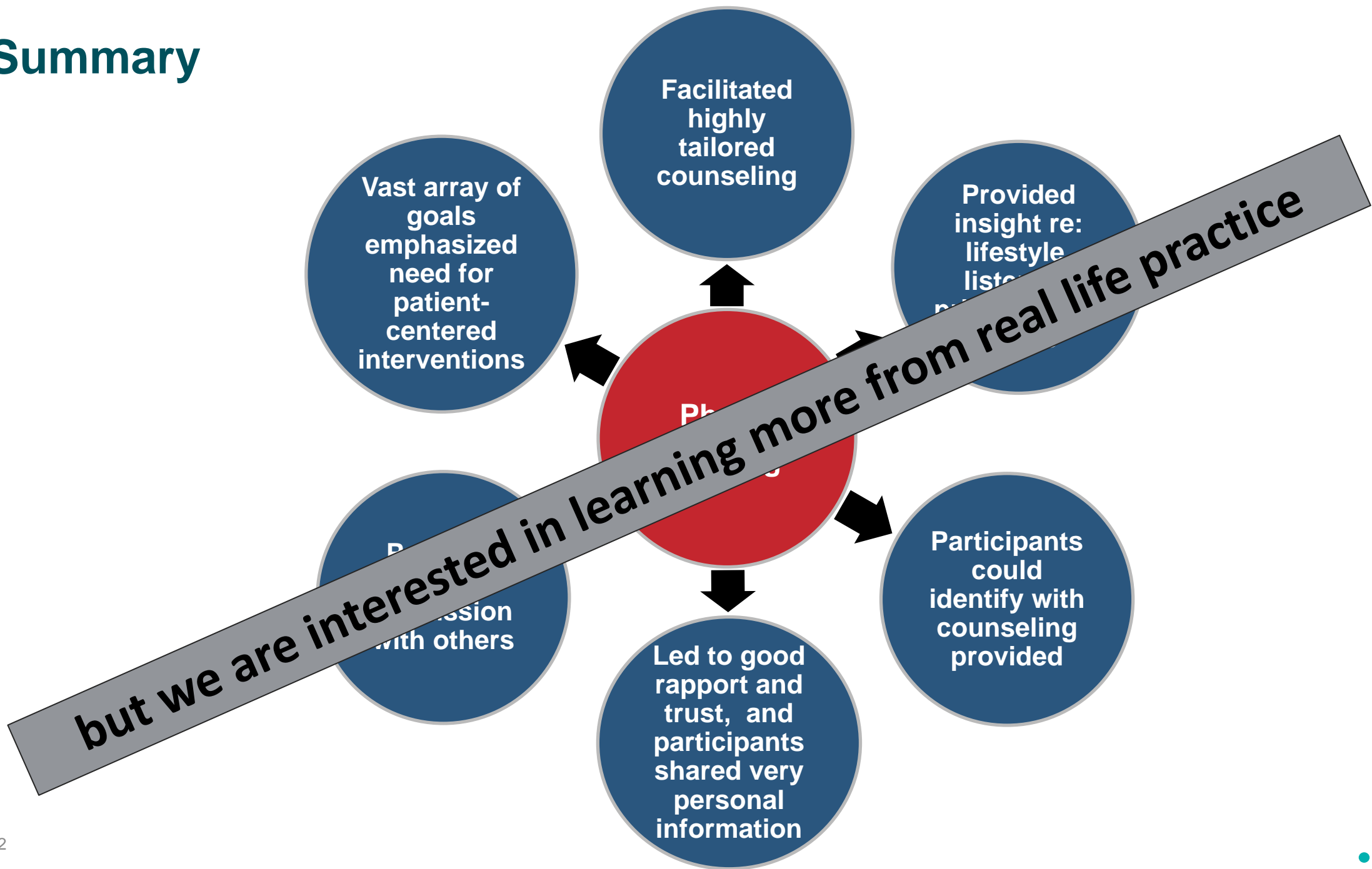
or until Dec 31st:

gasa@eriksholm.com

Of course, the toolkit is just a support –
use photo-sharing in any way you want



Summary



J Am Acad Audiol 30:406–416 (2019)

Examining the Utility of Photovoice as an Audiological Counseling Tool

DOI: 10.3766/jaaa.18034

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J Am Acad Audiol,
2019; 30(5):406-416

PHOTO-SHARING

Photo-Sharing as an Audiological Rehabilitation Tool

By Gabrielle H. Saunders, PhD

Hear J., 2019; 72(9):16,17

Dhoto-sharing is the use of patients' personal photos to facilitate commu-



Thank you to

NCRAR pilot funding from VA RR&D grant #9230C

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Thank you for listening

