How to manage difficult conversations

Difficult conversations can arise when patient and family member have different perceptions of the severity and importance of the hearing loss.

1. The family becomes the patient

2. Potential for difficult conversations if patient and family are in disagreement

   Practical tips how to advance these conversations:
   1. Accept uncertainty, ambiguity and complexity of the situation
   2. Acknowledge the emotions in the room
   3. Use open-ended queries
   4. Provide the opportunity to reframe the situation in the family’s own words
   5. Be able to wait to let patient and family member gather their thoughts

3. What is Family-Centered Care (FCC)?

   FCC is an approach to healthcare that recognizes the vital role that families play. It considers the patient and his/her family members as partners in the planning, execution and monitoring of the treatment. FCC has become a success model in healthcare over the last decade, and it is now finding its way into hearing healthcare.

96% higher uptake of hearing instruments in mild hearing losses when a family member is present²