Managing differing perceptions

What to do when the patient’s and the family member’s views of the hearing loss and the outcome differ

Family-Centered Care has been successfully incorporated into your practice by...

1. Inviting family members along to audiology appointments, reinforcing the reasons why they should attend.
2. Setting up a physical environment so that family are comfortably included in the consultation.
3. Setting patient and family know that input will be sought from both of them during the appointment.

Patient and family member have come to a joint decision how to address the hearing loss.

In a next step, the hearing aid outcome should be assessed.

96% higher uptake of hearing instruments in.RH hearing losses when a family member is present.

Self-report
Patient’s perception of own difficulties and/or outcome (e.g. K-H.A-P)

Proxy report
Family member’s perception of own difficulties and/or outcome (e.g. K-H.A-P)

In 62% of the cases, perception of hearing aid outcome differs between patient and family member.

Scenario 1
Patient has higher opinion of the hearing aids than family member
- Family member does not see “invisible” benefits for patient, e.g. less stress
- Family member affected by third-party disability

Scenario 2
Patient has lower opinion of the hearing aids than family member
- Hearing aids have reduced third-party disability of the family member, but not the patient’s hearing disability

By discussing
- Start with what is working well
- Set realistic expectations (benefits and limitations of hearing solutions)
- Foster mutual understanding for the impact of the hearing loss on both parties

The different perceptions...
...you can change perspectives and offer solutions to optimize the outcome for both.

- Start planning on a joint rehab process and fine-tuning
- Present effective communication strategies
- Educate on accessories that can enable better understanding in challenging listening environments


4. Approved Version: 1
5. International Federation of Audiology 2012:112
6. Significant Heter