

Follow-up to Hearing and Communication Session

Review of Hearing 1

- This session is to be completed at the start of the follow-up appointment after the Hearing and Communication session.
- Ask the patient to bring their notes from activities completed during the Hearing and Communication session and review them together using these slides.

Review of Activities

- What strategies were you able to use to hear and communicate better?
 - Were you able to see the talker's face?
 - Facial cues, lip reading
 - Where was the lighting?
 - Did you move to see the talker's face?
 - Did you minimize background noise?
 - If a new hearing aid user, were you able to distinguish different sounds?

Review of Hearing 2

Review their use of communication strategies:

- Watching faces (teaches use of speech reading including facial cues and lip reading)
 - Making sure that the face of the communication partner is visible and not in profile
- Lighting
 - Making sure there is adequate light to illuminate the communication partner's face without shadowing it
 - Moving away from light that is shining directly in the listener's eyes and making it difficult to see partner's face
- Minimizing background noise
 - Being close to communication partner, creating a better signal-to-noise ratio
 - Closing a door to eliminate movement from another room
 - Closing a window to eliminate blowing curtains or outside noise
 - Turning off the TV or other noise sources
- Improving audibility
 - Are the benefits of improved audibility noticeable to the patient?

Review of Activities

- Did you use repair strategies?
 - **Repeat** the sentence?
 - **Rephrase** the sentence?
 - **Reduce** or summarize the length of the phrase?
 - **Elaborate** or provide more information?
- Did you use an assertive communication style? Was this effective?

Review of Hearing 3

- Review their use of repair strategies to avoid communication breakdowns.
 - Repeat (though often will take longer for person to repeat entire phrase)
 - Rephrase (lets person know what you did get out of the message)
 - Reduce or highlight the most important parts (you can ignore the less meaningful information)
 - Elaborate or provide more information
- Inquire about effective communication and the communication style that was used.
 - Encourage the patient to become assertive rather than passive or aggressive.

Review of Activities

- Did you utilize the strategies discussed to improve hearing and communication?
 1. What were the most difficult listening situations for you?
 2. How did you try to improve those listening situations?
 3. Were you able to reduce the background noise?

Review of Hearing 4

Examples from patients of how to review communication strategy use:

1. What were the most difficult listening situations for you?

- *Talking with my adult children at a noisy restaurant.*

2. How did you try to improve those listening situations?

- *Seated myself next to my kids so that I can easily see and hear them.*
- *Recommended a restaurant that is well-lit.*
- *Asked my kids to look at me and slow down when they talk.*

3. Were you able to reduce the

background noise?

- *Yes, I asked to be seated away from the busy kitchen.*
- *Yes, I chose a restaurant that does not play lots of background noise*