Follow-up to Hearing and Communication Session

- 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 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 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.
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?
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