

INTRODUCTION

The Living Well tool is a counseling tool that enables the patient to identify and share communication situations in daily life which are relevant and important to them.

By selecting pictures which represent important communication situations, the patient can express what is significant about the situation, identify effective communication strategies employed and describe the challenges experienced in these situations.

Through this dialogue, the audiologist and the patient can jointly decide on new effective strategies that could be implemented, set goals for improved communication and formulate a plan for achieving these goals. By bringing the patient's daily experience into the appointment in this way, the audiologist is able to create a holistic plan to address the patient's needs for managing communication effectively in daily life.

The tool consists of a series of photo cards depicting a range of different real-life situations, a rating scale, a set of importance markers, two sets of strategy cards, a documentation form and a listening guide.

Below is a description of how the tool should be used.
A video based user guide is also available on the Ida website:
www.idainstitute.com/livingwell

HOW TO USE THE LIVING WELL TOOL



Phase One: Selecting Situation Cards

Ask the patient to select four to six situation cards which they find important in terms of communication in daily life. An instruction card is provided for the patient in the pack. The patient can either select the cards in the waiting room or at the beginning of the appointment.



Phase Two: Being Curious

Once the patient has selected the situation cards, be curious. Ask open-ended questions and listen actively to the patient's response. For example, you may say to the patient, "Tell me about the situation, what is important about it and how do you manage?"



Phase Three: Rating in Terms of Ease and Importance

Ask the patient to place the selected situation cards on the rating scale according to how easy or challenging each situation is to manage. Then ask the patient to use the enclosed importance markers to rank the situations in order of importance.

HOW TO USE THE LIVING WELL TOOL

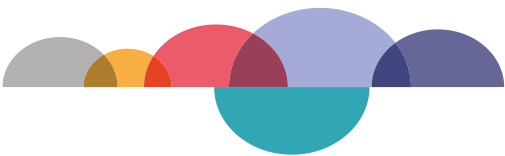


Phase Four: Identifying Strategies and Exploring New Ways

Based on your understanding of the patient's challenges and priorities, you can begin to explore which effective communication strategies are being used at present and to identify new ways to use these in more challenging situations. Two sets of strategy cards are provided for you and the patient to place with each of the situations selected. One set of strategy cards is for communication strategies and the other set is for technological strategies. Empty strategy cards are also provided for you to write down additional strategies identified.






Phase Five: Documenting Decisions and Strategies

In order for you to remember what was discussed and decided in the appointment, you may use the documentation form provided to record which situation cards were selected, how the patient rated them in terms of ease and importance, and which existing and new strategies were agreed upon. Note that it is possible to print the documentation form on the Ida website: www.idainstitute.com/livingwell. A listening guide is provided for you to use as you meet with the patient to help you listen actively to what the patient is saying.



DOCUMENTING THE SESSION FOR PATIENT AND CLINICIAN

1. List the Situation Cards chosen from most easy to least easy.

<i>Situation number</i>	<i>Set an “x” in the circle for traffic light rating</i>	<i>Importance rating</i>	<i>Describe the situation</i>	<i>What do you do to manage in this situation?</i>
[xx]			[Text]	[Text]
[xx]			[Text]	[Text]
[xx]			[Text]	[Text]
[xx]			[Text]	[Text]
[xx]			[Text]	[Text]

2. What other strategies could you use?

[Text]

3. Who else could help?

[Text]

4. What could they do

[Text]

5. What goals did you agree upon?

[Text]

6. What action should be taken by:

The patient [Text]

The audiologist [Text]

Others [Text]

7. What did you learn that you did not know before?

[Text]

8. Other comments:

[Text]

Communication strategy

PLAN AHEAD

Communication strategy

POSITION YOURSELF:

See the speaker, least
exposure to noise

Communication strategy

DEFINE THE TOPIC

Communication strategy

**FORMULATE A STRATEGY
AHEAD OF TIME**

Communication strategy

**ACKNOWLEDGE YOU
HAVE A HEARING LOSS**

Communication strategy

DO NOT BLUFF

Communication strategy

**ORGANIZE YOUR
ENVIRONMENT**

Communication strategy

**MAKE SURE THE FACE
AND LIPS CAN BE SEEN**

Communication strategy

ASK FOR CLARIFICATION;
Be specific about
what you did not hear

Communication strategy

**MAKE A PLAN TO HEAR
BETTER IN A ROOM**

Communication strategy

FACE THE SPEAKER

Communication strategy

**ANALYSE WHY YOU ARE
EXPERIENCING DIFFICULTY
- MAKE A SPECIFIC REQUEST**

Communication strategy

DO NOT WAIT TO ASK FOR
CLARITY, ASK IMMEDIATELY

Technological strategy

TWO HEARING AIDS

Technological strategy

DIRECTIONAL
MICROPHONES

Communication strategy

REMIND YOURSELF OF
WHAT YOU ARE DOING WELL

Technological strategy

FM SYSTEM

Technological strategy

Communication strategy

Technological strategy

TELECOIL

Technological strategy

ONE HEARING AID

Technological strategy

ADVANCED CONNECTIVITY
E.g. Bluetooth

LIVING WELL

Situation cards



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Living Well - Managing Hearing Loss in Daily Life

To prepare for your consultation, look at the situation cards provided and choose four to six cards which represent situations that are important for you to live well with your hearing loss. Please write down what is significant about these situations as this will help us to start our discussion in the appointment.

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LIVING WELL TOOL




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Photo courtesy of: Olga Becker

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A listening guide





How easily do you manage in these situations?
MORE EASY

LESS EASY