

The following learning objectives will help your students understand how to take a person-centered approach when treating patients receiving implantable technologies. Included are recommended resources to support these learning objectives.

OBJECTIVE 1

Describe how person- and family-centered care should be integrated in the cochlear implant (CI) assessment process for pediatric and adult CI candidates.

RESOURCES

In this [collection of videos](#), parents explain the process that led them to decide to get a CI for their child. For an adult example, John explains how getting a CI after years of struggling with hearing aids has made a difference in his life.

OBJECTIVE 2

Describe how to apply the essential components of person- and family-centered counseling during pre- and post-operative counseling for pediatric and adult cochlear implant recipients and their families.

RESOURCES

Adult CI patients can prepare for the appointments using [the Living Well and The People I Talk To online tools](#). Parents of young children can prepare for their appointments using [My Turn To Talk for Parents](#).

OBJECTIVE 3

Describe how person- and family-centered care should be integrated in clinical service delivery to pediatric and adult cochlear implant recipients and their families.

RESOURCES

The University Course has modules on [child- and family-centered care](#) and [the role that communication partners play](#) in rehabilitation. Students can take a Learning Hall course on their own time on [the importance of family and friends](#).

OBJECTIVE 4

Describe how person and family-centered counseling should contribute towards realistic expectations for post-operative outcomes.

RESOURCES

The University Course module [Applying PCC in the Appointment](#) and [the corresponding Learning Hall course](#) cover initial conversations that help to facilitate the alignment of expectations. [The Telecare tools adapted for cochlear implant patients](#) can help address patient concerns and expectations.

OBJECTIVE 5

Discuss the importance of multi-disciplinary teamwork in the delivery of a holistic approach to the processes of assessment, management, and rehabilitation under the care of an implant team.

RESOURCES

This resource suggests how to assemble a [multi-disciplinary team](#) and utilize your network when the needed skills aren't available in-house.

OBJECTIVE 6

Adapt the assessment, information sharing, and rehabilitation planning based on the patient's needs and preferences.

RESOURCES

Students can take [the Learning Hall course on understanding needs and preferences](#) outside of classroom hours.

Students will show their understanding of the material illustrated in the learning objectives by displaying the behavior below during their clinical hours:

OBSERVABLE BEHAVIOR 2

Demonstrates basic person-centered communication skills to negotiate the agenda with the patient and their family by:

- **Uncovering the patient's and their family's main concerns**
- **Determining the patient's and their family's most important tasks**
- **Identifying what must be attended to and what can postponed**

OBSERVABLE BEHAVIOR 4

Develops person-centered treatment plans incorporating the needs, preferences, and values of the client and their family

OBSERVABLE BEHAVIOR 1

Uses communication skills to promote a caring, therapeutic relationship by:

- **Accepting the patient and their family's feelings without judgement**
- **Using empathy to communicate understanding and appreciation**
- **Expressing a willingness to help and offering partnership**
- **Sharing thinking with the patient and their family to encourage their involvement**
- **Acknowledging coping efforts and appropriate self-care**

OBSERVABLE BEHAVIOR 3

Conducts a thorough case history and communication needs assessment for patients and their families using person-centered skills such as:

- **Asking patients and their family for their perspectives**
- **Exploring and understanding the possible causes of the hearing loss**
- **Exploring the impact of the hearing loss on the patient's life and daily activities**

OBSERVABLE BEHAVIOR 5

Uses shared decision-making to choose among treatment options in collaboration with the client and their family