

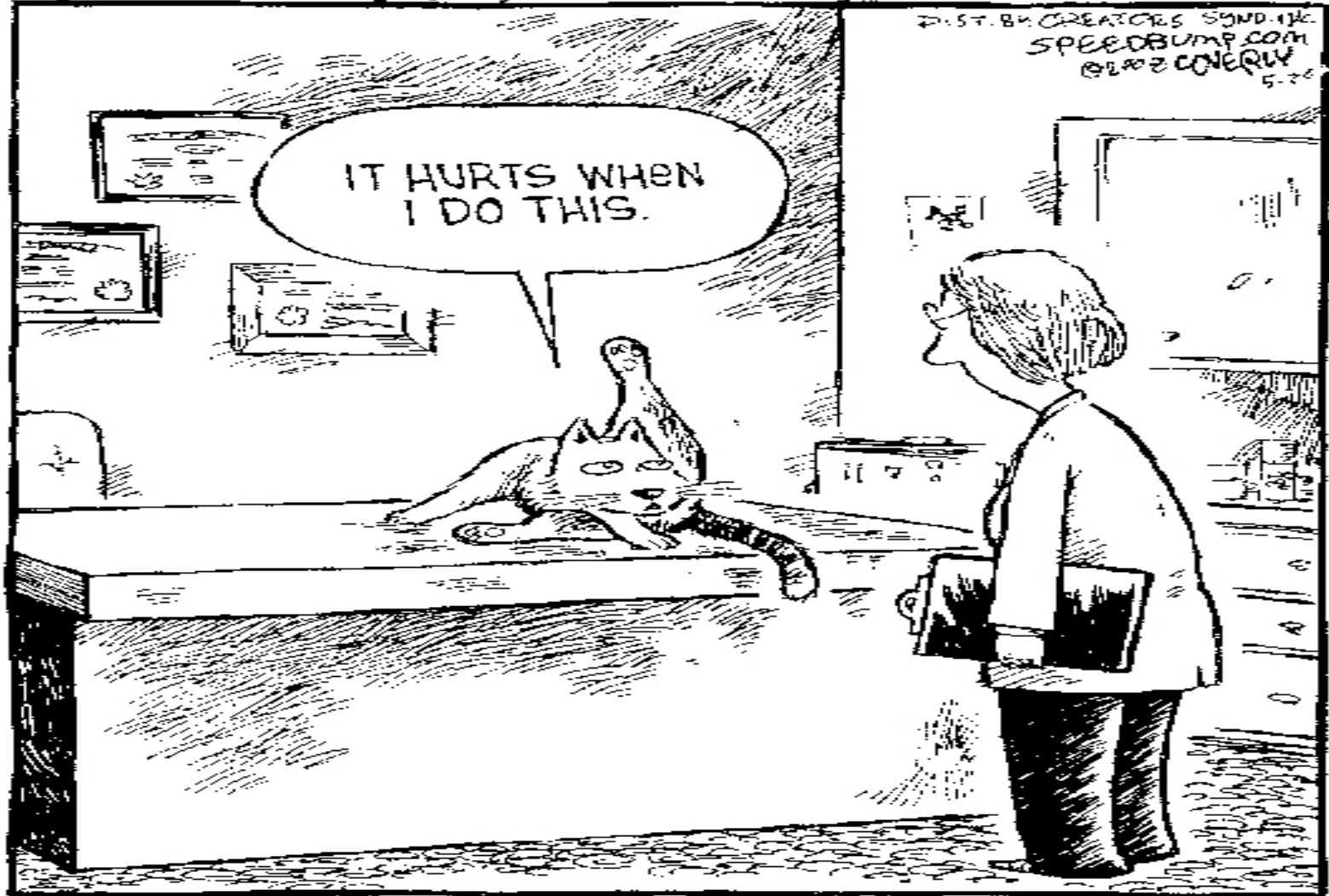
# Bob Dylan

## Bringing It All Back Home



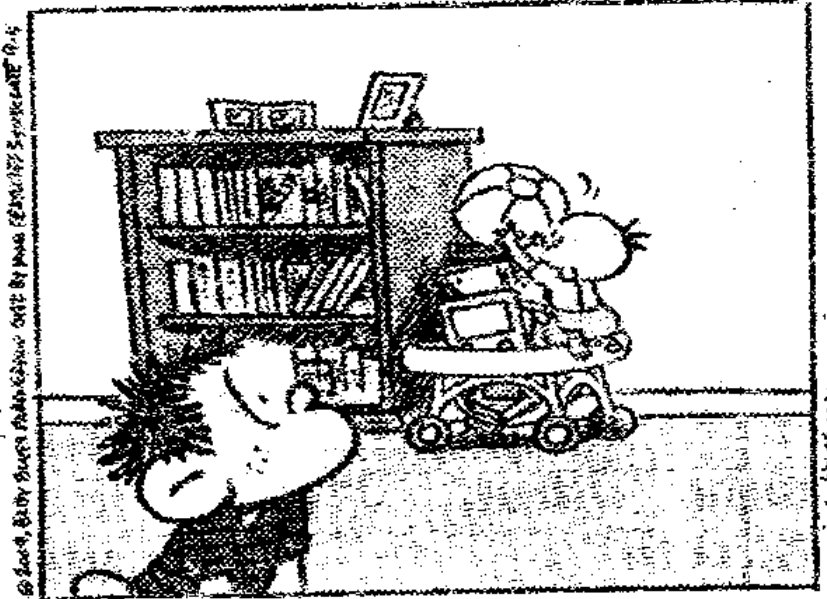
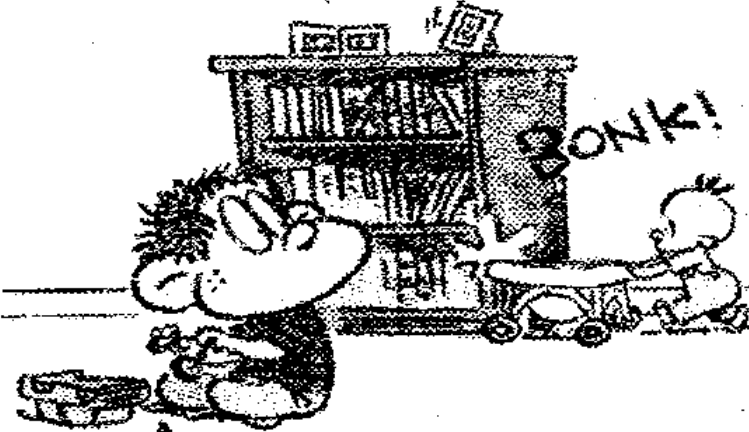
Telling their stories ,,  
Where on the circle does the patient reside?

**Speed Bump** / by Dave Coverly

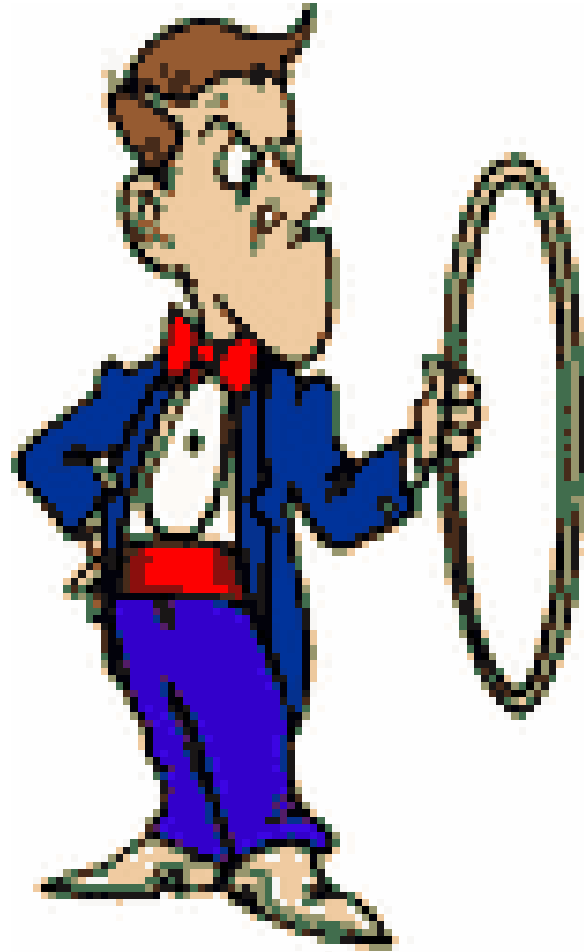


# Asking the Right Questions

## Baby Blues







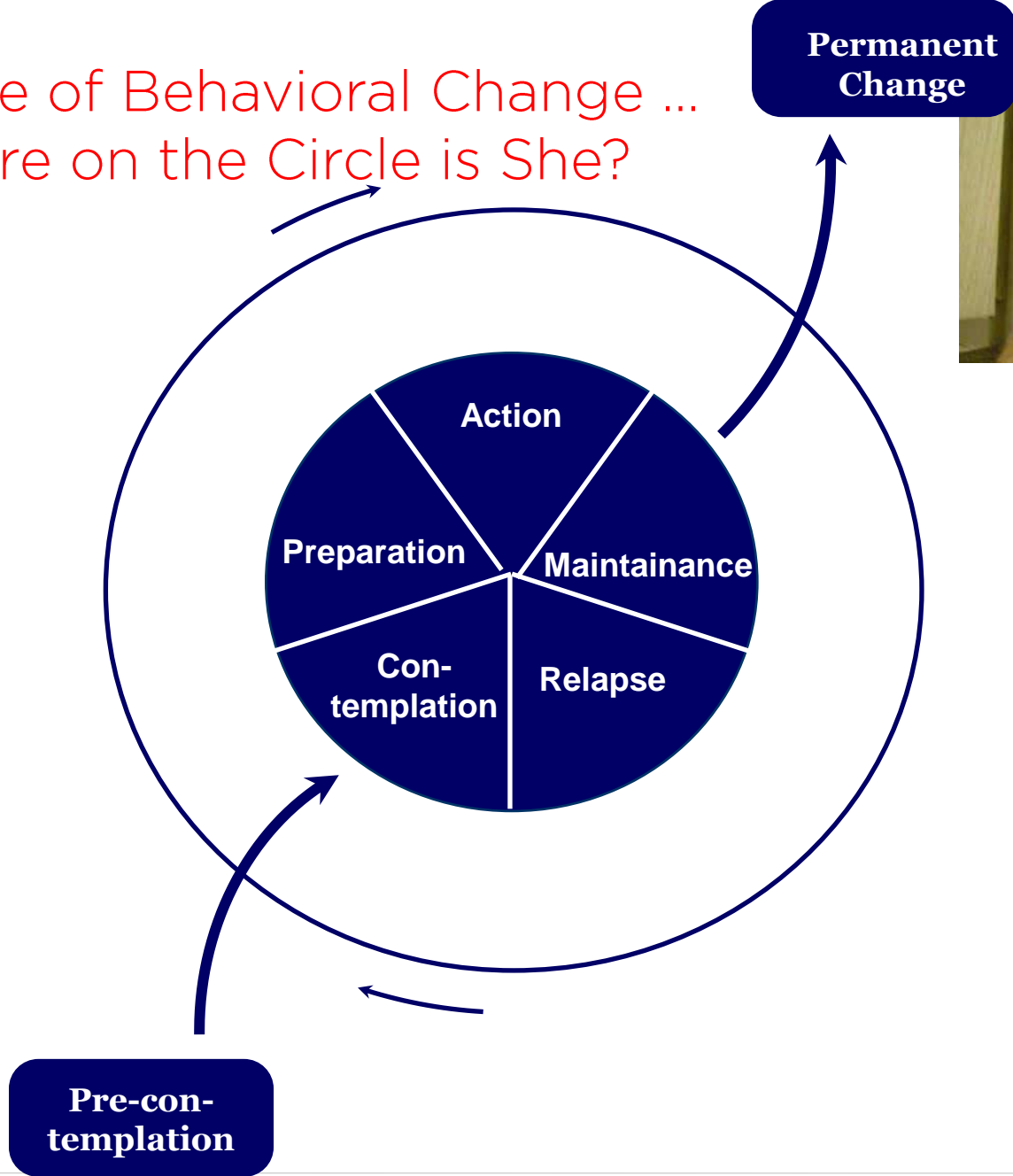
You really should wear both of your hearing aids.

Well, maybe... I'm not so sure.





Stage of Behavioral Change ...  
Where on the Circle is She?



# What is (are) Our REFLECTIVE Question(s) (Prelude to the Lines)



Do we “Create a Burning Platform,” or place her on a back burner?

This is our decisional balance.

**OUR  
QUESTION ...**



# What is (are) Our REFLECTIVE Question(s) (Prelude to the Lines)



Do we “Create a Burning Platform,” or place her on a back burner?

## OUR QUESTION

“I think what I am hearing is that it’s more important to you to wear only one hearing aid than it is for you to hear better. Is that correct?”

Once we have established a Burning Platform ...  
we must assess the stage of readiness for change

We can bring in the lines –  
Our road for forward movement on  
the journey toward our patient's success.



## The Lines (# 1)



- On a scale of 0 to 10, how important is it to you and your family for you to hear all the time the way you tell me you can hear when you wear both hearing aids?



## The Lines (# 2)



- On a scale of 0 to 10, how strongly do you believe in your ability to begin to wear both of your hearing aids?

0 [-----] 10

How do we move patients further along the scale if their numbers are not high?

How do we move patients further along the scale if their numbers are not high?

Bring in **THE BOX**



# The Box



Benefits of Status Quo	Costs of Status Quo
The Potential Costs of Change	The Potential Benefits of Change



# The Box



<p><b>Benefits of Status Quo</b></p> <ol style="list-style-type: none"><li>1. I remain in my comfort zone</li><li>2. ...</li><li>3. ...</li></ol>	<p><b>Costs of Status Quo</b></p>
<p><b>The Potential Costs of Change</b></p>	<p><b>The Potential Benefits of Change</b></p>

# The Box



<p><b>Benefits of Status Quo</b></p> <ol style="list-style-type: none"><li>1. I remain in my comfort zone</li><li>2. ...</li><li>3. ...</li></ol>	<p><b>Costs of Status Quo</b></p> <ol style="list-style-type: none"><li>1. My communication frustrations do not improve</li><li>2. ...</li><li>3. ...</li></ol>
<p><b>The Potential Costs of Change</b></p>	<p><b>The Potential Benefits of Change</b></p>

# The Box



<p><b>Benefits of Status Quo</b></p> <ol style="list-style-type: none"><li>1. I remain in my comfort zone</li><li>2. ...</li><li>3. ...</li></ol>	<p><b>Costs of Status Quo</b></p> <ol style="list-style-type: none"><li>1. Communication frustrations do not improve</li><li>2. ...</li><li>3. ...</li></ol>
<p><b>The Potential Costs of Change</b></p> <ol style="list-style-type: none"><li>1. Others perceptions of me (i.e.: two hearing aids equals twice the handicap)</li><li>2. ...</li></ol>	<p><b>The Potential Benefits of Change</b></p>

# The Box



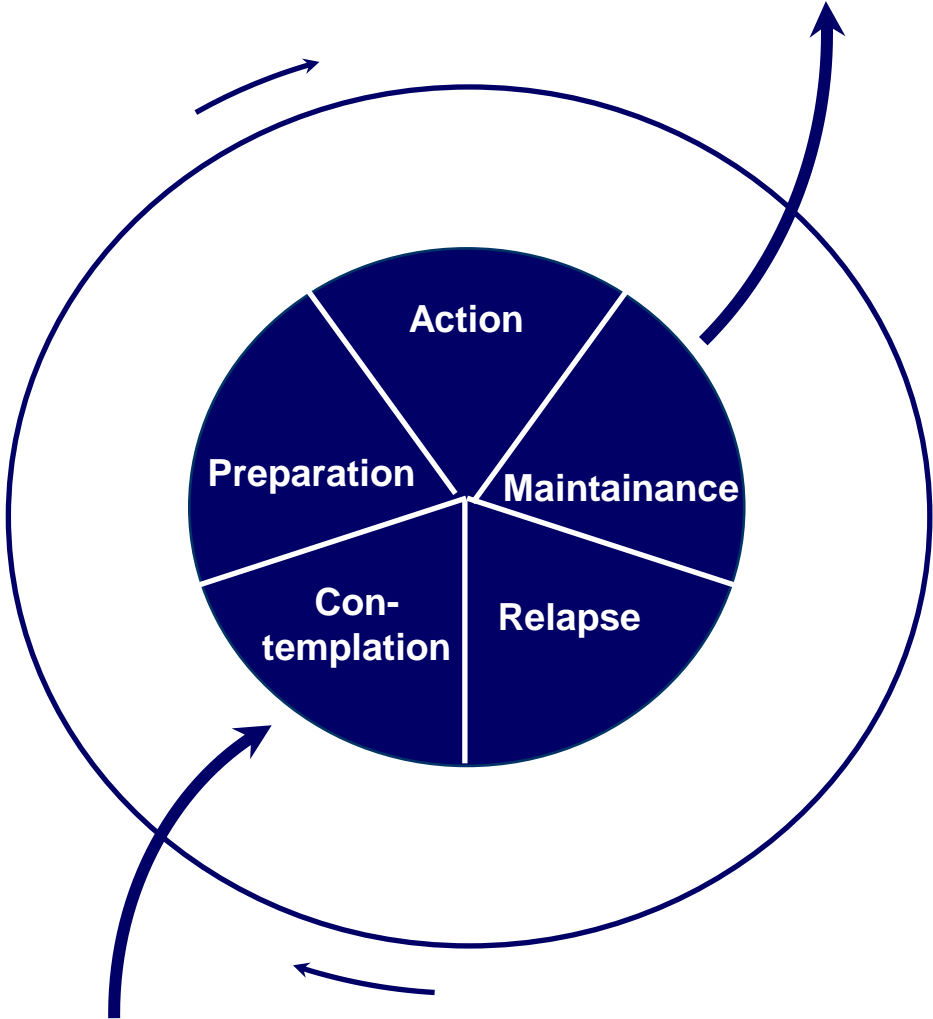
<p><b>Benefits of Status Quo</b></p> <ol style="list-style-type: none"><li>1. I remain in my comfort zone</li><li>2. ...</li><li>3. ...</li></ol>	<p><b>Costs of Status Quo</b></p> <ol style="list-style-type: none"><li>1. Communication frustrations do not improve</li><li>2. ...</li><li>3. ...</li></ol>
<p><b>The Potential Costs of Change</b></p> <ol style="list-style-type: none"><li>1. Others perceptions of me (i.e.: two hearing aids equals twice the handicap)</li><li>2. ...</li></ol>	<p><b>The Potential Benefits of Change</b></p> <ol style="list-style-type: none"><li>1. My communication frustrations are fewer and farther between</li><li>2. ...</li></ol>



I don't want no  
freak'n hearing aids

Where on the Circle is this Patient

**Permanent Change**



**Pre-con-templation**

What is (are) Our REFLECTIVE Question(s)  
(Prelude to the Lines)



What will create our burning platform?



## And moving to The Lines ...



On a scale of 0 to 10, how important is it ...



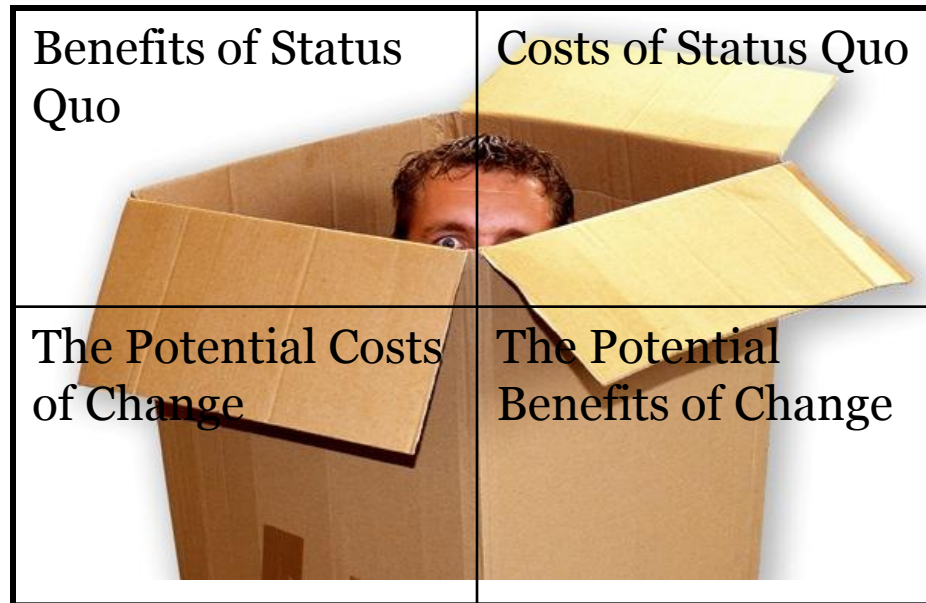
On a scale of 0 to 10, how strongly do you believe in your ability to ...



And if the ratings need a positive shift ...



Bring in **THE BOX**



What if the your patient and the spouse (or significant other) are not of the same mind?





Silence  
is  
Golden