

STEPS IN PERSONAL CHANGE

PRE-CONTEMPLATION



'I DON'T HAVE A PROBLEM'

- Review the Ida Patient Journey with your patient and discuss communication challenges.
- Give the patient information to review at home and suggest they book a new appointment when ready.

CONTEMPLATION



'I MIGHT HAVE A HEARING LOSS'

- Listen to the patient and explore their experiences with hearing and communication.
- Explore the patient's motivation to take action using the Ida Line Tool.

PREPARATION



'I MIGHT NEED HELP WITH MY HEARING'

- Review possible action steps with the patient. Listen and answer patient questions.
- Use the Ida Box Tool if the patient continues to express ambivalence.

ACTION



'I AM GOING TO DO SOMETHING ABOUT IT'

- Create a joint strategy for moving forward in line with the patient's views and needs.
- Highlight the personal benefits of improved communication.

MAINTENANCE



PERMANENT EXIT

'I AM USING MY HEARING AIDS'

- Ask how the patient is managing their hearing loss and answer questions.
- Provide support and information on communication strategies.
- If the patient is ambivalent, then use the Ida Box Tool to explore their situation.

RELAPSE



'I DON'T LIKE USING MY HEARING AIDS'

- Listen to the patient and explore their positive experiences with the hearing aids.
- Use the Ida Line Tool and Box Tool again if the patient continues to express ambivalence.