

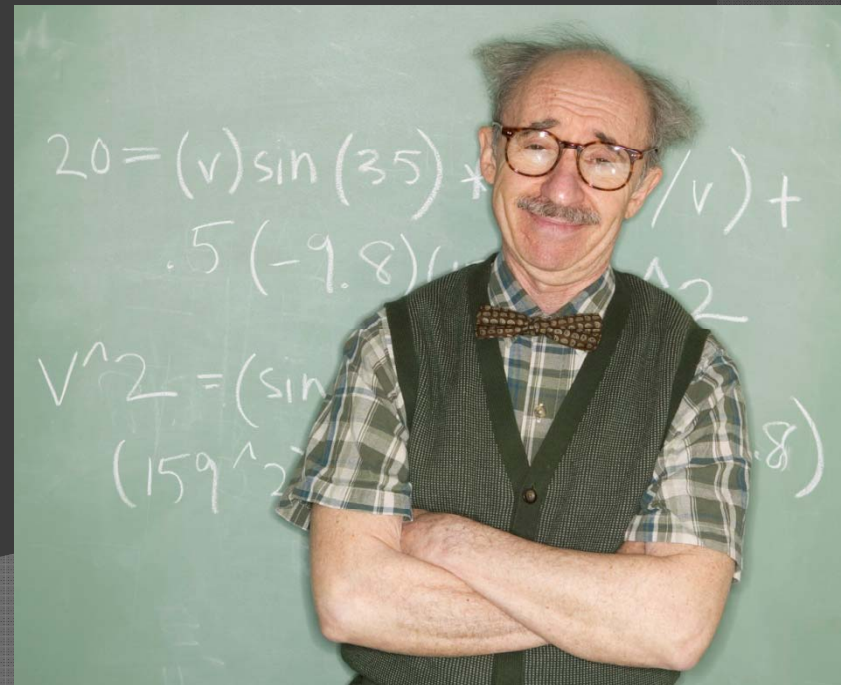


The Ida Institute: Defining Hearing

# COLLABORATIVE SELF- MANAGEMENT

# The Peevish Professor

- The “Professor”, a 72 year old college instructor, is seen for his one month follow-up appointment after being fit with binaural hearing instruments



# The visit

So, Professor, how are those new hearing aids?

*Well, to tell you the truth, doc, not so good.*

Not so good? Why not?

*I'm hearing all of these sounds I don't want to hear.*

Remember? We talked about that last time. I told you you would hear sounds you haven't heard in a long time.

*Yeah, I know, but it still bothers me.*





O.K. So how many hours a day are you wearing your hearing aids?

*Oh, I don't know. Maybe 2 to 3 hours.*

Two to three hours? That's not nearly enough. I told you you'll need to wear your hearing aids most of the day to get used to them

*I know, but those background sounds bother the heck out of me*

You'll never get used to those background sounds unless you wear your hearing aids most of the day. Now I want you to go home and start putting your hearing aids on when you wake up and don't remove them until you're ready for bed. Understand?

*Well, OK doc. I'll give it a try*

Good. I'll see you in a month



# What do you think?

- ⦿ Was this the best approach for getting the Professor to increase the number of hours he wears his hearing aid?
- ⦿ Do you think the Professor will be wearing his hearing aids most of the day by his next appointment? (Do you think he'd tell the truth if asked?)
- ⦿ How might this situation been handled differently?



# Collaborative Self-Management

- An approach to the management of chronic disease that emphasizes a partnership between the health care professional, the patient, and the family that guides self-management

adapted from Hodder, R. (2007). Collaborative self-management education in asthma and COPD. CPJ/RPC, 140:S28-S29:e2.



# The goals of collaborative self-management

- ◎ The provider helps the patient:
  - take charge of their condition
  - make informed decisions about their care
  - adopt healthy behaviors



# The features of collaborative self-management

- Everyone works together to help manage the patient's condition
- Focus is on the patient's needs, abilities, values, and preferences
- Families and others in the patient's support network are welcomed as partners in care
- All of the partners share information and create a plan together to guide care of the condition

# The provider's role in collaborative self-management

- ⦿ Provide information
- ⦿ Provide resources
- ⦿ Provide supportive care

# Video

## Techniques for Effective Patient Self-Management

California HealthCare Foundation

<http://www.chcf.org/topics/chronicdisease/index.cfm?itemID=124673>



# What have we learned?

- ◎ Collaborative self-management involves three steps:
  - Engaging the patient
  - Exploring importance
  - Collaborative action planning

# Engaging the patient

- ⦿ Help patient identify changes from their own perspective
  - Focus on areas of possible behavior change
  - Listen actively
  - Drill down – get details
- ⦿ Once patients see we are interested in their perspective ...
  - They are more likely to follow our advice
  - They are more likely to be open and interested in managing their hearing loss

# Exploring importance

- ② Too often, we misinterpret ambivalence as noncompliance
- ② Our patients have mixed feelings
  - Help patients recognize their own ambivalence (“I want to hear better”/“I don’t want to wear hearing aids”)
  - When they recognize their ambivalence, they will be ready for change

# Collaborative action planning

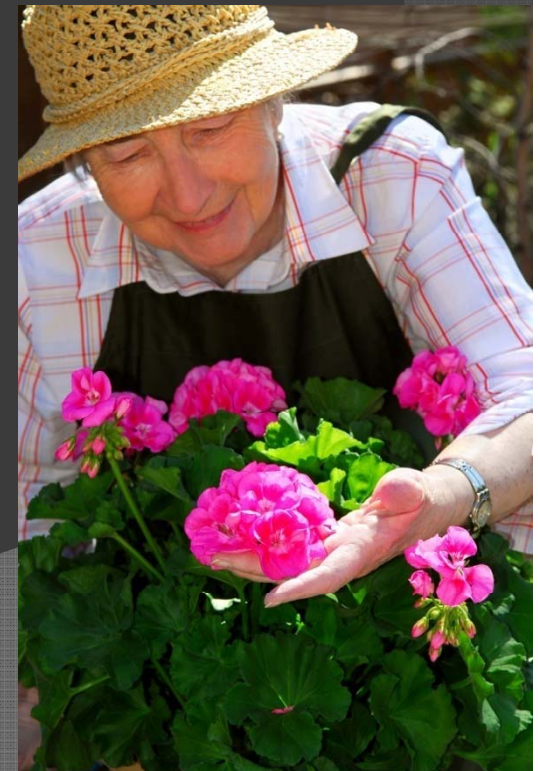
- ⦿ Patient must be engaged and interested
- ⦿ Action plan involves a step-by-step strategy for success and must be:
  - Achievable
  - Specific
  - Focused on behavior
- ⦿ Close the deal





# Case Study

Ms Lotta Listmaker is a 81 year old retired librarian who returns to you for her checkup after purchasing two replacement high-end digital hearing aids. She is a long-time hearing aid user



Shortly after coming into your office,  
she takes out a list of problems and  
starts going through each item one by  
one



# The pressures

- ⦿ You're under pressure to see patients within 10 minutes of their appointment
- ⦿ You're under pressure to increase productivity
- ⦿ You're under pressure to increase revenue
- ⦿ It's late morning, and you haven't even had time for a bathroom break

Oh, and by the way...

You're already running late

How do think this encounter will play out?



# The clinical encounter

- The patient



- The clinician



- The environment



# The environment

- ⦿ Physical
- ⦿ Political
- ⦿ Social
- ⦿ Economic/business
- ⦿ Interpersonal
- ⦿ Cultural
- ⦿ Operational



# Discussion question 1

- To what extent do environmental factors influence the clinician-patient interaction?

# Discussion question 2

- To what extent can you modify the environment to maximize the quality of the clinician-patient encounter?

# Collaborative self-management

- We're taking this journey together

