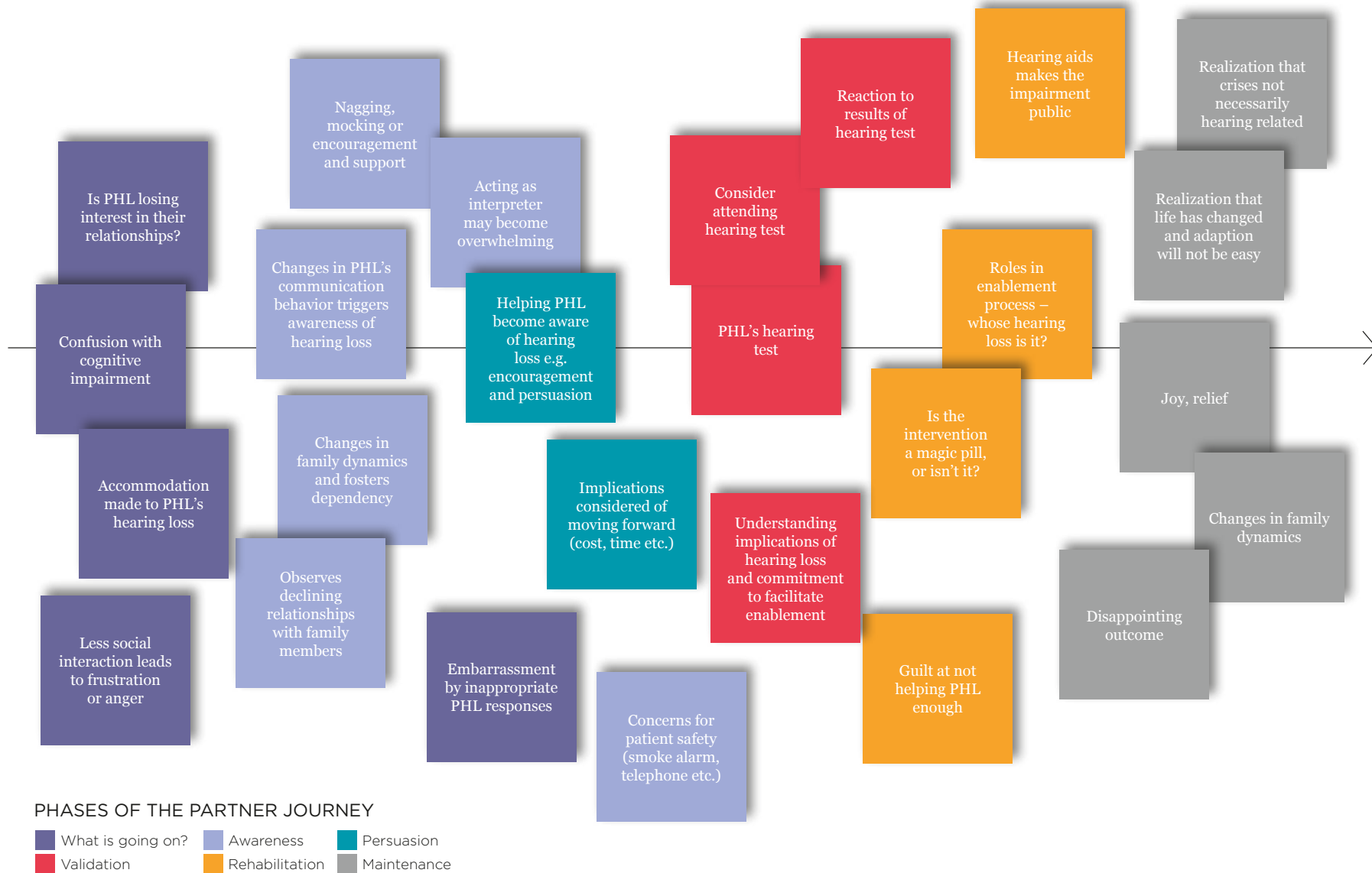


COMMUNICATION PARTNER JOURNEY



COMMUNICATION PARTNER JOURNEY

A POSSIBLE JOURNEY

The patient journey traces the emotional reactions and practical activities that patients travel through from the onset of their health conditions to their successful management. This patient-centered model has proven useful in various domains of health care. The Ida Institute has developed a version of the patient journey for persons with hearing loss (PHL). This invites one to explore past and future experiences to gain fuller appreciation of the unique “journey” and increase the potential for positive outcomes.

Communication partners – people with whom patients communicate on a regular basis, including spouses, children, friends, co-worker and caregivers – play an important role at various points along the patient journey. These partners pass through a wide range of feelings and experiences themselves on a journey that parallels the patient’s journey.

The aim of the Communication Partner Journey is to facilitate a better understanding of these feelings and their potential to influence the patient’s own journey. The process of empowering the patient involves a partnership that includes the patient, the communication partner(s) and the hearing health professional. Understanding the communication partner’s journey can facilitate and strengthen this partnership, resulting in better, more patient-centered care for individuals in their own environments.

COLLABORATIVE EFFORT

The Communication Partner Journey can be used as a starting point for understanding the different stages that communication partners may travel through in

response to a patient’s hearing impairment. This potential journey represents one of a variety of ways in which the communication partner’s experiences can be illustrated. The Communication Partner Journey depicted here is a composite figure derived from the collaborative effort of 75 hearing health professionals around the world who attended Ida Institute seminars.

The Communication Partner Journey tool has its shortcomings. It cannot encompass every communication partner’s experiences with a partner’s hearing impairment. However, it can be used effectively to promote discussion with patients, communication partners and hearing health professionals, and also students, leading to an improvement of the model.

CREATE THE COMMUNICATION PARTNER JOURNEY

One Communication Partner Journey illustration cannot encompass all experiences, given the complexities of culture, health care structures and medical/retail models of care. Ida Institute has provided an interactive patient journey template that is available at idainstitute.com. This tool can be used for either the patient or communication partner journey. We encourage you to use this simple online tool to foster a better understanding of the human dynamics of hearing loss for you, your patients and their communication partners.

Together, the Patient Journey and the Communication Partner Journey provide a comprehensive map that expands the potential for interpretation and understanding of the impact of hearing loss at each stage for both the patients and their communication partners.

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