

A POSSIBLE PATIENT JOURNEY

The term 'patient journey' has been used extensively in the medical field to describe the experiences a typical patient takes within a disease treatment regime.

The Ida Institute believes that this concept can also be used within the field of hearing care as it creates a wider context for patient and audiologist/hearing healthcare professional interaction.

Most patient histories have roots long before the hearing loss is even recognized and continues long after the last visit with the audiologist – by understanding the patient journey, audiologists can address the entire patient experience and therefore together with the patient gain better outcomes.



A POSSIBLE PATIENT JOURNEY MAP

COLLABORATIVE EFFORT

The patient journey that is pictured here, titled 'A Possible Patient Journey' is inspired by the collaborative efforts of 65 hearing healthcare professionals worldwide who attended Ida Institute seminars and was produced by Ida faculty members and staff.

'A Possible Patient Journey' is just one of many ways of illustrating the patient journey. It may be used as a starting point for understanding the complex phases and numerous milestones of hearing loss.

As with all models, 'A Possible Patient Journey' has its shortcomings as it tries to explain a complex reality in a simple way. On the other hand, models are ideal to foster discussion and should be challenged, re-modelled, re-configured etc. The Ida Institute hopes that this model is useful in dialogues with patients, their families, colleagues and students.

CREATE YOUR PATIENT'S JOURNEY

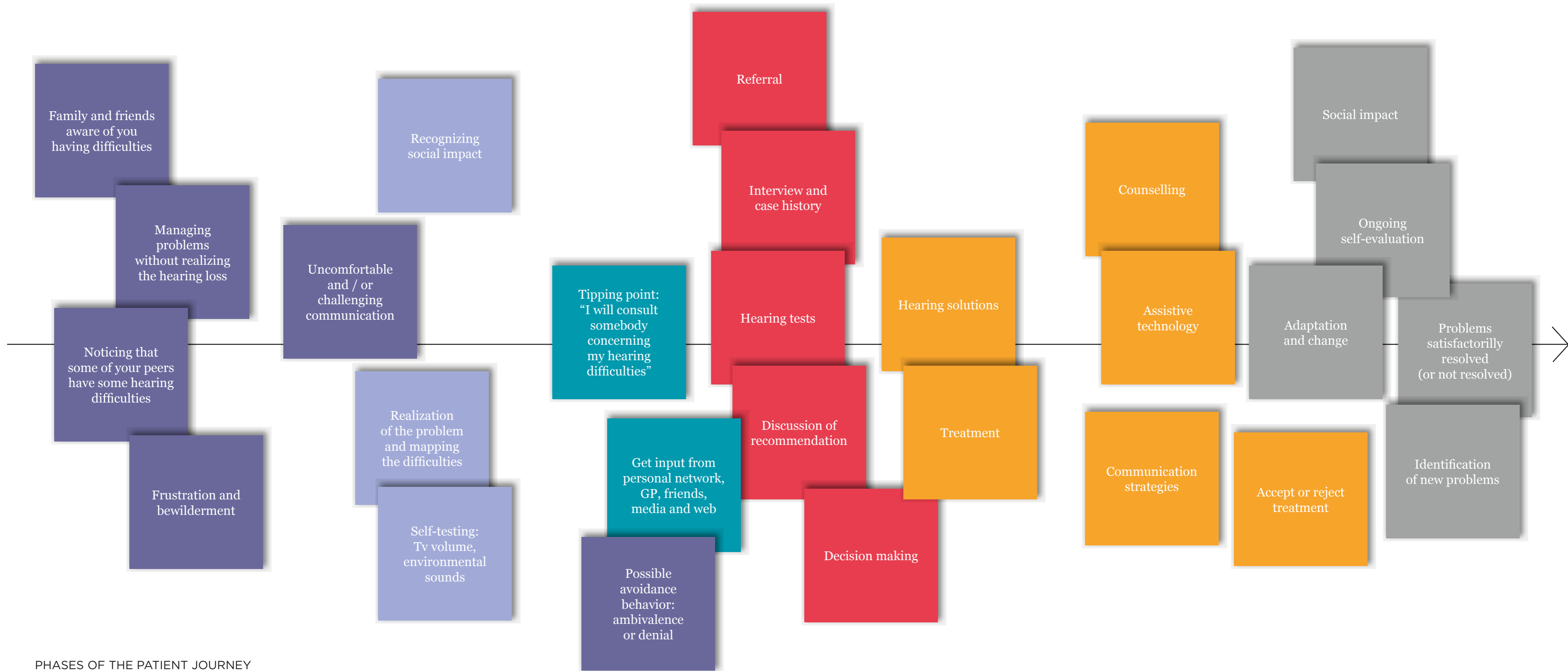
Since one patient journey illustration cannot encompass all world-wide experiences especially with the complexities of culture, healthcare structures, medical/retail models of care, etc., the Ida Institute has provided an interactive patient journey map template on our website: www.idainstitute.dk.

We encourage you to use this simple online tool and hope that it fosters a better understanding of the human dynamics of hearing loss for you and your patient.

The Ida Institute is an independent, nonprofit educational institute located north of Copenhagen, Denmark. The Ida Institute, named in honor of Ida Emilie Demant, seeks to foster a better understanding of the human dynamics associated with hearing loss from its recognition to its resolution.

* Please note that My Ida membership is required for accessing the Patient Journey tool online. You can register for free on: www.idainstitute.dk

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PHASES OF THE PATIENT JOURNEY

- Pre-contemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Relapse / permanent exit