



REFLECTIVE JOURNAL

What is reflection?

To reflect means to think about one's own behavior in a critical and analytical way – to ponder and consider one's own action. It requires that you contemplate your behavior to gain insight into yourself. Therefore reflection is a private and very personal matter. Reflection can also be used as a technique for behavioral changes in your patient rapport.

Reflection in audiology

The Ida Institute has developed a concept for reflection for hearing care professionals with the aim of giving them a deeper insight into their clinical practice. It is also about inspiring hearing care professionals to start thinking and working in a new way by looking back at what occurred to improve in the future.

By understanding your own behavior, you can make modifications, i.e., becoming more effective with an eye toward reducing stress, becoming more time efficient and raising awareness about your patients. Reflection can be used after each patient, after patients who are particularly troublesome or after a specific success with a patient. As one of the Ida community members said:

“A second improvement I’ve noticed is how efficiently I am able to use my time because of a revamped approach to client care. This empathetic approach has really served me well, and I don’t feel as if I’ve lost anything by stepping slightly away from the audiogram. It has truly been an eye-opening experience to observe just how much effect a few small changes can have on the clinician-client relationship.”

The history behind Reflective Journal

The Reflective Journal was developed with inspiration by Christine DePlacido, Senior Lecturer and Program Leader for the Audiology Department at Queen Margaret University in Edinburgh. Christine has broad experience as both an audiologist and a counselor and has used reflective journals for several years.

Christine DePlacido presented the concept of a reflective journal at the three seminars "The Process of Defining Hearing" held by Ida Institute. This subject was enthusiastically received by the participants. After the seminars, the development of the Reflective Journal began. This Reflective Journal represents the collaborative thinking of 65 international hearing care professionals who participated in the seminars.

The Reflective Journal and you

Spend five minutes on reflection after the patient as often as you need. Use the form in this folder and integrate reflection as a part of your work day. The more regularly reflection is used, the easier and quicker completing a journal entry will be.

Make reflection a part of your daily routine and also use it as a way 'to leave one patient before meeting the next.'

How to use Reflective Journal

The form is available for printing on www.idainstitute.com



Case story example can be found on the next page

1. What happened in the session? Write down what was going on. Who was the patient? Why did the patient come to see you? Who was with the patient? What did you do as a hearing care professional? Etc.
2. Describe one or two things which went well in the session. It could be “I was listening to the patient” or “I established a good dialogue between the patient and his wife.”
3. More important is: Why do you think the session went well? Look at your own behavior. What did you do? What did you say?
4. How did you feel? Why do you think you acted as you did? Did you feel uncomfortable, success, angry etc.? Describe the internal or external factors that had influence on the way you acted.
- 5-7. Go through the same questions as above mentioned with the focus on two things which went less well.
8. Finally you ask yourself: What can you do different next time? The Reflective Journal is about changing your own behavior and learning from your experiences.

Case story

Here you can see an example on how to use the form. Mrs. R (60+) is in for third fine-tuning visit. Hearing aids delivered 4 months ago. Aids were OK at the time of last visit, 2 months ago.

Date: 20-04-09

1. What happened in the session?	<i>Sound quality still not right for Mrs. R. Last visit 2 months ago. Adjusted aids until sound good again.</i>
2. Describe one or two things which went well in the session:	<i>I was able to start appointment on time for a change.</i>
3. Why do you think they went well?	<i>I'm watching my schedule closely.</i>
4. How did you feel? Why do you think you acted as you did?	<i>Positive outlook - ready to take care of all problems.</i>
5. Describe one or two things which went less well in the session:	<i>Spent 20 minutes going in circles adjusting hearing aid. Ended back at original settings. Mrs. R down on hearing aid use.</i>
6. Why do you think they did not go well?	<i>After the 20 minutes of adjustment, Mrs. R tells me that her 16 year old cat died recently. "Not much right in the world since Chelsea (the cat) passed on."</i>
7. How did you feel? Why do you think you acted as you did?	<i>Frustrated at Mrs. R until I heard about her cat. Frustrated with myself afterwards.</i>
8. What can you do different next time?	<i>Ask my patients about what's going on in their life before we sit down to business.</i>

Date:

<p>1. What happened in the session?</p>	
<p>2. Describe one or two things which went well in the session:</p>	
<p>3. Why do you think they went well?</p>	
<p>4. How did you feel? Why do you think you acted as you did?</p>	
<p>5. Describe one or two things which went less well in the session:</p>	
<p>6. Why do you think they did not go well?</p>	
<p>7. How did you feel? Why do you think you acted as you did?</p>	
<p>8. What can you do different next time?</p>	

Date:

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Why do you think they did not go well?

7.

How did you feel?
Why do you think you acted as you did?

8.

What can you do different next time?



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