



MOTIVATION TOOLS
THE LINE

THE LINE 1/2

1

How important is it for you to improve your hearing right now?



2

How much do you believe in your ability to use...*



The lines go from: 0 = not at all to 10 = very much.

Jørgensen, S.V., Hansen, H.V., Hesso, I.B., Lauritsen, J.B., Madelung, S. & Tønnesen, H. (2003). *Operation - Complications are preventable*; Copenhagen, International Health Promoting Hospitals & Health Services, Bispebjerg Hospital.

• As the audiologist, you need to fill in the solution you suggest; e.g., hearing aids, assistive listening devices or communication strategies.

The “Line” is helpful to open a dialogue with reluctant patients and to help explore whether the patient is ready to embrace the use of recommended treatment. It consists of asking two separate questions to identify whether there is ambivalence between the importance of improving hearing and the patient’s personal commitment to making the necessary changes. The next step is to ask the patient to mark his own position along a line from 0 to 10. You can use this tool in one of the first sessions with the patient – or as often as needed.

The first question identifies the goal: How important is it for the patient to improve his hearing right now?

The second question identifies the process: How high the patient ranks his own commitment to a specific solution? If the patient gives a high ranking on both questions, he will have a high motivation to improve his hearing.

Based on the two questions above, you continue the session by elaborating on the patient’s response, empowering the patient to phrase the reasons for the change of behavior. You may find it useful to focus on the following:

If the score is low on the first question, “How important is it for you to improve your hearing right now?” the patient does not appear to take an interest in hearing. However, lifestyle questions may yet reveal that there are situations in which the patient does wish to hear. If the score is high, also try to elaborate, e.g., regarding the wish to participate in social networks or to perform a job. If the patient scores about 7, you ask “Why a 7?” in order to make the patient reflect on his own explanation and articulate his underlying thoughts.

THE LINE

2/2

The second question, “How much do you believe in your ability to use e.g. hearing aids, assistive listening devices or communication strategies?” refers to the process of change that will lead to better communication. No matter what the score is, elaborate on the objections the patient may have regarding acting on his hearing loss. The inhibitions could concern change in lifestyle, such as emotions connected with the perception of being less attractive, lack of faith in technological devices or lack of perseverance when it comes to making things work. Try to discuss these matters with the patient and acknowledge his apprehension. At the same time, reassure him that the problems can be solved to some degree and that issues are often resolved once the patient starts to act on the hearing loss. At all costs, avoid telling the patient that his concerns are unfounded; they are real to the patient at that time.



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