

Creating an Individualized Patient Experience

Learner Worksheet

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Learning Objectives

After this course, participants will be able to:

1. Describe how family-centered care impacts hearing health care.
2. Describe 2 methods that can demonstrate empathy during the consultation process.
3. Describe how Phonak technology and eSolutions can be used to manage a patient's hearing healthcare journey.

Module 1: Family-Centered Care (FCC)

Key Terms

Term	Definition / Notes
Family-Centered Care (FCC)	
Third-party disability	
Net Promoter Score	
Triangle room arrangement	
Agenda setting	

Guided Notes

1. The impact of hearing loss on communication partners

Research shows that _____ % of spouses report at least a mild disability due to their partner's hearing loss.

List 3 ways hearing loss can affect a spouse or communication partner:

Impact 1	Impact 2	Impact 3

2. Three steps to implement FCC in your practice

For each step, write the key action and the reason it matters:

Step	Key Action	Why It Matters

Step 1: Invite a family member Step 2: Set up the room Step 3: Set an agenda

3. The effect of FCC on hearing aid adoption

Hearing aid adoption with a significant other present: _____ %

Hearing aid adoption without a significant other present: _____ %



**PAUSE
& APPLY**

Think about your last 5 appointments. How often did a family member or communication partner attend? What is one thing you could do differently at the booking stage to change this?

Module 2: Motivational Interviewing (MI)

Key Terms

Term	Definition / Notes
Motivational Interviewing (MI)	
Ambivalence	
Reflective listening	
Affirmation	
Change talk	

Guided Notes

1. What MI is — and is not

Describe Motivational Interviewing in your own words. What is its primary goal?

2. Barriers to empathy

Identify the 5 barriers to empathy described in this course and give a clinical example of each:

Barrier	Clinical Example from Your Own Practice
Habituation	
Generalization	
Comparing	
Being right	
Multi-tasking	

3. Three types of reflections

Match the definition to each reflection type, then write an example statement you could use with a patient who is resistant to hearing aids:

Type	Key Characteristic	Write Your Example Statement
Simple	Stays close to the patient's own words	
Complex	Goes deeper — adds affect, depth, or direction beyond what was said	
Double-sided	Acknowledges both the status quo and the case for change	



PAUSE
& APPLY

A patient says: "I know I probably need hearing aids, but my father wore them and he hated them. I just don't think I'm ready." Write a double-sided reflection you could use in response:

Module 3: Products & Solutions

Key Terms

Term	Definition / Notes
FOCAS	
IOI-HA	
AutoSense OS	
Roger Technology	
Remote Support / eSession	
eSolutions	

Guided Notes

1. The four components of an individual management plan

Describe the focus of each component and give an example patient scenario where it would be the primary decision driver:

Component	Focus / Considerations	Example Patient Scenario
1. Style		
2. Technology		
3. Accessories & eSolutions		
4. Ongoing Support		

2. Remote Support evidence

List 2 patient populations or clinical situations where Remote Support would be especially beneficial and explain why:

Population / Situation	Why Remote Support Is a Good Fit	Potential Barrier to Address



**PAUSE
& APPLY**

A 72-year-old patient who lives 45 miles from your clinic has a Phonak Lumity hearing aid and is struggling with word understanding in noisy restaurants. Using the 4-component framework, identify the product/solution decision for each component of their management plan.

Clinical Toolkit: OARS Practice Reference

Use this reference tool during Motivational Interviewing consultations to support patient-centered counseling. Fill in the 'Your Practice Script' column with language that feels natural for your clinical style.

This tool is for clinical reference only. Always follow your facility's protocols.

Technique	Purpose	Your Practice Script
Open-ended questions	Invite the patient to share their own story without yes/no answers	
Affirmations	Recognize patient strengths, efforts, and positive steps	
Reflections (Simple)	Mirror back what the patient said, close to their own words	
Reflections (Complex)	Go deeper — add affect, direction, or self-understanding	
Reflections (Double-sided)	Highlight ambivalence: start with status quo, end with change	
Summaries	Gather and reflect back key themes to show you were listening	

FCC Quick-Start Checklist

Use this checklist at the start of each appointment to build the FCC habit.

✓	Action
☐	During booking call: asked patient to bring a family member or communication partner
☐	Before patient arrives: arranged room in triangle formation (A = audiologist, C = patient, F = family member, equal proximity)
☐	At start of appointment: introduced agenda and invited input from both patient AND family member
☐	During consultation: directed questions and information to both patient and family member



Before leaving: confirmed goals with both patient and family member; scheduled follow-up

Post-Course Reflection

Take a few minutes to reflect on what you heard today before completing your CEU assessment.

What was the most significant thing you learned today that surprised you or challenged your existing clinical practice?

What knowledge gaps did this course reveal in your own clinical skills or communication approach?

Describe a specific patient or case from your own practice where you would apply something from this course:

What is one thing you will do differently in your clinic next week as a direct result of this course?

Intent-to-Change Action Plan

Identify at least 2 specific, measurable changes you plan to make to your clinical workflow as a direct result of this course. Be as specific as possible — 'I will begin inviting family members at every booking call for all new patients' is more useful than 'I will try FCC.'

This section satisfies ASHA Standard 6 intent-to-change assessment requirements.

My Intent-to-Change Goal	Target Date	How I Will Measure Success
Goal 1:		
Goal 2:		
Goal 3:		

Notes

