Improving the implementation of family-centred care in adult audiology appointments: An intervention study

Dr Katie Ekberg¹, Dr Barbra Timmer¹,², Mrs Anna Francis¹, and Prof Louise Hickson¹

¹The University of Queensland, ²Sonova AG

Why Do This Study?
- There is mounting evidence for benefits of family-centred care (FCC) in adult audiology services.¹,²,³
- However, research has shown that FCC is not typically implemented in adult clinical practice.¹,⁴

What Were The Aims?
1) To evaluate the changes in family attendance and family involvement in adult audiology appointments following a two-phase intervention.
2) To evaluate whether changes to family attendance and involvement impacted client outcomes and client satisfaction with services.

What Can We Conclude From This Study?
- The interventions were successful in increasing family member attendance and family member involvement in adult audiology appointments.
- The results also showed benefits to client and service outcomes from improving the implementation of FCC, particularly Net Promoter Score.
- The implementation of FCC in audiology clinics needs to be a whole-clinic approach, including staff in all roles (front-of-house staff, clinicians, and managers).
- One-on-one coaching was required to change staff behaviours beyond the initial training workshops.
- Clinicians may need more training to implement an explicit agenda at the beginning of appointments which stipulates the inclusion of both client and family member in the conversation during the appointment.

References

For further information, please contact Dr Katie Ekberg: k.ekberg@uq.edu.au
This study was funded by Sonova, AG