

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

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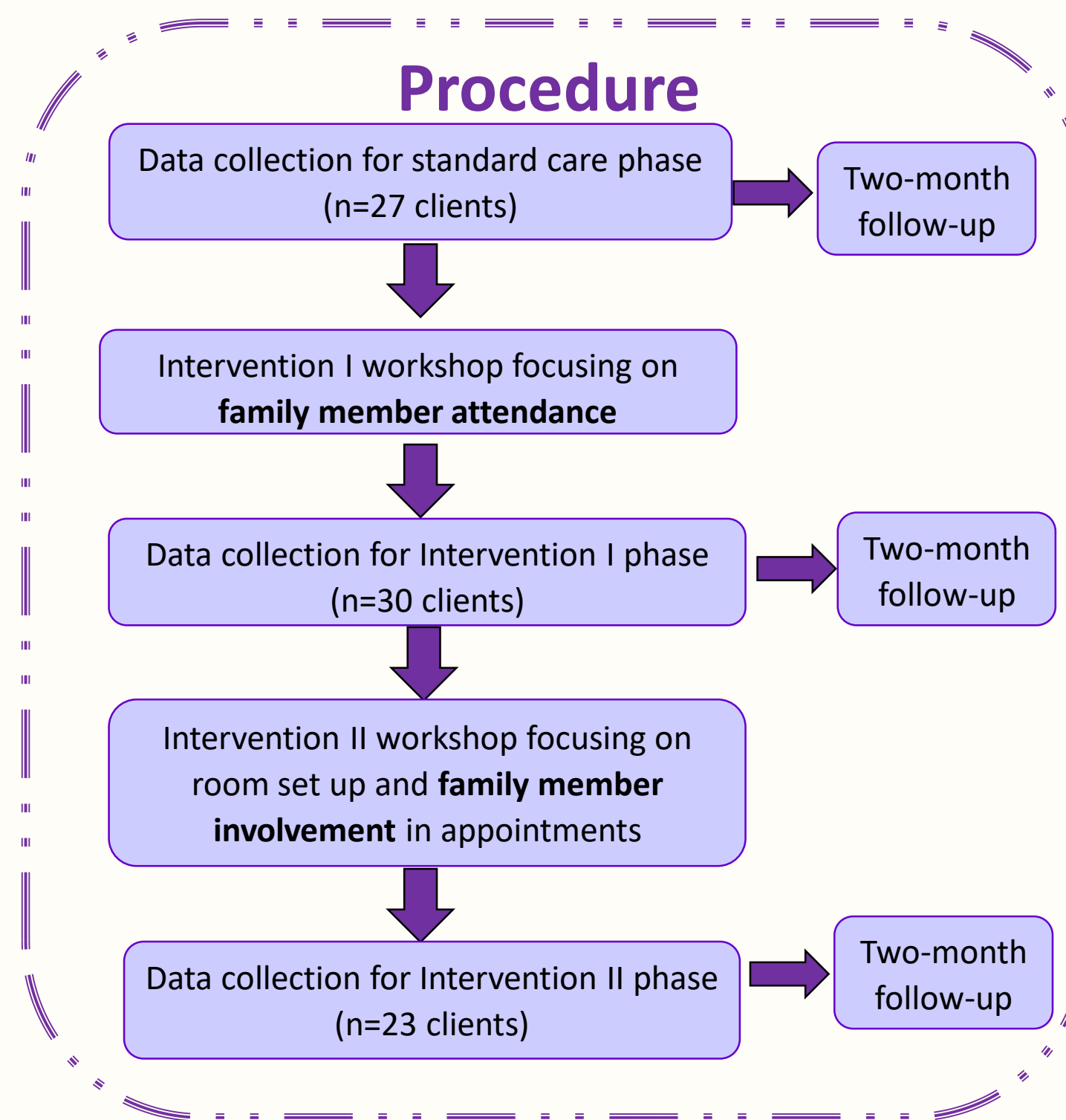
## Why Do This Study?

- There is mounting evidence for benefits of family-centred care (FCC) in adult audiology services.<sup>1,2</sup>
- However, research has shown that FCC is not typically implemented in adult clinical practice.<sup>3,4</sup>

## 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.

## Procedure



## What were the interventions?<sup>5,6</sup>

The interventions had a **whole-of-clinic** approach, i.e., they targeted all staff at four private audiology clinics, including front-of-house staff (n=4), clinicians (n=4).

### Intervention I:

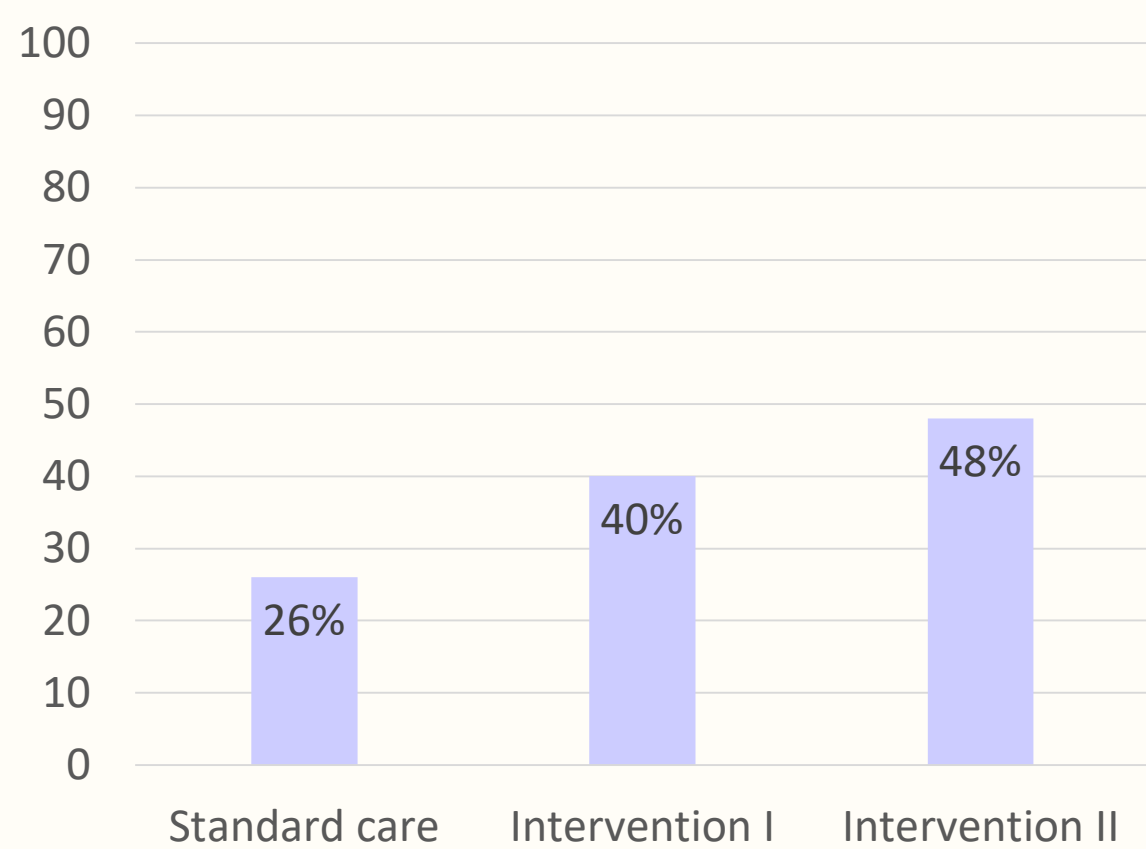
- Training workshop - asking a family member to attend an appointment during appointment booking phone calls/texts.
- Prompt cards provided with script guides.
- Individual 1:1 coaching following workshop.

### Intervention II:

- Training workshop - setting up the room to include a family member, and inviting involvement of family member in the appointment.
- Prompt cards provided with script guides.
- Individual 1:1 coaching following workshop.

## What Did We Find?

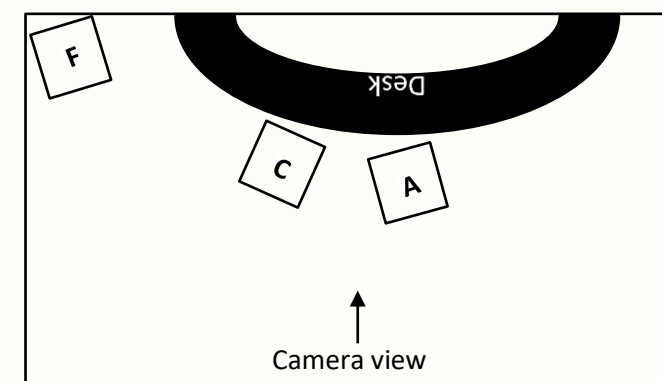
### Family member attendance



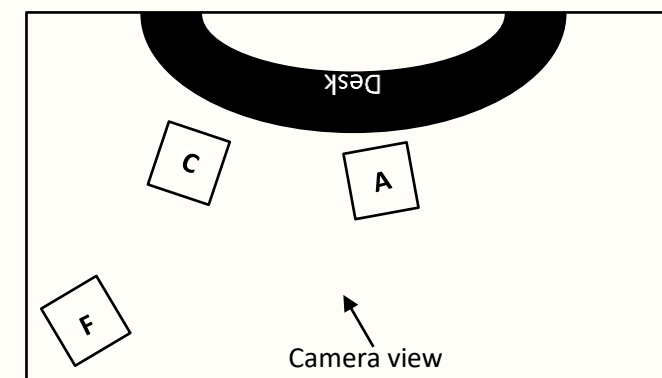
### Room set-up

Examples of room set-up for each phase  
(A = Audiologist, C = Client, F = Family member)

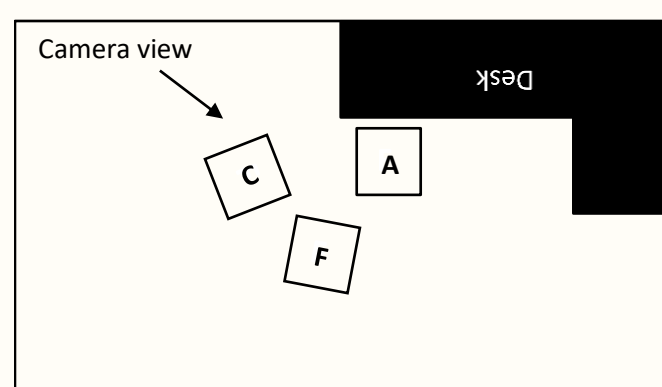
**Standard care:**  
0% triangle arrangement of chairs.  
Family member further away from clinician than client



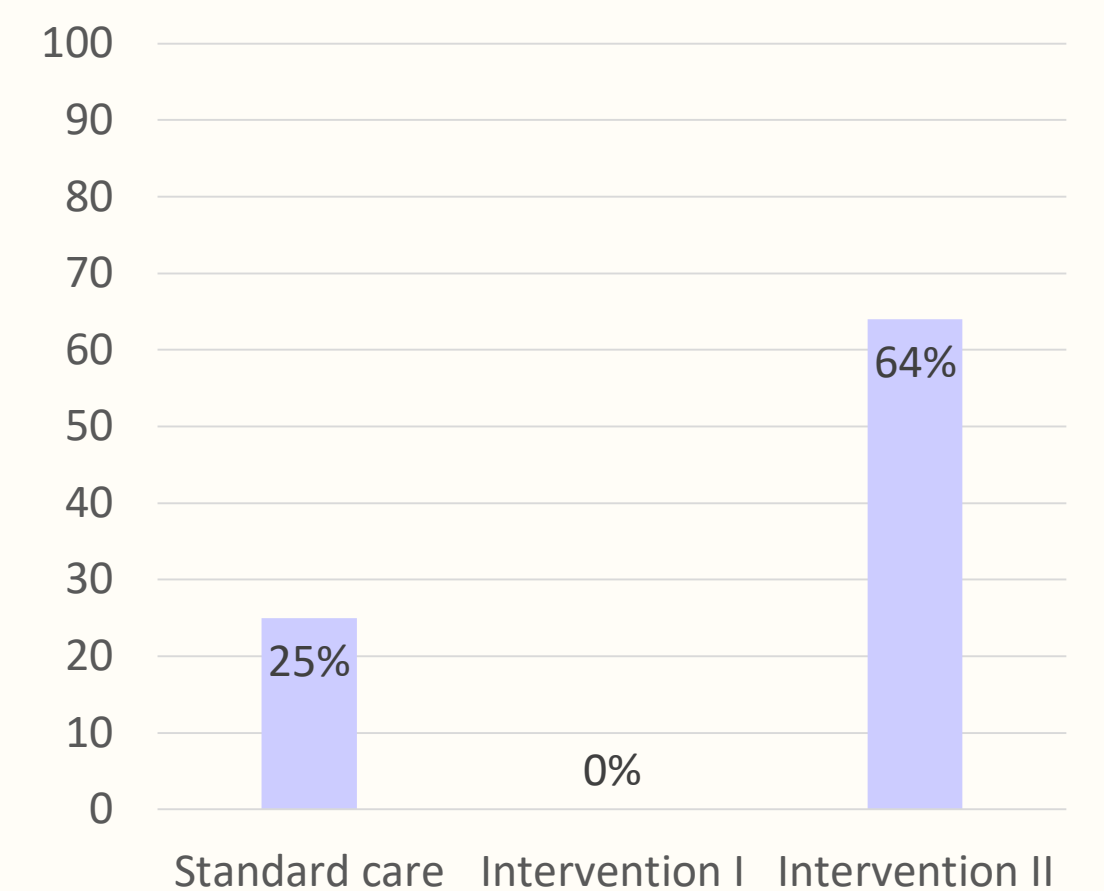
**Intervention I:**  
29% triangle arrangement of chairs.



**Intervention II:**  
100% triangle arrangement of chairs.



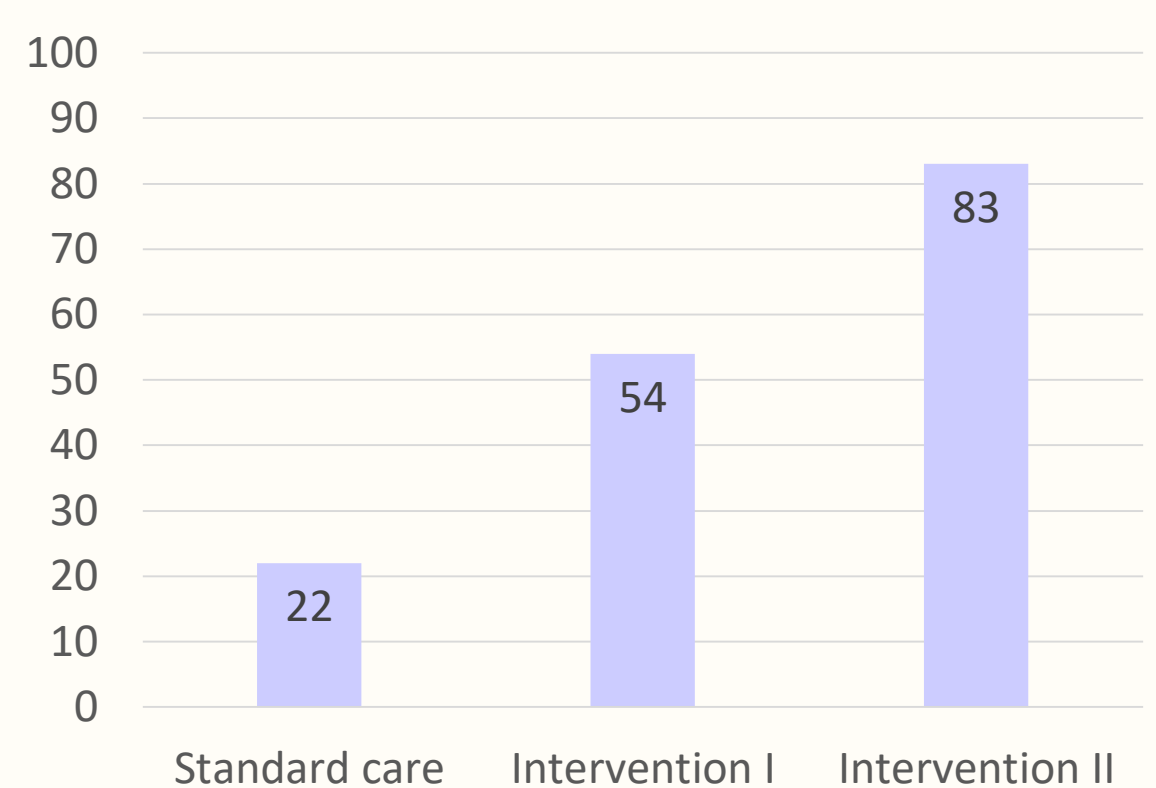
### Clinician invitations for family involvement



### Client outcome measures

- Measures of Processes of Care – Adults (MPOC-A) - significant differences across phases were found for the *Providing General Information, Providing Specific Information, and Coordination and Comprehensive Care* subscales. Upward trends on other subscales of MPOC.
- Upward trends on Satisfaction with Activities of Daily Living (SADL) and International Outcomes Inventory - Hearing Aids (IOI-HA) completed at 2 months follow-up.

### Clients' Net Promoter Score



## 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

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2. Singh, G., Lau, S.-T., & Pichora-Fuller, K. (2015). Social Support Predicts Hearing Aid Satisfaction. *Ear & hearing*, 36(6), 664-676.
3. Ekberg, K., Meyer, C., Scarinci, N., Grenness, C., & Hickson, L. (2015). Family member involvement in audiology appointments with older people with hearing impairment. *International Journal of Audiology*, 54, 70-76.
4. Grenness, C., Hickson, L., Laplante-Lévesque, A., Meyer, C., & Davidson, B. (2015b). The nature of communication throughout diagnosis and management planning in initial audiological rehabilitation consultations. *Journal of the American Academy of Audiology*, 26, 36-50. doi:10.3766/jaaa.26.1.5
5. Ekberg, K., Schuetz, S., Timmer, B., & Hickson, L. (2020). Identifying barriers and facilitators to implementing family-centred care in adult audiology practices: A COM-B interview study exploring staff perspectives. *International Journal of Audiology*, 59(6), pp. 464-474.
6. Ekberg, K., Timmer, B., Schuetz, S., & Hickson, L. (in press). Use of the Behaviour Change Wheel to design an intervention to improve the implementation of family-centred care in adult audiology services. *International Journal of Audiology*.