

A Preliminary Investigation into Patient-Centered Care in Audiology

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Abstract

In this investigation, we aim to review the current situation of patient-centered care in audiology through a preliminary literature review. We first explore the definition of patient-centered care in audiology that is consistent and operational. We then seek to identify domination of interactions between audiologists and patients during initial appointments. We use this to further investigate the psychosocial interactions and the effectiveness of the audiologists of addressing psychosocial concerns. We find that overall more research needs to be done in patient-centered care in audiology, but from preliminary review, audiologists fall short of addressing patient's psychosocial concerns adequately in many cases. Research also points toward exploring the relationship between the patient-audiologist interactions and the outcomes of audiological rehabilitation.

Background

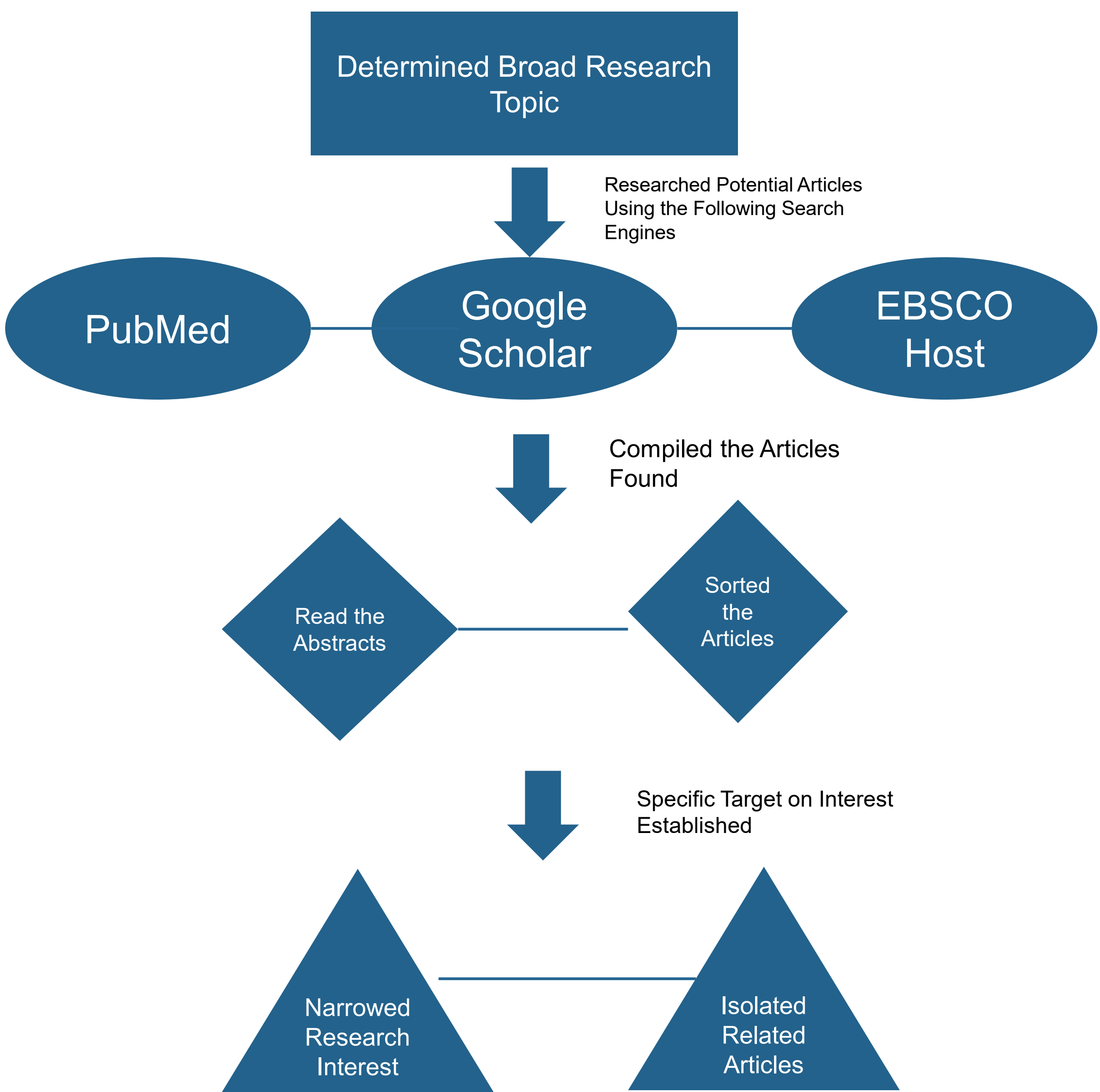
- Hearing Loss
 - Over 5% of the world's population has hearing loss, ranging from mild to profound
 - However, only about 30% of that population attempt to treat it with hearing aids or cochlear implants
 - Hearing loss is more prevalent among aging populations and can lead to isolation, depression, etc. if not treated
 - There should be more people who attempt to get treated, but why is the number so low?
 - What are some factors that motivate people to seek treatment as opposed to others?
- Audiologist, Otolaryngologist, and Speech Therapist
 - Otolaryngologist : (Doctor of Medicine) A medical doctor who specializes in the head and neck area
 - Speech Therapist: (Masters in Speech Pathology) Trains people to communicate more clearly and interact with others
 - Audiologist: (Doctor of Audiology) Treats hearing loss by dispensing hearing aids and other such devices
- Patient-Centered Care
 - Numerous studies concerning patient-centered care in medicine
 - People with hearing loss visit audiologists, otolaryngologists and some speech therapists, but there needs to be a unified approach to treating the patient
 - Patient-centered care in audiology is emerging
 - Could be the deciding factor whether the patient decides to treat their hearing loss or not

Aim

What is the current state of patient-centered care in audiology and how do we define it?

Methods

- Used various search engines to compile potential articles of interest
- Read through the abstracts of all potential articles and sorted based on relevance and methods of the study
- Narrowed research topic to isolate articles that directly related to our research interest



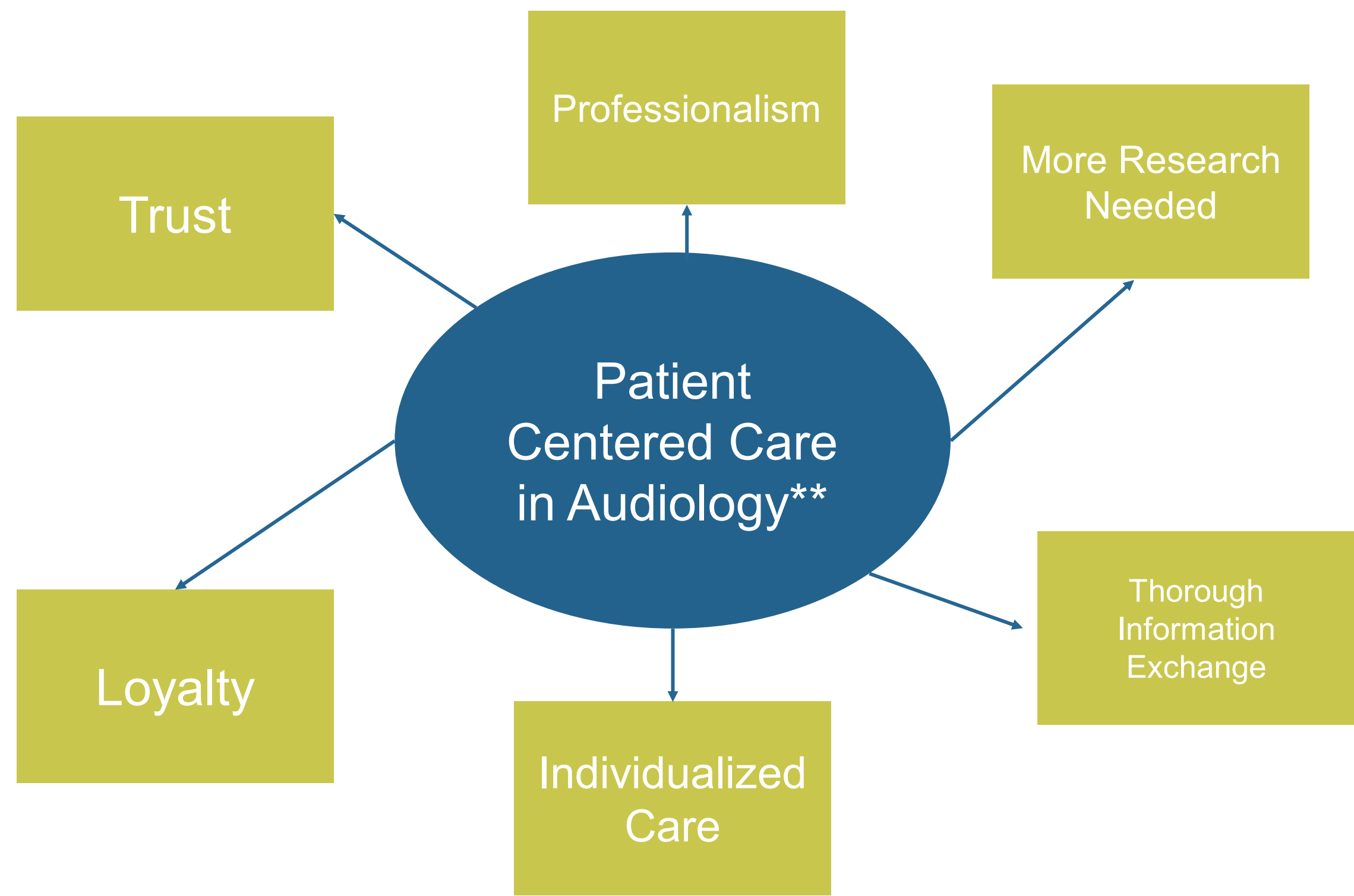
Results

- Tried to find an operational definition of patient-centered care in audiology
- Assessed the current situation of initial appointment patient-audiologist interactions
- Categorized the reactions of audiologists to the patient's psychosocial concerns

Results

Study	Sample Size	Audiologist Dominated Interactions?	Approximate Amount of Psychosocial Interactions
[1]	6	Yes	N/A
[2]	65	Yes	Less than 5%
[3]	63	Yes	25%
[4]	63	Yes	Less than optimal*

*Qualitative Observation



**[5]

Conclusions

- Audiologists fall short of allowing patients to express their concerns because the audiologists dominate the conversations in many cases
- Audiologists may need more training in addressing the psychosocial needs of the patient
- Patient-centered care in audiology needs a consistent, operational definition to continue research in this area
- Overall, more research must be explored to validate the shortcomings of patient-centered care in audiology
- Research should also focus on the relationship between the interactions of the audiologist and patient and the audiological rehabilitation outcomes of the patient

[1]Dockens, A. L., Bellon-Harr, M. L., Burns, E. S., Manchal, V., & Hinojosa, O. (2017). Examination of an Audiologist's Response to Patient's Expression of Symptoms: A Pilot Study. *Journal of audiology & otology*, 21(2), 115–119. <https://doi.org/10.7874/jao.2017.21.2.115>
[2]Grenness, C., Hickson, L., Laplante-Lévesque, A., Meyer, C., & Davidson, B. (2015). Communication patterns in audiology rehabilitation history-taking: Audiologists, patients, and their companions. *Ear and Hearing*, 36(2), 191-204.
[3]Meyer, C., Barr, C., Khan, A., & Hickson, L. (2017). Audiologist-patient communication profiles in hearing rehabilitation appointments. *Patient Education and Counseling*, 100(8), 1490-1498.
[4]Ekberg, K., Grenness, C., & Hickson, L. (2014). Addressing patients' psychosocial concerns regarding hearing aids within audiology appointments for older adults. *American Journal of Audiology*, 23(3), 337-350.
[5]Grenness, C., Hickson, L., Laplante-Lévesque, A., & Davidson, B. (2014). Patient-centred audiological rehabilitation: Perspectives of older adults who own hearing aids. *International Journal of Audiology*, 53(sup1), S68-S75.