Communication Access in Health Care Settings: Improving Outcomes for Patients with Hearing Loss

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**Consumers**
- Patients with hearing loss and their caregivers
- Barrier: Burden of achieving communication access largely lies with the consumer or their caregiver

**Providers**
- Medical doctors and specialists
- Barrier: General lack of awareness about prevalence of hearing loss and its impact on healthcare outcomes

**Hospital Systems**
- Administrators, staff, in-hospital personnel that communicate with the patient
- Barrier: Non-existent or inconsistent systems for providing effective accommodations for consumers

**Researchers**
- University and Hospital investigators studying the impact of hearing loss on health outcomes and patient satisfaction
- Barrier: Tendency to work in silos
Foundations

- World Health Organization *International Classification of Functioning, Disability and Health (ICF)*

- World Health Organization definition of *Interprofessional Education (IPE)* and *Interprofessional Practice (IPP)*
WHO ICF

• Shift from a primary focus on the impairment to the functioning impacted by that loss
• Consideration of reduction or elimination of environmental barriers that limit or restrict participation and normal activity
• Consideration of personal factors such as the presence of self efficacy in the person’s ability to adapt and problem solve.
WHO IPE and IPP

• Members or students of two or more professions associated with health or social care engage in learning with, from, and about each other

• Joint provision of comprehensive health care by multiple service providers from different professional backgrounds

• Work with individuals and their families, caregivers, and communities to deliver the highest quality of care across settings.
What You Can Do:

Working Directly with Patients

✓ Audiology Practice as Model of Effective Communication
✓ Counseling and Information
✓ Needs Assessment
✓ Facilitation of Self-efficacy

Mastery Experience
Vicarious Experience
Verbal Persuasion
What You Can Do:

Interprofessional Practice
Interprofessional Education

✓ Dive into ASHA IPP / IPE Resources

✓ Consult with primary care physicians and specialists who care for your hearing loss patients.

✓ Build awareness and promote “interventional audiology” solutions within the medical community.

HLAA National Hospital Safety Program
What You Can Do: IPP / IPE

✔ Join with Health Care Stakeholders. Follow the public health research and learn about communication access in health care.
References and Resources

ASHA Advocating for Yourself on An IPP Team as An Audiologist

ASHA IPP/IPE How To

Disability Equity Collaborative website.

* HLAA Guide for Effective Communication in Health Care (Patient and Provider Sections)

HLAA Stakeholders List, registration


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(subject line: SLIDES)