



Welcome to HLAA

Chapter Development Workshops

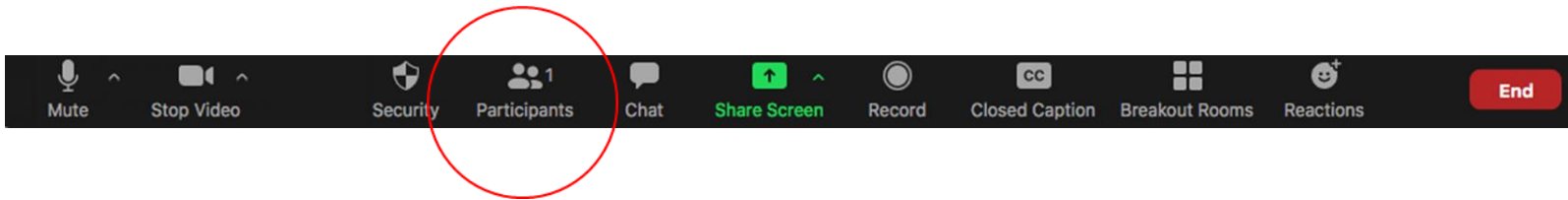
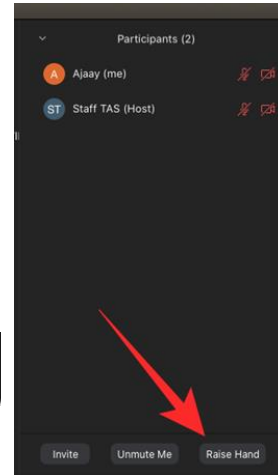
Engaging Discussions about Good Hearing Care
Facilitators Kit

Guest Speaker:
Bert Meijers
Ida Institute

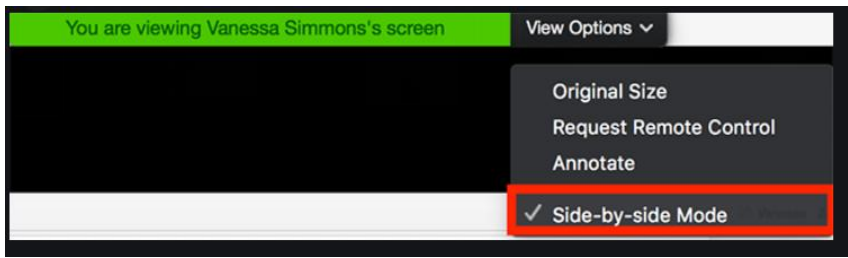


Tech Tips

- Captions are available on slide presentation on the purple bar below. No need to enable subtitles.
- Open Chat and move that box on your screen to avoid overlap of captions and chat messages. Please only use chat for comment exchange or technical issues only.
- Click on Raise Hand option to ask a question. Go to Participants icon and click on bottom right corner, Raise Hand. We will be using this feature to facilitate questions after the presentation.



Tech Tips



- Your screen should be in Side-by-side mode if you have joined by computer.
- There should be a shared screen with presentation on the left and the speakers will appear on the right in gallery view.
- You can adjust the size of your Side-by-side view by hovering your pointer between the shared screen and gallery view and click on the grey line and slide to adjust to your desired view.
- If you have joined by mobile device or phone. You will have a different view. You may have to scroll between views to get desired one.





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Agenda

1. About the Ida Institute
2. Free resources for HLAA Chapters
3. Feedback

About the Ida Institute

Facts:

- Non-profit organization established in 2007
- Funded by the William Demant Foundation
- 17,000 + Ida Community members



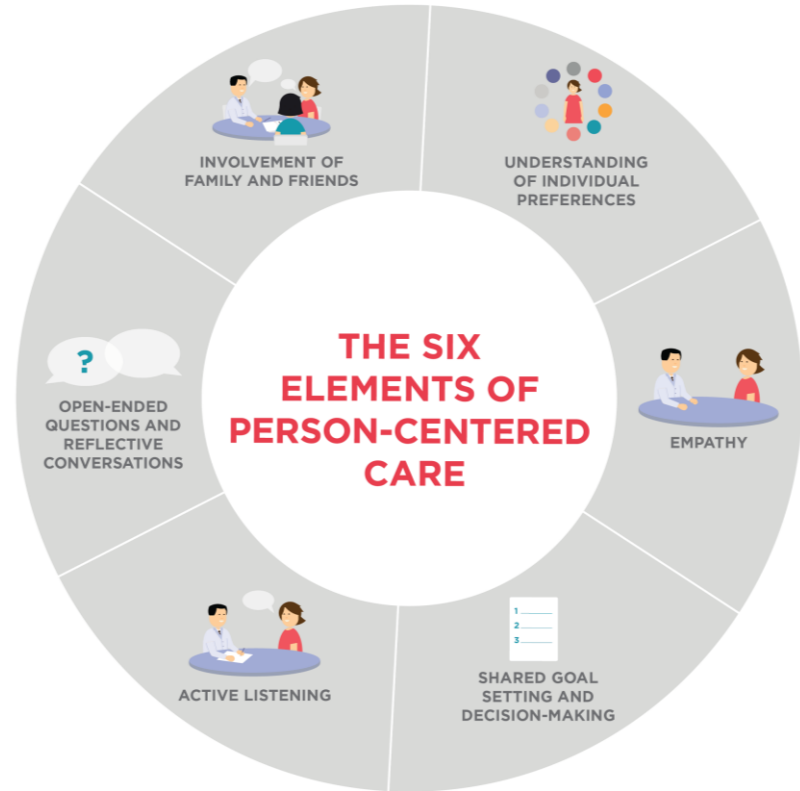
Person-Centered Care

Benefits for people with hearing loss

- Greater satisfaction with care
- Better results of treatment
- Easier to follow recommendations of the HCP

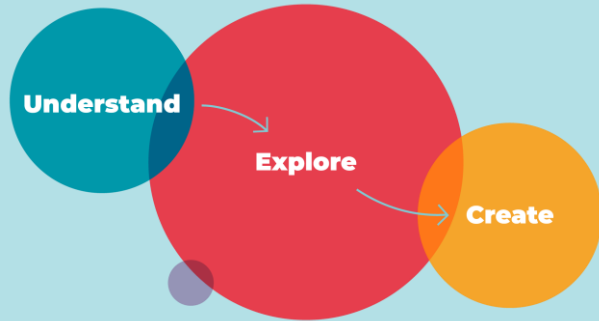
Benefits for HCPs

- Need for fewer diagnostic tests
- Time saved in appointments
- Increased client satisfaction
- Better clinical outcomes
- Increased employee satisfaction



Innovation seminars

Generating new knowledge,
insights, models, and resources
on selected topics



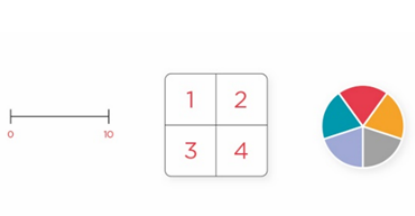
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Countries

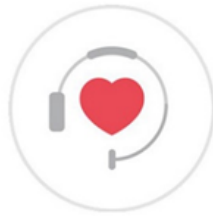
30+

Innovation
seminars and
workshops

Ida resources for person-centered care



Clinical tools



Telehealth tools for
clients /patients



Professional
development tools



Ethnographic
videos

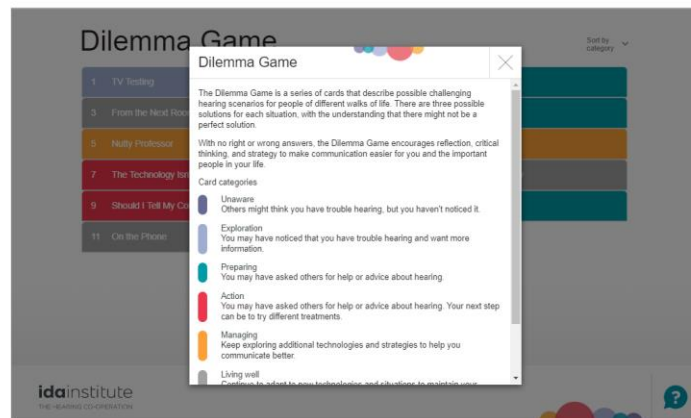
Telecare

The online Telecare Tools help you to articulate your unique needs and circumstances to your hearing care professional for appointments



Dilemma Game

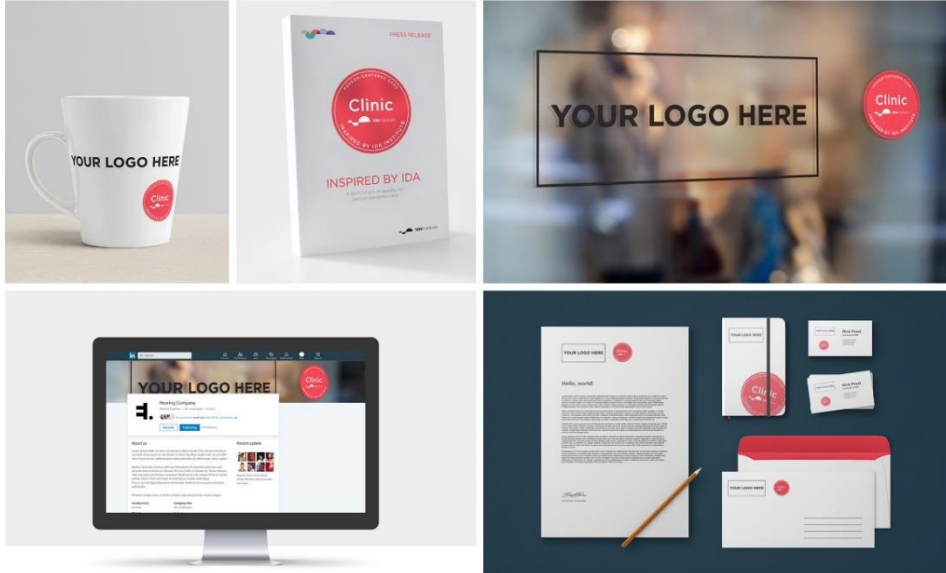
Use your critical thinking skills to come up with the right solution for you in a variety of challenging hearing environments. **Don't see content below?** Go to [Dilemma Game page](#).



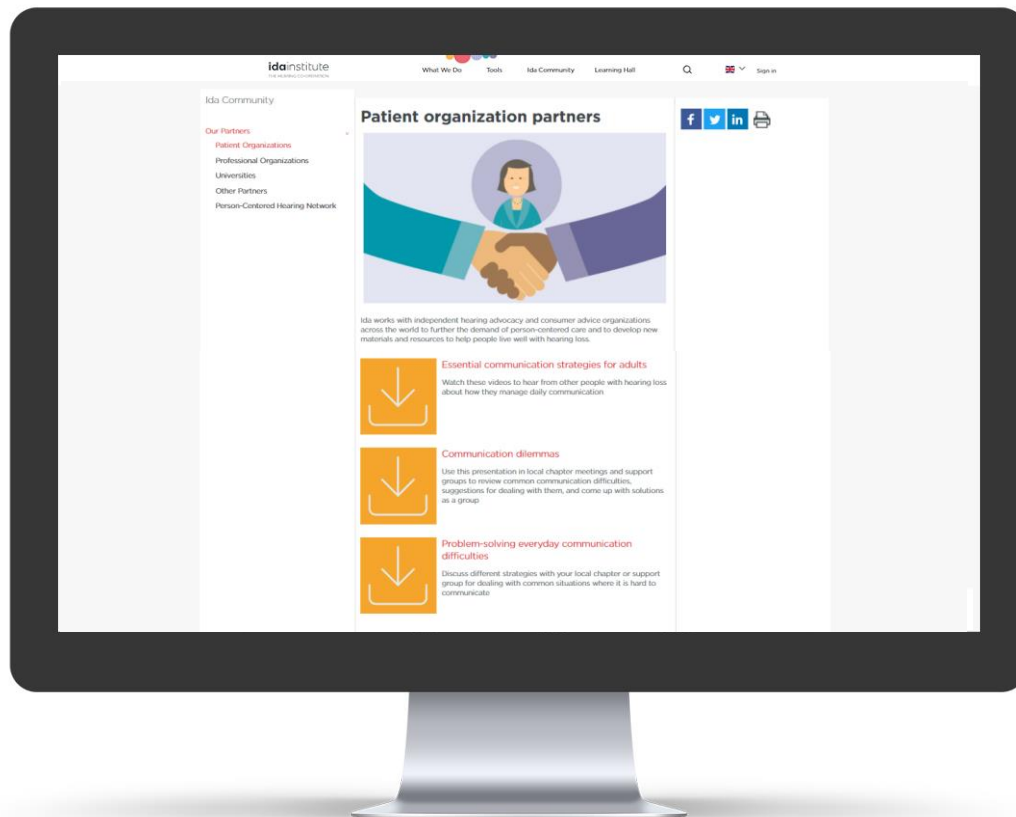
The Ida and HLAA Partnership

In November 2017, HLAA and the Ida Institute established a formal partnership aimed at enhancing the quality of audiological rehabilitation and strengthening a person-centered approach to hearing care.

Inspired by Ida



Free resources for HLAA Chapters

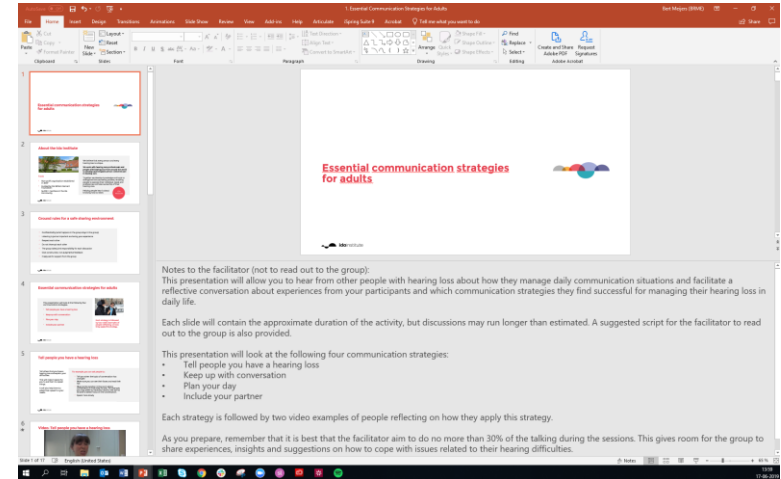


Every presentation contains:

- About Ida Institute
- Ground rules for a safe sharing environment
- Scenarios to discuss

Every slide contains speaker notes with:

- Context about the slide
- Estimated time requirement
- Script that you can use verbatim



1. Essential Communication Strategies for Adults

Essential Communication Strategies for Adults

Hear from other people with hearing loss about how they manage daily communication

This presentation will look at the following four communication strategies:

- Telling people you have a hearing loss
- Keeping up with conversation
- Planning your day
- Including your partner



Tell People You Have a Hearing Loss

This will make it easier for you to ask them to repeat things.

It will also help them to adapt their speech to your needs.

For example, you can ask people to:

- Tell you when the topic of conversation has changed
- Make sure you can see their faces and read their lips
- Move to the location in the room where conversation is most easy for you. For example, you may prefer to have your back to the wall to be able to better focus on the conversation.
- Speak more slowly



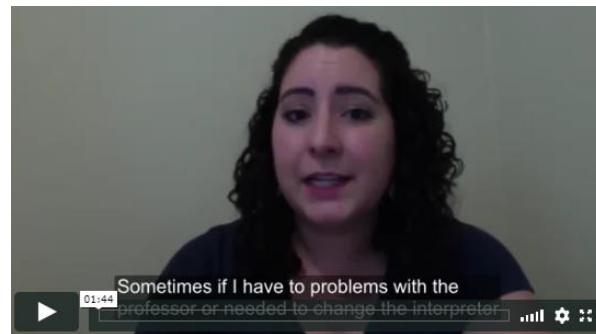
 idainstitute

Discussion

- Can you recognize anything from Nicky's experience in your own daily life?
- How have you dealt with this situation?
- What do you find works well?

Additional versions:

- 12 – 18
- 18+



2. Communication Dilemmas

Communication Dilemmas

- Case studies of dilemmas
- Different suggestions for how to deal with the situation
- Room for discussion to create other solutions



Dilemma: Burger-Joint

Your family often orders hamburgers for dinner on Sundays, and you usually go to the local drive-thru to pick them up.

The drive-thru "order box" is difficult to understand.

When they read your order back to you, you can't determine whether or not they've said the right things. This means something in your order is usually wrong.

How would you deal with this situation?

- Can you recognize anything from this example in your own daily life?
- How have you dealt with this situation?
- What do you find works well?

Suggestions

1. Bring another family member along to place the order.
2. Ask people in the car behind you to help you place the order.
3. Avoid the drive-thru and go into the restaurant to place your order.
4. Or...

3. Difficult Communication Situations

Difficult Communication Situations

- 10 common situations people find themselves in with varying difficulty
- Images to spur creative, associative thinking



Possible Communication Strategies

- Position yourself
- Make a plan ahead of time
- Acknowledge you have a hearing loss
- Do not bluff
- Organize your environment
- Ask for clarification
- Analyze why you are having trouble



Watching Television

1. Position yourself
2. Make a plan ahead of time
3. Acknowledge you have a hearing loss
4. Do not bluff
5. Organize your environment
6. Ask for clarification
7. Analyze why you are experiencing difficulty
8. Other?



Who can help you?

- Friend
- Sibling
- Spouse
- Audiologist
- Co-worker
- Other

Teens and young adults



Going to the
movies

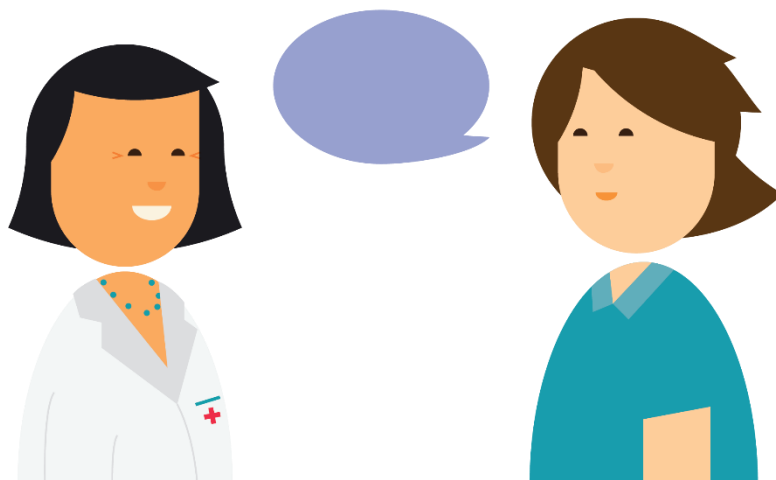


Group work



Eating at a
restaurant

Feedback



Resources are available now

https://idainstitute.com/ida_community/our_partners/patient_organizations

Questions?

Please use and click Raise Hand in Participants option
to ask a question.
Thank you.

If you have any questions, please email:

brme@idainstitute.dk



Thank you for joining us today.

For more leader resources,
please visit

<https://www.hearingloss.org/chapters-state-orgs/chapter-leader-resources/>