

# Creating Professional-Parent Partnerships Using Evidence Based Counseling Skills

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## Research Team...



**Creating SPACE Research Lab**  
 Supporting Patients in Audiology by Counseling to Empower


### Child outcomes are affected by...

- Access**
  - Early identification
- Evidence-Based Services**
  - Assessment and intervention
- Parent Engagement**
  - Coping, advocacy and teaching others

### And, provider communication affects...

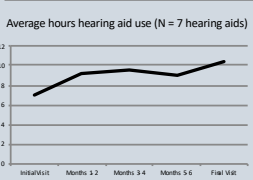
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Parent coping, engagement &  
 Parent-professional partnerships



### Teaching skills + managing barriers = better outcomes

Average hours hearing aid use (N = 7 hearing aids)



- ◆ Address underlying emotions and barriers
- ◆ Check in with parents
- ◆ Monitor over time

Muñoz et al., 2016  
 Tele-support study for families struggling with hearing aid use  
 N=4

### Parents have reported challenges with...

- Managing child behavior
- Adjusting their routines and daily activities
- Feelings of fear and uncertainty
- Depression and anxiety
- Frustration and lack of confidence
- Having enough information and training on skills

**Audiologists have reported challenges too...**

- Feeling there is not enough time to address parent emotions
- Having parents respond defensively when hearing aid use is addressed
- Lacking confidence in addressing parent denial and uncertainty
- Feeling uncomfortable addressing parent emotions
- Lacking confidence in assessing and addressing parent challenges

**Communication is the common theme**

Tip on addressing emotions...

<http://vitaltalkconversations.com/>

Look Below the Surface:  
Match Treatment to Values

Values  
<http://vitaltalkconversations.com/>

**Align with patient values**

- Assess barriers**
  - Comprehensively - Environmental, psychological, emotional
- Shared agenda**
  - Include patient's priorities
- Address barriers**
  - Using shared decision-making
- Action plan**
  - Develop together

Basic assessment points...

- Be present
- Enter situation openly, don't assume
- Ask open-ended questions
- Validate emotions

### Assess for Barriers: Determine Type

| INTERNAL<br>(EMOTIONAL, COGNITIVE)   | EXTERNAL<br>(LOGISTICAL, FINANCIAL, SKILLS)   |
|--|---|
| Teach basic psychological skills <ul style="list-style-type: none"> <li>◦ Acceptance</li> <li>◦ Mindfulness</li> <li>◦ Cognitive restructuring</li> <li>◦ Stress management</li> </ul> | Collaborative problem solving <ul style="list-style-type: none"> <li>◦ Goal setting</li> <li>◦ Stimulus control (e.g., daily reminders)</li> <li>◦ Contingency management (e.g., reward system)</li> <li>◦ Time management</li> <li>◦ Organization</li> </ul> |

### Agree on a goal

- The goal needs to be clear to both of you
  - Without, it is hard to guide
  - With, you are there to help
- This puts you and client on same team



You may need to remind client of their goal as they encounter barriers

### Mindfulness: Finding Solutions to Internal Barriers

- Based on values-guided action (e.g., Acceptance and Commitment Therapy)
  - Core values guide/motivate/inspire behavior change through mindful actions
  - Lessen impact and influence of thoughts/fears
  - Clarifies what is important and meaningful

Use knowledge of patient values to guide, inspire, and motivate goal setting and taking action

If not addressed... behavior can negative influence speech and language development

*"No one knows about his hearing loss, not even my family. I'm afraid he'll be treated differently so I don't put his hearing aids on him."*

**Ask**  
 When do these thoughts show up?  
 Are your actions guided by your values for your child?  
 Are these thoughts helping you reach your intervention goals?

### Motivational Interviewing

*"MI is about arranging conversations so that people talk themselves into change, based on their own values and interests."*

Miller & Rollnick (2013)

#### Change talk

- What will happen if things don't change?
- What will things be like in 3, 5, 10 years if you don't...
- What would be good about changing this?

#### Help client think it through – avoid the Righting Reflex

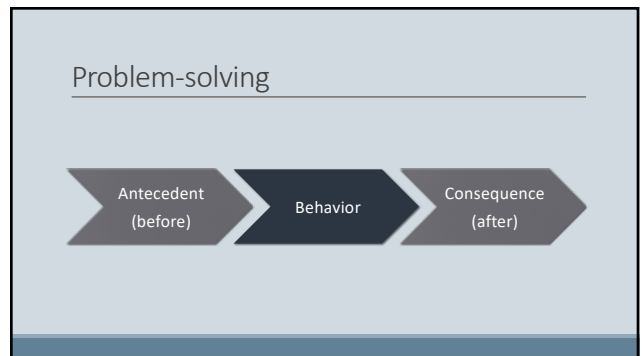
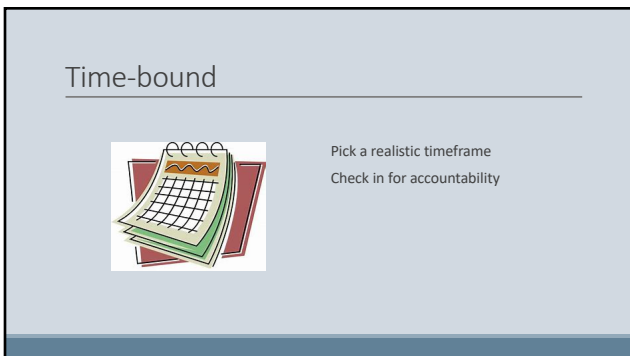
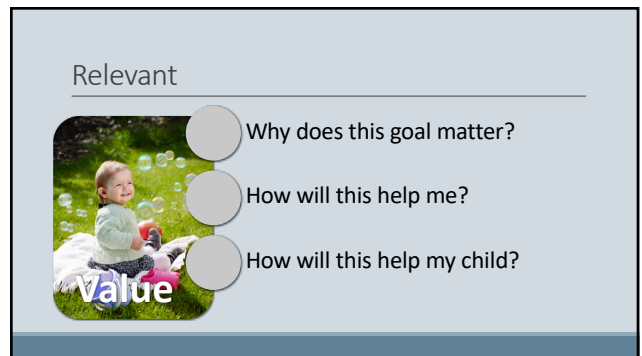
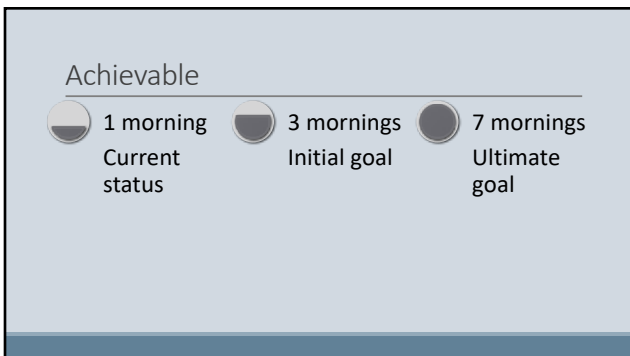
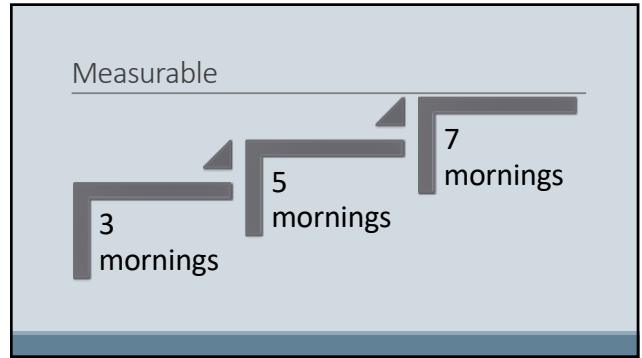
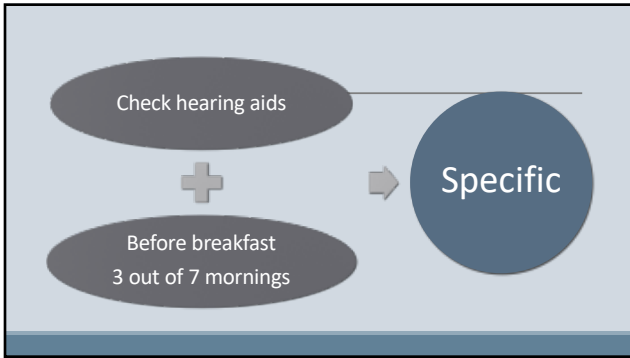
- What are good aspects of not wearing the hearing aid, and what are some negatives?

### Setting Goals and Problem-Solving Together

#### Set SMART Goals

- Specific
- Measureable
- Achievable
- Relevant
- Time-bound





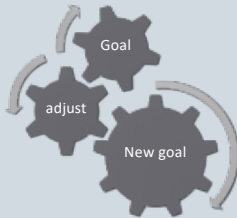
What happens before the behavior...



What happens after the behavior...



Modifying Goals

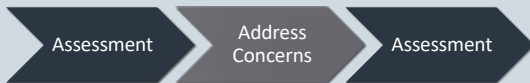


Not a goal

<http://vitaltalkconversations.com/>



Monitoring Progress



Ongoing assessment is needed to monitor progress

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