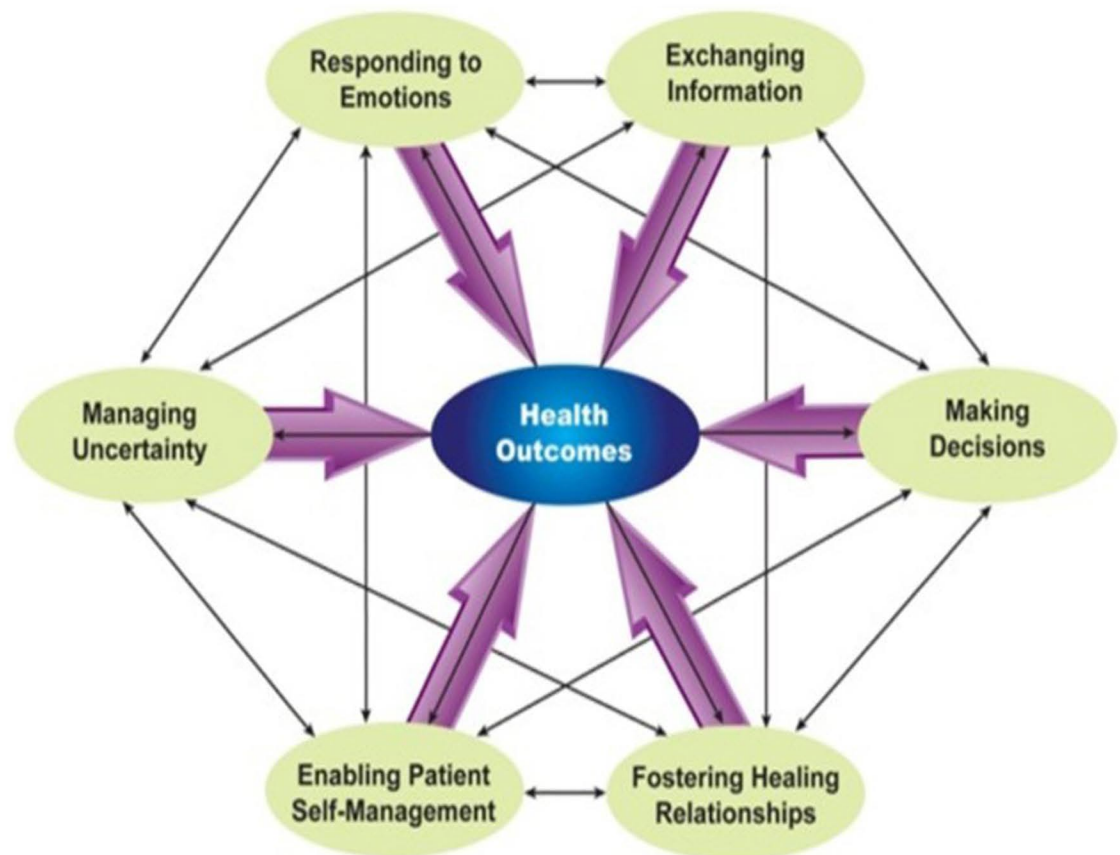




Fundamentals for Establishing Patient-Centered Care for Deaf and Hard of Hearing Children

Definitions:

- **Patient-Centered Care Model (PCC):** Focuses on patients playing an active role in their medical care. In Figure 1, the model was used for cancer patients, but this model can also be applied to deaf and hard of hearing patients to improve their experiences in the medical setting.
- **Information Exchange:** Making sure the information is communicated correctly and is understood. For example, how is the information being communicated to patients, and how well do they understand it?
- **Fostering Healing Relationships:** Establishing a good relationship between doctors and patients will lead to better health outcomes.
- **Patient Autonomy:** Patient's ability to make decisions during a medical appointment, such as consent or understanding what is being planned.
- **Deaf Nod :** A cultural term for when a Deaf person nods along during a conversation when they may not understand what is being communicated. Hearing people often assume the "Deaf Nod" as agreeing, leading to medical providers assuming a patient consented to a procedure or treatment.
- **Paternalism :** When a provider makes a decision on behalf or the patient without their consent or knowledge.



Epstein MR and Street RL. Patient-centered communication in cancer care: Promoting healing and reducing suffering. NCI, NIH publication #07-6225, Bethesda MD, 2007
<http://www.outcomes.cancer.gov/areas/pcc/communication>

Patient-Centered Care is essential for patients of all ages and should be established as early as possible.

Each patient is unique and their communication modes should be respected at their medical appointments. Families and providers can implement the fundamentals of Patient-Centered Care to improve health outcomes.

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