

Models to Facilitate Culturally Responsive Patient and Family Centered Care within Audiology Practices



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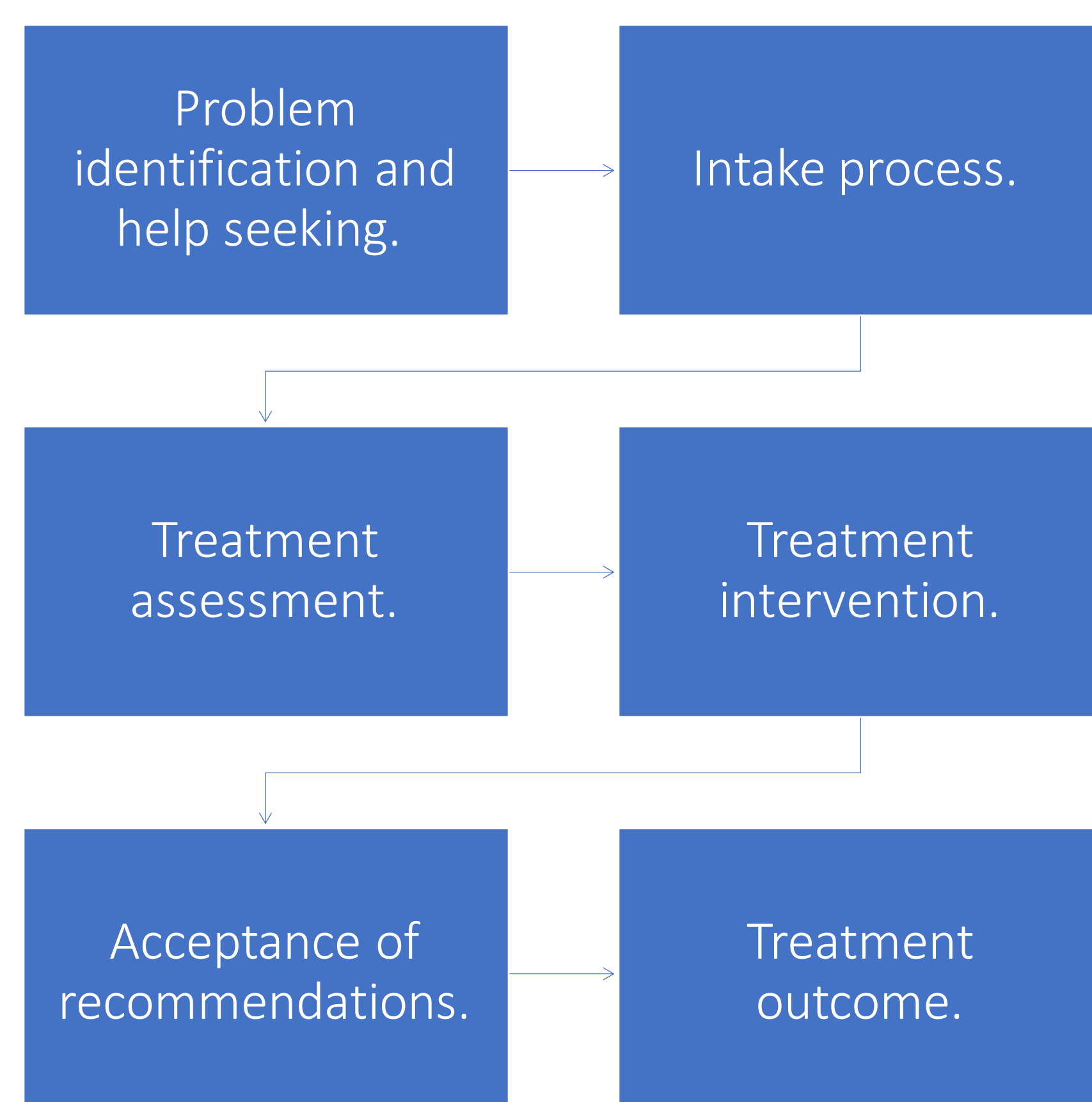
Cultural Responsiveness

The American Speech-Language-Hearing Association (ASHA) defines Culturally Responsive Practice as, "Responding to and serving individuals within the context of their cultural background—and the ability to learn from and relate respectfully with people of other cultures."

- Providers who follow ethical standards of culturally responsive practice can efficiently adapt care to meet the social and demographic needs of a patient and their family.

Patients/Families as Hosts

- Patients/Families as Hosts (P/FAH): a treatment/care model that can be used to implement culturally responsive patient/family-centered care (P/FCC).
- P/FAH assigns patient and families as the primary initiators (hosts) and providers as the facilitators (guests) during clinical interactions.
- Six stages to P/FAH model:



Patient/Family-Centered Care

- Patient Centered care (PCC) is inclusive care centered around the needs of the patient.
- Family Centered care (FCC) builds on PCC by considering the needs of the family in conjunction with the needs of the person with the health condition.
- P/FCC has been shown to lead to higher satisfaction and improved utilization of amplification.
- P/FCC is associated with better acquired verbal and language skills.

Elements of P/FCC

- Being empathetic.
- Practicing active listening skills.
- Using open-ended questions to facilitate reflective conversations.
- Understanding patient and family's needs and/or preferences.
- Shared decision-making.
- Involving family and friends in treatment and care.

Additional elements for hearing loss management:

- Early and equitable access to early intervention services.
- Use of assistive technologies to support communication.
- Collaborative teamwork among professionals.
- Monitoring goals and progress.

Neurodevelopmental Care

- Neurodevelopmental care takes accommodations and supports into consideration when delivering effective care.
- Neurodiversity is a comprehensive term for a variety of neurological conditions. These conditions can include autism, ADHD, dyslexia, learning disorders and many others.
- Neurodiverse care is associated with better long-term outcomes and higher rates of treatment acceptance.
- Addressing neurodiverse patients:

Identity-first language

- Inclusive language where a person's identity is acknowledged as part of them (example: "an autistic person").

Person-first language

- Language where the person is centered first (example: "a person with autism").

Trauma Informed Care

- Trauma informed care (TIC) acknowledges a person's trauma and allows a provider to use that knowledge to make appropriate care decisions to avoid re-traumatization.
- Types of trauma impacting audiology: Adverse childhood experiences (ACEs) and medical trauma.
- Trauma can impact audiological status in several ways including changes in hearing, balance, tinnitus, and auditory processing.
- The impact of trauma can also create challenges with testing and treatment. For example, some patients may experience claustrophobia while in sound booths.

Components of trauma informed practice:

- Recognizing the signs of trauma.
- Realizing the impact of trauma.
- Integrating knowledgeable policies, procedures, and practices to resist re-traumatization.

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