



The Bright Side of Hearing Loss

A Unique Counseling Perspective

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Disclosures

Financial Disclosure -

Full Time Employee of IU Health (Children's Therapy Center & Riley Children's Hospital)

Non-Financial Disclosure -

Founder of The Baby Audiologist (patient education organization)

Personal Disclosure -

I have bilateral hearing loss & wear bilateral hearing aids.

Learning Goals

1. List the 5 “stages” of grief.
2. Define audism.
3. Formulate an updated counseling plan.



Personal Background

- Diagnosed with bilateral hearing loss at 5 years old
- Utilize bilateral hearing aids & remote microphones
- Started learning ASL in college
- Graduated with my Au.D. from Indiana University
- Work as an audiologist to help others like me
- Founded The Baby Audiologist to educate others

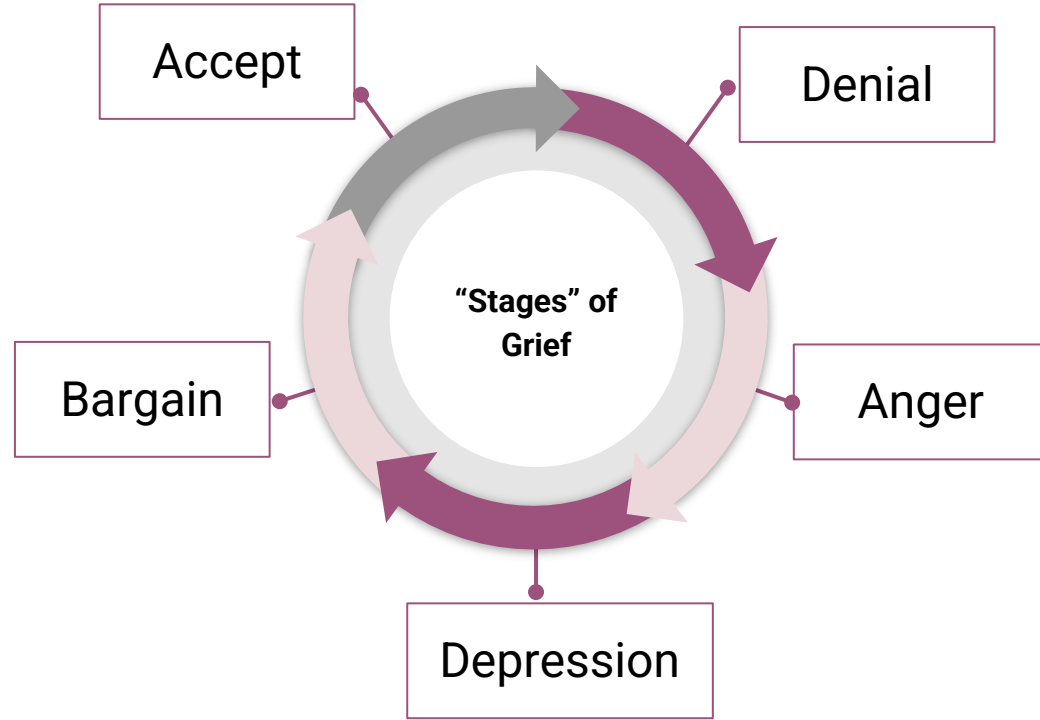




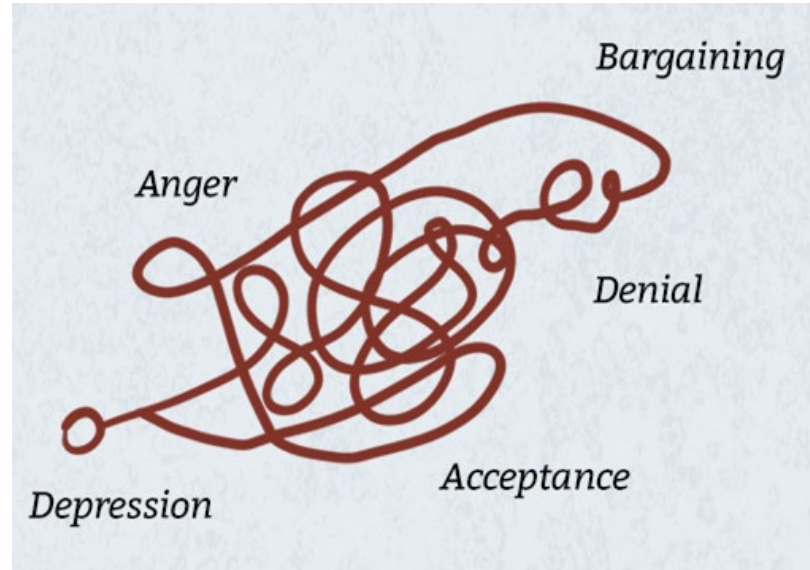
“STAGES” of GRIEF

“Stages” of Grief

- Developed by Elisabeth Kubler-Ross in 1969
- From her book called “On Death and Dying”
- Observations on terminally ill patients
- Now applied to patients across all medical fields



The stages of grief were not meant to be linear!



Grief is present in audiology ...

- 90% of children with hearing loss are born to parents with normal hearing
- Parents have to grieve the unexpected

“Death grief is terminable whereas parental grief is chronic.”

Kurtzer-White & Luterman - 2003



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AUDISM

Definition of Audism

- ***Discrimination or prejudice against individuals who are deaf or hard of hearing***

Merriam Webster Definition



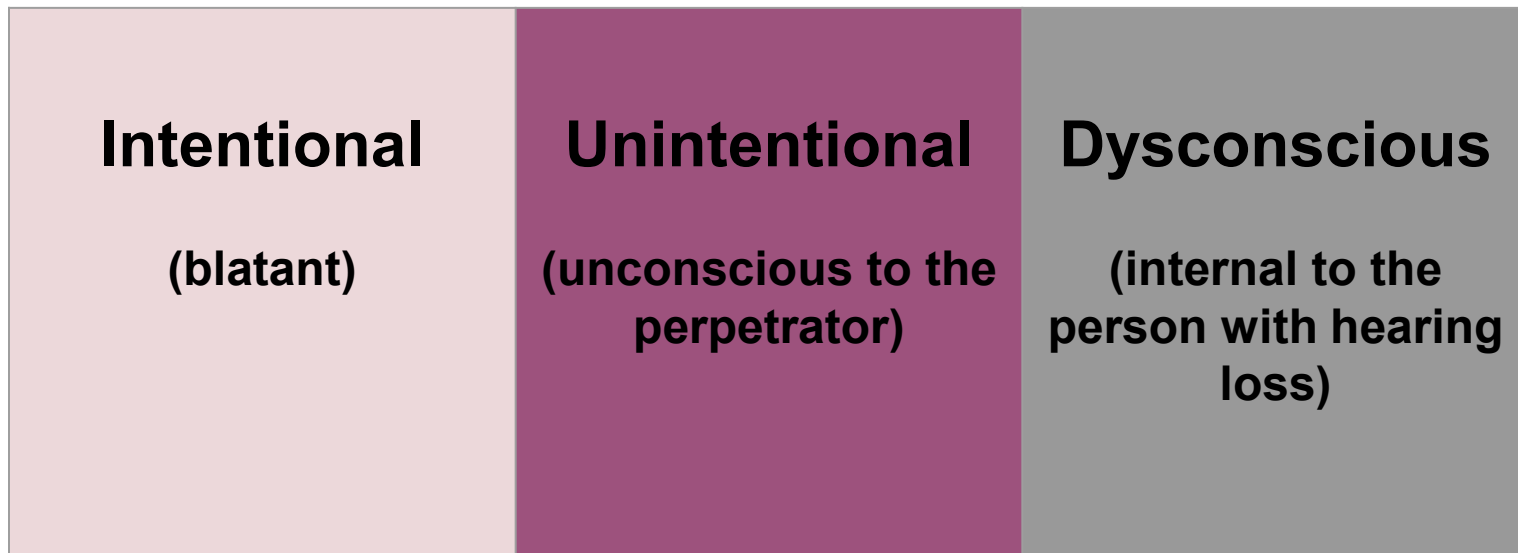
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Origin of the Term

- **Unpublished dissertation by Tom Humphries in the 1970s**
- He reported that there was a lexical gap - or lack of an appropriate term - to describe discrimination against hearing loss
- Traditional western views argue that language could only be vocal-auditory in nature ... which likely planted societal seeds of audism



Three Types - ASHA Article (Audism & Its Implications for Audiology)



Wilson & Atcherson (2017)



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Examples of Intentional Audism

- Example from Article -
 - 2009 North Carolina Representative stated that deaf people should not serve on a jury
- Patient Care
 - “If they want what is best for their child - they will get hearing aids”
- Professionally
 - “You shouldn’t be an audiologist because of your hearing loss”



Examples of Unintentional Audism

- Example from Article -
 - Overlooking a patient's feedback when amplification issues are discussed (a provider knows best mentality)
- Patient Care -
 - Turning away from the patient during an appointment
- Professionally -
 - Not enabling closed captioning



Examples of Dysconscious Audism

- Striving to behave like a hearing person
 - Pretending to understand during a conversation
- Shunning or despising those who embrace a culturally Deaf identity



**Grief around hearing
loss is
perpetuated by audism!**



COUNSELING STRATEGIES

Counseling for The Bright Side of Hearing Loss

- How can we increase acceptance over time?
- How can we reduce audism in our clinical practice?

Let's talk about some psychological effects we can use during counseling!



Serial Position Effect

Serial Position Effect

- The order of your statements matters!
- Patients are more likely to remember the first and the last things you say!
- Think of it like bookends!





START NEUTRAL!

Counseling Strategies

Avoid:

“I’m sorry” or “Unfortunately”

Instead Try:

“Your child is hard-of-hearing” or “There is a hearing loss”



Emotional Effect


Emotional Effect on Memory

- Experiences that are highly emotional are more likely to be remembered than experiences that do not evoke an emotional response
- Negative information is remembered with a greater vividness compared to positive information

Kensinger (2009)



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**Stay as positive as possible by
focusing on what the
patient CAN do**

Counseling Strategies

Avoid:

“Your child can’t hear XYZ”

Instead Try:

“Your child CAN hear ABC”



Repetition Effect


Repetition Effect on Memory

- What you repeat will be remembered more easily!
- What you repeat will be remembered more accurately!

Buchsbaum et al. (2015)



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**Anywhere from 40 - 80% of
information is immediately
forgotten - repeat what is most
important**

Counseling Strategies

Avoid:

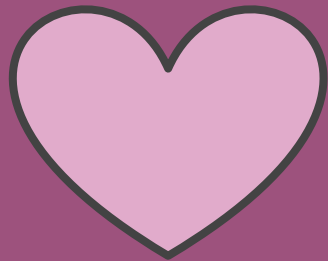
Repeating negative information

Instead Try:

Repeating “your child can hear XYZ” or “your child will overcome this”



Remember - Focus on
The Bright Side!







Thank you for listening!

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Sources

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