

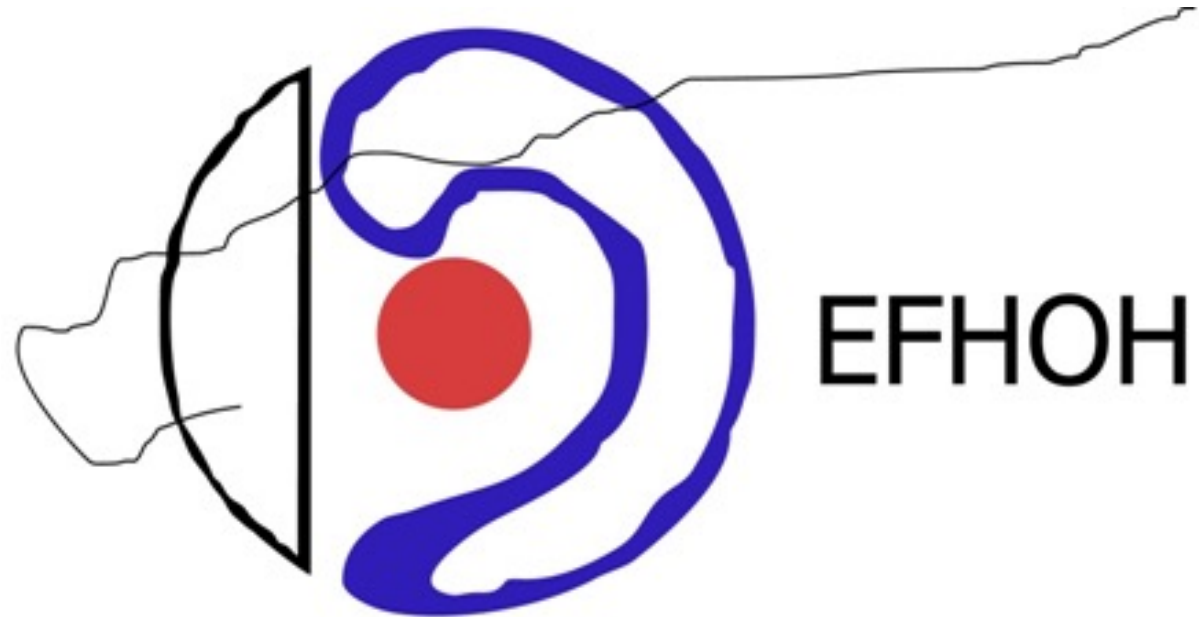


Lidia Best

- Lidia Best is a CI user and President of the European Federation of Hard of Hearing People (EFHOH) and the Chair of the National Association of Deafened People (UK).
- She is part of the World Hearing Forum, being very active in the Make Listening Safe Group.
- She is passionate about Accessibility for deaf and hard of hearing people – have a look at her contribution to CIICA's Current Issues.

**We are not
walking
audiograms!**

Influencing and
using Living
Guidelines



European Federation of Hard of Hearing People

CIICA Live

6 July 2023

Lidia Best EFHOH President



The European Fédération of Hard of Hearing People (EFHOH)

Vision - A Europe where people with hearing loss can live without barriers, and have opportunities to participate at all levels in society.

Mission – EFHOH works to promote awareness, understanding and collaborative practical actions that remove the barriers for hard of hearing people to reach their full potential with access to affordable, universal hearing care and rehabilitation, including hearing aids and cochlear implants.

**Covering European
Union and geographical
Europe**

International Classification on Functioning , Disability and Health

ICF

ICF is the WHO framework for measuring health and disability at both individual and population levels and promotes holistic approach



- the activities a person performs and the activity limitations he or she experiences (functioning at the level of the individual);
- the participation or involvement of a person in all areas of life, and the participation restrictions the person experiences (functioning of a person as a member of society)
- the environmental factors which affect these experiences (and whether these factors are facilitators or barriers)

Quality of Life and WHO ICF

Daily functioning with hearing loss is affected by:

- ability to adapt
- accessible society
- quality of hearing care available

- The audiogram presents only part of information needed to support your client
- See the whole person: their background, feelings about their hearing loss and aspirations.
- Fitting hearing device is only part of hearing care

SOURCE: <https://www.who.int/standards/classifications/international-classification-of-functioning-disability-and-health>

Importance of Person-Centred Approach



Person centred approach, supporting individual's goals and choices brings better results for all

Supporting Informed Decision Making

- Patient autonomy and choice respected and valued
- Healthcare Plan developed and executed based on mutual agreement
- Awareness of available interventions and technologies, rehabilitation and communication based on their needs which **vital** to the individual,
- Signposting to peer support groups, organisations

Receiving Implant is just beginning....

- Implant/ hearing aid use can be very successful (depending on individual)
- Improves quality of life

- Implant/ hearing aid does not restore hearing
- Major life adjustment is needed - peer support signposting



but....



Hearing does not equal understanding

CI Clinic Testing

Testing is done in ideal listening conditions

No reverberations

Sentences testing?/ Hearing in noise?



but....

Real Life

Acoustics and buildings with reverberations

False expectations placed on users

Tinnitus, Auditory Processing Disorder

Listening fatigue/ concentration fatigue

Everyone has different way of adapting

Accessibility and clear communication matters in health consultations

YOU CAN IMPROVE IT

- ✓ Make sure the appointments are accessible to your patient- can they see you clearly? (clear masks)
- ✓ Have you planned for accessible appointment ?
(clear audio, captioning, sign language, lipreading, written text)
- ✓ Provide instructions in writing to take home – (listening effort means, cognitive overload)
- ✓ Give extra time to answer questions – the appointment is already stressful experience



**Let's use the Living Guidelines
to advocate for the lifelong CI
services which we all need!**

Contact : president@efhoh.org