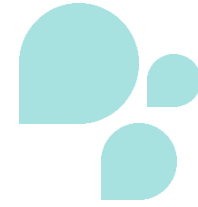


CIICA CONVERSATION

14 April 2026



Defining Green CI Services



Welcome and housekeeping!

- Live Captioning (Transcript) in English – bottom right: stream text link in the chat
- Turkish Text on Tap – link in the chat
- Choose different views at top right: Gallery view
- Keep microphone off please except when speaking
- Indicate with hand to comment : look at REACTIONS at bottom
- Chat room at bottom – please introduce yourself – name, country and anything interesting!
- The meeting will NOT be recorded
- We will share a summary afterwards and use anonymised quotes
- Please participate and be polite

We have ONLY ONE HOUR!!



Change View

Chat room

Live Transcript



Introductions

Facilitators

Sue Archbold,
Coordinator, CIICA
Ariane Laplante
Levesque, Linköping
University

Contributors:



Melis Durmaz Yıldırım.

Language Specialist/Translator & CI User, International Communications Coordinator, Cochlear Implant Association (CID) Türkiye



Jack Stancel-Lewis

Audiologist and Research Associate at the University of Nottingham, UK & Senior Innovation Manager in Estates Sustainability for the NHS

Context and plan

- Webinar hosted by International Society of Audiology in January this year
- Article in ENT & Audiology News later this year
- Overall goal: Build a community, share initiatives, and create momentum
- Excited to hear your views on green CI services and how we can make a difference together!





Why environmental sustainability matters to audiology: Jack's contribution

Some background

- **In England the National Health Service is responsible for 4 to 5 % of the UK Carbon Emissions:** 10 billion road miles a year - 590,000 tonnes of waste, 156,000 tonnes of which is clinical
- **Two million audiology outpatient patient appointments in England = ~41,667 tCO₂e** (NHS England HES 2024, PSSRU 2019)
Equivalent to ~70,000 return flights from London to New York
- **Strong support for sustainability:** 79% of audiologists agree climate change is a health emergency, showing strong sustainability support- 96.5% of average importance or more (n=191) — Stancel-Lewis and Timmons (unpublished)
- **Low awareness of policy:** 67% of respondents were unaware or slightly aware of NHS Net Zero environmental targets. Stancel-Lewis and Timmons (unpublished)

National Health Service (NHS) England. (2022). *Delivering a net zero NHS: July 2022 report*. NHS England. <https://www.england.nhs.uk/greenernhs/wp-content/uploads/sites/51/2022/07/B1728-delivering-a-net-zero-nhs-july-2022.pdf>



Insights from the UK Public Sector

Current practices: 70.5% of respondents have a hearing aid reuse scheme

Theme	Activity
(S) System Change	<ul style="list-style-type: none">• Expand audiologists' roles (prevention / MRI)• Audit, Quality improvement projects and share learning• Education and training
(T) Low carbon care treatments	<ul style="list-style-type: none">• Rechargeable devices• Digitalise instructions / leaflets
(E) Efficiency: Right care, right place, right time	<ul style="list-style-type: none">• Community pharmacy/primary care first point of contact• Reducing DNAs – patient centred booking / text message reminders• Straight to Test audiology/ENT pathway integration• One stop clinics, with PIFU• Digital hearing care pathway / Telehealth
(P) Prevention: Keeping people healthy	<ul style="list-style-type: none">• Early intervention• CMV screening• Self-management/care
(S) Low carbon settings	<ul style="list-style-type: none">• Implement power down initiatives,• Refuse / recycling (5 R's)• Hearing aid repair and reuse



Insights from the UK Public Sector

Perceived Environmental Impact and Barriers

(Survey – N=191)

Top impacts:

- Waste (87%)
- Supply Chain (51%)
- Patient Travel (39%)

Barriers:

- Low priority
- Lack of time and resources
- Suppliers (packaging, upgrade cycles)
- Knowledge/training

“The smallest but most noticeable opportunity on a day-to-day basis could be for hearing aid manufacturers to reduce their waste. Why do I need colour markers in single use plastic wrapping with so many sheets of information which inevitably all go in the bin” (SR32)



For discussion....over to you!

Where do you see the biggest “waste” in your care or service delivery?
and how can we change it?

Melis:

A HA or CI user **does not**
just pass through the system once...

From the inside, you notice where resources **quietly leak.**

- Premature replacement of devices / parts instead of repair
- Upgrading to new devices unnecessarily
- Old devices/parts can be donated to users in need:
 - *CID's green initiative: spare parts pool*
- Repeated tests and appointments: avoidable travel and logistics, at-home care
- Information that does not travel with the user
- Real waste that can be avoided: single vs. rechargeable parts, digital instead of paper
- People with disabilities need better **accessibility in disasters**
- **Eco-ableism**: making life difficult for people with disabilities



User insight is important.

- Users notice the warning signs first: they detect failure early
- **Listening to users** is not just kind, it's how we can stay sustainable:
- **Designing systems with users in mind** reduces unnecessary interventions, avoid repeat appointments and extend the life of devices
- **The greenest replacement is the one you never need to make**

We can work together.

- Users, clinicians, researchers, and industry
- Design services that listen and adapt
- Continuity over repetition:
repair over replacement
- **Less waste, more care:**
less fragmentation, more connection
- Person-centered care to help prevent waste





What would you change today?

If you could redesign one part of the hearing care to make it more sustainable, where would you start?

