

# Family-Centered Care: Why involving loved ones is key to better outcomes.

Involving family means recognizing and embracing the important role that loved ones play in supporting hearing rehabilitation.

**64%**

of those who brought a loved one to their appointment went on to buy hearing aids, compared to only **50%** of those who attended alone.<sup>1</sup>



## Why including family will help your practice<sup>2</sup>

New guidance highlights the key benefits of including family or significant others in hearing appointments:



Hearing care that includes family and communication partners supports better outcomes.



Family involvement strengthens follow-through and consistent device use.



Family participation provides a fuller understanding of communication and emotional needs, enabling more individualized care.

## Practice tips for hearing care professionals



### Facilitate, don't fix

Empower clients to take charge of their hearing health by building their knowledge, confidence, and self-management skills.



### Share decisions and goals

Present all care options — including the choice to wait — and agree on goals that reflect what matters most to the client.



### Engage family and partners

Involve family members or communication partners (with client consent) during assessments, goal setting, and follow-up to support better outcomes.



### Deliver clear, manageable information

Give information in small, easy-to-understand parts. Make sure the person understands each part before moving on. This helps them feel confident and make informed decision.

Discover how including family members can lead to more effective hearing rehabilitation. Visit: [www.phonak.com](http://www.phonak.com)

<sup>1</sup> Singh, G. and Launer, S. (2016) Social Context and Hearing Aid Adoption. Trends Hear. Oct 12;20:2331216516673833. doi: 10.1177/2331216516673833. <sup>2</sup> Saunders, G., Gaeta, L., Henshaw, H., Howe, S. and Turton, L. (2025). Guiding principles of person-centered care in adult hearing rehabilitation. British Society of Audiology. <https://www.thebsa.org.uk/wp-content/uploads/2025/04/Guiding-Principles-of-Person-Centred-Care-in-Adult-Hearing-Rehabilitation.pdf>