

The role of emotions in hearing healthcare¹

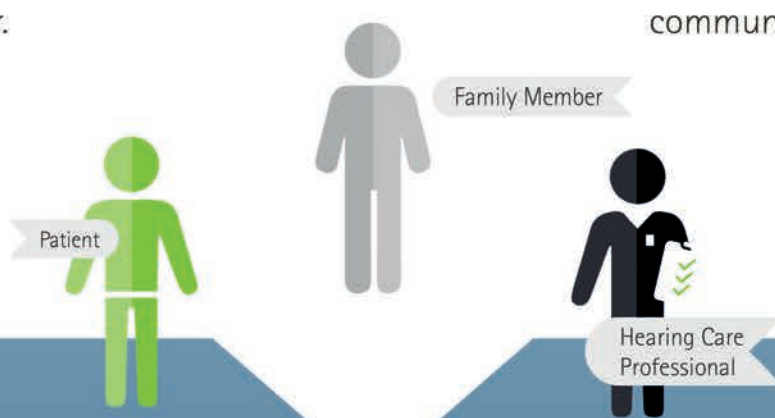
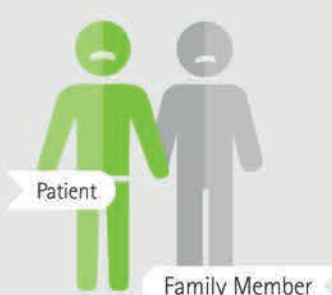
Emotions and...

...hearing loss:

- 1 Emotional wellbeing of patient and family member is impacted by the hearing loss and the resulting communication problems.²
- 2 Speech intelligibility can improve or worsen depending on the emotion with which a sentence is spoken.³

...decision making:

Emotions influence our behavior and decision making processes.⁴



Pitfalls when discussing emotions with patient and family member:



- ▶ Responding with too little empathy:

< 5%

emotionally focused utterances in HCP-patient communication⁵

- ▶ Overestimating own communication abilities:

in 46%

of cases, the speaker is misunderstood by the listener even though he thinks he is being understood⁶

Emotional Communication in Hearing Questionnaire (EMO-CHeQ)⁷:

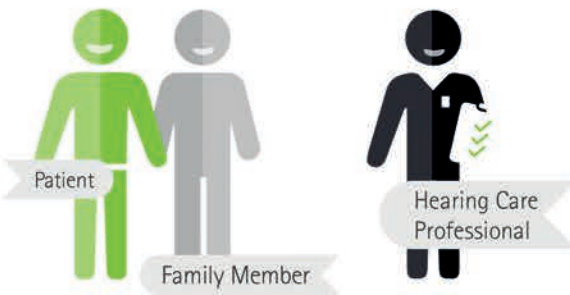
17-item questionnaire designed to better understand communication handicap

Questions include:

- ▶ It is harder for me to identify emotions expressed by others in a noisy environment.
- ▶ I find it challenging to identify emotions expressed by others if someone is talking at the same time.
- ▶ Difficulties identifying emotions in speech make me feel left out in groups.



Benefits of effective HCP-patient communication⁶:



- ! higher uptake of hearing aids
- ! better treatment adherence
- ! greater patient satisfaction

Communication Skills:
use e.g. attentive listening, empathy, and open-ended questions

Communication Training:
understand, learn and practice communication regularly

Collaborative Communication:
use two-way exchange of communication

Conflict Management:
identify problematic responses and foster understanding of both patient and family member's perspectives

Health Beliefs:
identify beliefs and values of patient and family member and address perceived barriers

¹ <http://www.hearingreview.com/2017/05/family-centered-audiology-care-emotion-reason-hearing-healthcare/>
² Scherer MJ, Frisina DR. Characteristics associated with marginal hearing loss and subjective well-being among a sample of older adults. *Rehab Res Devel.* 1998;35:420-426.
³ Dupuis K, Pichora-Fuller MK. Intelligibility of emotional speech in younger and older adults. *Ear Hear.* 2014;35:695-707.
⁴ McGarry LM, Pineda JA, Russo FA. The role of the extended MNS in emotional and nonemotional judgments of human song. *Cognitive Affective B Behavioral Neurosci.* 2015;15(1):32-44.
⁵ Grenness C, Hickson L, Laplante-Levesque A, Meyer C, Davidson B. The nature of communication throughout diagnosis and management planning in initial audiologic rehabilitation consultations. *J Am Acad Audiol.* 2015;26:36-50.
⁶ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/pdf/11524-5012-10-1-38.pdf>
⁷ Singh G, Liskovoi L, Launer S, Russo FA; paper in preparation