

Discussion and Recommendations

This audit demonstrates that hearing aids provided under the AQP model deliver consistent, long-term benefit to patients. The high percentage of continued use and reported benefit aligns with all three KPIs.

- KPI 72 (continued usage): 34 patients gave data on wear time, with 33 still wearing the hearing aids, giving a 97% compliance.
- KPI 73/4 (improved social engagement and quality of life): All patients who completed the COSI questions reported improvement in at least one listening situation wearing the hearing aids.

Clinical Insights:

- Environments with minimal background noise offer the greatest hearing aid benefit.
- Patients still face challenges in dynamic listening environments such as cars and group conversations — consistent with known limitations of hearing aids in complex acoustic settings.
- Patients using Bluetooth streaming, particularly for phone calls, reported better outcomes. However, this is currently more accessible to iPhone users only.

Recommendations:

- Continue promoting Bluetooth connectivity and ensure patients are supported in using streaming features where compatible.
- Provide tailored counselling on communication strategies for complex environments (e.g., cars or busy social settings).
- Proactively address comfort issues during early follow-ups to reduce discontinuation risk.
- Encourage full-day use, as extended daily wear is correlated with stronger benefit perception.
- Continue referring for additional listening devices where indicated.