

Waiting Well: Supporting your conversations with patients regarding Cochlear Implants

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&

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GOOD AFTERNOON CI CHAMPIONS!



BCIG CONFERENCE 2025.
ROYAL COLLEGE OF PHYSICIANS, LONDON.

I'M KATHRYN

- I WORK WITH OUR 'EXPERTS BY EXPERIENCE' (AB MENTORS)
- TOGETHER, WE SUPPORT PEOPLE AT ALL STAGES OF THE CI JOURNEY



SUPPORT & COMMUNITY TEAM

CARE AND SUPPORT ALONG THE HEARING JOURNEY



KATHRYN ALLEN

KATHRYN IS A QUALIFIED MIME
(NO SHE WILL NOT
DEMONSTRATE)



REBECCA BENTLEY

REBECCA IS A THALASSOPHILE
(SHE LOVES TO BE BY THE SEA).



SHAHAD HOWE

SHAHAD HEADS UP OUR TEAM.
SHE CAN SPEAK FOUR
LANGUAGES.



YVONNE NOON

YVONNE HELPS US AND THE
CLINICAL SPECIALISTS. SHE IS AN
AMAZING DRESSMAKER!



FELT SAFETY

A SUBJECTIVE, EMOTIONAL
EXPERIENCE OF SECURITY &
WELL-BEING. DRIVEN FROM:

- **INSIDE** (THEIR INTERNAL EXPERIENCE)
- **OUTSIDE** (YOUR CLINIC ENVIRONMENT)
- **IN-BETWEEN** (THE RELATIONSHIPS IN PLAY)

HOW DO HOSPITALIZED ADOLESCENTS FEEL SAFE?
JAMALIMOGHADAM, NEDA, ET AL, 2019.



AB MENTOR INSIGHTS:

Pop my name on a sign -
don't just call it out! I
can't relax if I might not
hear you.

No One Wants to Feel
Like a Task. When It Feels
Rushed, It Feels Wrong.

Ask about **all** of me — my
passions *and* my role as a
Carer shape my hearing
needs.

Tech talk only = totally
lost! Show how *my* life
fits into your tests.

RESOURCES TO CONSIDER

WELCOMING IN:

- LAMINATED AUDIOGRAM TEMPLATE AND WHITEBOARD PEN
- **FOCAS** FROM PHONAK

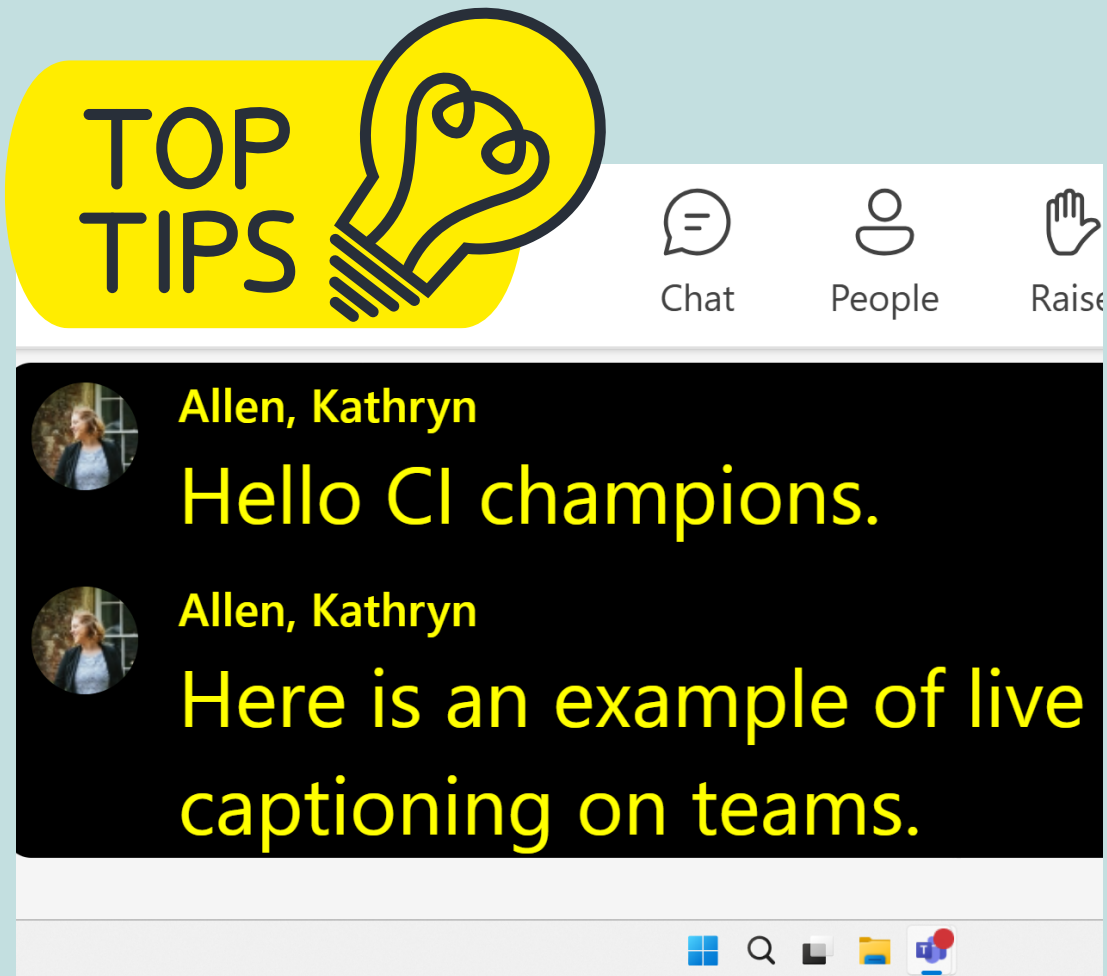
COMMUNICATION SUPPORTS:

- PRINTABLES, BROCHURES, LEAFLETS AND VIDEO CONTENT
- TEAMS LIVE CAPTIONING TRICK
- ROGER ON 3 HEADSET MODE

CONFIDENT DEPARTURE:

- READABLE FOLLOW-UP CONTENT
- ACCESS TO PEER SUPPORT





Hop into a Teams meeting solo, set caption preferences, then use the 'Ctrl +' keyboard shortcut to zoom in.



Have access to a Roger On 3 Demo Mic? Headset mode makes captions clearer!



SENSEMAKING

THE ONGOING PROCESS OF
INTERPRETING AND MAKING
SENSE OF EVENTS, SITUATIONS,
OR INFORMATION.

PARTICULARLY WHEN FACED
WITH AMBIGUITY OR
UNCERTAINTY.

EXPLORING THE TYPES OF STORIES HEARING PARENTS TELL
ABOUT REARING THEIR CHILDREN WHO USE COCHLEAR
IMPLANTS. BARKER, BRITTAN ET AL. 2021



AB MENTOR INSIGHTS:

Help me dream - what could I do if listening was less heavy?

Give me space to think it over — big decisions need breathing room.

Signposting helps me start my research - and explain it to my family!

Connect me! Mentors & community groups make a big difference!

RESOURCES TO CONSIDER

‘FEELING OUT’ THE NEWS:

- LAMINATED AUDIOGRAM TEMPLATE
- BEYOND HEARING AIDS LEAFLET
- RECORD A VIDEO RECAP TO SHARE WITH LOVED ONES?
- AT-HOME LISTENING PRACTICE RESOURCES (HEARING SUCCESS OR BABYBEATS)
- AB MENTORS OR 121 CALLS WITH MY TEAM 😊

SETTING THE TONE:

- WINDOWS AND MIRRORS
- BATOD’S POSTIVE LANGUAGE GUIDE





USEFUL LINKS:

- [YOUNG AB MENTOR KAZ CHATTING ABOUT LIFE WITH A CI](#)
- [READABLE FOLLOW-UP CONTENT](#) ON THE AB WEBSITE
- [‘HOW A CI WORKS’ VIDEO](#) [‘THE MOMENT’ VIDEOS](#) (PLEASE PRESS ‘CC’ FOR CLOSED CAPTIONS)
- [BCIG’S ‘BEING ASSESSED’ WEBPAGE](#)
- [BATOD’S POSTIVE LANGUAGE GUIDE](#)
- **AT-HOME LISTENING PRACTICE RESOURCES** [HEARING SUCCESS](#) (SET LANGUAGE TO ‘ENGLISH UK’ FOR THE BEST EXPERIENCE. WITH A PRO ACCOUNT YOU CAN USE ‘USER TYPE’ TO SEE THE PATIENT’S VIEW).
[BABYBEATS](#) AB APP FOR EARLY YEARS. CAN BE USED BY ANY CHILD.
- [PEER SUPPORT WITH THE AB MENTORS](#)
- [121 CALLS WITH THE AB SUPPORT AND COMMUNITY TEAM](#)
- [FAMILY-CENTRED CARE RESOURCES FROM OUR COLLEAGUES AT PHONAK](#) (INCLUDING THE ‘FOCAS’ RESOURCE I MENTIONED)
- [LET’S LISTEN AND TALK](#) (EARLY YEARS APP FROM THE ELIZABETH FOUNDATION TEAM. **JULIE IS HERE TODAY IN THE DORCHESTER LIBRARY!**)



CATALYST

A PERSON WHO SPARKS OR ACCELERATES POSITIVE CHANGE IN ANOTHER BY REMOVING OBSTACLES, AND INSPIRING ACTION—WITHOUT NECESSARILY BEING THE SOURCE OF THE CHANGE THEMSELVES.

BARRIERS & FACILITATORS TO COCHLEAR IMPLANT UPTAKE IN AUSTRALIA & THE UNITED KINGDOM. BIERBAUM ET AL, 2020.

'Clearing the space' activity- 6mins

What is important to you
right now?



Stay Connected With Our Professional Network:



SAP NETWORK
SIGN UP

<https://bit.ly/JoinSAPNetwork>



SAP NETWORK
WHATSAPP

<https://bit.ly/SAPWhatsAppGroup>

Guidelines for Best Practice in the Audiological Management of Adults Using Bimodal Hearing Configurations

Jourdan T. Holder,¹ Meredith A. Holcomb,² Hillary Snapp,² Robert F. Labadie,³ Jantien Vroegop,⁴ Christine Rocca,⁵ Mohamed Salah Elgandy,⁶ Camille Dunn,⁶ and René H. Gifford¹

Abstract: Clinics are treating a growing number of patients with greater amounts of residual hearing. These patients often benefit from a bimodal hearing configuration in which acoustic input from a hearing aid on 1 ear is combined with electrical stimulation from a cochlear implant on the other ear. The current guidelines aim to review the literature and provide best practice recommendations for the evaluation and treatment of individuals with bilateral sensorineural hearing loss who may benefit from bimodal hearing configurations. Specifically, the guidelines review: benefits of bimodal listening, preoperative and postoperative cochlear implant evaluation and programming, bimodal hearing aid fitting, contralateral routing of signal considerations, bimodal treatment for tinnitus, and aural rehabilitation recommendations.

Key Words: Bimodal—Cochlear implant—Hearing aid.



ONLINE

Removing Barriers to Change

The REDUCE Framework

Jonah Berger

The REDUCE Framework

Five Horsemen of Inertia

- Reactance
- Endowment
- Distance
- Uncertainty
- Corroborating Evidence

Comprehensive Digital Tools

Apps and resources for your patients' entire hearing journey



Advanced
DigiCare



HEARINGJOURNEY



The Listening Room™



PRE-CANDIDACY

CANDIDATE

POST-IMPLANTATION



HearingSuccess

Connect to the sounds of life



SoundSuccess™
rehabilitation resource

Introducing AB ListenFit

The convenient app to empower your patients on their hearing journey

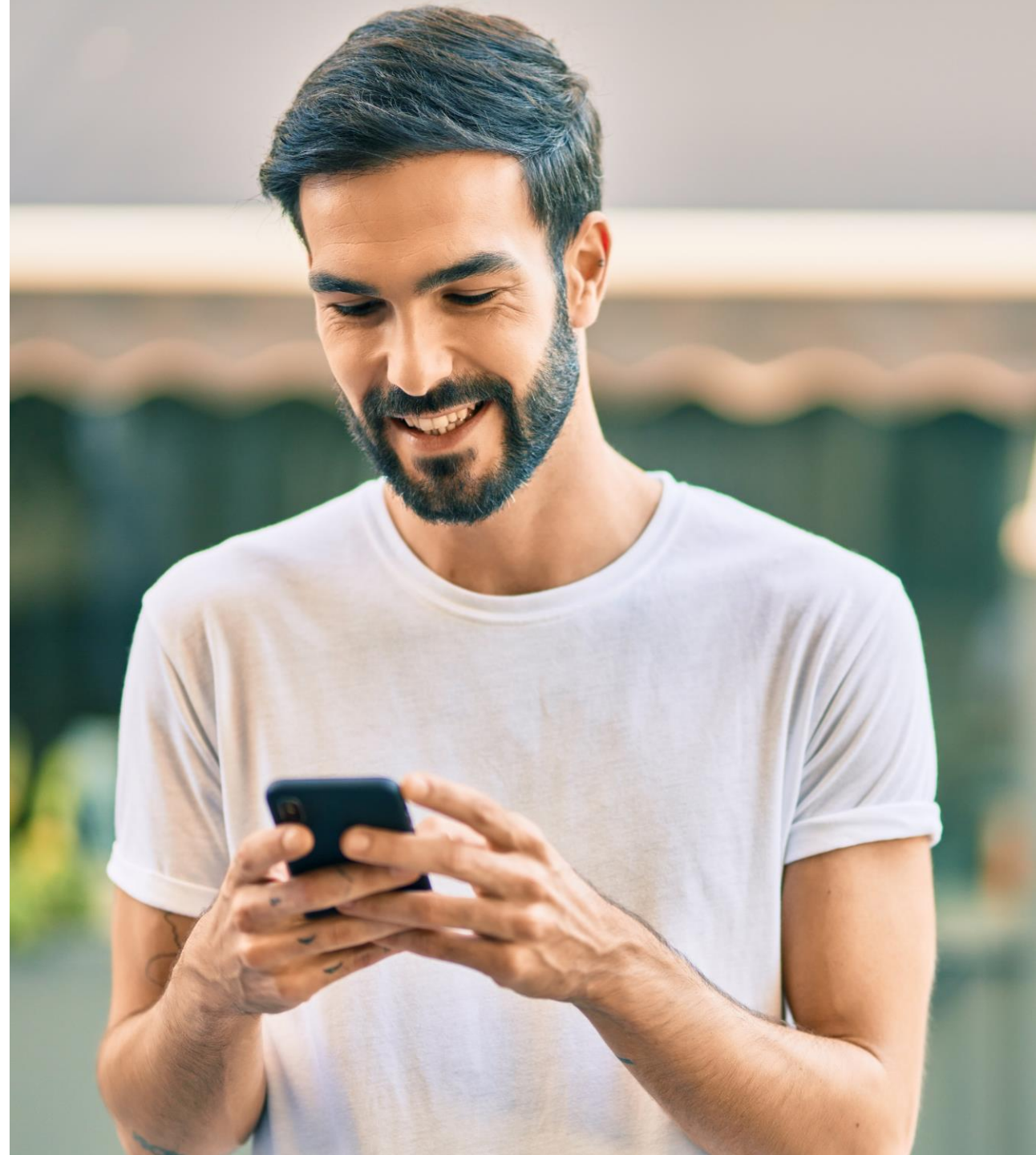
- Empowers recipients to take an active role in their hearing journey
- Provides recipients with insights and immediate feedback on their hearing progress
- Keeps recipients motivated, engaged, and confident by tracking progress over time



**AB ListenFit is intended for educational use by adults and children aged 13 and older, and younger children with caregiver assistance. It is not a substitute for professional medical advice, diagnosis, or treatment recommendations. Please advise your patients to consult with their healthcare provider for any medical concerns about managing their cochlear implant(s).*

Benefits of the AB ListenFit app

- 1 Allows recipients to check their hearing performance from wherever they are
- 2 Enables recipients to track their progress over time
- 3 Offers a comprehensive suite of self-assessments for recipients
- 4 Only self-assessment app compatible with both a CI and linked hearing aid
- 5 FREE with no login required



- Online Training - 28th April and 14th May



AB ADVANCED
BIONICS
POWERFUL CONNECTIONS

Advanced DigiCare and
the AB ListenFit app



AB ListenFit



AB ADVANCED
BIONICS
POWERFUL CONNECTIONS

AB Online Training Event: Advanced DigiCare and the AB ListenFit app

Email: richard.hughes@advancedbionics.com

Thank you for listening
Any questions?