

An introduction to the Hearing Satisfaction Questionnaire

We know hearing loss can lead to a range of serious complications yet it is an undertreated condition, with patients waiting an average of 10 years before seeking help. One of the reasons patients wait so long is the stigma attached to hearing loss, leading to denial and minimisation. This questionnaire was designed to provide you with a simple and practical way to begin the hearing loss discussion with patients, as well as assess patient readiness for hearing loss treatment. We hope you will find this helpful as you incorporate this questionnaire into your practice.

When should you provide this questionnaire?

We recommend that all patients answer this questionnaire if you suspect hearing loss. Ideally it should be given before they have a hearing test so they have time to reflect on their hearing. It is especially recommended for patients who are minimising or denying hearing loss. It can be given in the waiting room, during an appointment or it can be filled out at home and brought to their next appointment for discussion.

How will this questionnaire help you, the doctor?

This questionnaire will help you better understand a patient's perception of their hearing loss, and their most problematic listening situations. This can be helpful in determining what stage of change a patient is in with regard to their hearing (pre-contemplation, contemplation, preparation, action, maintenance), what their motivating factors for seeking help might be and what information and tools might be useful during counselling.

How will this questionnaire help your patients?

The questionnaire helps patients to reflect on their hearing loss and how it impacts their daily life. It breaks hearing down into common situations so they are able to consider problems on a smaller scale and it also enables them to place values on different hearing situations so if they require treatment it can be tailored to their individual needs.



Hearing & Audiology

If your patient completes the questionnaire and needs an appointment with an audiologist please ask them to bring a copy to their appointment, or alternatively send a copy to us with their referral:

Phone (08) 9388 8003 Fax: (08) 9388 8009

medical@hearingwa.com.au www.hearingwa.com.au

How to use the questionnaire:

Patient rating their hearing ability on a scale of 1 to 10

The answer to this question is an excellent starting point to guide your discussion and helps identify what stage of change a patient is in.

Patients scoring 1-5:

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1 2 3 4 5 6 7 8 9 10

Patients rating their hearing as 1-5 are ready to accept treatment, they are most likely in the preparation stage of change. Advice on treatment options and referral to an audiologist is recommended.

Patients scoring 6-7:

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1 2 3 4 5 6 7 8 9 10

Patients rating their hearing as 6 or 7 are likely to ask a lot of questions and will need informational support materials. They are most likely in the contemplation stage of change and may need time to decide if they would like to be referred to an audiologist.

Patients scoring 8-10:

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1 2 3 4 5 6 7 8 9 10

Patients rating their hearing as 8-10 are most likely denying or minimizing their hearing loss and are in the pre-contemplation stage of change. These patients would benefit from learning more about the importance of hearing and the impact of untreated hearing loss. They need time to consider any information or advice and you may need to revisit the discussion at a future appointment.

Patients rating importance and satisfaction levels for different listening environments

The answer to these questions can help you identify the specific listening environments that are important to a patient or perceived as problematic. Knowing this information can be helpful during counselling so you can motivate patients to seek help or challenge inconsistencies in their answers.

Other tips:

It may be helpful to also have a family member complete this questionnaire rating their satisfaction with your patient's hearing in different situations. This can be compared with your patient's answers and any differences can be discussed.