



External Feedback – Case Review – Audiologist (clinical)

*** My goal for this registration year is:**

Learning more about speech in noise testing and implementing it more regularly into my practice.

Please ensure you have a discussion with your peer about the case and your request for their input.

Please complete all relevant sections.

Note: each text box allows for 4000 characters or about 500 words.

Peer's Name: Terry Colleague

Peer's Occupation: Audiologist

Peer's Email: address@goes_here.ca

General

- 1. Did you access case history and background information on this client? Did it inform your assessment and/or intervention? (Intervention in this context refers to any dealings with, or on behalf of, the client)**

Case: 100-year-old woman with Veterans Affairs Canada (VAC) hearing loss claim and therefore has hearing aid coverage. Long-standing hearing aid user. Has bilateral Oticon Vigo BTE hearing aids. Lives with son. Still struggles to hear even with hearing aid. TV a large part of her daily life. Standard audiometric test battery completed and she was diagnosed with a moderate to severe sensorineural hearing loss bilaterally. I opted to do QuickSIN (speech in noise) testing. She scored a "sever SNR" loss. I then used that information to appeal to VAC for coverage for a personal FM system for her. VAC approved the FM system and I fit her with an Oticon Amigo T10 transmitter with bilateral R12 integrated receivers. She uses it with her son, at medical appointments and watching TV. She loves the FM and does not want to be without it, so uses it on an almost full time basis (in conjunction with hearing aids).

I used this case history information as a cue to modify my standard test battery and included QuickSIN testing. I was then able to use that information to support my request for authorization for a personal FM system with VAC.

Patient Assessment/Communication and Interdisciplinary Practice

- 2. a) What was the relevance of the case history information and the impact on the speech-language or audiology care provided?**
b) If you gathered information from other members of the professional team involved in the client's care, how did this information impact the care you provided?

a) based on the patient's struggles as reported by both her and her son, I decided to perform speech in noise (QuickSIN) testing. Then, based on those results, I suggested a personal FM system and requested authorization for funding for it.

b) not applicable.

Clinical Impressions and Intervention Planning

3. Review the subjective and/or objective assessments that were performed. Based on these assessments, what was your clinical impression?

I completed the standard audiometric test battery (including SRT, WR in quiet, air conduction thresholds, bone conduction thresholds, tympanometry and acoustic reflexes). I then also completed additional testing – the QuickSIN – and the patient was diagnosed with a severe SNR loss, which suggests that hearing aids alone cannot provide enough benefit. This was consistent with the patient's son's reports that she was struggling with hearing aids alone.

4. Describe how the overall clinical impression you had of this client (both objective and subjective information) related to the treatment plan.

Due to the fact that she is 100 years old, has issues with dexterity, and is not used to working with technology, I knew this patient would need support in order to be able to successfully use a personal FM system. Because she lives with her son and he is very involved in her care, I thought he would be able to help her and therefore decided to pursue a trial with a personal FM system.

5. a) Describe any discussions you had with the client, their representative, or the team with respect to how the goals and expected outcomes were established.

b) Did you apply a new or different approach to establishing goals and expected outcomes as per the client's needs (e.g., client or family characteristics such as psycho-social issues, compliance, past medical history, cultural considerations, employment)?

a) after QuickSIN testing, I presented the personal FM system as an option to the patient and her son. I recommended a trial period because I was unsure how she would adapt to using it or whether she would even use it at all.

b) using a personal FM system with an adult is not a very typical course of action for me. So considering it in this case was a new approach for me.

Implementation and Evaluation of Speech-Language or Audiology Intervention

6. a) How did you monitor the client's condition?

b) How did you monitor this assigned care?

a) I fit the FM system at an appointment when both the patient and her son were present. I used a Verifit machine to ensure that the FM system was functioning appropriately with her hearing aids. Then I saw the patient for follow-up at two weeks and one month following the fitting appointment.

b) The patient and her son both reported they saw improvement with the FM system. She stated that she uses it when communicating with her son, at appointments and when watching TV.

7. a) Did you assign any components of intervention to support personnel? If so, how did you decide what components to assign?

b) How did you monitor this assigned care?

Not applicable

- 8. How did you decide how often to see this client and for what duration?**
- a) How did you communicate plans for completion of the intervention?**
 - b) What steps did you take to assist in community integration or communication with other providers?**

Seeing a patient at 2 weeks and 1 month for follow up after a hearing aid or FM fitting is standard practice at our clinic.

- a) I verbally discussed the follow-up plan with her and her son.
- b) I made sure her son was heavily involved and in attendance for all appointments.

***Reflection and Practice – this section is mandatory**

- 9. Take a moment to reflect on this client's case.**
- a) Knowing what you know now, what could you have done better, if anything?**
 - b) Would another discipline have benefited this client (whose needs may not have been met by an SLP or audiologist)?**

a) In hindsight, I think I could have offered an FM system earlier in this patient's course of care. I think by delaying this there was some impact on her quality of life. That said, she is happy now so I think in the long run I hit the mark for this patient.

b) I don't think so.

10. When working with clients with this or a similar condition

- a) Can you describe any issues you have met in practice that have prompted you to consult with peers?**
- b) Did you look up new information to provide a solution for the client's presenting problem?**

a) I have sometimes found that patients score well on the QuickSIN even though they report experiencing difficulty in noisy situations. So it does not always help to confirm the difficulty in noise that they report. Some patients also have a lot of difficulty completing the task and get frustrated. I have discussed these issues with colleagues at the clinic.

b) For this patient, I did research into FM systems for her. I was somewhat limited by the VAC funding available.

To be Completed by Peer

Summary of Strengths Identified Through this Discussion

I also learned from this experience. I don't think I would have thought off hand to introduce an FM system for this patient. You listened to the patient and thought carefully about the tools available and decided to complete the QuickSIN to document the patient's difficulties and ultimately to be able to obtain technology for her that she now uses successfully.

Suggestions to Support Ongoing Learning (provide concrete suggestions)

Maybe consider an FM system for more adult patients and make fitting an FM system more of a standard practice. Perhaps administer the Quick SIN more often. It might be beneficial to test with the FM system in noise in the sound booth in order to document improvement.

Final Reflection on Peer Feedback (to be completed by member) (mandatory) – this section is to be completed AFTER your peer has provided their comments.

Consider the feedback provided by your peer and reflect on it. How will you make use of this information in your work? Please provide examples of how you could apply these suggestions in your practice.

I like the idea of testing with the FM system in noise in the sound booth as a means of documenting improvement/outcomes. This case was a great example of how thinking/learning more about a particular tool enabled me to broaden the intervention options for my patient. In this case, the outcome was very positive and I hope to be able to replicate it in the future with other patients!