Hearing assistance teaching and learning modules

Information for teaching staff in the Diploma of Nursing HLT 54115

Version: January 2016

Contents

1. Hearing assistance teaching - learning resources

The accompanying modules are provided by the Deafness Forum of Australia which is the peak body representing the interests of all hearing impaired and Deaf Australians.

- **Module 1:** Core skills for hearing assistance
- **Module 2:** Communicating with hearing impaired clients
- **Module 3:** Hearing assistance needs assessment and care planning
- **Module 4:** Hearing assistance implementation and evaluation

together with

- **Good Practice Guide:** Reference resource for aged care hearing assistance programs

The modules have been prepared on the premise that:

- *Hearing assistance is an essential, practical aspect of a holistic study of hearing impairment / deafness.*

- *Hearing assistance should be a normal part of personal care.*

The relatively short modules and their attached exercises have been designed so that teaching staff can utilise segments and exercises as suits their lesson plans.

These resources are also freely available for in-service/ CPD purposes. The modules are relevant for staff providing direct client care and for staff responsible for the implementation and maintenance of hearing assistance in a unit or units under the direct or indirect supervision of a registered nurse.

The resources are freely available to download for educational, training and reference purposes.

www.deafnessforum.org.au/index.php/publications/112-uncategorised/255-hearing-assistance-teaching-learning-modules

Reproduction for commercial purposes requires prior written permission.

Note: © Deafness Forum Ltd 2015
Free licence

The Deafness Forum Ltd assigns the right to another party to reproduce the documents in the attached modules for educational, training and reference purposes, and to modify documents in the Good Practice Guide to meet the specific needs of an aged care facility, in-home care provider or hospital but retains all other rights. Reproduction for commercial purposes requires prior written permission.

2. What is hearing assistance?

"Hearing assistance" includes the following:

- tactics/techniques to use when speaking with a hearing impaired person
- recognition of a client's hearing loss and planning any necessary assistance
- management and basic trouble shooting of hearing aids and sources of information regarding commonly used alternative listening devices [ALDs]
- and some implantable devices
- under direct or indirect supervision of a registered nurse implement and maintain an effective hearing assistance program within a designated unit or units, and
- ensure satisfactory use and security of hearing aids and ALDs brought into hospital by patients, accounting for them on admission, transfer within the hospital and at discharge.

3. Themes in the modules

Themes		Relevant module(s)
Understanding the serious impacts of hearing impairment	Even a mild to moderate hearing loss can cause significant difficulties for a client if left uncorrected.	Module 1 - Video Part A Module 2
Using appropriate communication techniques when speaking with hearing impaired people whether or not they use hearing aids	Over 70% of older Australians have a degree of hearing loss but only one in four of those who would benefit from hearing aids use them.	Module 1 - Video Part A Module 2 (See also Module 4 Section 1.2: Listening tactics for use by hearing impaired clients)
Identifying and understanding a client's hearing loss	There is widespread under-recognition and under-management of hearing loss across the aged care sector and in hospitals.	Module 3 & Module 4
Managing hearing aids - *fundamental skills*	The ability of a nurse to manage hearing aids may be essential to the accuracy of a hearing impaired client's response to medical enquiries and compliance with medical instructions. Research suggests that hearing assistance is generally the least satisfactory aspect of clinical care in residential aged care.	Module 1 - Video Part B and prompt cards
Helping clients to adapt to using hearing aids	Many hearing aids are abandoned in the "bottom draw". Some encouragement and basic assistance with adapting to hearing aid use could improve this situation.	Module 4 Section 1.1
Implementing and maintaining hearing assistance	Hearing assistance is not time consuming if undertaken systematically and effectively. It makes life easier for care staff as well as for hearing impaired clients.	Module 4 Section 1.3 *Good Practice Guide*

4. Alignments between the Training Package Units and the teaching-learning resource modules

The modules align with relevant aspects of the following core Training Package Units in the qualification **Diploma of Nursing HLT 54115**

o **HLTENN 002**: Apply communication skills in nursing practice
o **HLTENN 003:** Perform clinical assessment and contribute to planning nursing care
o **HLTENN 004:** Implement, monitor and evaluate nursing care plans
o **HLTENN 013**: Implement and monitor care of the older person

> *Hearing assistance should be part of normal personal care. It is therefore desirable to include relevant aspects of hearing assistance in teaching of Diploma of Nursing Training Package Units* - HLTENN002, 003, 004 and 013.

The *Good Practice Guide* is a reference resource for Enrolled Nurses and other staff assigned responsibility for administering a hearing assistance program in the age care sector or in hospitals.

Sections of the *Guide* are relevant to students of the Diploma of Nursing. These sections are included in the following tables.

Please note: The following *approximate* alignments between the Training Package Units and the teaching-learning resource modules is based on CSHISC Units as finally approved on 1 December 2015.

4.1 Training Package Unit: HLTENN002 Apply communication skills in nursing practice

Training Package Unit: HLTENN002			
Element	**Performance criteria**		**Relevant module (s)**
1 Use effective communication skills in complex situations	1.1	Apply principles of effective communication, to facilitate, not inhibit, communication with the person.	• **Module 1 Video: Part A** Hearing loss and essential communication techniques including **Appendix 1:** Assessment of learning questionnaire Part A • **Module 2:** Communication with hearing impaired clients
	1.4	Demonstrate politeness, respect and empathy in all interactions with the person, family or carer.	
	1.2	Maximise opportunities to involve the person and family or carer in their care and treatment.	• **Module 4 Section 1**: Assisting a client to adapt to using hearing aids and **Section 1.2** Listening tactics for use by hearing impaired clients • **Module 3 Appendix 3:** Hearing Aid Benefit Questionnaire
2 Identify and address actual and potential constraints to communication	2.1	Identify early signs of potentially complex communication situations with a person, including with people who have hearing or vision impairments and require assistance.	• **Module 1 Video: Part A** Hearing loss and essential communication techniques • **Module 3 Section 3:** Identification of a client's hearing impairment
	2.3	Demonstrate advocacy for a person in a health or community care settings**.**	• **Module 4 Section 1.3:** Introducing and maintaining a hearing assistance program and **Section 2:** Monitoring and evaluating implementation of hearing assistance care plans • *Good Practice Guide* Section 3.4: Hearing Services Program
3 Use information technology to support communication in nursing practice	3.3	Use information technology, including the internet to access data appropriate to own role and organisation policy and procedures.	• E.g. accessing the *Good Practice Guide*

4.1 Training Package Unit: HLTENN002 Apply communication skills in nursing practice continued

<table>
<tr><td colspan="4" align="center">Training Package Unit: HLTENN002</td></tr>
<tr><td align="center">Element</td><td colspan="2" align="center">Performance criteria</td><td align="center">Relevant module (s)</td></tr>
<tr>
<td align="center">5

Give and receive feedback for performance improvement</td>
<td>5.1

5.2

5.3</td>
<td>Identify effective communication strategies for giving and receiving feedback on own performance.
Apply strategies to deliver constructive outcomes in giving and receiving feedback.
Use appropriate language and a respectful manner in giving and receiving feedback.</td>
<td>Module 1 Video: Part A Hearing loss and essential communication techniques – [Recommendation: Observe communication outcomes as feedback to improve <u>own</u> use of techniques.]
Module 4 Section 1.3: Introducing and maintaining a hearing assistance program and Section 2: Monitoring and evaluating implementation of hearing assistance care plans</td>
</tr>
<tr>
<td align="center">Knowledge evidence</td>
<td></td>
<td>Knowledge of:
factors that may facilitate and inhibit communication – sensory losses and appropriate nursing responses.</td>
<td>Module 1 Video: Part A Hearing loss and essential communication techniques and Appendix 1: Assessment of learning questionnaire Part A
Module 2: Communication with hearing impaired clients including Exercise 4: Role Play Video Critique</td>
</tr>
</table>

4.2 Training Package Unit: HLTENN003 Perform clinical assessment and contribute to planning nursing care

Training Package Unit: HLTENN003			
Element		**Performance criteria**	**Relevant module (s)**
1 Collect and interpret health data	1.1	Introduce self and explain processes before commencing nursing assessment activities.	• **Module 1 Video: Part A** Hearing loss and essential communication techniques • **Module 3 Section 3:** Identification of a client's hearing impairment • **Module 3 Section 1 & 2:** Types and degrees of hearing loss and Measurement of hearing loss and its implications (re audiograms) • **Module 3 Appendix 4:** Client Hearing Impairment Information and Assistance Needs form • **Module 4 Appendix 1:** Routine Hearing Aid Battery Change, Checking and Cleaning Record • *Good Practice Guide* **Section 3.3 Sub section 2 and 5** and **Section 3.4** Hearing Services Program
	1.2	Gather information from the person, or their family or carer if the person is unable to communicate, using culturally appropriate strategies.	
	1.4	Measure the person's vital signs using appropriate biomedical equipment according to the acuity of care and the person's physical characteristics.	
	1.6	Record objectively the person's lifestyle patterns, health history, current health practices, coping mechanisms, issues and needs.	
	1.7	* See note below	
2 Undertake admission and discharge procedures for a person	2.1	Collect data from the person for admission and discharge planning as required by organisation policy.	
	2.3	Identify community support services and resources to assist in planning for discharge.	
	2.4	Ensure the person has all discharge planning requirements including General Practitioner appointment and any medications and referrals.	

* Note: Performance Criteria I.7 is to clarify the emotional and physical needs of family or carer in supporting the person. Throughout the assessment process generally a nurse should be alert to possible impacts of a client's hearing impairment.

4.2 Training Package Unit: HLTENN003 Perform clinical assessment and contribute to planning nursing care continued

Training Package Unit: HLTENN003		
Element	**Performance criteria**	**Relevant module (s)**
3 Contribute to planning the nursing care of a person	3.1 Analyse a person's health history and clinical assessment to identify risks and likely impacts on activities of daily living, and the health care that is required. 3.2 Outline a plan of care using a problem-solving approach and ensuring strategic care planning appropriate to the person's needs. 3.3 Clarify and reflect the person's interests and physical, emotional and psychosocial needs in care planning and documentation.	• **Module 3:** Hearing assistance needs assessment and care planning including **Appendix 4:** Client Hearing Impairment Information and Assistance Needs form and **Appendix 3:** Hearing Aid Benefit Questionnaire • **Module 4 Section 1.1 and 1.2** Assisting a client to adapt to using hearing aids and Listening tactics for use by hearing impaired clients
4 Contributing to ongoing development of individual nursing care plans	4.2 Confirm with the person, family or carer that planned nursing care provided reflects the person's needs including their uniqueness, culture, religious beliefs and management of stress. 4.3 Ensure nursing care plan is based on principles of best practice and risk assessment.	• **Module 3 Appendix 4:** Client Hearing Impairment Information and Assistance Needs form and **Module 4 Appendix 1:** Routine Hearing Aid Battery Change, Checking and Cleaning Record • **Module 4 Section 1.**1 **and 1.2** Assisting a client to adapt to using hearing aids and Listening tactics for use by hearing impaired clients
Knowledge evidence	Knowledge of: • how to perform clinical measurement and/or assessment for - sensory perception and identified personal aids and devices required for hearing or sight.	• **Module 3:** Hearing assistance needs assessment and care planning especially **Section 3** and **Appendix 4:** Client Hearing Impairment Information and Assistance Needs form

4.3 Training Package Unit: HLTENN004 Implement, monitor and evaluate nursing care plans

Sensory impairment is not stated in the Elements and Performance Criteria in this Unit. However, Assessment Requirements - Knowledge evidence includes 'Actual and potential nursing care including - sensory deficits, including use of personal aids and devices.' It therefore seems reasonable to include hearing assistance within the Elements and Performance Criteria listed below.

Training Package Unit: HLTENN004			
Element	**Performance criteria**		**Relevant module(s)**
3 Monitor a person's identified care needs	3.1	Maintain ongoing assessment of the person through observation and by using monitoring equipment and devices.	• **Module 3 Section 3:** Identification of a client's hearing impairment - signs observed in clients that may indicate hearing loss • *Good Practice Guide* **Section 3.3 Sub section 5** – Be alert to signs that a resident may be experiencing hearing loss
4 Evaluate outcomes of nursing care provided	4.2 4.3 4.4	Evaluate the person's progress towards planned outcomes as documented in the care plan. Make required changes to nursing care plan in line with best practice in nursing. Record and report all aspects of the evaluation of nursing care provided.	• **Module 4 Section 1.**1 **and 1.2** Assisting a client to adapt to using hearing aids and Listening tactics for use by hearing impaired clients • **Module 4 Section 3:** Quality indicators for hearing assistance in aged care (Normally not applied to an individual however individual outcomes may be aggregated for Quality Indicator purposes)
Knowledge evidence		Knowledge of: • actual and potential nursing care including - sensory deficits, including the use of personal aids and devices	• **Module 1 Video**: Part B Skills for managing hearing aids and **Appendix 1:** Assessment of learning questionnaire Part B • **Module 4 Section 1.1** Assisting a client to adapt to using hearing aids including **Exercise 4**: Listening Techniques • **Good Practice Guide Attachment 11**: Essential reference information on basic operation of cochlear implant sound processors • **Module 3 Section 4:** Clients who use cochlear implants or other implanted devices(including **Exercise 2 Appendix 5**: Referring to hearing implant manuals for guidance on performing the necessary functions)

4.4 Training Package Unit: HTLENN013 Implement and monitor care of the older person

Although hearing impairment is widespread amongst older clients it is far from restricted to this age group. It is therefore important that hearing assistance **not** be concentrated in the teaching of this Unit.

Training Package Unit: HTLENN013			
Element	**Performance criteria**		**Relevant module(s)**
1 Respond to the l health requirements of an older person	1.3	Identify age-related pathophysiological disorders and how they may affect the person and their family or carer.	• **Module 3 Section 1:** Types and degrees of hearing loss including **Exercise 1:** Reading and interpreting an audiogram • **Module 1 Video: Part A** Hearing Loss and essential communication techniques • **Module 2:** Communication with hearing impaired clients • **Module 3 Section 3:** Identification of a client's hearing impairment
	1.4	Communication effectively and appropriately with the person, making adjustments for people who have sensory impairments.	
	1.7	* See note below	
2 Contribute to care plan of an older person	2.2	Document and report health findings according to organisation procedures.	• **Module 3:** Hearing assistance needs assessment and care planning including **Appendix 4:** Client Hearing Impairment Information and Assistance Needs form • **Module 4 Section 1.**1 **and 1.2** Assisting a client to adapt to using hearing aids and Listening tactics for use by hearing impaired clients
	2.6	Discuss with the person, family or carer possible impacts of aged-related pathophysiological disorders including impacts on the person's capacity to perform daily living activities.	
	2.3	Assist the person to identify their abilities and limitations in capacity for self-care.	• **Module 3 Section 1 & 2:** Types and degrees of hearing loss and Measurement of hearing loss and its implications • **Module 4 Section 1.**1 **and 1.2** Assisting a client to adapt to using hearing aids and Listening tactics for use by hearing impaired clients

* Note: Performance Criteria I.7 is to develop and implement strategies to ensure companionship and social inclusion in consultation with the person. This is particularly important for hearing impaired people however falls outside the scope of these modules.

Training Package Unit: HTLENN013			
Element		**Performance criteria**	**Relevant module(s)**
2 Contribute to care plan development for the older person ... continued	2.4	Contribute to development of the person's nursing care plan within the context of the health care setting and organisation policy and procedures.	• **Module 4 Section 1.3:** Introducing and maintaining a hearing assistance program • *Good Practice Guide* Examples • **Module 3 Appendix 4:** Client Hearing Impairment Information and Assistance Needs Form and **Module 4: Appendix 1:** Routine Hearing Aid Battery Change, Checking and Cleaning Record
3 Apply nursing practice in the aged care environment	3.1	Identify external factors and common stereotypes associated with ageing and how these can adversely impact the older person.	• **Module 1 Video: Part A** Hearing Loss and essential communication techniques • **Module 2:** Communication with hearing impaired clients • **Module 3 Section 1 & 2:** Types and degrees of hearing loss and Measurement of hearing loss and its implications
	3.2	Consider in own practice the impact of complex issues involved in aged care, including impacts on family and carer.	
	3.3	Consider own values, attitudes and beliefs towards ageing and older person, and monitor own performance to ensure all interventions are conducted appropriately and within scope of practice of the enrolled nurse.	
	3.4	Promote health maintenance with the older person and provide relevant information on available community services for the person, family or carer.	• *Good Practice Guide* **Section 3.4:** Hearing Services Program and **Attachment 9:** Hearing Services Program Medical Certificate

Training Package Unit: HTLENN013 Implement and monitor care of the older person continued

	Training Package Unit: HTLENN013		
Element		**Performance criteria**	**Relevant module(s)**
4 Identify requirements and address issues in aged care nursing practice.	4.3	Advocate for the person, their family or carer as required within own role parameters and organisation policies and procedures.	**Non-adherence to the following is frequently a major failing in care of older clients. It is fundamental to their quality of life.** Ensure own performance of skills in **Module 1 Video Parts A and B** and assistance specified in **Module 3 Appendix 4:** Client Hearing Impairment Information and Assistance Needs Form and **Module 4: Appendix 1:** Routine Hearing Aid Battery Change, Checking and Cleaning Record. Also advocate this care with other nurses and carers.
5 Using strategies that relate to the progressive and variable nature of dementia	5.2	Provide activities appropriate to the gender, culture and age of the person with dementia, reflecting their individual likes and dislikes.	
	5.3	Use a range of strategies, such as validation strategies, instructed activities and reorientating therapy to relieve distress and agitation in the person with dementia.	• **Module 2 Section 5:** Dementia –importance of hearing
6 Develop and implement strategies to minimise impact of challenging behaviours	6.1	Observe the person and document their behaviours and relevant environmental factors to assist in determining triggers contributing to challenging behaviour.	
	6.3	Implement best practice strategies that minimise the impact of behaviours, in consultation with the registered nurse and in accordance with organisation polices and procedures.	

Training Package Unit: HTLENN013 Implement and monitor care of the older person continued

Training Package Unit: HTLENN013			
Element	**Performance criteria**		**Relevant module(s)**
Knowledge evidence		Knowledge of: • strategies to respond to challenging behaviour including: - distraction such as reminiscing, walking and listening to music… • physical triggers for behaviour including pain and not wearing the prescribed hearing aids or alternative listening devices	• **Module 2 Section 5:** Dementia –importance of hearing