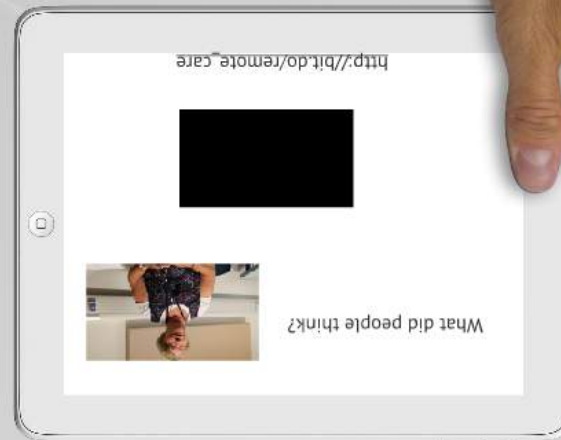


Helen Cullington

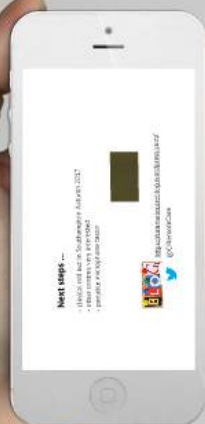
UNIVERSITY OF
Southampton




2017



Cochlear implant care: putting patients in charge



A healthcare professional, a woman with dark hair tied back, wearing a red and white floral dress and a blue lanyard, is sitting and smiling at an elderly woman. The elderly woman has short white hair, wears glasses, a pink top, and a pearl necklace, and has a cochlear implant visible on her ear. They are in a clinical setting with medical equipment in the background. A speech bubble from the healthcare professional contains the text: "We love seeing you at the cochlear implant centre ... let's put YOU in charge of deciding when you want to come".

"We love seeing you at the cochlear implant centre ... let's put YOU in charge of deciding when you want to come"



1,400 people with severe to profound deafness receive a cochlear implant in the UK each year



19 UK and ROI CI centres

Lifetime follow-up required

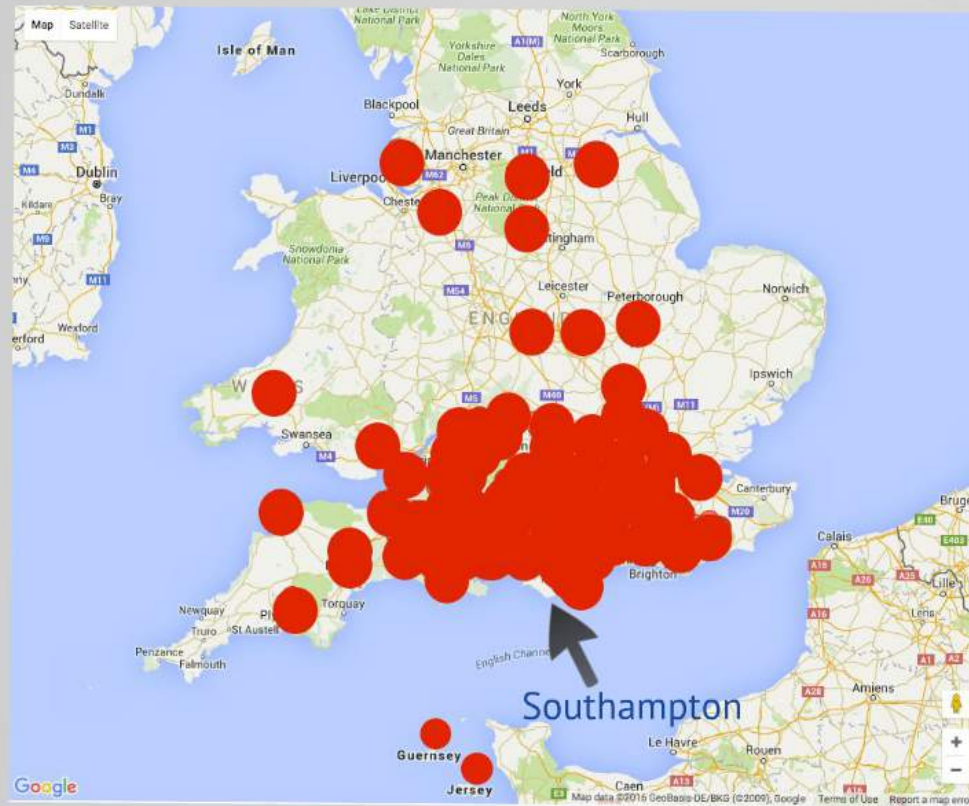


Southampton patients



quired

Southampton patients



vastly increasing
patient numbers



current care
pathway is not
person-centred



the vision of a citizen-centred, digitally-enabled, health and social care system.

Why can't
we just
stay the
same?

funding

same number of
patients, same level
of service

treat many more
patients with
streamlined
optimised service



I would like to try remote mapping —

Opportunity to reach help to suit a particular
customer. "on the move" would be a benefit.

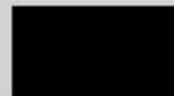
"when I go back
there, it is a 2
hour drive, I don't
have time"

patient
preference

more opportunity in control of my cochlear implant at home. it would
benefit more so sound booth isn't real world. so would love
to try remote mapping at home.

"it would have been good
to have something where
could have done a quick
test at home so say it's
okay, it's not okay"

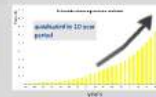
Invest in Skype! Online communication
would be brilliant.



vastly increasing patient numbers

number of
pensioners
projected to rise
by 28% in 20
years

95% of deaf
adults in the
UK don't have
implants

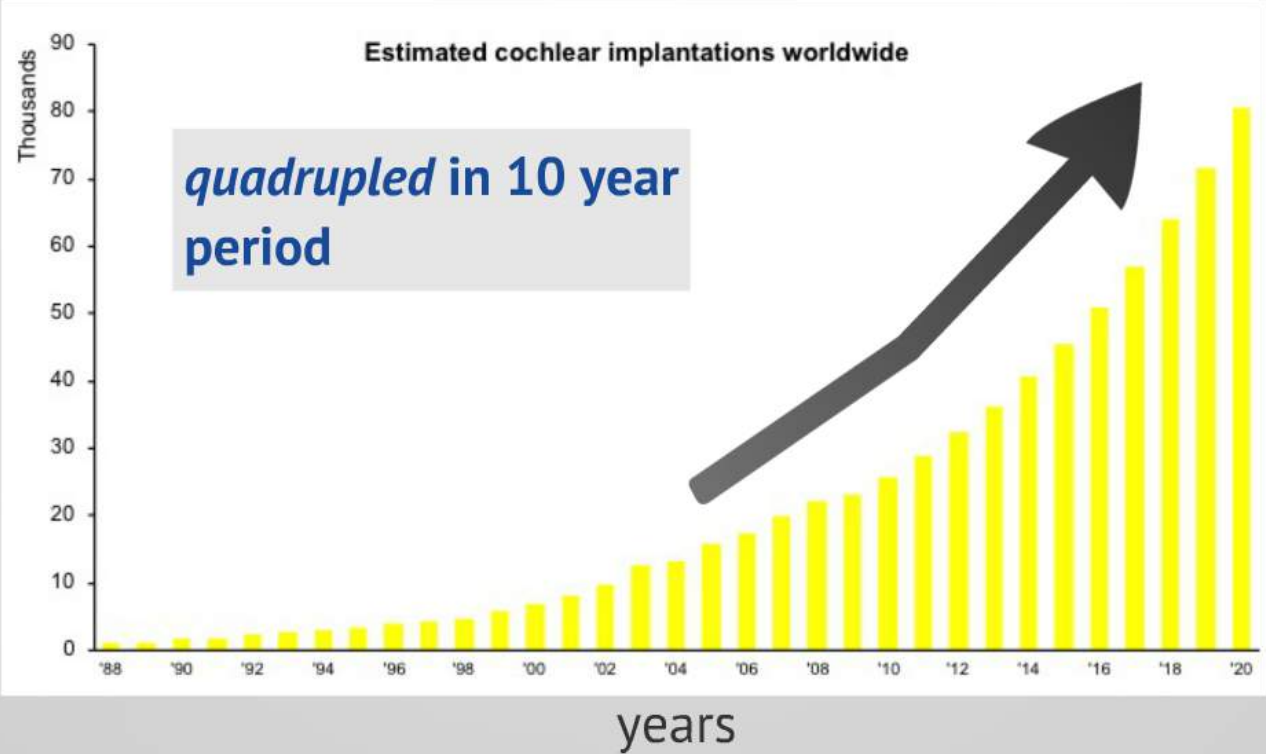




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funding



same number of
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of service

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I would like to try remote mapping —

Opportunity to direct map to site a particular environment "on the move" would be a bonus.

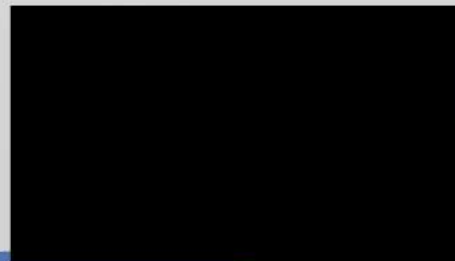
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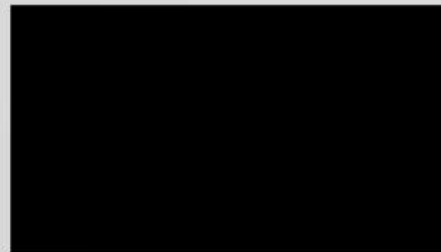
Invest in Skype! Online communication would be brilliant.







current care pathway is not person-centred

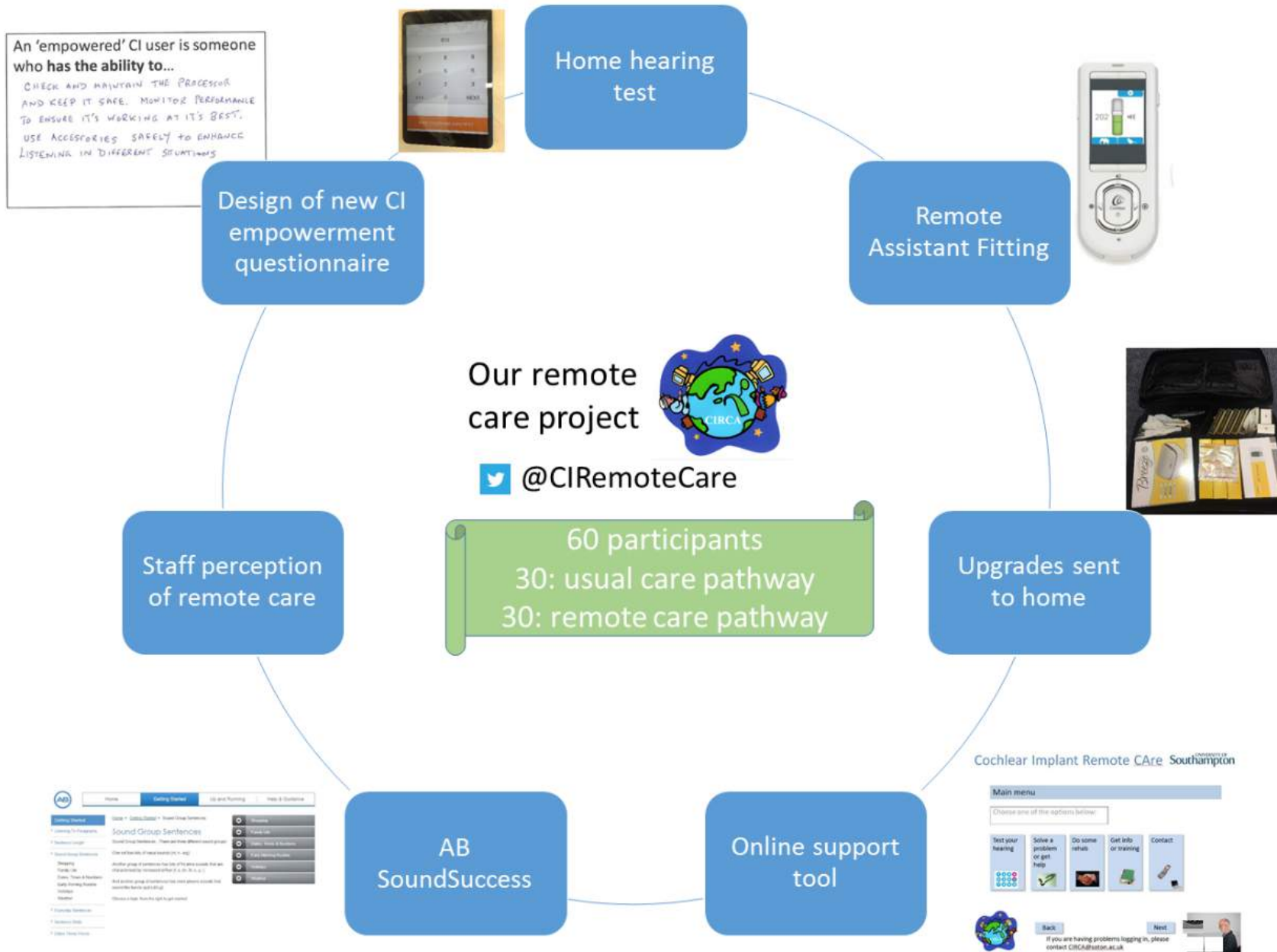


the vision of a citizen-centred, digitally-enabled, health and social care system,

I would



Trial of remote care



Cochlear Implant Remote CAre

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Solve a problem or get help

What sort of problem do you have?

Medical

Equipment

**Worried or
depressed
about your
hearing**

**Not hearing
so well**

**Problems
with this
website**



Click back to return to main menu.

Click exit to leave the website.



Back

Exit

If you are having problems using the website, please contact
CIRCA@soton.ac.uk



Cochlear Implant Remote CAre

© CIRCA University of Southampton

Rehabilitation

We're really pleased you want to work on your hearing. It's just like anything else, the more you practise ... the better you get!



What would you like to work on?

**Set or review
your goals**

**Using the
telephone**

Music

**Listening
practice**

**Using
accessories**

**Wearing my
speech
processor
more**

Click back to return to main
menu.

Back



If you are having problems using the website, please contact
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Cochlear Implant Remote CAre

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Your goals

Set a goal for your hearing.

What would you like to work on? Choose 1 priority for the next month:



- ☐ Wearing my speech processor more
- ☐ Listening practice
- ☐ Using accessories
- ☐ Music
- ☐ Using the telephone



Back

Next

If you are having problems using the website, please contact
CIRCA@soton.ac.uk



Patient activation:
significant increase in
remote care group

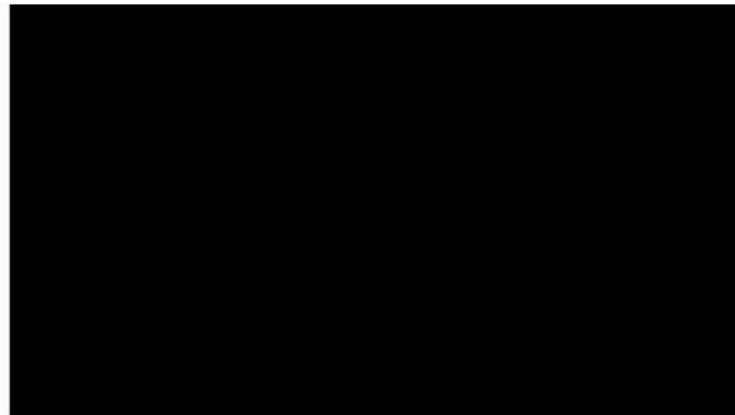
Hearing stability:
hearing got better in
remote care group

30: usual care pathway
30: remote care
pathway

**Patients and
clinicians keen to
continue remote care**

Quality of life stability:
no change in either
group

What did people think?



http://bit.do/remote_care





Next steps ...

- clinical roll out in Southampton Autumn 2017
- other centres very interested
- portable microphone tester



<https://ciremotecareblog.wordpress.com/>

@CIRemoteCare



Next steps ...

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<https://ciremotecareblog.wordpress.com/>

@CIRemoteCare

"This is great I hope I do not lose this facility after the trial finishes"

"I have been altering my implant quite successfully then doing a hearing test"

"There are a lot of very interesting features, eg rehab and information that I will definitely use in the future"



"I have been using the enhanced controls to adjust my processor as I go along ... The adjustments help me to carry on rather than withdraw from a hearing situation"

"First a whopping big thank you for the SoundSuccess. It fits so much with many of the thoughts I've been having."

"the CIRCA software. I chose Using the Telephone as my first goal ... Finally I must say how thrilled I was just to be able to pick up the telephone receiver without outright panic. I haven't lifted a receiver for some 40 years or so"