

**Abstract**

In the World Report on Hearing, launched by the World Health Organization on the 3rd of March 2021, the use of Person-Centred Care is highly recommended.

In this poster, we discuss, the history of person-centred health care and hearing care.

**Conclusion**

PCHC needs to be an essential part of Audiology education and practice, but more quality research and systematic reviews need to be conducted. Compared to PCC, we need to step up, in order to achieve better hearing health outcomes, clinical effectiveness, hearing care utilization, treatment adherence, and self-management or self-efficacy.

**Visuals**

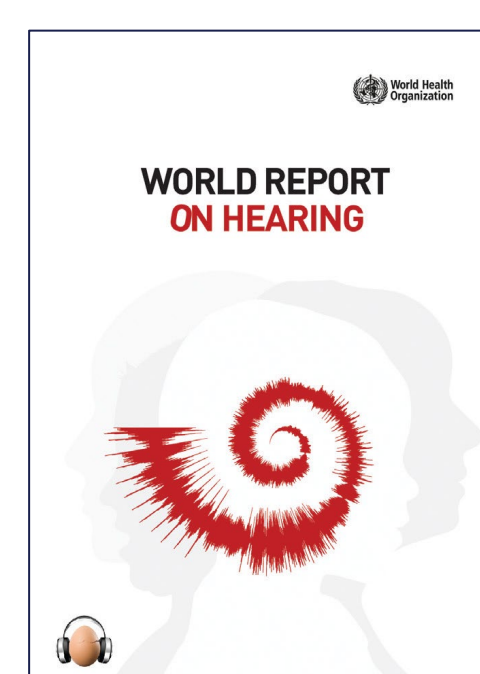
**AUTHORS**



**Lidia Best,**  
President, European Federation of Hard of Hearing People (EFHOH).



**Mark Laureyns,**  
Thomas More University College, Department of Audiology, Antwerp, Belgium; Global International CRS & Medical Scientific Research Manager, Amplifon Centre for Research & Studies, Milan, Italy.



**Example of a Goal Attainment Scale – GAS**

Achievement	Goal 1	Goal 2	Goal 3
+2	Much more than expected		
+1	More than expected		
0	Expected result		
-1	Less than expected		
-2	Much less than expected		

**Client Oriented Scale of Improvement – COSI**

My specific personal auditory goals	Change	Final Ability
• Goal 1: _____	<input type="text"/>	<input type="text"/>
• Goal 1: _____	<input type="text"/>	<input type="text"/>
• Goal 1: _____	<input type="text"/>	<input type="text"/>
• Goal 1: _____	<input type="text"/>	<input type="text"/>

**Results**

- When was PCC first introduced and where are we now? The oldest publication we found was Rogers in 1946.
- Does PCC lead to better health outcomes? We found careful positive conclusions, such as improved overall health outcomes, clinical effectiveness, healthcare utilisation, treatment adherence, and self-management or self-efficacy.
- Is PCC the best approach for all patients? Stewart (2001) states: “patient centred, means that you also individualise and take the patients preference for information and for shared decision making into account.”
- When was PCHC first introduced? The oldest publication we found was Stephens and Héту in 1991.
- Is PCHC implemented widely? We still have a long way to go, so far, the implementation is limited, but we see a slow improvement.
- How do we see the future of PCHC? PCHC needs to be an essential part of audiology education and practice, but more quality research and systematic reviews need to be conducted.
- What is the users' point of view? Lidia Best, the president of EFHOH shares her vision on this topic: *“PCC in ear and hearing care, has the real potential to change lives in many ways, it is a win for the patients but also the professionals, thanks to improved satisfaction and overall results. Let’s make it happen!”*

**Methods**

We did a search to find the most relevant publications on Person-Centred Care (PCC) and Person-Centred Hearing Care (PCHC). For both topics we evaluated the evidence for the following questions:

- When was PCC first introduced and where are we now?
- Does PCC lead to better health outcomes?
- Is PCC the best approach for all patients?
- When was PCHC first introduced?
- Is PCHC implemented widely?
- How do we see the future of PCHC?
- What is the users' point of view?

**References**

- Best L; & Laureyns M. *The history and future of Person-Centred Hearing Care.* ENT & Audiology News (2023) - Vol 32 NO 5. <https://www.entandaudiologynews.com/features/audiology-features/post/the-history-of-person-centred-hearing-care>
- Laureyns M. *PATIENT-, CLIENT-, PERSON- OR PEOPLE-CENTRED CARE General Health Care and Hearing Care – CRS Whitepaper 2022* retrieved at <https://crs.amplifon.com/content/dam/crssite/other-documents/it/publications/2022-PCC-Health-and-Hearing-Care-A-CRS-White-Paper.pdf>
- WHO – *World Report on Hearing (March 2021) 225p* – retrieved at <https://www.who.int/publications/i/item/world-report-on-hearing>