

5. Did the audiologist describe the test results briefly and simply? 1 2 3 4 5

The audiologist might have:

- used lay terminology. Examples: _____
- reported the information in one or two sentences
- avoided creating doubts about the results
- avoided minimizing the results
- Other:

6. Did the audiologist wait for the parents' response after giving the news? 1 2 3 4 5

The audiologist might have:

- refrained from talking further
- refrained from manipulating files, paperwork
- looked down to give the parents time to respond
- attended to parents' facial expressions, body language
- Other:

Score for "Breaking the News" _____ / 15 possible

C. Assessing Parents' Understanding of/Reaction to the Situation. This section focuses on the audiologist's ability to gauge parents' perceptions and reactions. The amount of information given will depend on what parents already know. The amount of information understood will depend on the language used by the audiologist, as well as actively checking for understanding. In addition, the audiologist will respond to cues suggesting emotional reactions to the information given.

7. Did the audiologist acknowledge emotional reactions to the diagnosis? 1 2 3 4 5

The audiologist might have:

- acknowledged verbal reactions
- acknowledged nonverbal reactions.
- acknowledged the fact that getting difficult news can result in no immediate reaction (shock)
- checked that he/she clearly understood what parent was saying
- indicated that when the news "sinks in," the audiologist will always be available to talk more with the parents
- Other:

8. Did the audiologist allow the parents to decide the detail and language used? 1 2 3 4 5

The audiologist might have:

- provided appropriate information when it was asked for
- checked that s/he clearly understood what parents were saying
- responded to the parents' cues, or asked if parents wanted more detail, before becoming more specific.
- checked that parents were satisfied with their own understanding of terms used.
- Other:

9. Did the audiologist allow the parents to set the pace for the consultation? 1 2 3 4 5

The audiologist might have:

- given information at a rate which gave parents time to think/ respond.
- checked that parents had understood what had been said before giving more information.
- refrained from providing more information than was sought by parents
- Other:

Rating Scale: 1 = Not at All; 5 = Definitely or Always

10. Did the audiologist give information tailored to the parents' expressed concerns? 1 2 3 4 5

The audiologist might have:

- admitted to uncertainty or lack of knowledge when necessary
 - provided materials (written and otherwise) at parents' request
 - Other:
- answered the parents' questions.
 - summarized points for the parents

Total Score for "Assessing Parents' Understanding of/Reaction to the Situation" _____/20 possible

D. Eliciting Concerns. This section focuses on the audiologist's ability to gain a clear idea of how parents perceive the implications of this information, and the concerns it might generate.

11. Did the audiologist specifically invite questions? 1 2 3 4 5

12. Did the audiologist respond to both the content and the underlying emotional aspects of each expressed parental concern? 1 2 3 4 5

The audiologist might have:

- acknowledged the parents' feelings and worries.
 - asked questions about these issues
 - Other:
- allowed the parents to discuss these issues.
 - checked that s/he clearly understood what parent said

Total Score for "Eliciting Concerns" _____/10 possible

E. Giving a Time Frame for Action. This section looks at the audiologist's ability to describe upcoming events. The audiologist will want to convey the need for action while respecting the parents' need to regain control of their family lives.

13. Did the audiologist describe the steps that the family will need to take in the near future (scheduling follow-up appointments, using amplification, choosing communications modes)? 1 2 3 4 5

The audiologist might have:

- been more specific about scheduling a follow-up appointment
 - checked to ensure the parents perceived the need for timeliness
 - Other:
- been more specific about the purpose of follow-up appointment

14. Did the audiologist provide management choices for the parents? 1 2 3 4 5

The audiologist might have:

- asked if the parents would like to bring support (grandparents, etc.) to upcoming appointments.
 - Other:
- asked if the parent would prefer to start remediation procedures immediately (e.g., make ear mold impressions now or wait for the next appointment)

Total Score for "Giving a Time Frame for Action" _____/10 possible

Rating Scale: 1 = Not at All; 5 = Definitely or Always

F. Suggesting Specific Actions While Waiting for the Follow-up Appointment. Parents have reported that the time between the diagnostic consultation and follow-up appointments can add to their stress when they have nothing to do but wait. This section evaluates the audiologist's ability to provide concrete suggestions about activities parents can do between appointments, if they are so inclined.

15. Did the audiologist suggest a set of activities to consider between appointments? 1 2 3 4 5

The audiologist might have:

- | | |
|---|--|
| <ul style="list-style-type: none"> - suggested parents keep a log of their child's responses to sounds, describing the sounds and the child's responses - provided introductory written/video material about hearing loss - Other: | <ul style="list-style-type: none"> - provided a sample log for parental use - asked if parents would like to contact veteran parents - asked if parents would prefer to have veteran parents initiate contact |
|---|--|

16. Did the audiologist provide "first reminders" about attending to all aspects of the child's development, not just the hearing loss? 1 2 3 4 5

The audiologist might have:

- | | |
|--|---|
| <ul style="list-style-type: none"> - encouraged parents to continue communicating to child - provided written material about general child development - Other: | <ul style="list-style-type: none"> - encouraged parents about sustaining bonding process - Other: |
|--|---|

Total Score for "While Waiting for Follow-Up Appointment" _____/10 possible

G. General Considerations. This section considers the consultation as a whole.

17. Did the audiologist appear supportive during the consultation? 1 2 3 4 5

The audiologist might have:

- | | |
|--|---|
| <ul style="list-style-type: none"> - showed warmth - conveyed a sense of commitment to the parent and family - conveyed a sense of hope - Other: | <ul style="list-style-type: none"> - conveyed empathy - conveyed personal strength that the parents could depend on |
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18. Did the audiologist use appropriate body language during the consultation? 1 2 3 4 5

The audiologist might have:

- | | |
|--|---|
| <ul style="list-style-type: none"> - maintained an appropriate level of eye contact - showed a competent and caring professional manner. - Other: | <ul style="list-style-type: none"> - looked interested and alert to the parents' needs. - used body language to express undivided attention |
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19. Did the audiologist convey compassion during the consultation? 1 2 3 4 5

The audiologist might have:

- | | |
|---|--|
| <ul style="list-style-type: none"> - discussed painful topics with sensitivity - avoided non sequitur - Other: | <ul style="list-style-type: none"> - showed flexibility and sensitivity to parents' needs - avoided giving false reassurance |
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