



1. Benefits of no action	2. Costs of no action
3. The potential costs of taking action	4. The potential benefits of taking action



1. How important is it for you to improve your hearing right now?



2. How much do you believe in your ability to use\*.....



The lines go from: 0 = not at all to 10 = very much.

\* As the audiologist you need to fill in the solution you suggest:  
e.g. hearing aids, assistive listening devices or communication strategies.

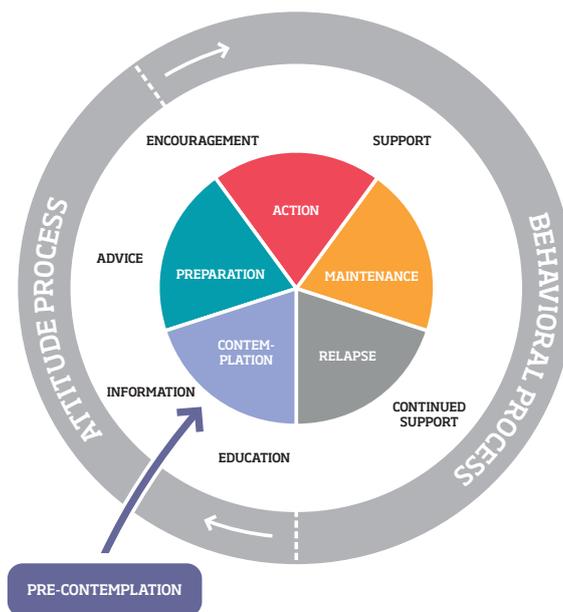


**Which statement do you feel you relate best to?**

1. I don't think I have a hearing loss (Pre-contemplation)
2. I have some difficulties with my hearing but it does not affect my everyday life (Contemplation)
3. I have a hearing loss, I have started to consider doing something to improve it (Preparation)
4. I have a hearing loss, it is disturbing and I would like to do something about it (Action)
5. I have a hearing loss and I am actively doing something to improve it (Maintenance)



Readiness Stage	Appropriate action
1. Pre-contemplation Do not think there is a problem. Not ready for help	Book a new appointment. Offer follow-up material and web info.
2. Contemplation Aware of the problem. Ambivalence about making any change	Continue with the Line and the Box to reveal their motivation and commitment to take action. Support and acknowledge the client's increasing awareness. Offer additional information brochures, web etc.
3. Preparation "Tipping point" – ready to take action	Continue with the Line and the Box to reveal their motivation and commitment to take action. Support the client in planning the use of hearing instruments. Listen. Give advice and ideas. Do not present "the one and only" solution, but provide information on possible solutions. Focus on the benefits of better hearing. Offer trial/demo.
4. Action Proud about the decision to act on the hearing problem	Continue with the Line and the Box to reveal their motivation and commitment to take action. Focus on the personal benefits of improved hearing and match it to the solution. Encourage and support the client decision.
5. Maintenance Using hearing aids. Getting used to the "new situation". Struggles, still some ambivalence - leads to either success or giving up (=relapse)	Continue with the Line and the Box to reveal any ambivalence. Support and encourage the client in sustaining the change of behaviour, repeatedly.



Jørgensen, S.V., Hansen, H.V., Hessov, I.B., Lauritsen, J.B., Madelung, S. & Tønnesen, H. (2003). Operation – Complications are preventable; Copenhagen, International Health Promoting Hospitals & Health Services, Bispebjerg Hospital.