

Field trial news

From Unitron's Audiology Centre

June 2018



It's all about the experience

Involving patients in their own hearing healthcare improves their experience with amplification.¹ Unitron's Patient Ratings allows them to be more engaged in their hearing journey through increased collaboration. Moxi™ All field trial participants who used the new Remote Plus app to make Patient Ratings reported increased engagement with the fitting process and increased satisfaction with their hearing care experience.² Best of all, 93% of them felt that a clinic using Patient Ratings would provide them a greater level of hearing care.

Unitron's Moxi All, the direct connectivity product driven by the Tempus™ platform, is made for all phones and provides truly hands-free use.³ This functionality also enables direct communication between the Remote Plus app and Moxi All hearing instruments.

The Remote Plus app was designed to be easy to use both as a remote control and a way for patients to share in-the-moment comments about their listening experiences by making ratings. It is part of the FLEX™ ecosystem of solutions that provides patients with the inclusive experience they want.

Field trial testing was conducted to confirm that the Remote Plus app was easy to use and provided the expected functionality during the Moxi All validation.

93% of field trial app users felt they would receive a greater level of hearing care from a clinic with Patient Ratings

The purpose and reasoning behind the ratings feature was explained including the benefits of its use in a typical clinical setting, such as these obtained in a 2017 study⁴:

Reported clinical benefits of Patient Ratings

- Patients are actively involved and feel in control
- Clinicians better understand patients and build emotional connections

Participants were told that their ratings, whether positive or negative, would allow them to provide feedback or ask questions. By making in-the-moment ratings they would not need to create a list of comments or topics to discuss at their next appointment.

In addition, their ratings could be used to assess the appropriateness of various levels of technology based on their listening experiences. In the unlikely event that the ratings suggested they might be having an issue before a scheduled appointment, a notification email would be sent to the clinic.

Of the 30 Moxi All field trial participants, 27 owned mobile phones compatible with the Remote Plus app. These participants ranged in age from 42 to 85. The app was downloaded to their phones and they were instructed on its use. At a follow-up appointment about a month later, they reported that making ratings made them feel more engaged in the fitting process and that it made the experience better. One of the questions they were asked was:

- If you were to purchase hearing aids with a feature like this, would you feel that you received a greater level of hearing care from the clinic?

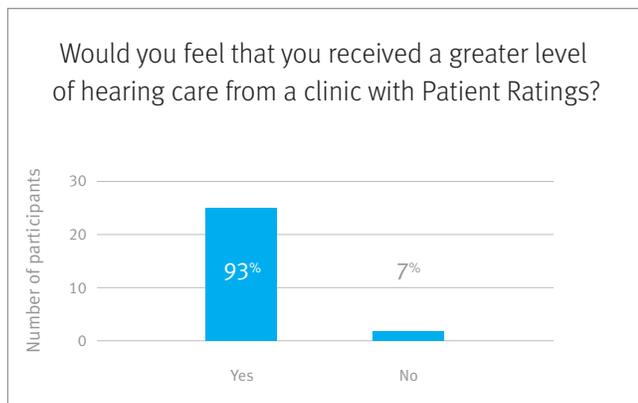


Figure 1 Responses from Moxi All field trial participants who used the Remote Plus app. They were asked if they felt a greater level of hearing care would be provided by the use of Patient Ratings.

As indicated in **Figure 1**, 93% of the participants who used the Remote Plus app indicated that they felt a greater level of hearing care would be provided with the use of Patient Ratings.

1. Poost-Foroosh, L., Jennings, M. B., & Cheesman, M. Comparisons of Client and Clinician Views of the Importance of Factors in Client-Clinician Interaction in Hearing Aid Purchase Decisions. *JAAA*. 2015; 26:247-259
2. Works on Apple smartphones with iOS10.2 or newer and Android smartphones with version 6 or newer
3. Smartphones and traditional mobile phones with a compatible Bluetooth Hands-Free Profile
4. Anovum (2017) Unitron Launch Monitor

At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to provide hearing solutions that improve lives in meaningful ways. Because hearing matters.

© 2018 Unitron. All rights reserved

2018-05 027-6273-02

unitron.com

'It makes me feel like my opinion counts.'

Field trial participant

Patient Ratings provides Moxi All wearers with a means of engagement and control, and provides clinicians with a clearer picture of their preferences. These benefits can lead to more personalized hearing aid fittings, better hearing outcomes, and increased satisfaction with their hearing healthcare.

For further details on Moxi All and the FLEX ecosystem or to read additional field trial news reports, please visit unitron.com or contact your local representative.

Authors

Nancy Bunston, Corporate Audiologist
Favorite sound: 80's music

Carolina Rubiano Galvis, Senior Validation Specialist
Favorite sound: The heartbeat