



Question Prompt List (QPL)

The Childhood Hearing Loss Question Prompt List for Parents, or QPL, is a tool developed by Phonak that can guide parents in identifying questions or concerns they have about their child's hearing loss that they might not otherwise think of in the moment.

The QPL provides a series of questions that target concerns related to the child's diagnosis, family concerns, device management, and supports systems. Parents can select as many questions as they wish, with the goal that each question be directly addressed with the audiologist over time, based on parent priorities.

Why use the QPL? From clinical experience, you know that a child's diagnosis of hearing loss can be an emotional and overwhelming time for parents. In a matter of minutes, parents are learning new things they never expected. Parents may rely on their audiologist to provide them with the necessary information to move forward; however, sometimes the information provided may not be what the parents need in the moment, or parents may not understand the information, and in the end, parents may feel left on their own to fully figure things out.

By using the QPL, audiologists can hone in on sharing information that parents are most interested in or need at that point in time, and a family-centered communication exchange can occur to enhance parents' knowledge and skills, with the ultimate goal of improving their child's outcomes.

Furthermore, by using the QPL, audiologists can meet parents' individual needs by having new conversations that move outside of the routine. The QPL can be used with experienced parents during times of transition and to check in, as parent needs may change and new questions may arise based on the child's age and activity that were not important or relevant at the time of diagnosis. Finally, the QPL can be a tool for audiologists to engage with new parents who may have had their diagnosis and technology fitting by another provider.

As you prepare to use the QPL, remember this is a tool to facilitate parent-driven conversations. While some of the questions may require specific, technical answers, many of the questions can be used to explore what parents already know and do at home, which you can use to scaffold new learning. Furthermore, how you answer each question may be different parent-to-parent, and that's okay. The extent to which you use the QPL to facilitate a conversation, rather than a lecture, can impact what parents understand and commit to doing or changing in the care they provide at home.



In the following video, see how the audiologist minimizes the conversation with this mother by simply answering questions with technical responses and minimal interaction. As you watch, consider the following:

- (1) How could the audiologist have included the mother to make this more of a conversation?
- (2) How could this interaction have been more helpful to the mother had it been more of a conversation?

This video provides a better example of how one can use the QPL; however, there are still opportunities for improvement. As you watch this video consider the following:

(1) The mother's first question (will my child's hearing get better or worse?) was answered straightforwardly, with no parent elaboration regarding her thoughts or concerns. How could the audiologist have elicited more input from the mother? Could the mother be harboring a hope for "better" hearing?

In contrast, watch this video. As you do so, consider the following questions:

- (1) What was the difference between this example and the previous examples?
- (2) What was the level of the mother's involvement, and how do you think it helped her understand and learn?

You may wonder how best to implement using the QPL in practice. First obtain a copy of the QPL. This can be done by searching "Phonak parent QPL pdf" in your Google search bar to get a downloadable pdf that you can save to your files. Have the QPL available to the parents at check-in, that way parents can take the time needed to mark the questions that are important to them without the pressure of identifying important questions when they are already in the appointment with you. Integrate the QPL into your intake or case history conversation. If parents pick several questions, ask them to select the top two or three questions that can be answered in the flow of that appointment, keeping in mind that the remainder of the questions can be returned to in follow-up appointments.

Although there are not specified age limits for the child when considering using the QPL, the questions tend to taper when the child turns older than six or seven years of age; however, older children may benefit based on factors related to the age of the child's diagnosis, other disabilities, equipment, and parents. Typically, the QPL is used after the child has been identified with hearing loss and at times of transition. The QPL can be used multiple times, questions that were not relevant to parents in the beginning can become relevant as the child grows. Using the QPL to check in on parents at different stages can be useful in ensuring their needs are met. Some suggestions for frequency of use are every 6 months to every year.

The QPL can be an effective tool to support family-centered care by eliciting parent questions or concerns that may not be brought up through routine information sharing. Through a



parent-driven conversation, audiologists can help parents obtain and retain the personalized information they need to move forward with their child's care at home.