

# Glasgow Hearing Aid DIFFERENCE Profile Protocol

## A. Background

As with the Glasgow Hearing Aid *Benefit* Profile (GHABP), the Glasgow Hearing Aid *Difference* Profile (GHADiffP) has been developed as a tool to evaluate

- service provision
- and individual patient management.

The GHADiffP is used only with existing patients who have received a replacement hearing aid. The GHADiffP focuses more on the direct differences between the new and old hearing aids.

The GHADiffP takes the form of a structured interview that establishes

- the patient's use and residual disability with their 'old' aid at the initial assessment (Before Fitting - Part 1)
- the patient's use and residual disability with their 'new' aid, and difference in benefit and satisfaction between their 'old' and 'new' aids at the follow-up appointment (After Fitting - Part 2).

Note: Gatehouse's original version of the GHADiffP questionnaire asked about residual disability followed by use, which was reversed to asking about use followed by residual disability during the MHAS First Wave to make the interview flow better.

Throughout this protocol

- 'old' aid refers to the aid that the patient has when they arrive at the initial assessment.
- 'new' aid refers to the aid that the patient receives as a result of the reassessment process.

The psychometric principles that underpin the GHADiffP are the same as those for the GHABP.

## B. Interview procedure

The approach to administering the GHADiffP is the same as that for the GHABP (see GHABP protocol, C. Interview procedure).

The GHADiffP questions are different (see below) and there are a number of points where the GHADiffP differs from the GHABP described below.

### How to administer GHADiffP (Part 1) at the Initial Assessment

This comprises:

- Col. 1. Use with the 'old' aid.
- Col. 2. Residual disability with the 'old' aid.

For Col. 2 (residual disability).

- (i) If the patient wears their aid in a particular situation, then they should answer the questions as though they are wearing the aid.
  
- (ii) If, however, the patient never wears their aid in a particular situation, they should still be asked the residual disability question, however, they should answer as though they are not wearing their aid.  
This will still be the patient's residual disability i.e. the extent to which the problems remain after the hearing aid has been given.  
The fact that the aid is never used will be recorded in col. 1 (Use – old aid).

### **How to administer the GHADiffP (Part 2) at the follow-up appointment**

This comprises:

Col. 3. Use with the 'new' aid.

Col. 4. Residual disability with the 'new' aid.

Col. 5. Difference in Benefit between the 'old' and 'new' aids.

Col. 6. Difference in Satisfaction between the 'old' and 'new' aids.

Non-use of Hearing aid.

- (i) If the patient has never worn either aid, fill in the following:
  - Use – new: will be 'Never'
  - Residual Disability – new): will be the same as residual disability with 'old' aid
  - Benefit difference: new aid will be the same
  - Satisfaction difference: will be equally satisfied (though - equally dissatisfied may be a more appropriate option!).
  
- (ii) If the patient never wore the 'old' aid but wears the 'new' aid, fill in columns 3-6 accordingly.
  
- (iii) If the patient wore their 'old' aid but doesn't wear their 'new' aid, fill in:
  - Use – new: will be 'Never'.
  - Residual Disability – new: will be as though they are not wearing the 'new' aid
  - Differences in benefit and satisfaction : obtain the patient's opinions
  
- (iv) If at the Initial assessment, the patient
  - never wore 'old' aid
  - had no difficulty with 'old' aidstill need to ask about use and residual disability with the 'new' aid then fill in differences in benefit and satisfaction according to patient's responses.

However, if at the follow-up the patient responds

- never wears 'new' aid (col 3)
  - has no difficulty with 'new' aid (col 4)
- cols 5 and 6 for Part 2 are N/A, as this person has no disability, and so the situation is not of any interest.