

## PATIENT-CENTRED HEARING CARE IN MALAYSIA: THE PREFERENCES OF AUDIOLOGISTS AND THE EXTENT OF IMPLEMENTATION IN PRACTICE

**Akmaliza Ali**<sup>1</sup>, Carly Meyer<sup>2</sup>, Louise Hickson<sup>2</sup>

<sup>1</sup>Audiology Program, School of Rehabilitation Sciences, Faculty of Health Sciences, Universiti Kebangsaan Malaysia, Malaysia

<sup>2</sup>School of Health and Rehabilitation Sciences, University of Queensland, Brisbane, Australia

### ABSTRACT

**Introduction:** The preferences and practices of audiologists in Malaysia towards patient-centred hearing care of adult patients was investigated using a sequential mixed-method study design.

**Methods:** In Phase 1, the Patient-Practitioner Orientation Scale questionnaire (PPOS) investigated audiologists' preferred extent of power and influence over adult patients in audiological management. In Phase 2, individual semi-structured interviews explored the nature of patient-centred hearing care. A total of 111 audiologists (*mean age* = 29.77 years, *SD* = 4.34) were involved in Phase 1; and eight audiologists (*mean age* = 28.9 years, *SD* = 3.76) were involved in Phase 2.

**Results:** The overall PPOS score ( $M = 3.95$ ,  $SD = 0.10$ ) indicated that the audiologists preferred patient-centred hearing care for their adult patients. However, further analysis revealed that audiologists preferred to lead discussions and be in charge of appointment sessions. Findings from the interviews revealed the focus of audiological management provided by audiologists in Malaysia was on addressing patients' biomedical needs. Hearing aids were also found to be the only rehabilitation option offered. Furthermore, while the audiologists encouraged patients' families to be involved in audiological management, the families were mainly given a passive role in the patients' rehabilitation.

**Conclusions:** In general, despite audiologists in Malaysia having positive attitudes towards patient-centred hearing care of adult patients, their practice was typically clinician-centred and biomedically focused.

**KEYWORDS:** Patient-centred Care, Audiological, Management, Adult, Patients

**Corresponding author:** Akmaliza Ali ([akmalizaali@ukm.edu.my](mailto:akmalizaali@ukm.edu.my))