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Quality of CI conversations self-assessment and reflection tool

We are only likely to improve on the quality of our CI conversations if we reflect afterwards. Use the self-reflection checklist below to help you as you develop.
Look at the items and score yourself on a scale of 1-5 where 5 is the closest to perfect!

	Score 1- 5
1. I identified correctly that the individual was in audiometric range for CI.	
2. I used an appropriate starter question	
3. I felt comfortable and was not awkward with the individual.	
4. I probed any negative response with an open exploratory question.	
5. I linked the conversation to reported hearing needs to aid motivation.	
6. I gave plenty of opportunity for questions about implants and gave balanced information in response.	
7. I gave realistic expectations about what implants can do but that benefit requires practice and motivation.	
8. I eased the next steps by framing referral as a chance to continue exploring.	
9. I escalated to my local CI team to find out answers to questions I was not sure about.	
10. I noted down in the patient record the key points from the discussion and the individual's response to inform future conversations.	
11. I provided appropriate information as a follow-up to the conversation	

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Reflect and Improve: What? So What? Now What?

Look back at your scores. Identify your **two lowest-scoring items**. For each one, work through the three questions below to turn the reflection into a concrete change for next time.

Lowest-scoring item 1: _____ (score: ___)

What? — What actually happened in the conversation

So what? — Why does this matter? What was the impact on the patient or the outcome?

Now what? — What will you do differently in your next CI conversation?

Lowest-scoring item 2: _____ (score: ___)

What? — What actually happened in the conversation?

So what? — Why does this matter? What was the impact on the patient or the outcome?

Now what? — What will you do differently in your next CI conversation?