

Understanding the Impact of Symphonia on Hearing Aid Users: A Survey-Based Analysis

PRODUCT INSIGHTS

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ABSTRACT

This study analyzes the customer experience with Symphonia, a software designed to create soundscapes to help patients with hearing aids understand the benefits of using them and compare different models directly in the clinic. The survey, conducted in Northern Italy, involved 28 patients from three hearing aid shops. The results indicate that Symphonia is highly effective in enhancing patient satisfaction, involvement, and expectations regarding hearing aid performance in the real world, with strong endorsements from both patients and audiologists.

INTRODUCTION

Hearing aid adoption and satisfaction are crucial factors in improving the quality of life for individuals with hearing loss. Despite advancements in hearing aid technology, the adoption rate remains relatively low, with many individuals not utilizing these devices due to various barriers, including motivation and perceived need.

Symphonia, a software developed to simulate real-world sound environments, aims to enhance the decision-making process for patients in clinical settings by providing a realistic demonstration of hearing aid benefits. This study explores the efficacy of Symphonia in improving patient experiences and overall satisfaction with hearing aids.

METHODOLOGY

Participants

The survey involved 28 patients from three hearing aid shops in Northern Italy.

Hearing aid shops involved

1. Pontoni Udito & Tecnologia
2. Centro per l'Udito Dottori Comini
3. Centro Audiologico AUDIRE

Survey Design

The survey was divided into two sections:

1. Patient Section: Included 7 mandatory questions (Q1 to Q7) to capture patients' experiences and feedback.
2. Audiologist Section: Included identifying information and questions (Q8 to Q10) to understand audiologists' perspectives on Symphonia's efficacy.

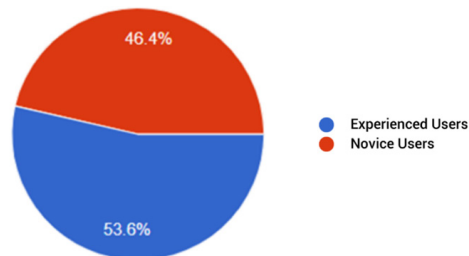
The survey was administered through Google Forms.

RESULTS

○ PATIENT SECTION

Q1: Experience Level with Hearing Aids

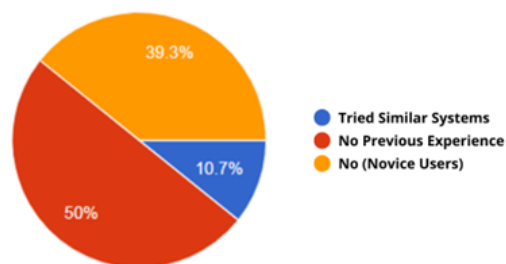
- Experienced Users: 53.6%
- Novice Users: 46.4%



Given that the majority of patients were experienced hearing aid users, it is likely that they provided valuable insights based on their familiarity with various hearing aid technologies. This distribution suggests that experienced users might have been able to offer more detailed feedback on the efficacy of Symphonia compared to novice users.

Q2: Previous Experience with Similar Systems

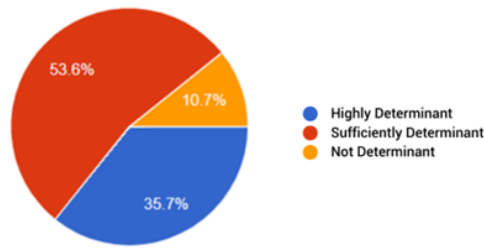
- Tried Similar Systems: 10.7%
- No Previous Experience: 50%
- Novice Users: 39.3%



Half of the patients had no prior experience with similar systems, suggesting that Symphonia offers a unique approach that may be new to many users.

Q3: Symphonia's Role in Building Trust

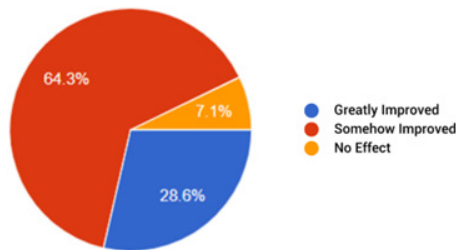
- Highly Determinant: 35.7%
- Sufficiently Determinant: 53.6%
- Not Determinant: 10.7%



A significant proportion of patients found Symphonia to be a crucial factor in building trust with their audiologists. This indicates that Symphonia likely played an important role in enhancing the patient-audiologist relationship, which could be crucial for effective treatment.

Q4: Improvement in Overall Experience

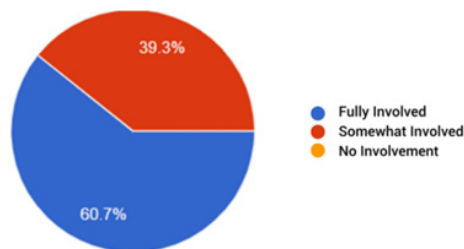
- Greatly Improved: 28.6%
- Somehow Improved: 64.3%
- No Effect: 7.1%



The majority of patients reported an improvement in their overall experience, which underscores the positive impact of Symphonia. This suggests that Symphonia likely contributed to enhancing patient satisfaction during their visits.

Q5: Increase in Patient Involvement

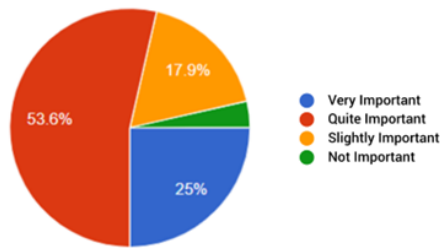
- Fully Involved: 60.7%
- Somewhat Involved: 39.3%
- No Involvement: 0%



Most patients felt involved in the customization process of their hearing aids, which is crucial for ensuring that the devices meet their individual needs and preferences. The fact that no patients reported “no effect” suggests that Symphonia was universally perceived as enhancing patient involvement to some extent, which could likely enhance patient satisfaction and adherence to using their hearing aids.

Q6: Importance of Simulation Before Purchase

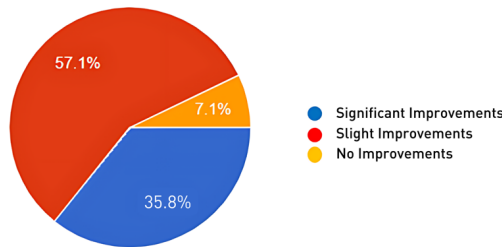
- Very Important: 25%
- Quite Important: 53.6%
- Slightly Important: 17.9%
- Not Important: 3.5%



A significant majority of patients deemed the simulation of external environments important, highlighting the value of Symphonia in the pre-purchase decision-making process. This suggests that such simulations are likely critical in helping patients make informed choices about their hearing aids.

Q7: Improvement in Real-World Sound Understanding

- Significant Improvements: 35.8%
- Slight Improvements: 57.1%
- No Improvements: 7.1%

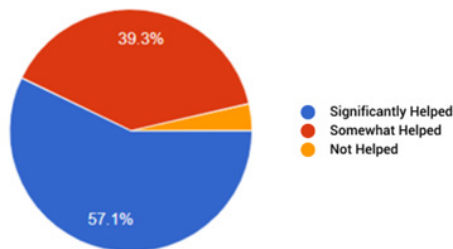


Almost all patients experienced improvements in understanding real-world sounds, indicating that Symphonia effectively prepares patients for real-world listening situations. This likely demonstrates Symphonia’s efficacy in enhancing auditory experiences outside the clinical setting.

AUDIOLOGIST SECTION

Q8: Help in Adaptation to Real-World Environments:

- Significantly Helped: 57.1 %
- Somewhat Helped: 39.3 %
- Not Helped: 3.6 %



Almost all audiologists observed that Symphonia significantly or somewhat helped patients adapt to real-world environments, validating the tool’s practical benefits.

Q9: Strengths of Symphonia - Each audiologist provided unique feedback on the strengths, with highlights such as:

- The realistic recreation of environments (a common strength noted).

- The ease of use, allowing for effective demonstrations in clinical settings.

Q10: Suggestions for Improvement - Suggestions varied, with ideas such as:

- Adding a timer to monitor patients' response times to different acoustic stimuli.
- Providing a printed summary for patients.
- Enhancing the variety of simulated environments.
- Improving technical support and training materials.

DISCUSSION

The survey results indicate that Symphonia significantly boosts patient involvement and satisfaction by providing realistic sound simulations. Both patients and audiologists reported positive experiences, with notable improvements in understanding real-world sounds and trust-building with audiologists. The high percentages of ease of use and overall satisfaction suggest that Symphonia has strong potential for enriching the hearing aid experience.

Audiologists highlighted the realistic recreation of environments and ease of use in clinical settings as significant strengths of Symphonia. These strengths suggest that Symphonia is an effective tool for demonstrating the benefits of hearing aids in a realistic and user-friendly manner. By providing realistic soundscapes, Symphonia helps patients better understand the benefits of different hearing aids, thereby aiding in the decision-making process and increasing overall satisfaction.

Audiologists also provided several suggestions for improvement. These suggestions offer valuable insights into potential enhancements for Symphonia, which could further improve its effectiveness and user satisfaction. Implementing these improvements could lead to even higher levels of patient involvement and satisfaction, making Symphonia an even more valuable tool in clinical settings.

The positive feedback from both patients and audiologists underscores Symphonia's potential for success in improving the hearing aid experience. By addressing the suggested improvements, Symphonia could further solidify its position as an essential tool for audiologists and patients alike.

CONCLUSION

Symphonia has demonstrated its effectiveness in improving the hearing aid experience for patients, regardless of their level of experience with hearing aids. Given the positive reception and the valuable feedback from both experienced and novice users, as well as audiologists, Symphonia could significantly advance the adoption and satisfaction of advanced hearing aids.



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