

Independent Review of Audiology Services

List of surveyed Key Performance Indicators (KPIs)

1. Formal complaints regarding Audiology clinical services made to health board
2. Complaints management
3. Age of hearing aid fitting of infants diagnosed with PCHI and referred from UNHS
4. Peer review of ABR assessment on infants referred from UNHS
5. Waiting times for children referred to Audiology for hearing assessment
6. Audits of peer review outcomes for ABR assessment of children referred from UNHS
7. Waiting times for adults referred to Audiology pathways.
8. Format and duration of appointments for adult rehabilitation.
9. Seeking and responding to views of service users experience relating to their clinical care
10. CPD uptake in the service
11. Education and Training of Audiology clinicians performing ABR assessment of children.
12. Education and Training of Audiology clinicians leading 2-person assessment of pre-school age children
13. Education and Training of Audiology clinicians performing tinnitus assessment of adults.
14. Education and Training of Audiology clinicians vestibular assessment of adults
15. Aetiological investigations of children diagnosed with permanent hearing loss
16. Use of outcomes measures
17. Use of Individual Management Plans
18. MDT working in paediatric Audiology
19. Patients fitted with Bone anchored hearing aids (BAHA)
20. Children referred and fitted with cochlear implants
21. Adults referred and fitted with cochlear implants
22. Positive predictive value (PPV) of primary hearing screen referrals for diagnosis - proportion of children referred from UNHS who were subsequently identified with permanent childhood hearing impairment.
23. Performance against existing Newborn Hearing Screening KPIs