



Instructions for Client Oriented Scale of Improvement (COSI™)* Administration

The COSI is a subjective hearing aid outcome measure that is administered by the provider** in two phases. In the first phase, the worker identifies listening situations that he/she would like to have improved with new amplification. In the second phase, after the hearing aid is fit, the change in hearing function for the identified listening situation is recorded.

Phase I: Identification of Specific Listening Situations

During the initial hearing aid selection visit, the provider will ask the worker to identify up to five specific listening situations in which he/she would like to hear better. The key word in this step is “specific”. The worker should be encouraged to be as specific as possible. For example, “wanting to hear better in a noisy environment” would not be sufficiently specific. “Wanting to hear better at the dinner table” much better, but even this should be further delineated. If hearing better at the dinner table is identified, the provider should clarify how many people typically are at the dinner table. After a specific situation is identified, the provider should ask if there are any other important specific listening situations the worker would like to have improved. This step is repeated until the patient identifies between one and five listening situations. Each of the identified listening situations should be recorded on the COSI form.

It can sometimes be helpful when selecting rehabilitation options to ask the worker to rank each situation in order of importance. Simply record the relative importance in the appropriate box next to the description of each specific listening situation.

The listening category should also be recorded. Categorize each identified situation into one of the sixteen general categories listed on the COSI form. The category is noted in the box corresponding to the description of the specific listening situation.

Phase II: Assessment of Improvement and Final Listening Ability

1. The provider should ask the worker to rate the degree of change in hearing ability for each specific listening situation identified in phase one. The choices are “worse”, “no difference”, “slightly better”, “better”, and “much better”. The provider will record the results in the appropriate box on the COSI form.
2. Finally, the provider should ask the worker to rate his or her final ability to hear with the hearing aid in each specific listening situation. The choices for this response are “hardly ever”, “occasionally”, “half the time”, and “almost always”. If the worker prefers a numerical scale, each of these responses has a numerical equivalent on the COSI form. The provider also records these responses in the appropriate box on the COSI form.

Instructions for recording COSI results on WSIB forms

To enter the results of COSI on the Trial Period Follow-up Form and the Rehabilitation Follow-up Form, please enter the column totals in the appropriate box on each form.

For example, if you have identified 5 categories for improvement, you will enter the number of categories where the worker results with the hearing aid were Worse, No Difference, Slightly Better, Better, Much Better.

Use a similar approach to enter the Final Ability results.

*Australian Hearing is the holder of the copyright and trademark in the COSI Questionnaire.

**Provider can be a physician, audiologist or hearing instrument practitioner.