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Aural Rehabilitation in Private Practice

Presenter: Dusty Jessen, AuD, CCC-A

Moderator: Carolyn Smaka, AuD, Editor in Chief, AudiologyOnline

- Technical Assistance: 800-753-2160
- CEU Total Access members can earn credit for this course
  - Must complete outcome measure with passing score (within 7 days for live webinar; within 30 days of registration for recorded/text/podcast formats)
- Questions? Call 800-753-2160 or use Contact link on AudiologyOnline.com
Aural Rehabilitation
In Private Practice

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Columbine Audiology, Inc.
support@5keys.org

Audiology Online
June 1, 2016

Objectives
1. Describe the challenges facing private practice clinicians regarding the provision of aural rehab services.
2. Demonstrate how to conduct an initial assessment with a focus on communication needs rather than hearing loss.
3. Explain how to implement a patient-centered plan of care based on the communication needs assessment that includes frequent communication partners.
“...a person-centered approach to assessment and management of hearing loss that encourages the creation of a therapeutic environment conducive to a shared decision process which is necessary to explore and reduce the impact of hearing loss on communication, activities, and participations.”
-Montano and Spitzer (2013)

“...the reduction of hearing-loss-induced deficits of function, activity, participation, and quality of life through sensory management, instruction, perceptual training, and counseling.”
-Boothroyd (2007)
COMPONENTS OF AR

- Sensory Management
- Auditory Speech Perception Training
- Counseling

- Hearing Aids
- Auditory Training
- Group Sessions
- Assistive Listening Devices
- Patient-Centered Care
- Speech Reading
- Counseling
- Comm. Strategies
- Education
- Cochlear Implants
Audiologists may be reimbursed by Medicare for AR Assessment (92626 & 92627) but ONLY if it is unrelated to the purchase of hearing aids.
Wireless Accessories

Hearing Aids

- Counseling
- Auditory Training
- Communication Strategies
- Resources
PATIENTS REPORT…

Table 1: Percentage of Respondents Indicating Information or Services were Provided by Hearing Aid Dispenser

<table>
<thead>
<tr>
<th>Information/Services</th>
<th>Audiologists (n = 651)</th>
<th>Hearing Instrument Specialist (n = 236)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided clear explanation of my current audiogram</td>
<td>77.7%</td>
<td>66.8%</td>
</tr>
<tr>
<td>Provided reason for selecting my hearing aid</td>
<td>76.6%</td>
<td>71.6%</td>
</tr>
<tr>
<td>Discussed care of the hearing aid</td>
<td>79.3%</td>
<td>79.0%</td>
</tr>
<tr>
<td>Discussed care of the battery</td>
<td>66.6%</td>
<td>66.2%</td>
</tr>
<tr>
<td>Discussed earmold hygiene</td>
<td>59.8%</td>
<td>57.9%</td>
</tr>
</tbody>
</table>

Carren J. Stika, Ph.D. & Mark Ross, Ph.D., Rehabilitation Engineering Research Center on Hearing Enhancement (2006)
“Anything worth communicating is usually under-communicated.”

-Bill McDermott

Carren J. Stika, Ph.D. & Mark Ross, Ph.D., Rehabilitation Engineering Research Center on Hearing Enhancement (2006)
Why?

Hearing aids can’t do it all

- Deficits in spectral and temporal resolution
- Age-related cognitive changes
  - Working memory
  - Speed of processing
- Challenging environmental conditions
- Communication partners
Distribution Channels Are Changing

- Big Box
- Online
- Managed Care

Hearing aids seen as commodities

Growing need to set ourselves apart from commodity options

Brings professional back to the forefront:

**service** vs. **technology**
WHAT SEPARATES YOU FROM YOUR COMPETITION?

AR Saves Clinic Time
- More efficient follow-up visits
- Fewer costly follow-up visits

AR Increases Revenue
- Satisfied patients = Repeat buyers
- Satisfied patients = Increased referrals
Successful people do what unsuccessful people are unwilling to do."

*Successful Person, CEO of Something*
A New Model

Education, Resources, Communication Strategies, Groups
Audibility, Hearing Aids, ALDs, PSAPs

Education, Resources, Communication Strategies, Groups

A New Model

Computerized Auditory Training

Audibility, Hearing Aids, ALDs, PSAPs

Education, Resources, Communication Strategies, Groups

A New Model
A New Model

Clinician Directed Auditory Training

Computerized Auditory Training

Audibility, Hearing Aids, ALDs, PSAPs

Education, Resources, Communication Strategies, Groups

Communication Needs Assessment
(90 min)

No HAEs Allowed!!!!

Sweetow (2007)
Communication Needs Assessment
Patient & Communication Partner

- SOS-HEAR
  - Significant Other Scale for Hearing Disability
- HII-SOP
  - Hearing Impairment Impact-Significant Other Profile
- PACA
  - Personal Assessment of Communication Abilities
- COSI
  - Client-Oriented Scale of Improvement

Personal Assessment of Communication Abilities (PACA) at
www.eartrak.com/paca
EDUCATION

- Realistic expectations
- Importance of CP involvement
- Communication strategies

EDUCATION

- Online resources: HLAA
- Professional organizations: ASHA/AAA
- Manufacturer materials: Brochures
EDUCATION: 5 KEYS

www.5keys.org
(free download)

EDUCATION: IDA INSTITUTE

• Toolbox
  • Living Well
  • Communication Partners
  • More!
• Newsroom
• Forum
• Free Access
• www.idainstitute.com
Clinician Directed Auditory Training

Computerized Auditory Training

Audibility, Hearing Aids, ALDs, PSAPs

Communication Needs Assessment (90 min)

Intake questionnaire

Diagnostics

Plan

Education

COSI

PACA

Quick SIN

MCL/UCL

Personalized plan

HA trial

Follow-up
http://5keys.org/in-the-news/resources/

Auditory Training:
Formal listening activities designed to optimize speech perception (Boothroyd, 2007)

Clinician-directed
Computerized

Several published studies report benefits from auditory training, however individual results vary significantly.
Computerized Auditory Training

- **LACE**
  - Listening and Communication Enhancement
  - Sweetow & Sabes, 2004
- **SPATS**
  - Speech Perception Assessment and Training System
  - Miller et al., 2008
- **Read My Quips**
  - Levitt et al., 2011
- **I Hear What You Mean**
  - Barcrogt et al., 2011
- **Seeing and Hearing Speech**
  - Ingvalson et al., 2013
- **CAST**
  - Computer Assisted Speech Training: Sound Express
  - Fu & Galvin, 2007

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Computerized Auditory Training

- **cLEAR**
  - Nancy Tye-Murray, PhD
  - Washington University
  - Frequent communication partners record target words and phrases
  - Customized learning exercises using real-life stimuli
Computerized Auditory Training

Manufacturer Developed Programs

- Hear Coach by Starkey
  - Free Mobile App, no account set-up required
  - Tracks progress over time
  - Ability to unlock more difficult levels as performance improves

Clinician-Directed Auditory Training

- Hearing Rehabilitation Foundation
  - www.hearf.org
- IDA Institute
  - www.idainstitute.com
- Speechreading
  - Kaplan, 1995
Communication Needs Assessment (90 min)

- Intake questionnaire
- Hearing health assessment
- Diagnostic audiogram
- MCL/UCL
- Personalized plan
- HA trial
- Follow-up
- Quick SIN
- COSI
- PACA

Long-term, consistent follow-up is critical for long-term satisfaction and success!
CASE STUDY #1: “NOT-SO PROUD” MOMENT

The Patient

67 year-old male

Mild sloping to severe SNHL above 2kHz

No self-perceived difficulty

All wife’s problem

Agreed to trial to “shut her up”

HAE (45 min)

Intake questionnaire

Diagnostics

Plan

Result

Hearing health assessment

Screening audiogram

HA trial

Return
Patient-centered does not mean patient-dictated

Don’t cut corners

Be the professional

Refer out when appropriate

CASE STUDY #2: PROUD MOMENT

The Patient

- Not excited about hearing aids
- Mild self-perceived difficulty
- Mild sloping to moderate SNHL above 1Hz
- 65 year-old female

The Spouse

- Very fast speaker
- Main motivation for visit
- Very tech-savvy
- University professor

Yippee!!!
Communication Needs Assessment (90 min)

- Intake questionnaire
- Hearing health assessment
- COSI
- PACA
- Diagnostic audiogram
- Quick SIN
- MCL/UCL
- Personalized plan
- HA trial
- Follow-up

Personal Assessment of Communication Abilities (PACA) at www.eartrak.com/paca
### Personal Assessment of Communication Abilities (PACA)

PACA is a tool designed to assess an individual's communication abilities in various social situations. It is available at [www.eartrak.com/paca](http://www.eartrak.com/paca).

#### Communication Abilities

**Name:**

**Date:**

**How much difficulty do you have hearing in the following situations?**

<table>
<thead>
<tr>
<th>Situation</th>
<th>No difficulty</th>
<th>Slight difficulty</th>
<th>Moderate difficulty</th>
<th>Quite a lot of difficulty</th>
<th>Very much difficulty</th>
<th>Not relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>One to one conversation</td>
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<td>[ ]</td>
<td>[ ]</td>
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<td>[ ]</td>
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</tr>
<tr>
<td>Conversation in small groups</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Conversation in large groups</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Outdoors</td>
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<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Concert/movie</td>
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<tr>
<td>Place of worship/lectures</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Watching TV</td>
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<td>[ ]</td>
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<tr>
<td>In a car</td>
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<tr>
<td>Workplace</td>
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</tr>
<tr>
<td>Telephone</td>
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</tr>
<tr>
<td>- Landline</td>
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<tr>
<td>- Mobile</td>
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</tr>
<tr>
<td>Restaurant/cafés</td>
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<tr>
<td>Other (specify)</td>
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</tr>
</tbody>
</table>

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### Client Oriented Scale of Improvement (COSI)

The Client Oriented Scale of Improvement (COSI) assesses how clients perceive their communication abilities in different settings. The settings include:

- At home with husband
- At church hearing pastor
- In car with husband
**Communication Needs Assessment**
(90 min)

- Intake questionnaire
- Hearing health assessment
  - COSI
  - PACA
  - QuickSIN
  - MCL/UCL
- Diagnostics
  - Diagnostic audiogram
- **Plan**
- **Education**
  - Personalized plan
  - HA trial
  - Follow-up

**Education & Resources**

- 5 Keys Patient Handbook
  - Assigned to patient and communication partner
  - Read at home – saves clinic time
- Group Classes/Meetings Flier
  - Upcoming HLA Meetings
  - Upcoming student-led AR classes
- HLAA Flier
  - Explain this comes with HA purchase
  - Rec. they become member if not purchasing HAs
SUCCESSFUL COMMUNICATION PLAN

Challenging Situation:
Around the house

Communication Partners Involved:
Husband

Around the house
At church hearing pastor
In car with husband

- **ENVIRONMENT**
  - Turn off TV unless actively watching it.

- **SPEAKER**
  - Speak slower. Go to same room or call name first.

- **LISTENER**
  - Ask to rephrase, repeat what heard, go to same room (auditory training).

- **TECHNOLOGY**
  - Wear HAs around house. Remote mic when needed.

- **PRACTICE**
  - Finger touch before talking.
**Communication Needs Assessment**

(90 min)

- Intake questionnaire
- Hearing health assessment
- Diagnostics
  - Diagnostic audiogram
- Education
- Plan
  - Personalized plan
  - HA trial

Follow-up

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Henry’s Weekly
Successful Communication eTips

- Weekly reminders
- Quick and easy
- Forward to family & friends
Yippee!  Yippee!

[Cartoon of two stick figures celebrating]

[Cartoon of a stick figure juggling with objects and a clock with a prohibition sign]

[Cartoon of a Forbidden sign with a money symbol]
- Simple and efficient
- Home assignments
- Use your resources
- Assistant if possible
- Simple and efficient
- Fun and stimulating
- Be the professional
- Procedure list or flow chart
- Simple and efficient
- Itemize AR services
- Use your resources
- Partner with SLP

Clinic Compliance Tool

Columbine Audiology Procedures

1st Visit: Communication Needs Assessment ($150 self-pay only, includes testing if needed)
- Prior to appointment, have patient complete:
  - Patient intake form
  - Hearing Health Assessment
  - PACS (patient and spouse if present)
- Audiometric testing (record audi results in Edge booklet and give to patient)
- Diagnostic audi including air, bone, speech, tympanometry
- MCL/AUC at 500, 1K, 2K, and speech level
- Quick SW
- Masked CIW
  - Top 3 communication needs = write on Successful Communication Plans
  - Introduce 5 keys Program (give patient flyer and book)
  - Assign book to be read PRIOR to next appointment
- Introduce Treatment Plans if candidate for HAs
  - Use placement to choose appropriate plan
- Wells Fargo Credit Application - If using financing (can also apply from our website)

2nd Visit: Hearing Aid Fitting
- Fitting and orientation of hearing aids (assistant to complete orientation)
- HA Purchase Agreement (check the $150 CMA charge from total) & Superbill (payment in full)
- Complete Successful Communication Plans together
- Assistant Duties:
  - Sign up patient (and/or communication partner) for Communication skills:
    - www.flora.org (for now postcard if they want to sign themselves up)
  - Give HAA brochure, explain gift membership, sign patient up
  - Give flyer with local AR classes and HAA chapter meetings

3rd Visit: Follow-up
- Real ear measurements to verify fit and make programming adjustments
- Functional gain testing (patient counseling tool)
- Review/completeness 3 Successful Communication Plans
- Assign airway training if needed/heard (ASK, Read My Lips)

4th Visit: Final follow-up
- Programming adjustments as needed
- Assistant Duties:
  - PACS (patient and spouse if present)
  - IKH/HA
  - Postcard for 6-month follow-up
“The size of your income will be determined by the size of the problems you solve.”

Jeff Olson, “The Slight Edge”

THANK YOU!

support@5keys.org

Questions?