Remote Applications for Hearing Aid & Cochlear Implant Users

Appalachian Spring Conference 2017

Learning Objectives

As a result of this course, participants will be able to:

1. Identify available remote care options for patients who have hearing aids and/or cochlear implants
2. Describe potential applications of remote care technology to patient care
3. Apply manufacturer technology to current teleaudiology practice
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Disclosures

• Financial: salary from Advanced Bionics
• Non-Financial: Advanced Bionics is on the VA cochlear implant contract.
Consideration for CI Recipients

- Customer Service
- Professional Support
- Naida Link Bimodal Solution

myNaida CI app
myNaída CI app

- Access product information quickly!
  - Product Features
  - Use and Care
  - Troubleshooting Tips
  - AB Resources

myNaída CI app

- FREE app
- Compatibility
  - iOS (iPhone and iPad)
  - Android
- Currently available in English with other languages to follow:
  - Spanish
  - French
  - Italian
  - Portuguese
  - Dutch
  - German
Displayed content:
- Accordion file
  - Drop down set of instructions or information
  - Video if applicable
Contact AB:
A. Address
B. Email
C. Website
D. Social Media Sites
   1. Facebook
   2. LinkedIn
   3. Twitter
   4. Pinterest
   5. Instagram
E. Hearing Journey
F. The Listening Room
G. Musical Atmospheres
H. BEA
Musical Atmospheres

- Interactive music program
- 5 chapters of increasing difficulty
- Choose a level of difficulty in each chapter
- Follow directions and listen to music tracks

English, German, Danish, French, Indonesian, Italian, Flemish
I choose the ___ and the ____.
### I choose the ____ and the ____.

<table>
<thead>
<tr>
<th>Player 1's turn</th>
<th>pat</th>
<th>pack</th>
<th>rat</th>
<th>neck</th>
</tr>
</thead>
<tbody>
<tr>
<td>coat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bottle</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>suit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>sick</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### I choose the ____ and the ____.

<table>
<thead>
<tr>
<th>Player 2's turn</th>
<th>pat</th>
<th>pack</th>
<th>rat</th>
<th>neck</th>
</tr>
</thead>
<tbody>
<tr>
<td>coat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bottle</td>
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<td>suit</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>sick</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VocAB Scenes

What game should we play?

Name 10  Make a Scene  Yes or No?
Player 1
You will have 15 seconds to study the scene.

Player 1
Then Player 2 will hide the scene.
Player 1

Name everything you remember.

go

You have 15 seconds to study the scene.
tip: name the things you see.
Player 2
Hold the scene so that Player 1 can’t see.

Player 2
The scene will have ten items marked with blue circles.
Clinical Care by Cochlear

Bobbi Scheinin, AuD
Group Product Manager, Software & Clinical Care
Disclosures

- Financial: salary from Cochlear Americas
- Non-Financial: Cochlear Americas is on the VA cochlear implant contract.

Clinical Care Vision

- Cochlear Family
- myCochlear Recipient
- Alerts
- Datalogs
- Rehab

- Monitoring
- Management
- Support
- Assessment
- Rehab/counseling

Self Care

Remote Care

Cochlear

Clinics

In Person Care

In Person Care
The customer journey

'Provide customers throughout their hearing journey with a convenient, seamless and consistent experience, delivering a lifetime of positive hearing outcomes'.

CR220 Intraoperative Remote & Data Viewer Software

1 Measure
- Measure impedance
- Measure AutoNRT™

2 Export
- Export using CR220 Data Viewer

3 Send
- Send PDF and .CRF2 file to clinic via email or USB

4 View and Import
- View data using CR220 Data Viewer and import to Custom Sound 4.3 (or later)

5 Associate
- Automatically associated with client via implant ID
Information on Demand: myCochlear Clinic

Patient, equipment, new product, service requests

Online services

Search
Create service request

Information on Demand: myCochlear Recipient

One stop shop for all things Cochlear

Personalized support at your fingertips to help you maximize your hearing experience.

- Learn about my equipment/everyday living
- Troubleshoot
- View my equipment
- Practice with Rehab
- Manage my details
- Connect with others
- Shop

Secure account with access to support anytime, anywhere on any device!
Hear Always and Cochlear Link

- Phone support
- Advanced troubleshooting
- Next day replacement processors!

Cochlear Link

**WHAT DOES COCHLEAR LINK PROVIDE?**

**AUTO-REGISTRATION**
Automatic registration of patient equipment, directly from Custom Sound® with no need to fill in forms or re-enter patient data.

**ENHANCED SUPPORT**
Enhanced access to Hear Always without MAP requests.

Focus on patients. Leave the registrations and servicing to Cochlear!

**HOW ARE RECORDS PROTECTED?**

**SECURITY**
Data transferred via Cochlear Link is encrypted.

**PRIVACY**
Cochlear Link is HIPAA compliant.

Exclusive advantage of the Cochlear Nucleus System!
Cochlear Link

**Step 1:** Implant Registration
Manual data entry: MyCochlear Clinic

**Step 2:** Device Activation
Automatic data transfer
Auto registration of SP & accessories

**Ongoing:** MAP Updates & SR’s
Auto-upload of MAP
Auto-download of MAP
SR raised in MyCochlear Clinic
MAP’s used by CS team, no need for clinic involvement

Clinic Benefit: Fewer Emails

8,443 Automatic Registrations
9,759 Service Requests

In the first 6 months of Cochlear Link

Cochlear Link 87% of service requests are processed without clinic intervention
Patient Benefit

By using Cochlear Link, 82% of service requests are completed in 24 hrs.

Clinical Care
Oticon Teleaudiology

VA Cooperation

- The dilemma for today’s public health care systems:
  - Growing number of patients leading to increased pressure on clinics
  - Delivering Patient Centered, quality care that engages patients
- Extending service to patient’s home has several benefits:
  - Convenience
  - Visits in clinic are time consuming for the patients (and for family members often providing transport).
  - Traveling reimbursement is costly for VA
  - Fitting remotely is a CO2 friendly solution
- Smart, internet connected hearing aids aligns well with VA’s vision of the “connected patient”.
- Oticon is part of a VA pilot project on Remote Assistance

Remote Assistance service needed to provide efficient, convenient and effective Connected Care

Oticon – VA HearAssist

Primary Use Case: Follow-up Visits

1st visit – at the provider

Follow-up visits – at the location of the patient
VA HearAssist

Oticon solution

- **Patient launch App**
- **Provider side**
- **Patient booking e-mail**
  - **Via TMP**

**Microsoft Azure Secure Cloud Service**

**INTERNET**

**Oticon Hearing Aid**

**iOS / Android App**
- **(Video - Audio - Chat)**

**Genie 2 Fitting Software**
- **(Video - Audio - Chat)**

**TMP interface:** E-mail integration + e-mail link
**Launch App:**
**App:** VA HearAssist
**Video systems:** In App B. Genie2
**Fitting SW:** Genie2 Integrated with Video Provider
VA HearAssist
Focus on Follow-up visits

1st visit
Patient setup

Follow up visit – remote assistance
Preparation
Fitting

Note: Flow is simplified

VA Hear Assist App

Change the battery
Your hearing aids are not connected
Your hearing aids are connected

Enter the waiting room

3/5/17
Oticon Genie 2 Software

Questions?

OTICON Government Services
Signia TeleCare 2.0

Carol A. Meyers, Au.D.
Educational Specialist

Disclosure

- Financial: salary from Sivantos/Signia
- Non-Financial: Sivantos/Signia is on the VA hearing aid contract
TeleCare 2.0

What is TeleCare 2.0?

- Revolutionary application from Signia
- Provides high-quality service during the trial period and beyond
- Available for all Signia hearing aids and other manufacturers hearing aids

TeleCare 2.0

What creates wearer satisfaction?

- Great hearing instruments
- Excellent fit
- High-quality service
TeleCare 2.0

MarkeTrak study shows the top 3 areas impacting wearer satisfaction are:

1. Quality of service during the fitting
2. Quality of counseling throughout the process
3. Quality of service after purchase

TeleCare …
a new way to deliver quality service

TeleCare 2.0

TeleCare supports the wearer

• Comfort and convenience
• Receive high-quality hearing care
• Feel supported beyond the initial fitting
• Resolve issues quickly
• Time-efficient support
TeleCare 2.0

TeleCare supports the audiologist

- From your computer/smart device to your patient’s smartphone
- Keeps you in direct contact with your patients
- Advanced remote fine tuning for success during trial period

TeleCare 2.0

TeleCare portal & myHearing app
TeleCare 2.0
Integrate into your current workflow

Connexx interface to TeleCare 2.0

- Complete your First Fit in Connexx 8.3
- Transfer the session data directly to the TeleCare portal
  - Patient data
  - Hearing aid models
  - Hearing aid settings

TeleCare 2.0
For the wearer

Engages wearer in the process

- myHearing app available for iPhone and Android phones
- The app interacts with the clinic portal
- Addresses questions/concern of the wearer
TeleCare 2.0
For the wearer

Help without an appointment

- Support via CareChat
- Remote control for on-the-go adjustments
- Guided assistance via listening exercises - engages wearer in the process

TeleCare 2.0
For the Audiologist

Real-time tracking

- Track daily satisfaction
- React more precisely
TeleCare 2.0
For the Audiologist

Monitor trial progress

- Monitor reactions to listening experiences
- Intervene when necessary

Precise remote adjustments in four bands

- Addresses issues influencing trial period
- Enables Audiologist to react more precisely
- Avoids extra office visits
- Increases wearer satisfaction
TeleCare 2.0
For the Audiologist

Precise gain adjustments with the new 4-band equalizer

- Program selection
- Fine Tune
- Basic Tuning
- Save and Send

TeleCare 2.0
For the Audiologist

Pure 13 BT additional features

- Real-time datalogging for easy monitoring
- Combine objective hearing-instrument data (e.g. Wearing time) with subjective ratings (e.g. Hearing-lesson ratings) for an unprecedented view
- Provides a clear baseline prior to remote tuning
TeleCare 2.0
For the audiologist

Real-time text via CareChat

- Lowers barrier to communicate
- Troubleshoots concerns in an efficient way
- Saves time & appointments
- Increases wearer satisfaction

TeleCare

A field test shows that when using TeleCare, hearing aid trials become smoother, faster and more successful than ever before.
The Connected Ear
from Signia

Connectivity beyond streaming. Combining 3 systems for connecting the wearer.

- e2e for High Definition binaural hearing
  - NFMI
- Bluetooth for direct streaming
  - RF (2.4 GHz)
- TeleLink technology for TeleCare 2.0

Thank You!
Welcome!
Carol M. Hession, Ph.D.
Government Services Audiologist

Disclosures
- Financial: salary from Starkey Hearing Technologies
- Non-Financial: Starkey Hearing Foundation supporter, Indiana Audiology Licensure Board Chair; Starkey is on the VA hearing aid contract.
Learning Objectives

Following this course, learners will be able to:

- Identify available remote care options for patients who have hearing aids and/or cochlear implants.
- Describe potential applications of remote care technology to patient care.
- Apply manufacturer technology to current teleaudiology practice.

Functions of Remote Hearing Healthcare

- Fitting Support & Remote Programming
- Educational Resources (Patients)
- Rehabilitative Intervention & Counseling
Functions of Remote Hearing Healthcare

Fitting Support & Remote Programming

Audiology on Demand

- Live (Synchronous) Remote Assistance Tool
- Audiological & Technical Support
- Voice / Video Communication & Shared Desktop Functionality
- 3000+ Sessions Per Month
TELEHEAR:
The injection of a colleague or an expert within and throughout the patient journey

Improving life through better hearing with TeleAudiology
T2 ON DEMAND

Created for patients who may need basic programming adjustments done remotely

Halo 2 + TRULINK 4.0

Help Patients HEAR & CONNECT
On Demand Personalization and Control:

- SoundSpace
- Noise Manager

Create Memory
SoundSpace

Noise Manager-Directionality
Noise Manager-Environments
Functions of Remote Hearing Healthcare

Educational Resources (Patients)

Educational Resources

Hearing aid use & care

Contact a hearing professional.

www.starkey.com
Educational Resources

www.trulinkhearing.com

Functions of Remote Hearing Healthcare

Rehabilitative Intervention & Counseling
Apps that Educate/Support
Hear Coach
Listening games to improve ability to communicate in noise

Options
Select from three different listening games
- Word Target
- Repeater
- Word Racer

Benefits:
- New or experienced hearing aid users
- Use it anytime
- Reduce listening effort
relax
Relief sounds and education for patients who have tinnitus

Patients Who Benefit:
- Patients who experience tinnitus

When To Use:
- To gain information about tinnitus
- To relieve tinnitus – day or night

Benefits Of App:
- Sounds can be generated through hearing technology via SurfLink or Bluetooth technology
- Provides relief to reduce loudness or prominence of tinnitus
Customization and Personalization
The Dash
tailored by Starkey Hearing Technologies

Powerful microcomputers loaded with sensors and speakers.
Beyond the Audiogram

Convergence

This + To This
Making a Meaningful Difference

Thank You
STAYING CONNECTED WITH WIDEX

Julie Dunphy, Au.D
Director of Government Services

Emily Bruno
Director of Market Research

DISCLOSURES

- Financial: salary from Widex
- Non-Financial: Widex is on the VA hearing aid contract.
LEARNING OBJECTIVES

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WIDEX AT A GLANCE

SOUND QUALITY AND EASE OF LISTENING

TECHNOLOGICAL EXCELLENCE
BEYOND AT A GLANCE

- 2.4 GHz
- Dex compatible
- iPhone Compatible
- Lowest battery drain in the industry
- Beyond App
- WZT App

DEX ACCESSORIES
FIRMWARE UPDATES

- We push firmware updates through both Compass software and the Beyond App
- These updates help us continuously improve
- Patients can update from the app without having to come into the office

WIDEX AND TELEAUDIOLOGY

- Widex is easy to fit using the Aurical PMM
- The Widex protocol can be built and saved using the following presentation levels:
  - 55 dB
  - 65 dB
  - 80 dB
QUESTIONS?