VA | **U.S. Department of Veterans Affairs**
Iowa City VA Health Care System

FITTING HEARING AIDS VIA TELEHEALTH

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Audiology and Speech Pathology Service

Disclosures

- Financial: salary from VAMC, travel from AVREAP
- Non-Financial: N/A

Learning Objectives

Following this course, learners will be able to:

- Describe how a typical teleaudiology session is conducted to fit hearing aids.
- Compare and contrast service delivery models.
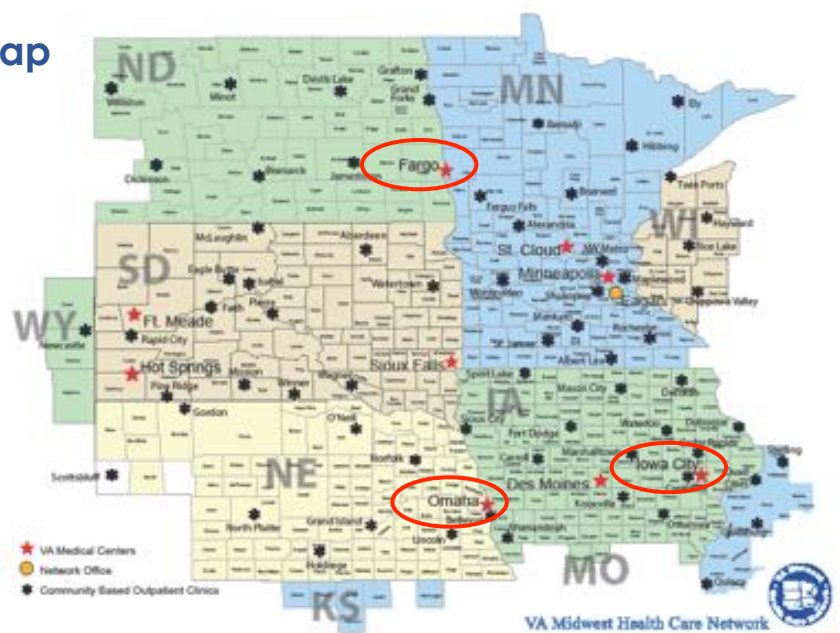- List key issues to consider when implementing a teleaudiology program.

Overview

- ❖ TeleAudiology in the Iowa City VA Health Care System

- ❖ Service Delivery Models
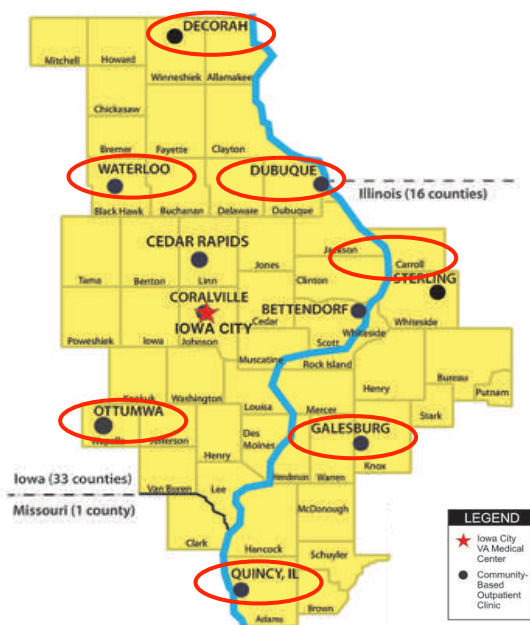
- ❖ Contingency Planning

Veterans Integrated Service Network (VISN) Map

VISN 23 Map

**Iowa City
VAHCS Map**

Clinical Process

➢ Hearing evaluation

➢ Face-to-face vs teleaudiology

➢ Document consent

➢ Add TCT as an additional signer

➢ Ship to CBOC

Scheduling

➢ TCT schedules appointment once hearing aids and accessories are received

➢ Two appts: patient and provider

➢ Offset the appointments

Preparing for Appointment

➢ Charge all devices

➢ Go over patients together

➢ Calibrate

Encounter

➢ TCT describes telehealth visit
➢ Sizes tubing if necessary
➢ Feedback test

Outcome Measures

➢ International Outcome Inventory for Hearing Aids (Cox and Alexander, 2002)
➢ Enter in ROES
➢ TeleAudiology checkbox

Audiology and Speech Pathology Service

Outcome Measures Questionnaire IOI-HA

Patient:

[IOI-HA ▼]

Questionnaire applies to device(s):   Device(s) Issued: Dec 9, 2016

Purchase Order Number: Completion Date: [Jan 12, 2017]

☑ **Check if Tele-Audiology Patient**   ☐ **Check if Choice Provider**

The following questionnaire was submitted on **JAN 12,2017**
Submitted questionnaires may not be edited.

1. Think about how much you used your present hearing aid(s) over the last two weeks. On an average day, how many hours did you use the hearing aid(s)?

SERVICE DELIVERY MODELS

Service Delivery Models: **Factors**

➢ Distance/time

➢ Number of patients

➢ Space

➢ Staffing at the CBOC

➢ Services in the community

## Service Delivery Models: **FTF**

➢ Medical Center

➢ Large CBOC – face-to-face on-site

➢ Mobile Audiology Clinic

➢ Choice

Service Delivery Models: TH

➢ **Medium CBOC** - *dedicated Audiology Health Technician or TCTs support teleaudiology*

➢ **Small CBOC** – *TCT supports teleaudiology*

➢ **M**obile **A**udiology **C**linic – *via telehealth*

Service Delivery Models: Provider

➢ Audiologist at Medical Center and patient at CBOC

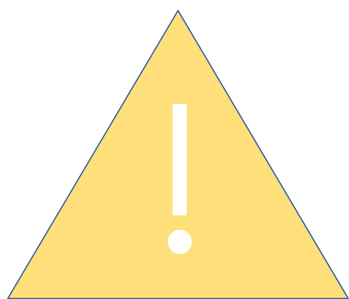➢ Audiologist at CBOC and patient at a different CBOC
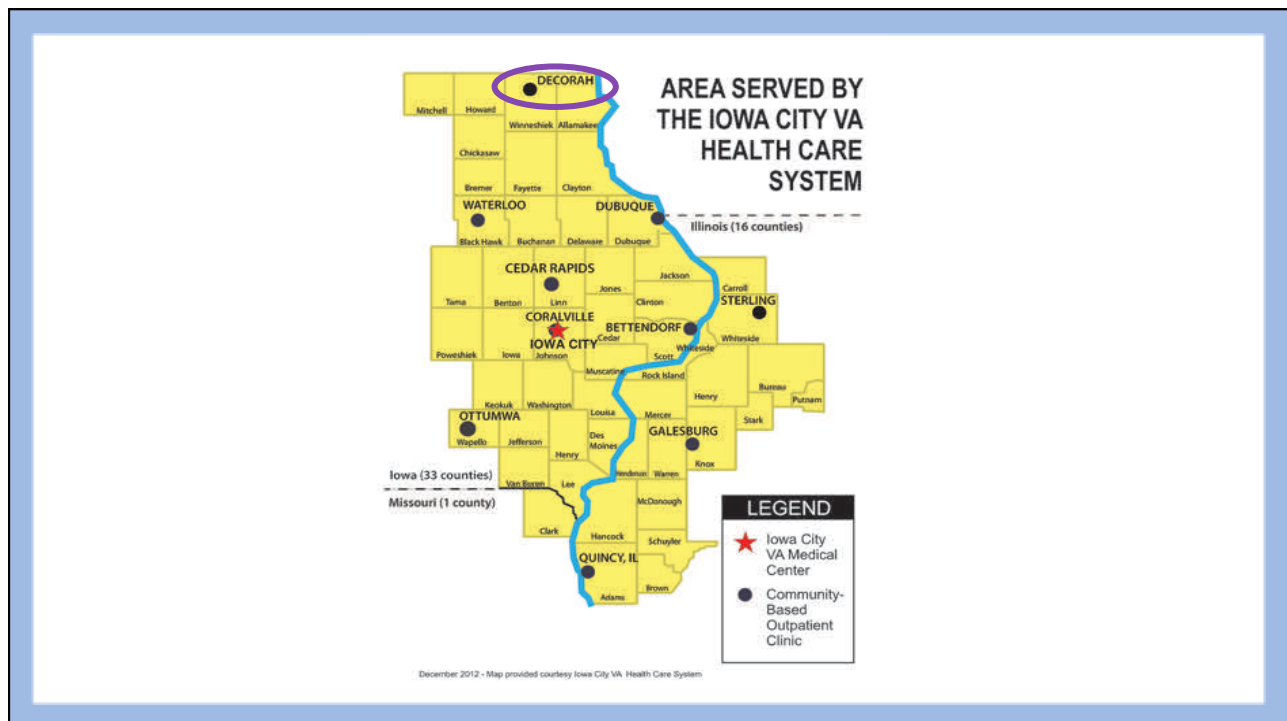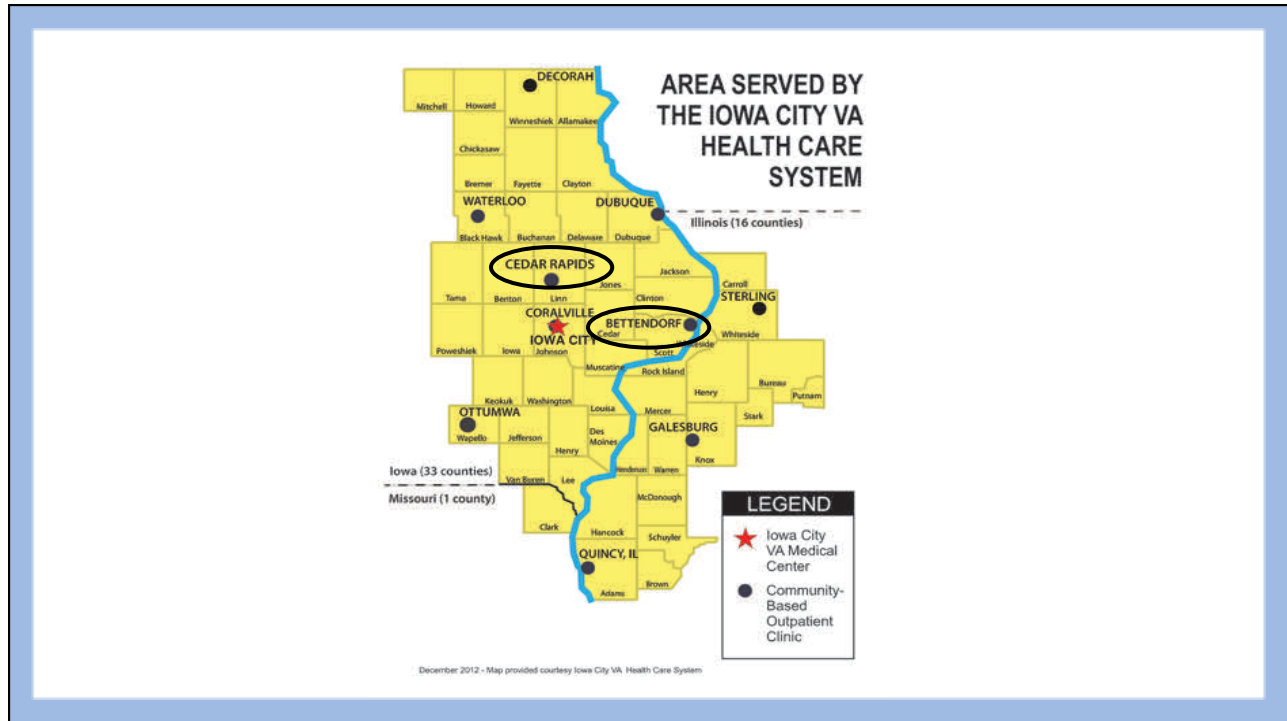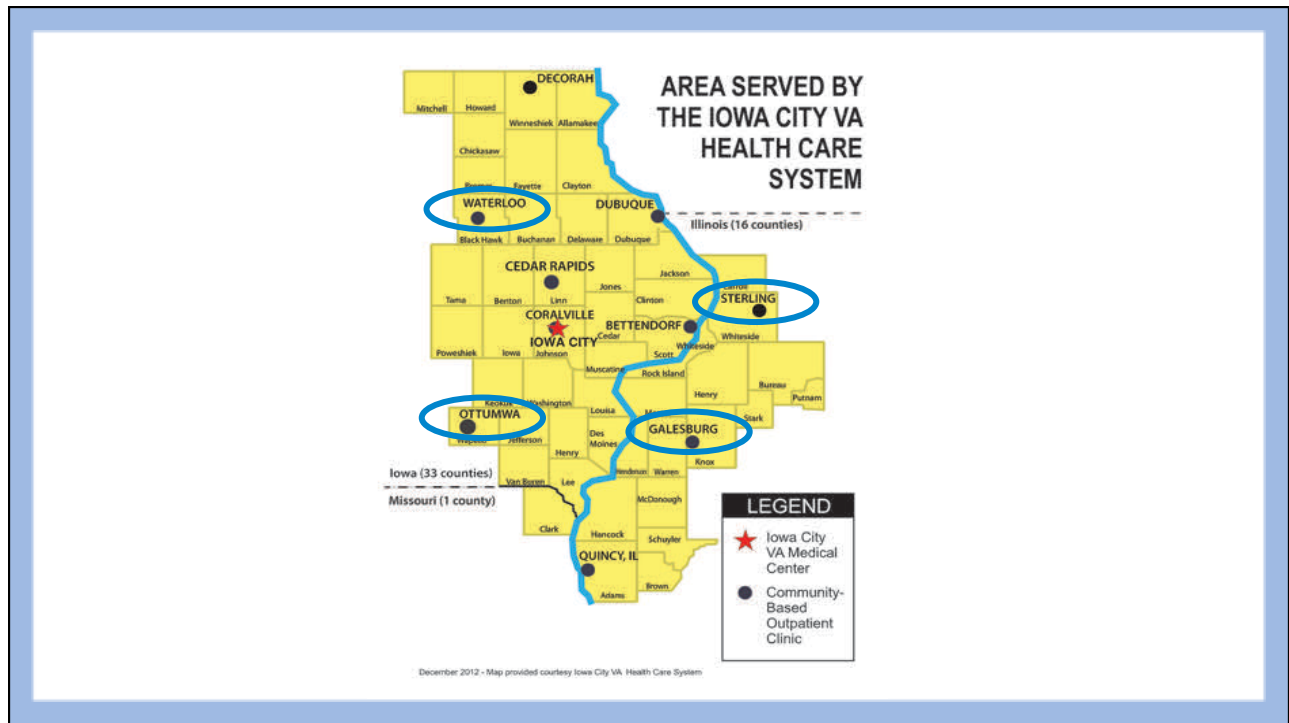
CONTINGENCY PLANNING

Be Prepared for the Unexpected

Equipment and Software

- VTEL: Can see but not hear
- VTEL: Can hear but not see
- VTEL: Picture is pixelated or freezes

Equipment and Software

- Audiology equipment/software problem
- Server is down
- Cannot connect to CBOC computer
- Phone lines are down
- Power outage

Have Phone Numbers Handy

National TeleHealth Help Desk
   Phone: 866-651-3180 (Toll Free)
   Email: VHA_NTTHD@va.gov
   Hours: M-F, 7:00am – 11:00pm (Eastern)
                On-call at other times

Have Phone Numbers Handy

➢ FTC, BioMed, and IT contacts
➢ Equipment mfg contacts
➢ TCT cell, Blackberry, pager
➢ CBOC emergency cell
➢ Clinic Coordinator's cell

Other Numbers to Keep Handy

- Alias number
- IP address
- EE#s and serial #s

Personnel

- TCT out unexpectedly
- Clinician out unexpectedly
- TCT delayed
- Clinician delayed

Patient

- Code blue
- Code green

Know room number

Audiologist and TCT

- Work as a team
- Discuss scenarios ahead of time
- Have a communication plan
  (IM, desk phone, cell phone, pager)

"Happiness comes when your work and words are of benefit to others."

Buddha

Iowa City VAHCS >6,500 teleaudiology encounters since FY11.

- Patients are:
  - ❖ amazed
  - ❖ appreciative

Acknowledgements

- ➢ AVREAP
- ➢ James H. Quillen VAMC Audiology
- ➢ Iowa City VA Health Care Audiology Staff and TCTs
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- ➢ BioMed and IT
- ➢ Veterans