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PSAPs: Our Role in the Disruptive Environment- Clinical and Business Practice Issues

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Learner Outcomes

• List one test or procedure for three main components endorsed by Best Practice Guidelines for dispensing hearing aids to adults.
• Explain one way PSAPs would be incorporated into an audiology practice.
• Provide two alternative communication solutions to consumers who are not ready for hearing aids when a PSAP may not be appropriate.
Objectives

• Service delivery models
• Best practice guidelines
• Clinical approaches to PSAPS
  – Status quo
  – Moving forward
• Solutions beyond PSAPs

Comparison of Audiology Best Practice Services vs OTC Delivery Model

Humes, Herring, Kinney, Main, Quigley, & Rogers, 2017
PHAB RESULTS

• AIDED PHABGlobal Score
  – AB better vs CD & Placebo groups
  – CD better vs Placebo

• PHABGlobal Score
  – AB & CD better vs Placebo

PHAB RESULTS

• AIDED CST Score
  – AB & CD BETTER VS Placebo

• CST BENEFIT Score
  – AB & CD better vs Placebo
PURCHASE DECISION

BEST PRACTICE GUIDELINES

• COUPLER MEASURES
  – ANSI specs
  – Dir mics, noise reduction features

• PROBE-MIC
  – Verify prescriptive targets

• UNAIDED vs AIDED PERF
  – QuickSIN, HINT, AZ-BIO

• SUBJECTIVE OUTCOME MEASURES
  – APHAB, COSI

Humes, Herring, Kinney, Main, Quigley, & Rogers, 2017
KEY MISTAKES

1. Failing to verify fitting with probe-mic
3. Assuming manufacturer defaults are correct for each patient
5. Not performing validation measures
8. Fitting hearing aid without “buy-in”

First Fit Algorithms vs Targets

• 10 dB or more from fitting targets for high frequencies (Hawkins & Cook, 2003)
• 10 dB below NAL typical for soft input, with some 15dB below (Mueller, 2014)
• >10 dB at 3KHz for 4 of 5 hearing aids (Sanders, Stoody, Weber, & Mueller, 2015)
First Fit Algorithms vs Targets


- Aazh & Moore (2007): 42 = 64% failed
- Aazh, Moore & Prasher (2012): 51 = 71% failed

- EC, RV and BN mean scores higher w/verified fit

APHAB

- 68% VERIFIED FIT
Routine use of REM

Use Rate of REM

- 2003: 63%
- 2005: 66%
- 2010: 70%

TWO CHOICES RE PSAPS/OTC

[Diagram showing a road sign with options to go forward or stay status quo]
STATUS QUO ACTION ITEMS

• Evaluate current practice protocols
  – Standardized self-assessment questionnaires
  – Verify fittings
  – Offer:
    • PSAP walk-ins
    • Other communication solutions
GOING FORWARD WITH PSAP

• Do what STATUS QUO should do
• Establish way to vet PSAPs
• Offer PSAPs
  – Off-shelf starter/immediate care device
• PSAP Walk Ins

Hearing Assistance Technology
Consumer Satisfaction with HA’s

- Critical
- Very
- Yes
- Not

Characteristics to Focus with Patient

- Cord
- Features
- Price

Kochkin, 2010

Bankaitis (2007)
Cell phone conversations transmitted via radio waves called RADIO FREQUENCY (RF) EMISSIONS. RF Emissions create pulsating EM field around cell phone antenna.
Amplified Neckloop Solutions

• Non-Bluetooth Amplified Neckloop
  – ClearSounds CLA7v2

• Bluetooth Amplified Neckloop
  – ClearSounds Quattro-Lite

Comfort Duett

PockeTalker Ultra

CS Quattro

PockeTalker 2.0
CLEARSOUNDS QUATTRO 4.0

• Voice control
• Intercom
• Removable microphone

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