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Coaching Hearing Success for Adults with Hearing Loss

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Partner: Advanced Bionics

- [Valeri] Welcome, thank you for joining us today. We would love to know a little bit more about who is in our audience. So before we get started though, I wanna remind you that if you need technical support at any point during this presentation, please contact AudiologyOnline at 1-800-753-2160, or you can email AudiologyOnline at customerexperience@continued.com. We wanna remind you that any opinions of non-AB employees are their own and not those of this company, and this webinar is being recorded. So I wanna welcome you to Coaching Hearing Success in Adults With Hearing Loss. Just to get you a little bit familiar with this webinar platform, if you'll take a look at your screen, on the left-hand side, you'll see that there's a chat box. So right now I would like you to enter just your name and what state you're from, and tell us something about yourself. Are you an audiologist? Are you a speech language pathologist? Are you a caregiver? Who are you? So go ahead and just type in that chat. Dixie, thanks for joining us today. And she's an rehabilitative audiologist, that's great. I see some answers coming in. There are some others that are also audiologists, that's great. So welcome, we welcome you all from whatever state you may be joining us from. Welcome, Jamie, great to see you from Illinois. I am Valeri Le Beau, and I am the rehab program manager, and I live in Chicago, Illinois. And let's see here, we've got Maureen. Maureen's from the Philippines. Welcome Maureen, and Debbie, hey, thank you, Debbie, for joining us from Indiana. Also, we have Raja Ashkamine, and a teacher of the deaf in India, so welcome. We have people literally from across the world. We have an exciting topic today. Again, we're talking about Coaching Success in Adults With Hearing Loss. If you'll take a minute and type in that chat box and let us know, do you work with adults who have hearing loss that are candidates for cochlear implants? You can just type in a yes or no. So today, many of us are faced, or have been faced with shelter, confined to their home. So now our jobs have become remote and we're dependent on remote technology to work and communicate with our patients. So this has become a bit of a challenge. So what we'd like to do today is we'd like to kinda walk you through what are some of those tools that you can use with your patients to

help coach hearing success? I wanna also introduce, okay, sorry about that, I lost my connection. I'm back with you though. So thank you for bearing with me during that pause. So again, I wanna welcome you all, and I wanted to introduce my colleague, Krista Heavner, who's also joining us. She is a cochlear implant consumer specialist and is also an auditory verbal therapist as well. So I am a speech language pathologist. This is a topic that's near and dear to our hearts, and we hope that we can give you some new ideas to integrate into your practice with the adults that you work with. When you're working with adults, how many of you use some sort of a quality of life measure?

- [Krista] Okay, so on this screen right here, there's a quality of life measure that you can use with some of your patients. And this kinda helps them guide their own thoughts about what they are hearing. And a lot of times, people need to see something like this written down to actually understand how much their hearing loss is actually impacting them, and the people around them. So we know that adults with significant hearing loss have potential for a much better life after receiving a cochlear implant. Studies have shown, actually, that there's improved emotional health, reduced isolation, and then more options in education, social life, and work. I can't tell you in my role as a cochlear implant specialist, how many adults I communicate with who have said, "I don't go out anymore. I don't go to church. I used to enjoy going out to dinner. I don't do anything that I used to do because it's no longer enjoyable." Well, those of you who are professionals who do work with hearing aids and/or cochlear implants, we know that just simply putting the technology on someone does not mean the brain will immediately learn how to hear and understand those sounds. Learning how to hear for the first time or relearning to hear using a hearing device takes practice. And a lot of times in this day and age, when things are happening so quickly, we want instant gratification. We wanna lose that weight by tomorrow, or next week, but we don't realize, you know, there's some time that we have to put into that, and some effort. And it's very similar with hearing, that it is like a muscle, that if you have

not heard, if you've not used that muscle, or used that hearing nerve in many, many years, then it's gonna take some time to retrain the brain. So here, we just wanna share how we at Advanced Bionics and those of us who are professionals in the field support that entire journey, from the identification of a hearing loss, to determining if they are a cochlear implant candidate, and then to the actual cochlear implantation. Advanced Bionics and Phonak are sister companies under the Sonova name, and we are excited that we're able to work together with Phonak to make some of these resources available to you as professionals, and to your patients. Today, we're just gonna talk a little bit about oral rehabilitation, review auditory skill development in a very basic way, and then data to show that rehab is effective, and then let's talk about some rehab activities your patients can do. And this is with and without technology. So we know that adult oral rehabilitation. It's a function, activity, participation and quality of life through sensory management instruction, perceptual training, and counseling, and that is a lot of words to say we need to practice. And I think just sharing that information with families is very, very important. So Valeri says she is back, so I'm gonna swap it over to her and see how this goes. So go ahead, Valeri, you can take.

- [Valeri] Great, thanks for taking over Krista, and thanks for everyone staying with us. So when we think about outcomes with cochlear implants, there are things that are out of our patient's control. So those include things including the age at the onset of deafness, how long they've had their hearing loss, the age when somebody was implanted, and how much residual hearing they may have, what was the cause of their hearing loss, and what are some of those coexisting conditions? So these are factors that are out of our patient's control, but we also know that there are many factors that are within our patient's control. And so when we think about that, making these patients aware, helping to coach them, that while some factors are out of their control, there are other factors that are within their control. So for example, you can coach your patients to optimize your hearing with daily device use. We know that with consistent use, they should be able to accomplish full-time use of their cochlear implant within 30

days. We wanna remind and coach our patients that they should get a good support network. So reach out for help, reach out to your family, to your community, to your audiologist, to the AB community, to hearingjourney.com, to organizations like HLAA. We also know that a factor that's in the control of your patient is their motivation and their level of motivation. So you can coach, and you can encourage their motivation. So some of the things that we wanna remind them is write down your goals, share those goals with me, share those goals with your people around you. And then finally, we know that you can optimize your hearing with rehabilitation. So practice, practice is key, on your own, within a group, within your community, within your family. And that's what we're gonna be talking about today. So today our focus is on rehabilitation and how you can help coach your patients for hearing success. So when we think about setting up patients for success, I like to use the analogy of a marathon. So to run a marathon, you need a training plan with a specific goal, smaller goals to build up to running 26.2 miles. You need a way to track your progress from week one to marathon day, and most of all, you need to follow that plan and do it persistently and practice running. So setting patients up for hearing success was really no different. When I think about that, they need a training plan, they need you to be their coach, so they need to know where is the place to start that will take them to their end goal? So you need to coach, track, report progress, and that you need to encourage them to practice regularly. They need a reminder to look for support of others, and those who'll help make it to the finish line. So when we think about specific goals, the research really shows and supports this. It says that if we have set, help our patients set those goals, that really helps their auditory rehabilitation work, by choosing those goals that are personal and that are very relevant to them. One way that you could help your patients do this is there's a tool, SoundSuccess, that we're going to be talking about. There is a goal sheet called My Hearing Goal, So encourage your patients to download that sheet, to help them develop those goals, or perhaps you could download that and have that available to share with your patients. So then the next question really is, is when should I start? The most common question that we always hear is, "When should

I start"? And the answer's now. I've often been asked by people who are in the cochlear implant candidacy process, or maybe they're on the fence about taking that leap from a hearing aid to a cochlear implant, "When can I start oral rehab"? And the answer is now. I found that conversations around oral rehabilitation often start with patients after implantation, perhaps at initial activation. If you'll type in the chat window for me, how many of you have conversations about oral rehabilitation before your patients receive a cochlear implant? So again, I find that often that conversation starts too late. So it's really important that starting oral rehab happens prior to implantation, as one of those first steps, one of those first goals to help set your patients up for success. The goal may be as simple as orientation, getting oriented to what rehab tools are available. It helps you to get a baseline, and your patient to get a baseline pre-implant that's gonna serve as a benchmark, so that you can start tracking that progress post-CI. So if you work in a setting with mostly hearing aids, or maybe your patients are finding that they're having to work much harder to hear in quiet settings, or especially in noisy settings, even with the best hearing aids. It may be a good time to start some of that practice we're doing so that you can help them see and discuss the areas in which they struggle. This information could be helpful to you when you talk and counsel them about their hearing needs. I think another great reminder for patients is that oral rehabilitation really is brain training. So back to that analogy of the marathon, we're training for success. The same thing, oral rehabilitation, it's training our brain, help your patients understand that to get to that finish line is going to require that regular practice, to train, or to retrain your brain is important. Many people have that conception that when you get a cochlear implant, you're going to be able to automatically hear. We know, as professionals, that it's not the same as glasses. We know that when you have a cochlear implant, it requires practice. But I think saying this out loud to our patients is really helpful. Remind your patients that we don't hear with our ears, we hear with our brain. Dr. Carol Flexer is an audiologist, and friend of mine Who's done so much work in this field for years related to brain development and hearing. And I admire her dedication to this research, which has proven again and

again, that our brains really are the powerhouses where hearing happens. Now I'm gonna hand it over to Krista, who's gonna kinda walk us up through those building blocks. So let's get into the nitty-gritty of how do we start oral rehabilitation. Let's understand oral rehabilitation a little bit better, and how does this apply to working with adults? Go ahead, Krista.

- [Krista] Okay, great, thank you. So when you're working with children, it's a little different, even though the steps to gaining listening skills are pretty much the same, but when you think about auditory processing from bottom-up, that's when processing is we hear basic features and then can integrate them into what we already know. And that is a little different than the top-down processing, when previous expectations are used first, and say, like twinkle, twinkle, little star. So an auditory closure activity that is using context, and something that is very common for the person to recognize. So the more information you can receive from your hearing aids or cochlear implants, so that's bottom-up, so going back to this slide, bottom-up, the easier, the less taxing it's going to be on understanding top-down. And that is a little bit of information from a colleague, Dave Sindrey, and he has had a lot to do with The Listening Room, one of our resources we're gonna talk about in a little bit, and also with just developing some amazing rehab materials. So this is also one of Dave Sindrey's pictures, where you work from easy to challenging. So when I encounter a newly activated cochlear implant recipient, an adult, and they tell me, "Well, I'm really frustrated, because I'm not able to talk on the phone." Or, "I tried to go out to dinner and I couldn't understand well." Well, they were starting with that much more challenging box. And so we really need to start with easy or small successes, and then taking that to a bridge set, which is understanding a known topic, and then to open set, where we could be asking or doing anything. So building that success is going to be very important. And I've done some reading on adult learners, and adults, this is a big surprise, adults learn differently than children. So those of us who were trained to work with children, it's an entirely different ball game when we go to working with adults. So we just look at Erber's

classification of auditory skill development, starting with detection, discrimination, identification, and comprehension. We're still going to need to work through those steps from easy to difficult, and that's going to help build that feeling of success. Because we, as adults, we want to do, we wanna feel good and feel like that we can do something so that we want to continue. Like Valeri was saying about the running, you can't go out there and say, "Well, I think I wanna run a marathon next week," and then go out and try to run 15 or 20 miles in your training. You have to start small and feel successful, and feel good after running two or three miles, very important. So these are just some ideas that you can give your patients when you're starting with detection. So presence or absence of sound, they've got their hearing technology, they're going home, tell 'em to just go home and walk around their house, and listen to the sounds that maybe they haven't heard in many, many years. And they, you know, does the microwave still make noise? Does it sound like it did 20 years ago? Or, can I detect soft speech? And this is really just presence or absence. It will build frustration if they're trying to understand everything they're hearing at this point. So if you just say, you know, very clearly, "We're starting with detection, do I hear it or do I not?" The music is on or off. It sounds silly for adults, but freeze dance would be something really appropriate. Do I hear it or do I not? And same thing with listening walk in your neighborhood, do you hear sounds around you? Is someone talking? If I hear a noise and I can't distinguish where it's coming from, you can kinda, "Oh, look across the street, someone is yelling." And that would be an example of I heard something, but I couldn't quite tell what it was. So you're noticing something that you have not heard in a long time. I had a gentleman last week, I did a FaceTime call with him to help them use their Roger system, and I asked him how things were going. And he said, "Well, it's going great, but those darn birds are so loud." Because he had not heard birds in so many years that they were driving him crazy when he was working outside. And I said, "Well, we hear those too." So you know, just learning to tune those things out. So I think that's just a really good example of hearing and recognizing things that you haven't heard before, or in a long time. So then we moved to discrimination.

Discrimination is simply same or different. So when you're working with children and you're using learning to listen sounds, we start with the ones that are very different. So the dog is woof woof. The cat is meow, and you're using that intonation. And then the airplane goes, aah, and all that is, is they're very different in their syllable number, in their intonation, fast versus slow, high pitch versus low pitch. So all of that is really just determining same versus different. Another thing I've done with adults is say like, does that sound same or different to you? And it's really just training them to recognize, and they're gonna, the finite differences will come along later. So you wanna start with things that are very different, which is why we start with, woof woof, versus aah with the children. And so just like we would do with cat here, versus tiger. So it's one syllable versus two syllable. Another example from the wonderful city of Chicago, Bean versus Wrigley Field. Do they need to know that they heard the word Bean? No, but they will probably pick up on that context that it's a three syllable word. Oh, it must be Wrigley field. Another example, so using common places, using, I've also recommended people use common phrases, write down names of people in your house, write down, you know, common things you say, what's for dinner, how are you doing, what's up, different things like that, so that they can start to recognize the differences between those short phrases and long phrases. And this is where everybody wants to go immediately, but to identification. And because adults have, for the most part, heard before, they're going to recall, and they're gonna go through the detection and discrimination steps pretty quickly. But we get to identification and we say, "What's that sound"? Well, I heard moo, and I heard a cow outside in a field. Oh, I think that was a cow. Or closed, we start with activity, starting with closed set, limiting the number of choices. And then we go to open set, choosing from either no choices, or a very large set. For example, here's some really good ones that you can use that do not require any form of technology. So speech tracking. So you look there on the left, the newspaper. Listen to a communication partner, and that is very important to encourage them to have a communication partner. And for those people who do live alone, we have some other ideas for them as well. But if there's a communication

partner who can read the newspaper or a brochure, you read along, or the patient reads along, and follows with their finger. And then when the communication partner stops, where did you stop? Was it a long word, a short word? Also, ordering things from a menu. Having somebody read off a menu, and I would not start with a complicated menu, of course, but maybe something familiar, like McDonald's. And then you can, you know, try to throw 'em off by ordering spaghetti, because everybody knows that McDonald's doesn't have spaghetti, at least for right now. And then the other thing that you have here is paper trails. Paper trails are available in the listening room, and that is developed by Dave Sindrey years ago, about ways to use listening development without a computer. All you would need to do is print these things off, and they are really, really good lessons that follow along with that skill development. Here's another example where you have a closed set, which would be the menu in front of them that you would be ordering from. And then you would go to open set, and the open set would just be asking them random questions about that menu. If you wanted to be really hard and really open set, you would just try to ask them questions maybe about a picture, or about something, about a story that you tell them. So these are really, really, they get easy to challenging, It's very important to do that. Here's another example about a calendar. You know, what's going on on August 14th, what day is the Ziggy Marley tour happening, or, you know, whatever you want to bring up with a calendar, I think that would be something really fun and relevant to an adult who's relearning to listen. And then we go to comprehension, which is just getting to that pinnacle of listening and understanding. And the same thing, closed set, answering questions about a familiar topic, what did you do last night, or you're showing them a picture in a magazine and asking specific questions about the magazine. You know, what color hat is the man wearing? What kind of shoes does he have on? So you're asking specific questions with a known topic, or you say, "I'm gonna ask you some questions about that topic," something they're familiar with, and then you move to open set, which would be like, hey, guess what? And you tell a story, and then you see what they could pick up from that. I think that comprehension, in my

opinion, based on experience, I think comprehension is constantly evolving, because this is something that can always be worked on, even if a person has had a cochlear implant or a hearing aid for a long time. They can always make listening more challenging by going into a noisy environment, or talking to people that they don't know, unfamiliar, going into a really crowded place, a new place. So I think that this is always something that they can continue to work on. This is a great resource here. Lynn Wood is a auditory verbal therapist in the Chicago area, and she's come up with these Game Changers, that's the name of it. And this is an example here of changing the game of UNO to be a listening exercise. And so this is something, I mean, good grief, right now, when we're all trying to do things at home and spending more time together, using those games, and making them listening friendly is something that is really relevant. So right there's the website, if you wanna go to that and check out some of those other games that she has worked on. And we also want you to know that Advanced Bionics is here to help you. So I'm gonna turn it back over to Valeri, and let her talk a little bit more about the resources that Advanced Bionics has specifically that can help you and your patient.

- [Valeri] So your families and patients are really relying on you to guide, and coach, and offer tools along their hearing journey. So they wanna know, really, like where should we start? We've given you some great ideas of nontechnical tools that can be used, but you can also start with recommending that your patients sign up for the ABrehabportal.com. Just type in that chat window and let us know, have any of you looked or recommended the ABrehabportal.com to your patients, or the adults that you work with? So if you're wondering what is the AB rehab portal? So what this is is it's a place to find all of Advanced Bionics digital rehab resources to support your patient's hearing success. It's really the place where you can access, it's a point of access for all of our digital rehab resources, which support that journey for both children and adults. So it makes it easy to access all of these free digital rehab tools in one place. And then what's great about it is that you can use these tools from any device, you can use 'em

any time and anywhere. So it's great to see, it looks like some people in the audience, Debbie, Carlene, and Dixie, thanks for giving us feedback. I hope that you found this useful as you're using it. Now, it's for your patients, but you, as a professional, can also sign up. And what's great is you can preview everything that is going to be in that rehab portal, so you can determine what you'd like to recommend to your patients. So it's not only for your patients, but for you as professionals as well. If you're not familiar with the rehab portal, what you're going to find is when you click on the descriptions and explore those resources, you're gonna notice these four icons that show up, and what they are is they're gonna help you understand what area a resource really targets. So our support tools, the rehab tools that AB offers are four primary areas, listening & language, music, education, and monitoring & assessment. So this helps you to guide your recommendations, and it also helps when you give this to your patients who work at home, so they understand what they're looking at as well. So Krista gave you lots of great ideas that you can recommend to your patients with no technology involved, and they can practice those at home, but in the rehab portal, we've got lots of things that your patients can do independently to practice at home. So what tools will you find inside the AB rehab portal that you can recommend to the adults that you work with? So what you're going to find is these tools, SoundSuccess, The Listening Room, CLIX, Musical Atmospheres, All of these tools have been developed by experts in the area of adult oral rehabilitation. So let's take a deeper dive and take a peek at SoundSuccess. Have any of you heard of SoundSuccess, or used SoundSuccess? Go ahead and type in that chat window to let us know if you're familiar with SoundSuccess. If you're not familiar with SoundSuccess, SoundSuccess is advanced bionics, interactive, online functional listening program, which helps adults rehabilitate their confidence in their ability to hear. And I said, functional listening program. So it's much different than just taking lists of words and, you know, trying to work through just lists of words, because it's actual functional communication. Things about everyday life vocabulary that you'll find in The Listening Room. So now, Anna's gonna load a video for me so I can introduce you to SoundSuccess. So take a minute, and gonna watch this video.

- [Narrator] Do you struggle to hear on the phone? Are you anxious about joining in conversations at a birthday party? Whether you wear hearing aids, cochlear implants, or are considering a hearing device, communicating with confidence takes practice. SoundSuccess rehabilitation resource by Advanced Bionics is an interactive way to practice functional listening in a safe, comfortable environment. Get connected with customized conversational exercises to help you get back into life. Best of all, SoundSuccess can be accessed on any device, anytime, anywhere. So no matter where you are in your hearing journey, you can build communication confidence while working at your own pace. Whether you're just getting started, or looking for something more challenging, connect to our rehab portal now, and find tools that can be customized to fit your own personal hearing needs. Connect now at the AB rehab portal.

- [Valeri] So that gives you just a little bit of background on what SoundSuccess is, but then, what you might be thinking about, or something is what you might not know, is that SoundSuccess was actually developed in the clinics because we saw this need to create a tool that adults could use on their own, outside of the audiologist's office. The reality is is that audiologists don't have the time, or they're not able to bill for oral rehabilitation services. There's not that many experts who can work on rehabilitation with adults. And so you need tools that you can offer to your patients. So offer your patients SoundSuccess. It's based on the research that we know about adults with hearing loss. We know that hearing loss, if it's untreated, can be associated with cognitive decline. We also know that about 26% of Americans who are over the age of 65 live alone. So that means they don't have a listening partner. So it makes sense to offer them some way that they can really perform and practice at home without a listening partner. So it makes sense to offer them an online oral rehabilitation tool to help them work on improving their ability to understand speech better. And we also know from the research that online auditory rehab can improve the quality of life. So

SoundSuccess, you can feel confident, it's founded on evidence-based practices, and the research really highlights that that intensive training can support progress. And computers now, believe it or not, are a feature of many, many homes, not only young people, but many seniors know how to get on the internet and use a Google search. So it really makes sense that we can offer an online program because most people and even seniors have computers in their home. Also, consider if you live, maybe you're working in a VA, or a setting where your patients live very long distances from the implant center, making use of an online training program is really appropriate, and is a great way to help support your patients and really coach them towards that hearing success. So we know that using online training can increase training opportunities for adults, especially those who live alone. It can also increase the benefit that's achieved by people who use hearing aids and cochlear implants, and it also can help reduce that potential dissatisfaction with hearing aids or cochlear implants, because as they're working, remember, we talked earlier that if you start oral rehabilitation prior to implantation, you've got a nice baseline. And as patients are working through a program where they're tracking their progress, then they're going to see progress. So when you say, "How are things going"? And they're saying, "Wow, I don't really feel like my hearing aids, or this cochlear implant isn't really working for me, I'm not making any progress." Using an online program where you can really track that progress helps to show the progress and helps them to become able to really see and celebrate their successes, which reduces that potential dissatisfaction with a hearing aid or a cochlear implant. So when we think about the goals of SoundSuccess, there are specific goals when this program was developed. So while learning can really occur in the context of everyday communication, I would say most adults could really be at risk for the amount of learning needed so that you can really become confident using a hearing aid or your cochlear implant. Opportunities for learning, really having the confidence to engage in everyday communication. Think about that tolerance for error or embarrassment. Many people will not put themselves in certain situations because they're not confident about their hearing. So if we don't give them a tool to actually work on improving their

communication and to establish that communication confidence, they're really at risk. So SoundSuccess really helps to reinforce the brain's ability to understand spoken language. The way that it does this is it has this unique program where you're listening to different speakers, and as you saw in that video about SoundSuccess, you can see that the video is on or the video is off. What this does that's very unique to SoundSuccess is it allows the listener access to listening and speech reading, and as you all know, when you're first learning to listen with cochlear implants or hearing aids, or if you're struggling with the hearing technology you're using, you are very dependent on both listening and speech reading cues. So you have that opportunity to have both of those when you use SoundSuccess. As you get more confident as your skills increase, then you can encourage that you turn off that video and just go with auditory only, which really focuses just on honing in on those listening skills, or you can use a combination of both. Another goal of SoundSuccess is really to enhance real world listening and communication. So was it a male or female voice that I heard? Because the speakers that are used in SoundSuccess are not only different males and females, but they're also different U.S. dialects. They represent those major U.S. dialects. The types of vocabulary that will be heard in SoundSuccess is functional language. So everyday words, everyday context, everyday type of sentences. And you can also practice listening in noisy situations, which is life. Life is very noisy, we don't live in a quiet world. So it's important that there is some sort of practice with listening and noise. So SoundSuccess does offer that listening and noise training. And then SoundSuccess, one of the goal is to really help boost that communication confidence. And the way that it's accomplished in the program is training in an unthreatening environment. You can train at home or wherever you are, and you receive immediate feedback on your performance so that you know if you did well, it reduces the potential for embarrassment because you're kind of just practicing in the environment against yourself with the online program. And then it also allows you to track functional hearing status over time. One of the ways that you can help your patients personalize the program for their listening needs is help them choose a speaker. So they can go into

SoundSuccess, they can preview and listen to a speaker, and then choose a speaker that's easiest for them to understand. There's six speakers to choose from that represent the major dialects across the United States. They can also use listening and lip reading, which is a great option if you're struggling with your ability to hear, or new to using your hearing aids or cochlear implants. You can also choose to make it harder by just listening without using lip reading. So turning that video off, which is great as patients are working to improve their hearing and really wanna maybe work on getting confident using the phone. And then there's the ability to make it even harder by adding different levels of noise. So that helps patients see if they could benefit from using some additional hearing technology, maybe if they need to cross over from hearing aids to cochlear implants. If they need some additional hearing assistive technology, these are great opportunities for counseling. Another significant feature of SoundSuccess is the immediate feedback. So you can practice in an environment that feels safe to you. There's no worry of embarrassing yourself. It also helps patients to really empower them, take charge of their rehabilitation, because they're going to work at their own pace with as many or as few repetitions, and they can control their level of frustration. And the program itself, as they're working through the program, gives them immediate feedback, if they were correct or incorrect. It allows them to repeat or move on to the next question. So what this does is it helps promote faster learning. Now, to just orient you to SoundSuccess, oops, sorry. I advanced that slide a little too quickly. What you're going to notice is on the home page, you're going to see in the upper right-hand corner, you're going to see a language selector. So that language selector allows you to choose U.S. English. If you really wanna challenge yourself and try another language, you could try UK English, or you could try German. Then, when your patients are wondering where to get started, these box on the left, you can choose getting started, that's closed set practice. And then there's also advanced listening practice. So those are the two places that you can start. And then on the right side of that screen, you'll see a downloadable PDF that is setting, listening and sharing, listening goals for family, friends, and the clinic team. And then you also have a

downloadable sheets that you can download to really track your progress over time and then to share with your clinic. So that's just getting you oriented with the home page of SoundSuccess. We were talking earlier about how research supports that success with hearing is highly dependent on helping patients to set specific, very relevant personal goals. So I had just mentioned that on that homepage of SoundSuccess you can download My Hearing Goals. My Hearing Goals is a worksheet that you can download and ask your patients to fill it in. You could fill it in with your patients, or ask them to fill it in prior to an appointment, and help them determine the small steps and then their long-term goals. I also mentioned that you can track progress over time. So ask your patients to download and print the SoundSuccess progress tracking form. Ask them to track maybe the exercise, the date, and then make a note about what was easy and what was difficult. They can do this whether they wear hearing aids, this can be great to do pre-cochlear implant to help guide your counseling practice. It could be done for guiding post-cochlear implant counseling. It also helps guide recommendations along the way for enabling additional processing strategies, for enabling additional AB features. Maybe if a patient's ready for a second side, whether it be a hearing aid or cochlear implant, or if they're ready to use some hearing assistive technology. Now, one thing to be familiar with is on the home page, if you scroll to the very bottom, you'll also see there's a video player setting button, which is circled in red on the right of the slide. So before a patient uses SoundSuccess, they should set up their preferred speaker and setting. So you just click here, and you choose, this is where you can choose to change your speaker, to turn videos, that video mode on, turn it off, to turn noise settings on and off, and to set speakers so they're in the full screen mode. Once inside SoundSuccess, I had mentioned there's two areas of levels of difficulty. So getting started is for beginning listener. So SoundSuccess uses the principles of the hierarchy of listening skills that we discussed earlier, and helps your patients know the order in which to start practicing. So if you have a beginning listener, they should really start in the getting started section that helps people get adapted to hearing using a hearing aid or a

cochlear implant, and it includes six sets of closed set functional listening practice activities. And we know, as Krista had discussed earlier, that closed set practice is much easier than open set practice. When your patients are getting more advanced, or if they're ready to challenge themselves, you can direct them to go to the up and running section of SoundSuccess. So up and running includes more difficult, closed set practice, some functional topics, but then it also includes that most challenging open set practice, that comprehension and open set. So for example, conversational practice. So this is just a broad overview of what SoundSuccess could offer. I encourage you all to go into SoundSuccess and try it out for yourself, and to get familiar. So you might be asking, "So what are the training benefits of using sound success"? Using SoundSuccess can really be beneficial for your patients to improve their functional communication skills, which then leads to increased confidence and participation in life, which ultimately results in restoring the quality of life. And that's what this is about, right? It's training that communication confidence. We started saying, "Do you use the quality of life measure with your patients"? So what we're saying is using a training program like SoundSuccess can really help restore that quality of life for your patients. Now, I'm gonna turn it over for Krista, who's gonna share some tips from a therapist and an audiologist regarding SoundSuccess.

- [Krista] Okay, great. So we all know that we need to help our patients decide a starting point for the expectations. It's helpful to set realistic goals that can be obtained or achieved. So it also helps start the dialogue with you and your patient to talk about, so what is your goal of this hearing technology? It also helps them answer the question, how are things going for you? So as a clinician, often you may ask the patient, "How's it going"? And they'll say, "It's good," but this also will help you if they've been doing rehab they can give specific feedback with, "Wow, I feel confident with male voices, but not female voices," or "I really struggle with when there's more than one person talking at a time or a conversation going on." So it gives guidance to kinda know where to start at the right level. And it really does give that real confidence

for real life. Hold on one second. Tina Childress is an audiologist and an AB recipient, and she has used SoundSuccess herself, and then also recommends it for her patient. This really helps her, and she said these things about it, that she would definitely say involve your communication partner in thinking about goals and areas that you can improve on. So encouraging your patients, ask your family, "What do I need to work on, Where do you see me struggling the most, how are we supposed to know, as patients, what we're missing"? So that's definitely a really good point. And then she also says, "You may still need to remind people, eye contact before ear contact, make sure you have their attention. And then before you start the rehab, is your equipment ready? Make sure your volume is set appropriately." And then I think the most important piece of advice is that each person makes progress at their own pace. We are definitely in a culture of comparison, and I've seen it before on some of the Facebook Groups that our recipients are on, and they'll say, "Well, I'm at this point." "Wow, I, you know, I was hearing great and talking on the phone in two weeks." And then somebody else is really frustrated, and they're wondering why can't I do that? So going back to all of those factors that are not in a person's control that Valeri talked about in the beginning, we had a length of time with deafness, etiology of the hearing loss, all of those things definitely are going to impact the rehab journey. So then Tina also says to put reminders in your phone so that you can remind you to go in and make an appointment with your audiologist, But also, I would say, a day-to-day reminder to do your listening rehab. And also, you also have an answer for how are you doing? You can also, they can share their results with you as an audiologist, to say, like I said before, specific things that they are dealing with, and that will help you as an audiologist when you are programming, or when you are trying to figure out what they specifically need. There are multiple ways to connect. So when you are using these different devices that you can add to the cochlear implant or to the hearing aid, so you've got the ComPilot, headphones, all of these accessories are great ways to connect to the technology, and you can do it at home. You can do it on the train, going to work in the car. What we love about SoundSuccess and about some of these other

programs that we're gonna talk about is that they can be accessible most anywhere. So you know, that gentleman's on his sofa, but he could also be using that if he's in a coffee shop, because he's got his ComPilot and he's gonna stream it to his ear directly, so it's not bothering anyone else around him. So he could be in a really noisy place and still be working on his rehab. So we've talked about SoundSuccess, and now let's quickly talk about The Listening Room, and in The Listening Room, I know we are getting a little short on time, but I definitely want to direct you guys to The Listening Room. It is a free rehabilitation tool that can also be used on the go in any place on any platform. It is a website, there are numerous activities on here, endless resources for all ages. So if you do work with children, you have infants, all the way to working with adults. So when you go in, you would search for adult activities, and this would be very important in finding things that are relevant for your patients or your population. So discrimination, activities, specific things that work through that hierarchy of listening. Here's also some environmental sound identification where you can, it plays the audio, and then they pick the correct answer. Here's another example, when it gets a little more challenging, of some Ted talks that are embedded in Listening Room. So this is one about the documentary "Supersize Me." And then at the bottom, there's a question, what did the speaker give up for 30 days? So it's answering a question about something that they've just listened to. So we also have CLIX, which is going to be revised, or is being revised, and is coming soon, and it is a word identification and discrimination program that has a placement test, and I'm not sure all of the new changes that are coming along, but I'm excited to see it in the new platform. So I know a lot of people really do like the ABle CLIX app. We also have Musical Atmosphere. So there's a program dedicated specifically to music, to maximizing the use of your, or your patient's technology in real world, so it's an interactive program. It's for teens and adults, so they can get in there and listen to instruments, and songs, and different lyrics of familiar songs as well. So very, very good program there with Musical Atmospheres. Also, you can practice in challenging environments there. And honestly, it says here that it's effective for supporting telephone training, and this is absolutely

true, because listening to something that's recorded, or something that's unfamiliar is going to be more challenging. So musical atmospheres is a good stepping point, or stepping stone to getting to that phone training. So we have been asked, "Does it work"? And of course, the outcome is influenced by many, many factors that may be beyond the control of the person, but all those things that are in a person's control, such as wearing the device, such as, you know, consistently working on practice and dedicating themselves to doing it. This is Russell, and he is an AB recipient in Georgia, and he worked super, super hard on his rehab. He has a job where he's on the phone a lot, he's in a lot of meetings, and different things like that. And here's what he said. "I binge-watched Netflix with captions. I started with "Sherlock" and ended up watching three or four full series, start to finish. I watched news shows with captions, where I could sync up lip reading and listen to what I heard. I listened to books on tape, the unabridged ones, and I followed along in a book." So there are also a lot of, he used some of the Advanced Bionics programs as well, I know he used SoundSuccess, and then he said, "I used a word list my audiologist gave me with rows of similar sounding words, and I got people to read the list in random order where I couldn't see their list." So he really, really worked hard, and I know for a fact that he was determined, and I think it takes a level of determination and stubbornness, possibly, to get this going. This is also a question someone asked just recently on the Facebook Group, "What is your favorite listening therapy"? And so people piped in SoundSuccess, they said ABle CLIX, audio books, Ted Talks, familiar songs that you just listen on repeat over and over, so if you like Bon Jovi, you listen to your favorite Bon Jovi song. Netflix with captions, captions have come so far. So they're much, much better than they used to be. And then also NPR was a good thing. So like I said, you've got that motivation, readiness, expectations are important, these are all things that are going to impact a person's level of success. So I'm so excited to share this with you guys today. I think it is such a good thing to think about at this point, but it's also, just like you can start right now, it's not too late to start. Seek out, if you don't have a skilled intervention, or if you yourself do not know of an oral rehabilitation therapist, you can possibly find one

online. Teletherapy is making a huge debut right now in all kinds of avenues, and find an accountability buddy. Find, you know, encourage them to use online resources. And then what's your plan? What do you want to be doing? Is your goal to talk to your grandchildren without using FaceTime? Is your goal to be able to listen to music again? What is that goal? So you have to walk before you can run. And I think this is something important to share. Sometimes you fall down. Sometimes you go slow. Sometimes you go fast, and everyone runs at a different pace, and not every run is a race. So it speaks to that comparison. Here are all the different ways that you can follow Advanced Bionics on social media. So we are in every platform of social media. There's also a blog that has been started with some great articles from some of our real Advanced Bionics recipients. And I would encourage you to email us if you have questions about any of the resources. And I would also encourage you, and ask that you go ahead and sign up for the AB rehab portal. I think that would be a great place to start and get yourself familiar with it so that you can share that with your patients. So I'm gonna turn it back over to Valeri.

- [Valeri] Great, thank you so much, Krista. So we have a few minutes. If there are any questions, go ahead and type those into the chat box right now. There was a comment that came up earlier that I wanted to share with the audience. And the participant had said that, when I was asking, "When do you start talking about or offering oral rehab to your patients"? And the comment was, it was they were referred to that professional after initial activation. If this is the case in the teams that you work with, please maybe change that conversation during your team meetings. Talk to your referring audiologist and let them know the value of beginning that oral rehabilitation much earlier in the process, for the patient's benefit, and to also help them track progress later on. So those are clinical practices that you can help change, which are gonna help, really, to coach that hearing success for patients, to help starting to change those conversations on the team. We're about at the top of the hour. I don't see any other questions that have come through the queue at this point in time. So thank you for spending an hour

with us today. If there is questions that you think about after this conference, please just email us at hear@advancedbionics.com. I wanna remind you to download the handouts that are available, the slides from this presentation, as well as a flyer that you can share with your patients that will help you remember, and help them remember to sign up for the ABrehabportal.com. Have a great rest of your week, and thanks for joining us today. Thank you to AudiologyOnline, and to my colleague, Krista, for presenting with me today.