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## Rehabilitation from Identification to Implantation

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- [Krista] Good afternoon everyone, or good morning, depending on where you are located. My name is Krista Hevner and welcome to our live webinar today, Rehabilitation From Identification to Implementation. We're so glad you were joining us today. Before we get started I want to address if you need technical support you can contact audiology online at the one 800 number or the email address listed on this screen. Also, any opinions of non AB employees are that of their own and not those of the company. Our webinars also being recorded today. Again, welcome to our webinar. My name is Krista Hevner. I am a cochlear implant consumer specialist with Advanced Bionics. I have been with AB for almost five years, and I support the mid Atlantic region, specifically North and South Carolina and Virginia. I am a speech language pathologist and listening and spoken language specialist by training. And my role as a cochlear implant consumer specialist allows me to educate cochlear implant candidates, recipients, and their families, as well as professionals in the field. We also have with us, Alison Beety and Julie Steel, who will be supporting our question and answer pod on the left of your screen. If you look over there, you may type in your questions or comments during the presentation. So right now I would like you to practice using that and type in where you are from. Where are you joining us today? Are you in the country? Are you out of the country? Welcome from Portland, Oregon. Welcome from Utah. Welcome from Michigan. Welcome from New Mexico. Also, if you would be willing to just type in if you are a speech pathologist or audiologist teacher of the deaf, a parent, it just kind of helps us to know who is on board right here, educational audiologists, fantastic. Speech pathologist, teacher of the deaf, we have everybody represented here today. Parent and teacher of the deaf, fantastic. Thank you so much for your participation. I do encourage you to type in questions as they come up while we are on here today because we are live and we definitely want you to experience that live interactive with us. That's what we're here for. And we really want you to feel comfortable typing in with your thoughts and your questions. Cochlear implantation is associated with positive outcomes in listening, spoken language, literacy, and social emotional wellbeing. We all know this. You need access to

resources you can recommend or implement in your treatment planning to help your candidates and recipients reach their most optimal outcome. So another question for you to engage your participation. When do you start conversations with your families about habilitation and rehabilitation? If and when the hearing loss is identified? Is it after a hearing aid or a cochlear implant has been fit? Just type in there when you personally start that conversation. Right at identification? Fantastic. Okay, as soon as the hearing loss is identified, fantastic. At the cochlear implant consultation. Okay. So at various times during that process, we have those discussions. Did you know, and you probably do know that there are things families and candidates can begin doing to lay the foundation for hearing success after cochlear implantation. Also, there are tools for you to use with your families and recipients throughout the whole hearing journey. Here at Advanced Bionics and one of the things I love about being a speech pathologist and teacher, I mean, background with listening and spoken language specialists, I love the fact that our company is so involved with that rehabilitation process and not only after the cochlear implant, but from the very beginning. And so we're just going to talk about some of those ways that Advanced Bionics partners with you and that we offer habilitation tools that are developed with optimal patient outcomes in mind. Advanced Bionics is partnering with Phonak as our sister company to bring habilitation tools to patients much earlier in the CI process. And we want to support the whole spectrum of hearing loss, not just that profound level, but all the way through that continuum. We know that recommending hearing aids or cochlear implants is not enough because those devices are simply tools. Wearing those devices does not mean the brain will immediately learn how to hear or understand the sounds, the words or music. Learning how to hear for the first time or learning to hear again, using a hearing aid or cochlear implant takes practice. And I do find that a lot of people do not understand this right away. It does take a lot of counseling and discussion about the importance of teaching and training that brain to understand how to process that sound, whether it's new sound or you're bringing back familiar sounds. Your families and your patients are relying on you. They're looking to you for guidance and

tools along the way. And I'm sure you've heard the question. Where can I go? I need, what can I do? Where do I start? I'm not comfortable with apps. Or, I'm not comfortable with the internet. And so you have some things at your fingertips that you can really guide them. How many of you on here are already using the AB rehab portal? If you would type in yes, no, or I don't know. No. Yes. No. Yes. I love it. Yes. Fantastic. Okay, so if you said, no, that's your homework for today is that I would love for you when we get off this webinar to sign up for the rehab portal. It is really easy and it is your one stop shop for getting into our digital rehab resources. This will help you and help your families with their hearing success. You can access all the resources to support your journey, the journey to hearing for both children and adults. You can use the tools from any device anytime and anywhere, so whether it's a tablet, a phone or a computer. As you explore the resources in the rehab portal you're going to notice these icons. This will help you understand what area or resource supports. ABs rehab tools support for primary areas, listening and language, music, education, monitoring, and assessment. This will help you guide your recommendations to families and adults. So take a closer look, those of you that have already been in there, you probably are familiar with this, but let's just look at this a little bit more. This is a landing page that if someone signs up and they indicate they are a parent of a child with hearing loss, this is the page they would see. The numbered list at the top suggests an order in which a parent could progress through the resources on the page. The colored boxes give more information on each resource. For example, if you go to BabyBeach, there's a quick summary of the resource. And then you click on learn more, the button pops up a description of the resource, and then the icon show what areas the resource supports. And the go button will take you to the place to find out how to access it. Each page will also have useful links to other information that's not a rehabilitation resource. For example, on this adult page for hearing aid recipient, there is a link to questions about cochlear implants, which would take them to our website or take them to other appropriate sites to answer their questions. On the bottom of each page there'll be recommended apps that are appropriate for the person signing in. For

example, an adult would see these apps, but a parent would see recommendations for pediatric apps. Together with Phonak, again, we're partnering for better hearing from the beginning. We're working to bring rehabilitation tools to children with hearing loss much earlier in the process. Evidence in the U S has shown us that when children, with hearing loss receive timely and appropriate intervention they can develop language, communication, cognitive, and social emotional skills that are consistent with their chronological age. And to me as a speech pathologist, that is so exciting. And when I read that research, it just makes me even more excited to be a part of the technology that provides some of that access, but really the parents as the partners in that whole journey and teaching the parents what to do. So right here, we have listed the BabyBeats app. We have Tools for Toddlers, and we had The Listening Room, which are ways that parents can get started today. And when I was in a cochlear implant clinic, I, my favorite part actually of the whole journey was the time before the cochlear implant. Now don't get me wrong. I really enjoy when they start, you know, really understanding sound and speaking. But really when I have that parent's basically undivided attention in that time, before the cochlear implant, teaching them how to sing or read with their child or just bond with them through language and music and books, that's really exciting. Once that technology on hand there are a lot of other distractions. The parents have to learn about the technology and they have to learn about all the other things that they need to be doing, but that time before that the cochlear implant, we're able to really focus on what do I need to do and what do I need to learn as a parent. And that's really important. So we can start today. You do not need to wait. So BabyBeats is a free app that guides parents on how to use musical activities to assist with developing early language skills and developing those hearing centers in the brain that are responsible for language and learning. Most of us that have no training in music, but did you know that intentional face-to-face musical interaction with babies and toddlers will affect that growing brain? There's a lot of very interesting evidence that that's coming out of the University of Washington's Institute for Learning and Brain Sciences, which studies how babies learn. The lab there is

showing us that at the beginning of baby's learning is enhanced by using face to face learning. All right. So what does this have to do with the BabyBeats app? This app was developed by Christine Rocha, who an expert in music development and children with hearing loss. BabyBeats was created by AB because research shows us the importance of building babies brains through music very early on. The app is not considered screen time. It is guidance for a family to encourage that face to face learning by doing musical activities with a caregiver. So let's look a little bit more at this app. So just take a look here.

- [Woman] This is a precious time in a baby's life and yours. Talking and singing is the most natural way to bond with your baby and to develop that communication. But if you've recently learned that your baby has a hearing loss, you might be unsure how to do that. BabyBeats Early Intervention resource is an app specifically designed for this optimal development period. Bond through musical experiences together. Play together through fun musical multisensory activities. Learn through music and movement. Make the most of this special time together from the comfort of your own home, just start developing your baby's listening and communication skills. Download the BabyBeats app today.

- So if you do work with families of children with hearing loss I would encourage you to ask them to download the app, or you can download it yourself and demonstrate that to them, even if during this time of social distancing and most people are still doing things from home. If you're doing teletherapy, it's a good time to just show it to them, even over the screen. In the BabyBeats app you're going to find four musical activity sections. Music and movement, exploring instruments, exploring animals and exploring transportation. So if your background is a auditory verbal therapy, this looks very familiar with our learning to listen to sounds and all of those things that we do when we work through that hierarchy of listening. So all the way from detection to comprehension. So we're really starting and putting that, that basis out there. Each

section has the instruction for the musical activities, a demonstration video, and music for each activity and ideas of ways to expand the activity. So it really doesn't matter about the language because the music does not have words or lyrics. It's composed so that you can use it no matter what language you use at home. The app is also available in Spanish. So all of the texts is in Spanish. After selecting an activity, you will choose activities according to the child's developmental age. So the music and movement section here, you can see there's a baby section and a toddler section. So you would just pick which would be appropriate. Here I've chosen the baby section and the musical activity is called rocking. Once I click on that activity, you're going to see the rocking video. So it's a demonstration. It's a great feature for you and your family when they're playing alone without you. So a lot of times in therapy, we might demonstrate something and then the parent gets home and says, "I can't remember what they did with that." Well, the app is a really good way for them to remember what you told them to do or what you ask them to do and what you modeled. I do know, and I often would tell families this when I would ask them to sing in therapy. And they would say, "I don't really like this thing. I feel really uncomfortable doing that." And I would say, you know, let me just remind you. I know you as a parent, you didn't sign up for this. You didn't sign up to be a teacher or a therapist, but here you are and you're doing it. So part of my role as a therapist was to encourage them and say, you can do this, and I know you didn't sign up for it, but to really give them that boost of confidence to say, you know, bonding with your baby, talking with your baby, just like they have normal hearing is the best way to have that bonding. So have you used BabyBeats with your family? I'd love to know, if you want to type in there and what do your families say? Oh, they really love it. Great. And they enjoy the fact that they can do it on their own. Yes, my family's use it in Spanish. Fantastic. Very good. So if you're not using it, go for it. So we're moving on to Tools for Toddlers. Tools for Toddlers is a guide to help babies and toddlers get a strong start. And really these are just tools. These are handouts, they're articles that help to guide the counseling process following that early identification. A lot of times parents just get inundated with information and

immediately, if a child is identified with a hearing loss, they're going to go straight to the internet and straight to all of that information. And it can become very overwhelming. So these are very basic tools that help to educate families at their own pace. Most of us have seen the sound audio gram, which everyone loves, which charts the different levels of sound, different environmental sounds that are on that audio gram. It helps us to teach the families what the child can and cannot hear. It also helps families retain information. They can go back and if you leave them a handout, in my auditory verbal training, I was always told, you know, give the families, you know, one or two new things, each session. And so these handouts are really good single pieces of information that you can lead with them. And you can also incorporate it the intervention. Right here is an example of one of these articles called understanding hearing loss, it's just the basics talking about normal hearing and then when there is a damaged part of that ear. Also, we have the instructions for the Ling 6 Sound Check, and we have cochlear implant basics. So I really liked Tools for Toddlers. I liked the information. You can access this by requesting it on our website. And you can also be placed in contact with your local cochlear implant consumer specialists in your region who can make sure you get this information. All right, so now let's talk about the listening room. There are hundreds of activities on The Listening Room and this has been around for many years now, and it's developed so much from activities and materials that are appropriate for babies all the way through adults who are relearning, how to listen. You can access The Listening Room through that rehab portal website. There are features with three sections. Content is specifically developed for, like I said, infants and toddlers school, age and teens and adults. Not only is this available in Spanish, which was very, very much in need over the years, but it is also a bilingual option. So an English provider can search in English and see the Spanish version of any activity alongside the family. Here's one example of an educational article in the infant and toddler section in The Listening Room, it's called ping pong talking. So a lot of times we might demonstrate that kind of thing in a therapy session. And you may want to say, okay mom and dad, or aunt and uncle here are the article that backs up

the activity that we did today. This is why we did that, that particular activity focusing on back and forth, babbling or talking. Also the activity high chair theater gives you ideas for how to use toys to model sounds with words and sentences with your baby using the baby's toys. So no special toys, but their own items that they have at home. So really in The Listening Room you have a variety of things there for you to use. If you are really working with teenagers, more school aged children, you can go into that particular area as well. So as children do, enter school the foundation for listening and spoken language skills gets, it gets a little bit more challenging. And so we really, we need more activities. We need more things to draw upon for those developing skills. As the little ears grow big, is what we say, The Listening Room is a place to find those activities. When toddlers enter school we also have Tools for Schools and within The Listening Room here are some apps in addition that you can access. So we have BabyBeats that we've talked about, and then we have some other apps that you can also look at. Here's an activity on The Listening Room that is in the house lotto that gives an idea of a game, and since all of us are right now spending so much time in our homes we need some listening games and things that we can do inside the house. Also the three bears mural, everyone loves those typical stories. The three bears, the three little pigs, all those things that are part of our culture, at least here in the U S those are really good story ideas for teaching that vocabulary and getting in there. One thing that people don't really know is that within the listening room, you can actually track what your students and the families are doing. Patients can ask you to recommend lessons. So if they say, you know, to you as a teacher, you as a therapist, Hey, what should I be working on? And right now is a great time to do that. You can recommend those lessons and they both of you will have to have registered for The Listening Room. after logging in, you go to your client's page and find the pending requests, and you can approve these patient initiated connections. So for professional initiated requests, you click on add clients there at the bottom and you fill in the patient email address. So this address must be the same email that they have logged into with The Listening Room for this to work. So after the patient approved the connection,

then their name moves into my active clients. And then you now have access to one another to communicate and see what they're working on in The Listening Room, the professional that you can now assign lessons that they feel are appropriate. So you can get in there and navigate to the lessons page, look at the types of lessons and click on recommend lesson. And then you select which patient you're recommending it for and click add. So then you will also get a confirmation message. So this will show up into their dashboard as well that says recommended lessons. It's pretty simple. It looks like a lot of steps, but it's actually not as long as both of you get in there and do that together. The professional can also track completion of the lesson progress on their dashboard page as you see here. So I can see, did they do it? Did they not? What did they think of it? And that's a really good way for accountability, as well as just getting that participation. Another one of the apps that are very, very popular is called AB Listening Adventures in this. You've got listening to sounds in words and following directions. So a little bit higher level listening skill than what you would be working on in BabyBeats, of course. So you can download this listening adventures use with children ages four to 11, and these are fun interactive games. So again, it's not a screen time where you say here, go off and play this. It is designed to be worked with a parent or an adult and child together. There are partner games to play to build listening discrimination skills. So I know a lot of people really do enjoy this app. Also vocab scenes. One of my favorite things to teach is vocabulary. So I was always looking for things to help enhance my vocabulary lessons. And this is a great way to do that. Vocab scenes work on using and understanding vocabulary. So there are games built into the app. You can play together and you can also come up with some on your own, but you've got lots of different topics in there. As you see there, you've got a camping scene. So lots of words that you can talk about right there. Alright, so just like we have Tools for Toddlers. Now we have Tools for Schools, and this is ensuring that optimal functioning of the technology in the class. Children who were CI systems in the regular education classroom are so reliant on their implant systems. We have to have them functioning optimally. So here with Tools for Schools, there are more materials for you

as the professional to access for tracking that device use, checking the links of sounds, communicating between the cochlear implant center and the educational setting, facilitating communication between those team members is a very important area that a lot of people struggle with. And so we've got some tools there for you to use. We also have guides on managing and troubleshooting equipment. So that's very useful for those educators, especially in the school systems who are really having to make sure that technology is up and working every day. All right, so we also have some things for adults. So identifying and figuring out who's a candidate and helping those, those individuals and their families find things to work on. I know for many years, children have been the main focus for rehabilitation types of resources for, you know, in the field. And there've been a lot of need. There has been a lot of need for resources for adults. And so we really need some things to give our families and to say, okay, I know older people often live alone and they right now are feeling even more isolated. If they have a hearing loss on top of being able not being able to really go out much. So we really need to give some things so that they can interact. We have found success. That is one of my favorite rehab resources right now for adults. And we also have hearing journey and within hearing journey, there is connect to a mentor. So we as professionals can talk all day long about how great the hearing technology is, but unless you're wearing it yourself, you can't really share that bond and that story. So really connecting people with others. Let's talk a little bit more about SoundSuccess. And here is a video to explain a little bit more about that.

- [Woman] Do you struggle to hear on the phone, or 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'll just getting started or looking for something more challenging, connect to all rehab portal now, and find tools that can be customized to fit your own personal hearing needs connect now at the AB rehab portal.

- [Krista] All right. So that is one of my favorite resources that we have available right now. How many of you, I'm just asking for a little bit more participation. Are you using SoundSuccess? Have you been in there and looked around or have you recommended it to any of your families? Yes. I love it. Good. No, I have not used it. I'm interested. Yes. Yes. I like it. I find it difficult. Well, difficult can be good if you're trying to get better at your listening. I haven't used it yet. I love it. My patients seem to progress faster when using it. Fantastic. So let's talk a little bit more about found success. Again, it is our interactive online functional listening program to rehabilitate and adults confidence in their ability to hear. And one of the things in working with the adults and their families that I encounter, the biggest thing I hear is his confidence. And just feeling like, can I go back out into the world and participate in social outings? And can I go back to the bingo game or can I, you know, talk to my grandchildren when they're all trying to talk to me at once and it's really loud. So all of these things are really important things for people to be able to do. And this gives them a functional way to do this at home. So let's look at it here. You've got individualized practice. So here we have six speakers and these are different dialects. They some speak faster, some speak slower. We have one with facial hair, which often can impact lip reading. We have different accents, so we have different accents across the United States, different dialects. So what I will tell you is that SoundSuccess is actually available in many languages. So if you need it in a different language, just please email us at the end and I can tell you how to access the different languages. But here we're just going to talk about the one that's in English. You can do the activities with speech reading on or off. You can do auditory only. So you can take the speaker face off. You can do quiet, and

then you can also add various levels of noise. We also have ways for you to track your progress. So if you're an audiologist and you especially work with cochlear implants and you have a family or an adult that says, well, I'm just not making progress. I'm not doing any better. You may be can show them, okay, let's see how, you know, how difficult was that activity before the implant. And then has it gotten easier now, or helping them know to start with those easier activities and then progressing to the more challenging activities? So this can help with pre implant counseling, as well as post-implant counseling. It also can guide recommendations for using Advanced Bionics features or for saying, Hey, maybe you might think about a second side cochlear implant since you've done so well with your first one. Also, it can add additional information for you to provide the family about why they need to use a Roger system. So there are lots of different ways that you can utilize the tools within SoundSuccess in your practice. So we also, you know, when we are, when we have rehab going on, when our patients are practicing, when they're actively doing the work, they are happier and they, it reduces that potential dissatisfaction with the technology. So I do know there have been times that somebody will say to me, "I really don't like this hearing aid," or, "I don't like this cochlear implant." And I'll say, number one, how long have you had it? And number two, are you wearing it during all waking hours? And number three, are you practicing? And so if they're not wearing it off, you know, as much as they should basically all the time, if they have only had it for a month or two, or if they aren't doing any practice, those things are all things to take into consideration that I will say that the one thing that a family can do is practice and a patient can practice. Here we have another app that is designed for older listeners. So it can be for, you know, even school aged children. I know use this thumb as well as teenagers and then adults, of course. But it's our AB clicks. So we used to be clicked, but it's coming soon. It's going to be revised. So just hang tight, make sure you sign up for that rehab portal. And then you will get a notification when our revised version of the able app is released. Another resource that is really great for teenagers and adults is musical atmospheres and musical atmospheres is the one program that is really

designed just for Advanced Bionics users. So it's free to Advanced Bionics recipients. It's an interactive software. This has been designed to help with that fully with fully appreciating music. So that everyday life music that we hear that you used to, like, you want to get back to it. It's also a rehab support tool. So it helps gain confidence and maximizing the use of technology with their accessories. So musical atmospheres has also been found to be effective for supporting telephone training. And I know that when, when you ask somebody, well, you know, what is the one thing you really miss? They might say talking to my grandchildren on the phone. So this is also a way for them to get to working with recorded things which helps with that telephone use. So again, we also have The Listening Room here. It is again. So we've seen the listening room throughout with the different ages that we've addressed. And so in the listening room, you can filter what you're looking for. You can filter to choose adult lessons. And so you also want to filter the search by the experience level. So if you're new to listening with your hearing AIDS or implants, search the word beginner, and here you can see a beginning listening lesson that comes up with that filter. So we're trying to look at discriminating between male and female voices, which is a very early skill when you're looking at that same versus different. So that's an example of some of the adult lessons that are in there as well as I know that they get more difficult as you go along. There are some Ted talks in there that are captioned. There are some recorded movie clips that, you know, questions, popular movies, and then there'll be questions about it. So there are some really good lessons in there for the teen and adult ages. So we've touched on a lot of different things today that you have at your fingertips that you can use, that you can recommend for your families to use so that they can maximize their hearing technology. Right here is an email address where you can email us if you want to, you know, find out more about any of the information that we've shared today. If you want to find out who your local cochlear implant specialist is in your area or in your country, please, please send that to us. And then also, as I said earlier, please register for that rehab portal. And there's a web address right there. We really would like to see you engage with us so that you can know when we have new things coming out. We

also really look to you as professionals and when we are developing our materials. We want to know what you find useful and what you would like to see us do more of. There's also on the left side of your screen a file you can download. It's our rehab information. It is a handout that has all of the materials that we talked about today, listed on there, as well as the websites and the app. So we have some time for questions. I would love to hear some comments or feedback or specific questions about anything that we've discussed today with identification to implantation. We have a quiet group today. Here's the question. Can anyone use these resources? Yes. Yes, they can. The only one that I mentioned that is for Advanced Bionics recipients only is musical atmospheres. The others are accessible to anyone. You just have to go in and register in the rehab portal. All right. If there are no other questions I look forward to seeing you all on one of our other professional webinars. Oh, hold on. We have a question. Are there any listening check tools? Yes. And Tools for Schools and Tools for Toddlers there are handouts that talk about the listening check. And we also have on our YouTube channel. I didn't mention that today, but in our YouTube channel, there is a demonstration of how to do the listening check. So if you want to get that link, if you can't find it, just shoot us an email and we can get that information to you. But that listening check is very important. You are welcome. All right. Well, I would just say to you, wherever you are, enjoy the rest of your day, stay safe, stay connected. And we here at Advanced Bionics just would love to, to connect with you again. So please let us know how we can, how we can better serve you and your families. All right. Thanks everyone. Have a great day.