

# Aural Rehabilitation

## The <sup>Sexy</sup> Patient Satisfaction & Practice Differentiation Super Star

Dusty Jessen, AuD

Founder, 5 Keys Communication  
Owner, Columbine Hearing Care

# Disclosure

- Financial: Founder, Cut to the Chase Communication  
Creator, 5 Keys Communication  
ADA, Honorarium
- Non-Financial: n/a

Hearing Loss



Communication  
Breakdowns



Relationships



Quality of Life



Hearing  
=  
Detecting  
Sound



Communication

=



Conveying Clear Message

Detecting Sound  
Making Sense of Sound

Environment conducive to successful  
exchange of information

# Assistive Listening Devices

Education

Group Sessions

**Hearing  
Aids**

PSAPS

*Auditory Training*

*Counseling*

*Aural*

*Rehabilitation*

Instruction

Wireless  
Accessories

*Speech Reading*

**Cochlear  
Implants**

Communication  
Strategies

Individualized / Patient Centered Care

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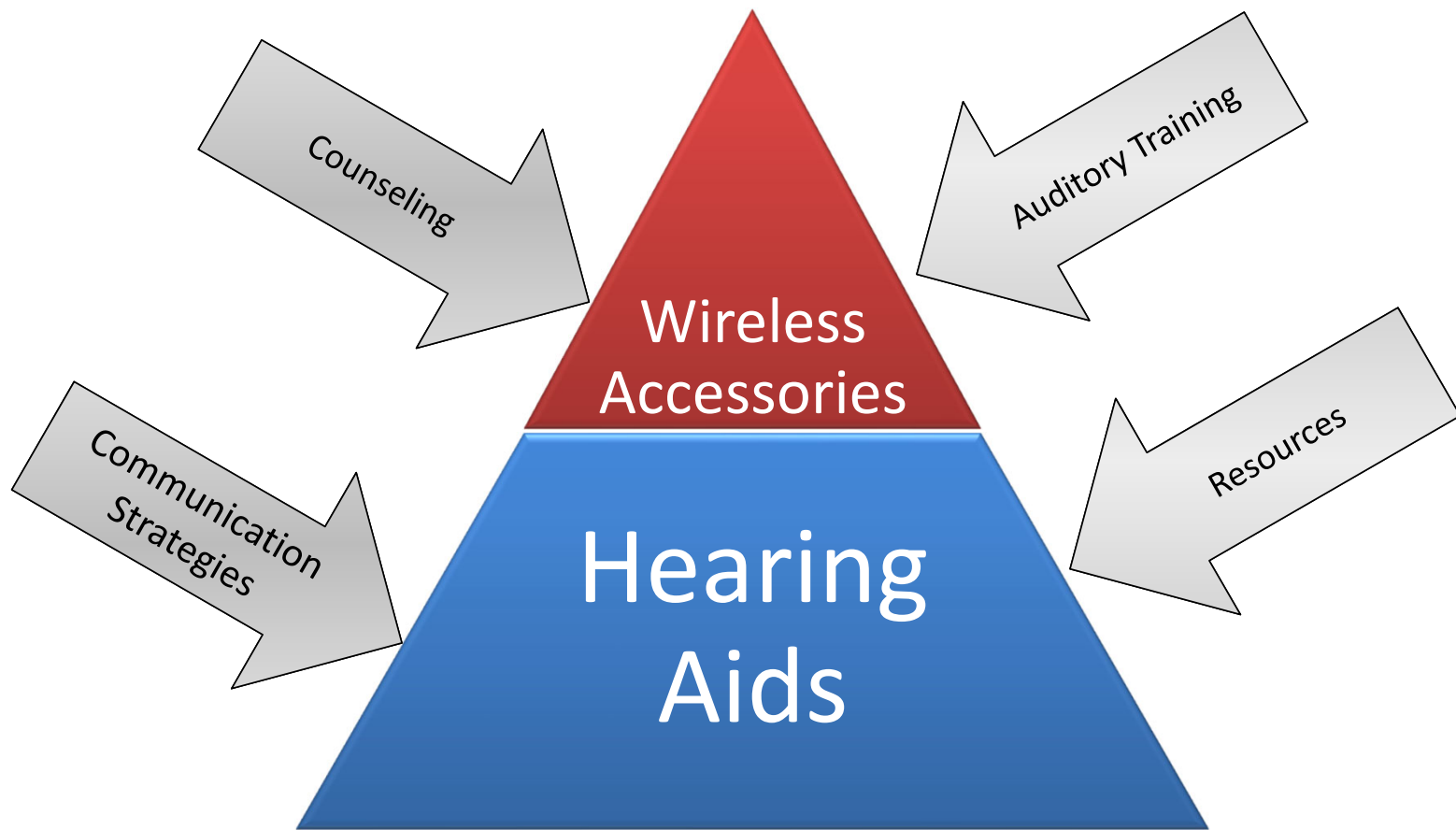
Communication  
Strategies

Individualized / Patient Centered Care

# Hearing Aids







Counseling

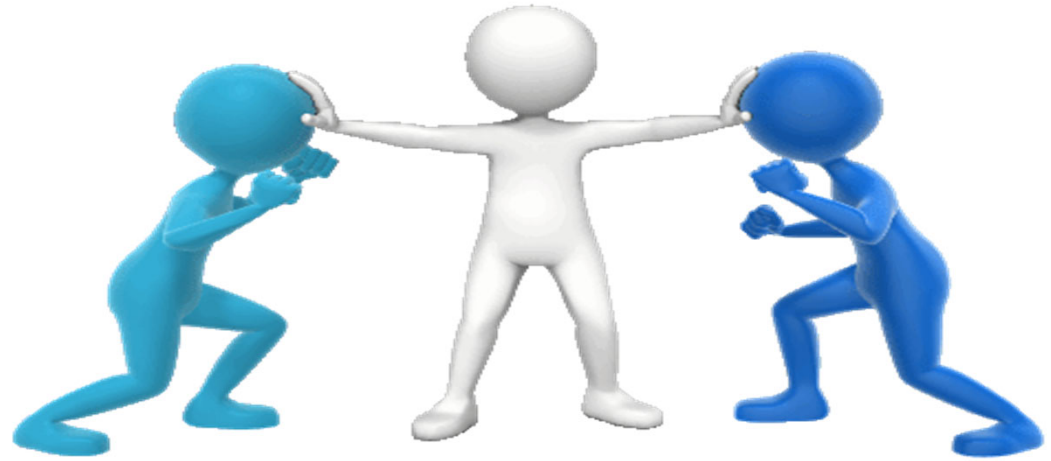
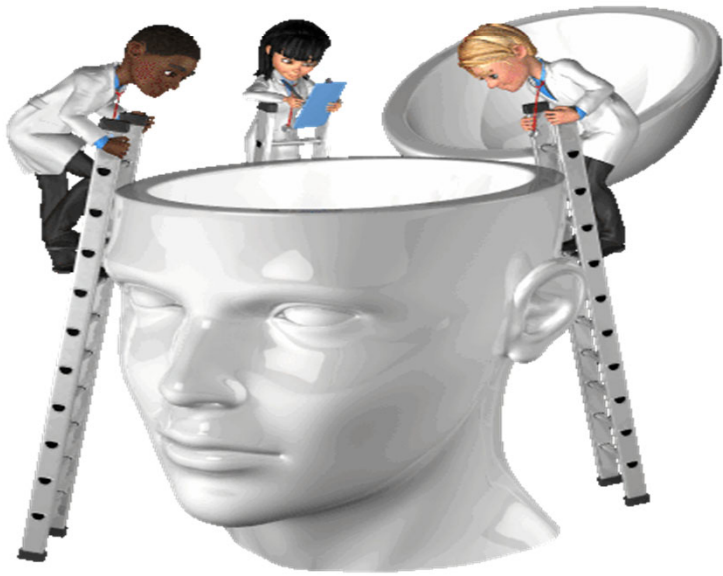
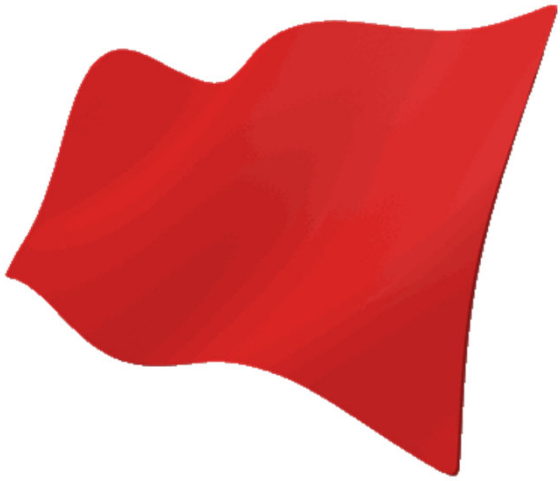
Auditory Training

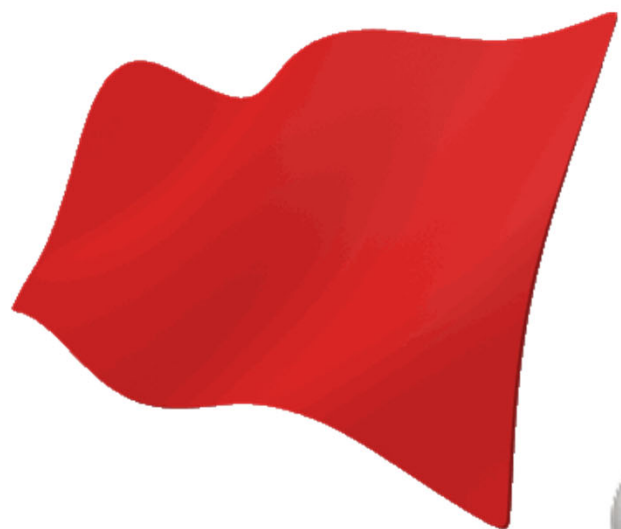
Wireless  
Accessories

Resources

Communication  
Strategies

Hearing  
Aids



















Audibility

Education, Counseling,  
Auditory Training



K.I.S.S.

Write  
it  
Down



# Simplicity + Written Plan = Compliance



## Columbine Audiology Procedures

- 1<sup>st</sup> Visit: **Communication Needs Assessment (\$150 self-pay only, includes testing if needed)**
  - Prior to appointment, have patient complete:
    - o Patient Intake Form
    - o PACA (patient) and spouse if present
  - Audiometric testing (recording audio results in Edge booklet and give to patient)
    - o MCL/UCL at 500Hz, 2kHz, and speech
    - o Modified COSI
    - o Top 3 communication needs
      - Assign 5 Keys Program (write on Successful Communication Plans)
      - Use placement to be read PRIOR to next appointment
  - Introduce 5 Keys Program (give patient flier and book)
  - Wells Fargo Credit Application if candidate for: Has
    - Fitting and orientation of hearing aids (assistant to complete orientation)
    - HA Purchase Agreement (deduct the \$150 CMA charge from total) & Superbill (payment in full)
    - Complete Successful Communication Plans together
      - o Sign up patient (and/or communication partner) for Communication eTips
      - o Give HLAA brochure, explain gift membership, sign patient up
      - o Give flier with local AAI classes and HLA chapter meetings
- 2<sup>nd</sup> Visit: **Hearing Aid Fitting**
  - o Real ear measurements to verify fit and make programming adjustments
  - o Functional gain testing (patient counseling tool)
  - o Assign auditory training if needed/learned (ACE, Read My Quips)
- 3<sup>rd</sup> Visit: **Follow-up**
  - o Review/completed the 3 Successful Communication Plans
  - o Assign auditory training if needed/learned (ACE, Read My Quips)
- 4<sup>th</sup> Visit: **Final follow-up**
  - o Programming adjustments as needed
  - o PACA (patient and spouse if present)
  - o ROI/HA
  - o Postcard for 6-month follow-up



Tools  
Audibility  
Education  
Counseling  
Auditory Training

# Hearing Loss Association of America

[www.hearingloss.org](http://www.hearingloss.org)



Education

The screenshot shows the website for the Hearing Loss Association of America. The header includes the organization's name and logo, a search bar, and social media links. The main navigation menu lists categories like HOME, HEARING HELP, SUPPORT, ONLINE COMMUNITY, EVENTS, ADVOCACY, MEMBERSHIP, TRAINING, DONATE, and ABOUT US. The current page is titled 'Living with Hearing Loss' and features a sidebar with a list of topics: Basic Facts, Video Series, Symptoms, Diagnosing, Type, Cause & Treatment, Living with Hearing Loss (highlighted), Prevention, and Relationships. The main content area includes a sub-header 'Living with Hearing Loss', a quote 'You are not alone. Help is available.', a paragraph about coping with hearing loss, a section titled 'Steps to Better Hearing: There is More to Hearing Loss than Just a Hearing Aid', and a sub-section 'Hearing Aids' with a paragraph explaining that hearing aids are often the most effective measure. An advertisement for WCI (Webster's Communication, Inc.) is also visible, featuring a phone and the text 'Answer the Call Read Captions!' and '800.233.9130'.



Education

## Better Hearing Institute

[www.betterhearing.org](http://www.betterhearing.org)

The screenshot shows the Better Hearing Institute website. At the top left is the logo for Better Hearing Institute. To the right of the logo is a language selection dropdown menu and a search bar. Below the logo is a navigation menu with five items: Check Your Hearing, Hearing Loss & Adults, Hearing Loss & Children, Hearing Aids Can Help, and What's New?. The main content area is titled 'eGuides' and lists several guides with their dates and titles. A sidebar on the left contains a 'BHI Archives' section with links to eNewsletters, eGuides (highlighted), PSAs from 1973 to 1998, and Newsletters (1973-1998).

**Better Hearing INSTITUTE**

Select Language  SEARCH

Powered by Google Translate

Contact BHI

Check Your Hearing | Hearing Loss & Adults | Hearing Loss & Children | Hearing Aids Can Help | What's New?

Home > Hearingpedia > BHI Archives > eGuides Adjust Type Size - +

**BHI Archives**

- eNewsletters
- eGuides**
- PSAs from 1973 to 1998
- Newsletters (1973-1998)

### eGuides

01/30/2014	<a href="#">Your Guide To Better Hearing</a>
01/30/2014	<a href="#">The Impact Of Untreated Hearing Loss On Household Income</a>
09/20/2013	<a href="#">Your Guide To Financial Assistance For Hearing Aids</a>
09/20/2013	<a href="#">Your Guide To Tinnitus</a>
09/20/2013	<a href="#">A Guide To Your Child's Hearing</a>
09/20/2013	<a href="#">Care And Maintenance Of Your Hearing Aids</a>
09/20/2013	<a href="#">Your Guide To Hearing Aids</a>
09/20/2013	<a href="#">Your Guide To Buying Hearing Aids</a>



Education

# Manufacturer Resources

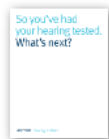
[www.unitron.com](http://www.unitron.com)

The screenshot shows the top portion of the Unitron website. At the top right, there are links for "United States", "Change Country", and "Consumer site". The Unitron logo is on the left. Below the logo is a search bar. A navigation menu includes "Hearing solutions", "Practice support", "Training", "Government services", "Document downloads", and "Videos". Below this is a breadcrumb trail: "Professional > myUnitron > Client education". To the right of the breadcrumb are social media icons for Pinterest, YouTube, Facebook, and Twitter, along with a "myUnitron" button. A blue banner at the bottom of the header contains three main categories: "Marketing tools and tips", "Counseling tools", and "Client education".



## Your Audiologist

028-5021-02 Your Audiologist\_lowres.pdf



## So you've had your hearing tested. What's next?

028-6024-02 Had Your Hearing Tested What's Next\_.pdf

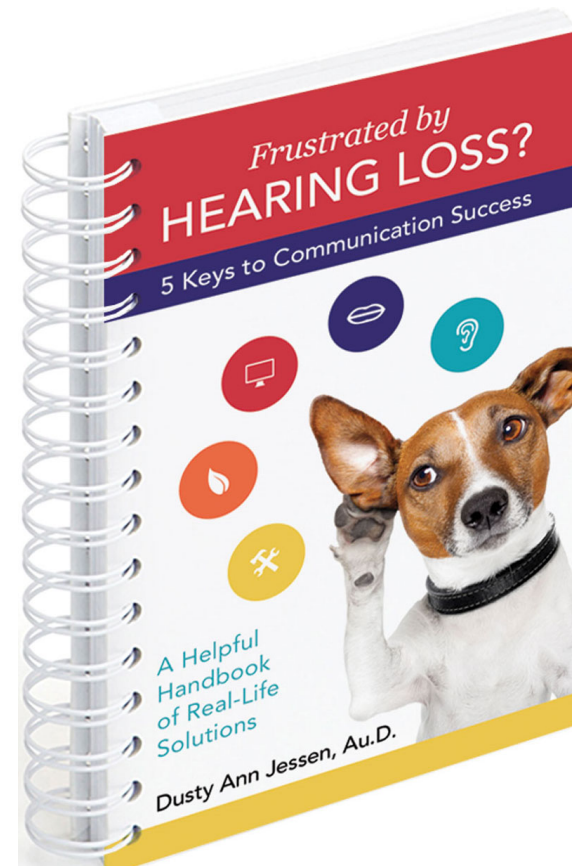




Education

## 5 Keys Communication

[www.5keys.org](http://www.5keys.org)



# Client Oriented Scale of Improvement

[www.nal.gov.au](http://www.nal.gov.au)



## NAL CLIENT ORIENTED SCALE OF IMPROVEMENT

Name : \_\_\_\_\_ Category. New \_\_\_\_\_  
 Audiologist : \_\_\_\_\_ Return \_\_\_\_\_  
 Date : 1. Needs Established \_\_\_\_\_  
 2. Outcome Assessed \_\_\_\_\_

**Final Ability (with hearing aid)**  
 Person can hear  
 10% 25% 50% 75% 95%

### SPECIFIC NEEDS

Indicate Order of Significance

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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 \_\_\_\_\_

Worse	No Difference	Slightly Better	Better	Much Better	CATEGORY	Hardly Ever	Occasionally	Half the Time	Most of Time	Almost Always

- |            |                                      |   |                                  |                            |
|------------|--------------------------------------|---|----------------------------------|----------------------------|
| Categories | 1. Conversation with 1 or 2 in quiet | 5. Television/Radio @ normal volume     | 9. Hear front door bell or knock | 13. Feeling left out       |
|            | 2. Conversation with 1 or 2 in noise | 6. Familiar speaker on phone            | 10. Hear traffic                 | 14. Feeling upset or angry |
|            | 3. Conversation with group in quiet  | 7. Unfamiliar speaker on phone          | 11. Increased social contact     | 15. Church or meeting      |
|            | 4. Conversation with group in noise  | 8. Hearing phone ring from another room | 12. Feel embarrassed or stupid   | 16. Other                  |



Counseling

# Personal Assessment of Communication Abilities (PACA)

[www.eartrak.com/paca](http://www.eartrak.com/paca)

## Communication Abilities

Name:

Date:

How much difficulty do you have hearing in the following situations?

	No difficulty	Slight difficulty	Moderate difficulty	Quite a lot of difficulty	Very much difficulty	Not relevant
One to one conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conversation in small groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conversation in large groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concert/movie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Place of worship/lectures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watching TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone						
- Landline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant/café	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Counseling

**IDA Institute's Living Well Tool**  
[www.idainstitute.com/toolbox/living-well](http://www.idainstitute.com/toolbox/living-well)



*Counseling*


# 5 Keys Successful Communication Plan

[www.5keys.org/resources](http://www.5keys.org/resources)

**SUCCESSFUL COMMUNICATION PLAN**

Challenging Situation:  
Going out to eat

Communication Partners Involved:  
usually just my wife  
Sometimes daughter



**ENVIRONMENT** Choose quieter restaurant, go at off-peak hours, request booth.

**SPEAKER** Get his attention before talking, don't talk with napkin near mouth.

**LISTENER** Watch my wife's face, listen to entire sentence, ask her to rephrase.

**TECHNOLOGY** Put hearing aids in "restaurant" program, adjust volume to wife's voice.

**PRACTICE** Try different restaurants, times, and tables. Wear hearing aids every day! 😊



# Counseling

cLEAR

# Customized Learning Exercises for Aural Rehabilitation

[www.clearworks4ears.com](http://www.clearworks4ears.com)



Auditory Training



# LACE

## Listening and Communication Enhancement

[www.neurotone.com/lace-interactive-listening-program](http://www.neurotone.com/lace-interactive-listening-program)



*Auditory Training*

A screenshot of the LACE Training interface. The interface is titled "LACE Training, Day 2" and shows a "Speech in Noise Task". The sentence to be heard is "The point of the steel pen was bent and twisted." Below the sentence, the question asks "How many of the underlined words did you understand correctly?". The answer choices are "None", "1", "2", "3", "4", and "All 5". The interface also shows the user's name "Piotr" and a score of "78/100".

Neurotone  
Sound Thinking

LACE Training, Day 2

Piotr 78/100

Speech in Noise Task

The sentence was:

The point of the steel pen was bent and twisted.

How many of the underlined words did you understand correctly?

None 1 2 3 4 All 5

© Neurotone, 2004—2011

LACE



## Hear Coach by Starkey

Free mobile app



Auditory Training



**Hearing Rehabilitation Foundation**  
[www.hearf.org](http://www.hearf.org)



*Auditory Training*

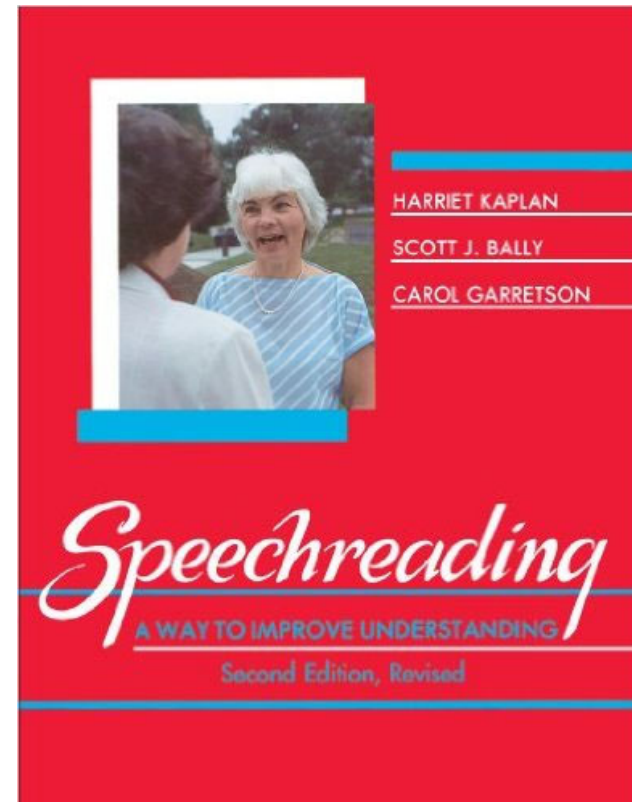




Auditory Training

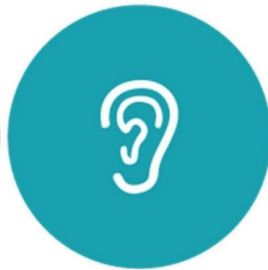
## Speechreading

Kaplan, 1995





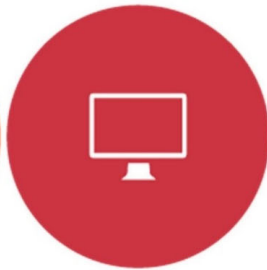
**Speaker**



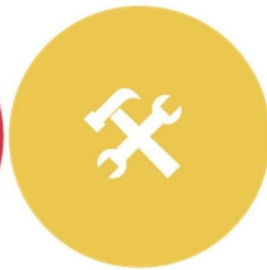
**Listener**



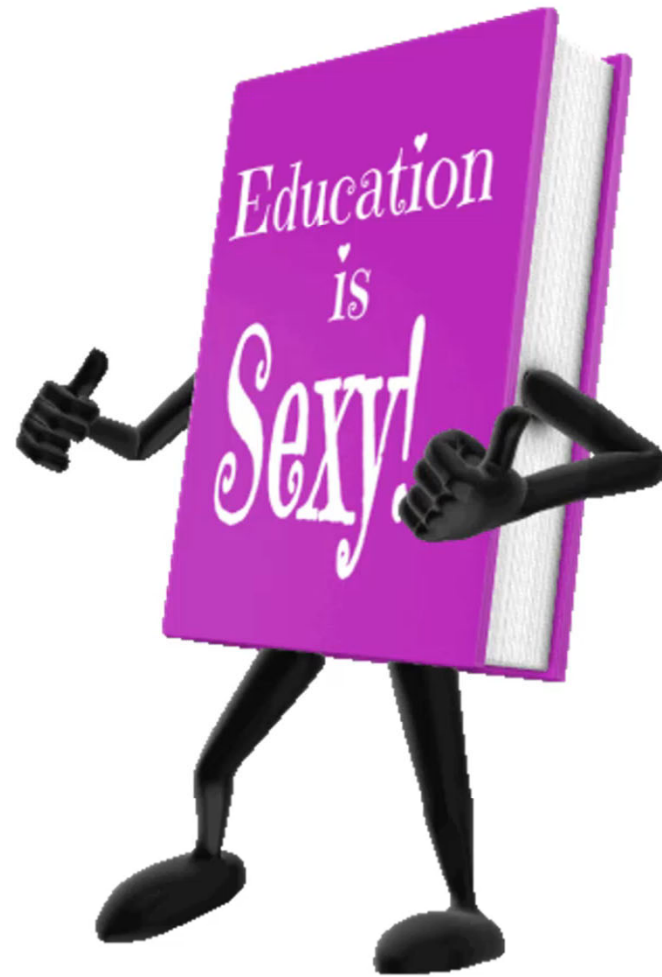
**Environment**



**Technology**



**Practice**



Thank you



5 Keys Communication



Dusty Jessen



[www.5keys.org](http://www.5keys.org)



[support@5keys.org](mailto:support@5keys.org)



303-895-5589