

NCAHR 2013 Continuing Professional Education Program:

AMPLIFICATION & REHABILITATION IN 2013

At the Holiday Inn Resort, Wrightsville Beach, N.C.

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SEE AGENDA; PRESENTERS' DISCLOSURES, TOPICS, & BACKGROUNDS; AND SESSIONS' LEARNING OUTCOMES BELOW.



Time-Ordered Agenda

Friday April 19, 2013 – 4 sessions for a total of 6 hours

1:40 – 2:00 p.m. SIGN IN AT REGISTRATION TABLE

2:00 – 4:00 p.m. SESSION 1 - HALB* Cat 2 – Systematizing Quality in Your Hearing Aid Practice For Maximum Patient Outcomes

Brian Taylor, Au.D., Director of Practice Development and Clinical Affairs, Unitron U.S.

4:00 – 4:25 p.m. BREAK – REFRESHMENTS

4:25– 5:25 p.m. SESSION 2 - HALB* Cat 1 – Amplification Options for Unilateral Hearing Loss
Stacy E. Harris, Au.D., Territory Account Manager – NC & SC, Phonak LLC, and
Beth Fountain, Au.D., Territory Representative - Carolinas, Cochlear Americas

5:30 – 6:30 p.m. SESSION 3 - HALB* Cat 1 – Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion

Discussion Leader: Lisa C. Arguello, M.Ed.; and Panel Members: Douglas L. Beck, Au.D., Oticon Inc.; RaDora J. Dinnan, Au.D., Phonak LLC; Jennifer Pack, M.A., ReSound US; and Brian Taylor, Au.D., Unitron U.S.

6:30 – 7:10 p.m. DINNER

7:15 – 9:15 p.m. SESSION 4 - HALB* Cat 1 - Issues in Amplification: 2013

Douglas L. Beck, Au.D., Director of Professional Relations, Oticon Inc.

Saturday April 20, 2013 - 2 sessions for a total of 4 hours

8:30 – 9:10 a.m. BREAKFAST & **NCAHR BUSINESS MEETING**

9:15 – 11:15 a.m. SESSION 5 - HALB* Cat 1 – Successful Hearing Aid Counseling When Communicating With Male vs. Female Patients

Mary Ann Stone, Ph.D., CCC-A&SLP, Private Practitioner, COMMUNICATION CARE Consultants, Greenville, N.C.**

11:15 a.m. – 11:30 p.m. BREAK and 11:30 a.m. – 12:00 p.m. LUNCH

12:00 – 2:00 p.m. SESSION 6 - HALB* Cat 1 - Utilizing LACE™ To Effectively Integrate Aural Rehab Into Your Practice

Jennifer Henderson Sabes, M.A., Senior Clinical & Research Audiologist, University of California, San Francisco, Medical Center Audiology Clinic

2:00 p.m. CLOSING STATEMENT BY NCAHR PRESIDENT &
ATTENDEES TURN IN ALL CEU-RELATED DOCUMENTS

* HALB = *N.C. State Hearing Aid Dealers and Fitters Board (aka: Hearing Aid Licensing Board) Topic Content Category.*

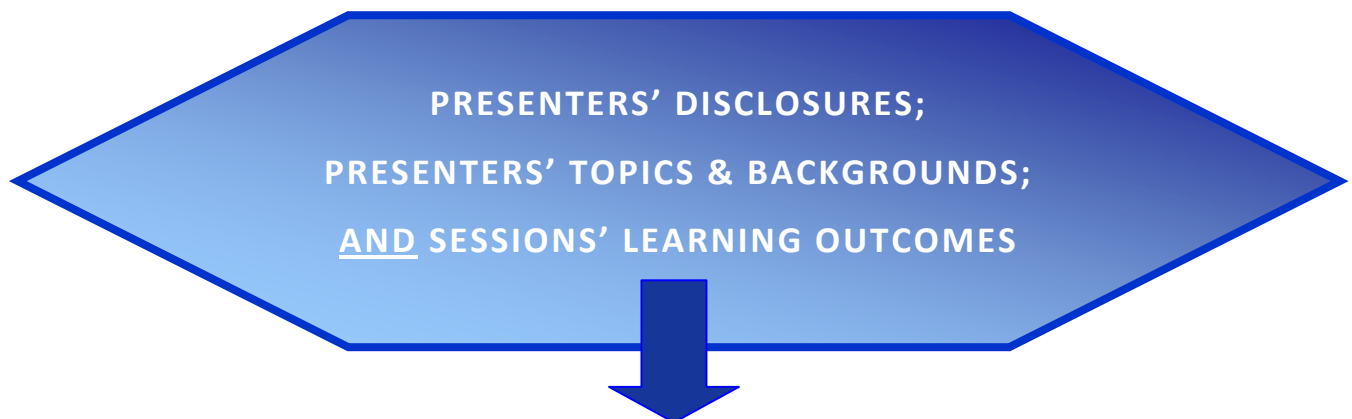
** [Dr. Stone is replacing the original listed speaker who has experienced a scheduling conflict: Robert C. Fifer, Ph.D., Director of Audiology & Speech-Language Pathology, Dept. of Pediatrics, University of Miami School of Medicine]



The North Carolina AHEC Program is approved by the Continuing Education Board of the American Speech-Language-Hearing Association (ASHA) to provide continuing education activities in speech-language pathology and audiology. **See course information for number of ASHA CEUs, instructional level and content area.** ASHA CE Provider approval does not imply endorsement of course content, specific products or clinical procedures.

This course is offered for 1.0 ASHA CEUs (Intermediate level, Professional area).

Unless otherwise noted below, no course planner or presenter has disclosed any relevant financial or nonfinancial relationships.



**NCAHR 2013 Continuing Professional Education Program
Instructional Personnel Disclosures**

In compliance with the requirements of ASHA's Continuing Education Board concerning transparency in course planning, delivery, and marketing, below is information on presenters' financial and non-financial interests relevant to the content of their presentation.

Speaker	Session	Relevant Financial Relationship	Relevant Nonfinancial Relationship
Brian Taylor	SESSION 1 Systematizing Quality in Your Hearing Aid Practice For Maximum Patient Outcomes AND SESSION 3 – Panel Member (see session title below)	Employee of Unitron U.S. & Editor of Audiology Practices, a publication of the Academy of Doctors of Audiology & Royalty Recipient from Plural Publishing, Inc. re: audiological textbooks	Member of the advisory board for the Better Hearing Institute
<i>Session 2</i> Co-Presenter: Stacy E. Harris	SESSION 2 Amplification Options for Unilateral Hearing Loss	Employee of Phonak LLC	Has family members who wear Phonak products
<i>Session 2</i> Co-Presenter: Beth Fountain	SESSION 2 Amplification Options for Unilateral Hearing Loss	Employee of Cochlear Americas	None
<i>Panel Discussion Leader:</i> Lisa C. Arguello	SESSION 3 Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion	None	Member of the NCAHR Subcommittee for CE Program Speaker Selection
<i>Panel Member:</i> RaDora J. Dinnan	SESSION 3 Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion	Employee of Phonak LLC	Wears Phonak products
<i>Panel Member:</i> Jennifer Pack	SESSION 3 Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion	Employee of ReSound US	None
Douglas L. Beck	SESSION 4 Issues in Amplification: 2013 AND SESSION 3 – Panel Member (see session title above)	Employee of Oticon Inc. & Web Content Editor for the American Academy of Audiology	None

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Speaker	Session	Relevant Financial Relationship	Relevant Nonfinancial Relationship
Mary Ann Stone	SESSION 5 Successful Hearing Aid Counseling When Communicating With Male vs. Female Patients	None	None, other than Dr. Stone being of the female gender
Jennifer Henderson Sabes	SESSION 6 Utilizing LACE™ To Effectively Integrate Aural Rehab Into Your Practice	Co-Developer of the LACE™ auditory rehab program & Royalty Recipient from Neurotone, Inc. via the University of California, San Francisco	None

PRESENTERS & THEIR TOPICS

SESSION 1 / April 19, 2013 - 2 hrs. Lecture

SESSION TITLE: Systematizing Quality in Your Hearing Aid Practice For Maximum Patient Outcomes

The session will focus on practical suggestions for promoting quality within a hearing aid dispensing practice, for maximum patient outcomes which will, in turn, result in a thriving practice. Initiatives to improve both the delivery of services to patients and the overall performance of the practice will be presented.

◆◆**PRESENTER:** *Brian Taylor, Au.D., CCC-A, FAAA, Director of Practice Development & Clinical Affairs, Unitron U.S.*

Dr. Taylor was appointed to his current position at Unitron in 2010, after serving as Unitron's Manager of Professional Services. He earned his Au.D. degree from Central Michigan University in 2006. Prior to joining Unitron in 2008, he held various positions with another hearing instrument manufacturer. Brian has over 20 years audiology and hearing instrument experience. Dr. Taylor has authored more than 30 articles on a wide range of topics devoted to practice management and amplification. In addition to his duties with Unitron, he is the Editor of Audiology Practices, the quarterly publication of the Academy of Doctors of Audiology. He is also the co-author of one audiological textbook and the author of two additional texts. His 2013 text is entitled "Quality in Audiology."

SESSION 2 / April 19, 2013 - 1 hr. Lecture

SESSION TITLE: Amplification Options for Unilateral Hearing Loss

The session will focus on current amplification options for patients exhibiting a unilateral hearing loss. There will be a discussion of the causes of single-sided deafness and the effects on patients; how the current wireless CROS/BiCROS devices function; bone conduction processes; and how bone-anchored hearing devices function.

◆◆**CO-PRESENTERS:** *Stacy E. Harris, Au.D., CCC-A, FAAA, Territory Account Manager for Western N.C., and S.C., Phonak LLC*

Beth Fountain (aka: L. Elizabeth Fountain), Au.D., FAAA, Territory Representative for the Carolinas, Cochlear Americas

Dr. Harris joined the Phonak team in 2009. In her current role, she supports Phonak's customers with business development, product and fitting software training, tech support, marketing, and patient outreach. She earned her Au.D. degree from the University of Florida. Her previous work experience includes 9 years of diagnostic audiological evaluations, vestibular testing and rehabilitation, and hearing aid dispensing in ENT settings. Stacy is licensed as an Audiologist in North Carolina. Over the past 4 years, she has presented at over 10 state and national level meetings, in addition to providing dozens of regional CEU trainings, university presentations, and webinars.

Dr. Fountain joined the Cochlear Americas team 2 years ago. Cochlear Americas is the manufacturer of the Baha®, a bone anchored implant designed to overcome the limitations imposed by a unilateral hearing loss. Her primary responsibilities involve bone anchored auditory implant surgical training and education for surgeons, audiologists, and patients. She earned her Au.D. degree from A.T. Still University, Mesa, AZ. Beth is licensed as an Audiologist in North Carolina. Dr. Fountain has 35 years audiology experience; and she began working in the hearing aid industry as a trainer and business development consultant in 1996. Since 1998, she has presented at over 20 state and national level meetings.

SESSION 3 / April 19, 2013 - 1 hr. Panel Discussion

SESSION TITLE: Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion

The session will focus on today's variety of wireless technology options available for use with hearing instruments. Panel members will address questions dealing with the selection, function, and the advantages and disadvantages of current technology for hearing aids utilizing near-field magnetic induction and hearing aid systems that use radio frequency transmission.

◆◆**PANEL DISCUSSION LEADER:** *Lisa C. Arguello, M.Ed., CCC-A, FAAA, Clinical Audiologist, Wake Forest Baptist Health, Winston-Salem, N.C.*

Ms. Arguello has been a dispensing Audiologist for over 20 years; and she is licensed as an Audiologist and hearing aid dispenser in North Carolina. She obtained her M.Ed. degree from the University of North Carolina at Greensboro. Lisa is a member of NCAHR and NC AAA. Ms. Arguello is currently a member of the NCAHR Subcommittee for CE Program Speaker Selection.

◆◆**PANEL MEMBERS:** *Douglas L. Beck, Au.D., Oticon Inc. (see Session 4 below); RaDora J. Dinnan, Au.D., CCC-A, FAAA, Phonak LLC; Jennifer Pack, M.A., ReSound US; and Brian Taylor, Au.D., Unitron U.S. (see Session 1 above)*

Dr. Dinnan joined the Phonak team as a customer trainer in 2012. She supports Phonak's customers in Georgia, Alabama, Florida, as well as North and South Carolina. Her Au.D. degree is from Salus University, Elkins Park, PA. RaDora is licensed as an Audiologist in Georgia. Dr. Dinnan has previous clinical pediatric audiology and hearing aid retail experience. Having a congenital hearing loss, herself, RaDora brings a unique perspective to her Phonak training activities which include state and national level presentations.

Ms. Pack joined ReSound as a regional sales manager 2 years ago. She supports ReSound's customers in Coastal Georgia, Southwestern Virginia, East Tennessee, as well as North and South Carolina. Her primary responsibilities involve customer training regarding ReSound products and programs, and business development for practices dispensing ReSound products. She holds a M.A. degree in Audiology from the University of Tennessee. Jennifer is licensed as an Audiologist in North Carolina. Her previous experience includes 11 years as an Audiologist working in ENT, private practice, and university settings.

SESSION 4 / April 19, 2013 - 2 hrs. Lecture

SESSION TITLE: Issues in Amplification: 2013

The session will focus on current issues in amplification, with a review of contemporary professional literature related to hearing aid dispensing practices and protocols. The value of automatic features as evaluated by independent labs and universities; the meaning and value of extended bandwidths; and the importance of speech in noise testing will be discussed.

◆◆**PRESENTER:** *Douglas L. Beck, Au.D., Director of Professional Relations, Oticon Inc.*

Dr. Beck joined Oticon in 2005 and assumed his current position, which involves writing and speaking in support of Oticon's innovative professional and educational programs. Doug started his audiological career at the House Ear Institute in Los Angeles, CA. He later became Director of Audiology, at Saint Louis University in Missouri. In 2000, he earned his doctoral degree from the University of Florida at Gainesville, and he became president and editor-in-chief of Audiology Online. Dr. Beck was appointed the American Academy of Audiology's Web Content Editor in 2008. He has taught graduate-level audiology classes via A.T. Still University's audiology distance education program, and has authored and co-authored dozens of articles relating to numerous audiology-related topics.

SESSION 5 / April 20, 2013 - 2 hrs. Lecture

SESSION TITLE: Successful Hearing Aid Counseling When Communicating With Male vs. Female Patients

The session will focus on the importance of gender differences regarding communication styles that impact the success of hearing aid counseling. Differences in receptive and expressive communication, that involve both verbal and nonverbal language, will be presented. Neurophysiological differences between males and females, as well as the effects of cultural influences on communication styles will be discussed.

◆◆**PRESENTER:** *Mary Ann Stone, Ph.D., CCC-A&SLP, Private Practitioner, COMMUNICATION CARE Consultants, Greenville, N.C.*

[Dr. Stone is replacing the original listed speaker who has experienced a scheduling conflict: Robert C. Fifer, Ph.D., Director of Audiology & Speech-Language Pathology, Dept. of Pediatrics, University of Miami School of Medicine]

Dr. Stone has over 40 years experience in multiple aspects of the fields of Speech/Language Pathology and Audiology dealing with children and adult patients. She received her Ph.D. degree in Speech & Hearing Science from the University of Tennessee in Knoxville. Mary Ann started her private practice in North Carolina in 1980, after teaching graduate level courses at East Carolina University in Greenville, N.C. Dr. Stone served as the Speech & Hearing Consultant for the N.C. Department of Health and Human Services, Division of Public Health, for 7 years. She is licensed as an Audiologist and Speech/Language Pathologist in North Carolina. Her range of presentations, to varied audiences in the Carolinas, has included topics dealing with neurogenics, speech perception, augmentative communication, amplification, and counseling.

SESSION 6 / April 20, 2013 - 2 hrs. Lecture

SESSION TITLE: Utilizing LACE™ To Effectively Integrate Aural Rehab Into Your Practice

The session will focus on utilizing the LACE™ auditory rehabilitation program to effectively integrate aural rehab into a hearing aid dispensing practice. The presenter will explain how the LACE™ interactive computer program provides listening strategies to build adult patients' confidence and address cognitive changes characteristic of the aging process. Use of LACE™ for the monitoring of training data for each patient and the use of this information to counsel patients regarding their performance will be discussed.

◆◆**PRESENTER:** *Jennifer Henderson Sabes, M.A., CCC-A, FAAA, Senior Clinical & Research Audiologist, University of California, San Francisco*

Ms. Henderson Sabes started working at the UCSF Medical Center, Audiology Clinic in 2002. Her clinical interests and research are primarily focused on auditory rehabilitation and tinnitus management. She earned her M.A. degree in Audiology from The George Washington University in Washington, DC, in 1995, and began working in audiology and hearing research institutions. Jennifer has pursued post-graduate education and training in auditory neuroscience at Arizona State University, Tempe, AZ. Ms. Henderson Sabes is licensed as an Audiologist in California; and she has taught Audiology courses at California State University, East Bay since 2008. Besides being the co-developer of the LACE™ (Listening and Communication Enhancement) auditory rehabilitation program, Jennifer has authored papers in both peer-reviewed and professional publications as well as book chapters.



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SESSION LEARNING OUTCOMES

At the end of the session, the participants will be able to:

SESSION	LEARNING OUTCOME #1	LEARNING OUTCOME #2
SESSION 1 Systematizing Quality in Your Hearing Aid Practice For Maximum Patient Outcomes	List the (3) E's of quality	Define the shared-decision making model
SESSION 2 Amplification Options for Unilateral Hearing Loss	List (3) etiologies of single-sided sensorineural hearing loss	Define "osseointegration"
SESSION 3 Wireless Technology Options for Hearing Aids: Manufacturers' Panel Discussion	Explain what would make someone a poor candidate for using wireless technology with hearing aids	Identify (2) limitations of current wireless technology for hearing aids utilizing near-field magnetic induction (NFMI)
SESSION 4 Issues in Amplification: 2013	List (2) automatic features which are beneficial for all hearing aid wearers and should be left on at all times, according to Harvey Dillon	Describe (2) reasons why Acoustic Reflex tests should be included in EVERY audiological screening, EVERY time
SESSION 5 Successful Hearing Aid Counseling When Communicating With Male vs. Female Patients	Describe a difference in receptive communication behavior for female versus male patients	Identify (2) aspects of expressive verbal communication, when counseling patients, that are affected by gender differences
SESSION 6 Utilizing LACE™ To Effectively Integrate Aural Rehab Into Your Practice	Identify (3) benefits of utilizing the LACE™ program in a hearing aid dispensing practice	Describe (3) ways to integrate the LACE™ aural rehabilitation program into the hearing rehabilitation process

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