



The Listening Post

Summer, 2015

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MHS President's Message



by Robert T. Guison,
BC-HIS

I wanted to thank everyone who made our Annual Convention such a success! We are already hard at work preparing for next year's Convention. It will be

held at the Adams Pointe Conference Center in Blue Springs, MO, which has recently undergone construction and looks great! MHS always strives to make your educational dollars the most valuable to you. Many people don't realize that this one event funds the activities that allow our practices to exist. Please invest in yourself and your family's future by attending the MHS Conference with us in Blue Springs.

I would also like to extend an invitation to share topics that you would find interesting for the next Convention. We are always reading new things and seeing advancement in the field, so if you have something in particular that you would enjoy learning more about, please let us know. You can contact Jordan McMillin or any other Board Member with suggestions.

On another note, we are looking for new faces to help serve on the Board. Feel free to call me or any of the Directors if you are interested in learning more about legislation, vendor relations, education, etc. We have several roles to fill, so please contact us if you feel like you might be a fit.

Finally, I wish to thank and congratulate those who recently joined the MHS. Being a member is about so much more than paying your dues. This organization can provide you with lifelong friendships that you can call on as you grow in experience and serve.

Best wishes for a successful year!



"Thank You" to these supportive exhibitors and sponsors. And, remember to thank them when they stop by your facility!

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A Few Memories from the 2015 Annual Convention and Education Seminar



Janette Call Completes ACA Training

by Kathy-Jo Facteau, BC-HIS

Larry the Cable Guy has nothing on Janette Call when it comes to Git-R-Done. Starting from a permit in 2002, Janette has moved through the learning curve of becoming licensed, achieving board certification and, recently, graduating from the American Conference of Audioprosthology (ACA) program.

The ACA program trains the experienced specialist in the assessment of the patient's hearing loss, the selection of appropriate hearing instruments, and the management of a successful practice, encompassing professional, technical and business facets. It's a grueling thirteen month course that demands one's attendance at every course and passing marks. When you meet someone with the ACA designation, you are meeting a well-trained, competent hearing aid fitting professional.



↑ *Janette performs an otoscopic exam.*

Janette has always sought to offer the best to her patients, so choosing to go the gauntlet with the ACA program was an obvious alignment with her goals. "I feel being able to offer them the best comes with being well trained," Janette states.

While securing one's BC-HIS through examination is a great accomplishment, the ACA studies delve deeply into the start-to-finish process of hearing aid fittings. It's not just a test passed after the study of materials. It's a hands-on involvement in learning best practices, going back to one's office to implement those practices, then experiencing internally the change that occurs from seeing firsthand the beneficial repercussions of their implementation. It is this change that gives the professional's eyes a passionate fire and their skills a mirror shine, a crisp execution.



↑ *Janette consults with Mr. Hurst.*

Janette's ACA training greatly impacted her. She completely overhauled her office protocols, evaluating what to keep, what to add, and how to sustain the new procedures over time. The stronger case histories she developed were jumping stones to honing her fitting ability.

"Each case study was from one of our actual patients," Janette explains. "We had to show from beginning to the end for each patient. So it would include case history, their audiogram, otoscopy, tympanometry, intake screenings, list of medications, FDA questions, fitting suggestions, actual fit, and documentation of the fitting."

"During my ACA," she continues "I enhanced my patient follow up services. Every patient now completes a Hearing Aid Documentation. This is completed over their follow up during a one week, two week, and one month check up. This documentation covers verification and validation of the fitting. The documentation will consist of things like the TELEGRAM pre and post fitting, IOI-HA [International Outcome Inventory for Hearing Aids], and COSI for validation. For verification we look at pre and post speech discrimination in quiet and noise, along with Quick SIN aided and unaided results, and Speech Mapping. There are circumstances that will require additional documentation for a patient's specific issues, but these are some of the basics we collect."

"Janette Call" >p4

Janette Call *(from page 3)*



↑ *Janette balances family time at the zoo.*

The concept of document, document, document was further driven home by Doug Lewis' presentation on Law and Ethics. He advised that no matter what action one is taking in the office, whether it be video otoscopy, referral for care, or a hearing aid fitting, one must ensure that they can account for the decision made, the action taken. ACA training has made Janette very confident in making a decision then supporting that decision with notes and documentation in the file. With her fuller understanding of audiological testing not commonly done in the HIS office, Janette can select from a wider array of strategies to precisely meet the needs of her clients. This strengthens her ability to crack those tough cases.

Coupled with the extensive study required of the ACA program is an equally demanding Practicum. Each participant must create a Case History Form, an Aural Rehabilitation Program and ten Case Studies from their own experiences and five more Case Studies that are assigned to them. All this must be done (and done well) after the completion of the course and submitted for approval in order for the student to earn a passing score.

Janette's practice cracks and pops in a special way since her involvement in the ACA program. When clients ask Janette what an Audioprothologist is, she reports that it indicates an advanced level of training in hearing aids and the fitting of hearing aids. To this, most reply, "then I must be in the right place."

The imprint of the ACA program will be lifelong for Janette. It's changed her skill level, the way she implements her practice, and established friendships with like-minded colleagues who took the educational journey with her. Through rain, flooding, and snow, Janette's family made the trip to Cincinnati with her each of those thirteen months, earning her heartfelt "thank you!" Of her new friends from Indiana, Ohio, and Minnesota, Janette muses "it's amazing how you come together as strangers and leave as great friends."

The many and varied benefits of the ACA spurred Janette's increased involvement in IHS. It's also motivated her to encourage others to take the leap to ACA certification. While it's "not a program for the weak at heart," it is one that will transform your career. If you are interested, let IHS know, she urges. It takes 15 students for a class to form. If you would like to increase your skill level but aren't ready for the ACA program, consider joining Janette in a work group to create Gold Standards for Verification and Validation. [Contact info at end.]

MHS has long supported and acknowledged those who have striven to achieve higher levels of education. We would like to congratulate Janette on her latest accomplishment. She is one in a line of Git-R-Done MHS members, including Mark States, Yon Wibskov and others, who have achieved a pinnacle of excellence. We are proud of them all and happy to have them among our membership!



Contact Janette Call re the Gold Standards for Verification and Validation work group at (573) 547-2888 or betterhearingsolutions@yahoo.com.

www.missourihearingsociety.org



Periodic Review of Missouri State Regulations

by Scott George

Something brand new begins this July 1st. Recent legislation called for a periodic review of every rule and regulation on the state books. The first set includes all regulations in Administration, Agriculture, Conservation, Economic Development, Elementary and Secondary Education, and Higher Education.

And, public comment will be solicited with a July 1st announcement in the state register. For the first 60 days, any individual or company can comment on any specific rule in these hue departments.

Here is your chance to comment on rules that have plagued, puzzled, or baffled you for years.

The phrase "Periodic review" draws an almost visceral reaction in government circles. It means a complete review of each regulation to determine, among other things, if the rule should be rescinded.

Per RSMO 536.175.1, each agency with rules being reviewed shall prepare a report containing the results of its periodic rule review. The report shall consider and include the following:

- (1) Whether the rule continues to be necessary, taking into consideration the purpose, scope, and intent of the statute under which the rule was adopted;
- (2) Whether the rule is obsolete, taking into consideration the length of time since the rule was modified and the degree to which technology, economic conditions, or other relevant factors have changed in the subject area affected by the rule;
- (3) Whether the rule overlaps, duplicates, or conflicts with other state rules, and to the extent feasible, with federal and local governmental rules;
- (4) Whether a less restrictive, more narrowly tailored, or alternative rule could adequately protect the public or accomplish the same statutory purpose;

- (5) Whether the rule needs amendment or rescission to reduce regulatory burdens on individuals, businesses, or political subdivisions or eliminate unnecessary paperwork;
- (6) Whether the rule incorporates a text or other material by reference and, if so, whether the text or other material incorporated by reference meets the requirements of section 536.031;
- (7) For rules that affect small business, the specific public purpose or interest for adopting the rules and any other reasons to justify its continued existence; and
- (8) The nature of the comments received by the agency under subsection 2 of this section, a summary of which shall be attached to the report as an appendix and shall include the agency's responses thereto.

The state register notice shall contain:

- (1) Which titles of the code of state regulations will be under review;
- (2) A notice that anyone may file comments concerning the rules being reviewed no later than 60 days after publication of the notice in the Missouri Register;
- (3) A notice that all comments must identify the commenter, must specify the rule being commented upon, and must contain comments directly associated to that rule;
- (4) A listing of agency designee assigned to receive comments on rules under review.

For the first time in history, each of you has the opportunity to comment on the rules.

Tell all your friends ;-)



POSITION AVAILABLE

OTC – HEARING INSTRUMENT SCIENCE PROGRAM DIRECTOR



Ozark Technical College, in Springfield, is looking for a Director for the HIS Program. The Director will be responsible for curriculum development, student recruitment, and instruction of assigned classes.

Qualifications and Experience:

MANDATORY: (M1) Current unrestricted Missouri State License as a Hearing Instrument Specialist or eligible for licensure, as well as knowledge of state laws regarding licensure; **(M2)** Bachelor's degree or equivalent from a regionally accredited institution of higher learning; **(M3)** Two years of professional experience directly related to the teaching assignment; **(M4)** Ability to attend student instructional experiences in person on the Springfield OTC campus and with the HIS Mobile Lab.

DESIRABLE: (D1) Master's degree from a regionally accredited institution of higher learning; **(D2)** Experience teaching at the community college level or higher; **(D3)** Proficient in use of Microsoft Office programs; **(D4)** Experience teaching seated or online courses; **(D5)** Experience in a leadership role in professional organizations; **(D6)** Board Certified in Hearing Instrument Science and Registered Supervisor in the State of Missouri, or eligibility for Board Certification followed by State Registered Supervisorship.

Duties:

- 1 Provides management and supervision over the associate degree in hearing instrument science program.
- 2 Provides quality instruction which is current, accurate, interesting and up to date.
- 3 Maintains professionalism.
- 4 Participates in annual commencement ceremony and other college special events.
- 5 Performs other duties as assigned.

Qualified applicants should submit the following documents to jobs@otc.edu or fax to 417-447-2633.

OTC Application for Employment

Cover letter detailing how you meet the mandatory and desirable requirements

Your professional resume

Photocopy of College Transcripts

Closes: Jun 26, 2015

For more info, see <http://hr.otc.edu/job/hearing-instrument-science-program-director/>

If you, or anyone you know, is interested in this position, please apply today.



*A very special "Thank You!"
to Siemens for sponsoring
breakfast at our 2015
Annual Convention
and Education
Seminar.*



Unison Hearing Health Global Summit

*September 8-11, 2016
Hyatt Regency Chicago*

The Hearing Healthcare Education Coalition (HHEC), Washington, DC, has announced the creation of the Unison Hearing Health Global Summit (Unison), an innovative forum and educational experience that will bring together audiologists, hearing aid specialists, physicians and other providers, as well as industry and consumer representatives. The HHEC reports that the inaugural Unison Hearing Health Global Summit will be held September 8-11, 2016 at the Hyatt Regency Chicago. Beginning in 2016, both IHS and ADA have committed to forgo their individual annual conventions, and will instead hold their respective membership meetings and networking activities in conjunction with the Unison Summit.

The purpose of Unison, according to the HHEC, is to foster transformative educational experiences for providers and ensure best practices in the delivery of optimal, outcome-based hearing health solutions that lead to better outcomes for patients. The HHEC says that Unison is designed for multi-organizational collaboration and participation, and encourages representation from all stakeholders. To date, Unison's founding partners include the Academy of Doctors of Audiology (ADA) and the International Hearing Society (IHS). The Hearing Industries Association (HIA) has signed on as an endorsing sponsor.

"The genesis for the Unison Hearing Health Global Summit is the recognition that the entire healthcare landscape is shifting and yesterday's models of care will not effectively serve the patients of tomorrow," said ADA President Kim Cavitt, AuD. "There are 40 million people in the United States right now suffering from hearing loss, and only 25,000 audiologists and hearing aid specialists combined. It is time to create a learning and networking environment that brings together all stakeholders and providers—only then will we be able to cultivate sustainable solutions that optimize patient outcomes and advance our professional goals."

The 2016 Unison Hearing Health Global Summit is expected to draw in excess of 1,000 attendees, including the leading dispensing audiologists and hearing aid specialists from across the country and around the world. The preliminary agenda is scheduled for release in fall 2015, and course proposals will also be accepted at that time.

"Unison provides an unprecedented opportunity to change the footprint of hearing healthcare education by engaging in deeper conversations and learning opportunities across providers, across the globe and across the continuum of care," said IHS President Scott Beall, AuD, CCC-A, ACA, BC-HIS. "Leveraging our resources towards that great end will help achieve true innovations in care and ensure the excellent coordination of care."

HIA Chair Todd Murray provided the manufacturing sector's endorsement of the Hearing Healthcare Education Coalition and the "Unison" initiative. "HIA and its manufacturing members support programs that enhance the continued excellence of our dispensing customers and efficiently focus our collective resources to expand consumer benefit," said Murray. "We believe this effort meets those criteria, we applaud ADA and IHS for their work, and collectively, we support them and expect success."

The Hearing Review recently published a blog and an editorial in its February 2015 edition about why a joint meeting would be "one of the revolutionary moves our industry needs."

Article reprinted with permission courtesy of The Hearing Review (www.hearingreview.com).





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2016 MHS Annual Convention

March 4-5, 2016

*Adams Pointe Conference Center
Blue Springs, MO*