



Needs Assessment And Course Abstract

2014 ADVANCED FITTING FOCUS

COURSE DATES: VARIOUS

SUBMISSION DATE: DECEMBER 13, 2013

2014 Advanced Fitting Focus—20-Hour Course

Total Hours: 20.0

Total CEUS: 2.0 | 20.0

ITEM 1: NEEDS ASSESSMENT

Continuous advancements in hearing aid technology require continuous education to adequately prepare for fitting hearing aids to patients with hearing loss. We interviewed existing and potential customers and determined that an educational program offering both lecture and hands-on training was essential for successful hearing aid fittings.

ITEM 1: COURSE ABSTRACT

This five day course focused on developing technical and analytical skills to advance various aspects in hearing aid dispensing. Specific areas addressed included: testing, cerumen management, impression taking, hearing aid selection and programming, troubleshooting and counseling. Concepts were delivered in both lecture and hands-on formats.

ITEM 2: LEARNING OUTCOMES

As a result of taking the Tomorrow Starts Today Seminar, participants will be able to:

1. Perform audiometric testing procedures and interpretation
2. Remove cerumen from the external auditory meatus
3. Create an impression of the ear
4. Select the appropriate amplification system based on the patient's audiometric configuration and ear canal dimension
5. Program a hearing aid using the fitting software
6. Troubleshoot patient's complaint in regards to repairs, remakes and new orders
7. Modify hearing aids for fit and comfort using a red wing dremel tool
8. Clean and care for patient's hearing aids
9. Counsel patients through the process of hearing aid use
10. Modify hearing aids to replace broken components

End Needs Assessment | Course Abstract | Learning Outcomes



Speaker Biographies And Disclosures

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Suma Khalilsuma_khalil@starkey.com

Graduated from Medical School (University of Alexandria, Egypt/University of Manchester, United Kingdom). Practiced as a Pediatrician for several years before having her child, Boudi, who was born with a profound hearing loss. Moved with her family to St. Louis, Missouri for her son to go to CID. Because of her son, she decided to change her career to be able to help him and help lots of other hearing-impaired children. Went to Washington University, St. Louis, MO and got a Master's and a Ph.D. in Speech and Hearing. Worked as a Clinical audiologist at St. Louis University Hospital, and was an Adjunct Professor at St. Louis University as well. Following that she was the Director of Audiology at Otology Associates at Missouri Baptist Hospital in St. Louis. Suma joined Center for Excellence in 2007 to work with Bill Austin to be able to help so many kids around the world fulfill their dreams and goals and be successful as her son who is an Aerospace Engineer and an excellent piano player who earned lots of national and international awards. Suma is a Clinical Audiologist and the Head of Education and Training at the Center for Excellence at Starkey Labs. She has trained a great number of national and international hearing professionals, taught and presented multiple courses on Hearing at National and International meetings. She is an expert in working with children, and has participated in several national and international missions with the Starkey Hearing Foundation.

Relevant Financial: Clinical Audiologist, Center of Excellence, Starkey Hearing Technologies

Relevant Non-Financial: None

H. William Noel, IIIbill_noel@starkey.com

H. William Noel, III joined NuEar in October 1978. William is currently the Manager of the Starkey Center for Excellence. William is a National Board Certified Hearing Aid Dispenser with 32 years of focused patient-centered hearing healthcare experience. A national educator on the science of hearing and hearing aid technology he has trained countless hearing professionals from around the country. As a key educator of new dispensers entering the field of hearing aid dispensing he is recognized for his ability to solve tough-to-fit cases.

Relevant Financial: Manager, Center of Excellence, Starkey Hearing Technologies

Relevant Non-Financial: None

Raymond O. Woodworthray_woodworth@starkey.com

Ray entered the field of Hearing Health Care in 1998 working in private practice for 3 years before joining Starkey Laboratories to continue his pursuit of helping the hearing impaired. In 2002 Ray joined the staff in Starkey's Center for Excellence in Starkey Laboratories World Headquarters in Eden Prairie, MN. He specializes in working with patients from around the world that present the most challenging fittings due to fit issues and power requirements. Ray is an expert in art of impression taking, impression detailing and hearing aid modification and has trained countless hearing professionals and staff since joining the Starkey team.

Relevant Financial: Hearing Aid Consultant, Center of Excellence, Starkey Hearing Technologies

Relevant Non-Financial: None

End Speaker Biographies and Disclosures



CEU Course Policies

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Course Attendance Policy

To coincide with changing national board policies, Participants requesting CEUs must indicate on the course evaluation form three key learning points from the course in order for CEUs to be awarded to national boards.

In addition, Participants must attend at least one full day of this two-day course to obtain CEUs. Participants may obtain either 0.6 | 6.0 CEUs or 1.2 | 12.0 CEUs for this course. Participants must complete the attendance form at the course and submit it to the instructor prior to leaving the course. Per board policies, no CEUs will be awarded retroactively.

Refund Due To Event Cancellation Or Date Change Policy

Starkey Hearing Technologies (SHT) reserves the right to cancel a course due to low enrollment, weather or other circumstances that would make the event non-viable. If SHT cancels an event, registrants will have the option to either receive a full refund or transfer registration to a course for a future date. Refunds will be issued in the same form as which the payment was made. Please allow two weeks for processing.

Refund Due To Participant Cancellation Policy

Participants must notify Starkey Hearing Technologies of cancellations 48 business hours prior to the start of the course to receive a full refund. Cancellations must be received in writing by email via CEU.Inquiries@starkey.com. Refunds will be issued in the same form as which the payment was made. Registrants who cancel will not receive course materials. Please allow two weeks for processing.

Resolution Of Complaints Policy*Complaint About Course Or Instructor*

Whenever a course Participant has a complaint about a course or instructor, the participant must contact the Senior Director of Education and Audiology, Starkey Hearing Technologies, within 7 days of the course end date to lodge the complaint. The Senior Director of Education and Audiology will work with the Participant to resolve the complaint.

Complaint About CEU Documentation

Whenever a course participant has a complaint about the awarding of course CEUs, the participant must contact the CE Administrator by email via CEU.Inquiries@starkey.com within 7 days of receiving the course attendance documentation in order to verify and amend reporting to necessary national and state boards. Starkey Hearing Technologies CE Department cannot guarantee reporting to requested national and state boards after this time.

Transparency In Course Planning, Delivery And Marketing

Starkey Hearing Technologies discloses there will be limited or no information provided about similar products or services during this course.

End CEU Course Policy Statements
