

2018 Excellence In Patient Management Summit

Starkey Hearing Technologies Course ID: 18-LE-13
Requested Course Hours/CEUs: 12 Hour | 1.2 CEUs
Active Course Dates: 02/01/2018 – 12/31/2018

Course Needs Assessment

To provide best-in-class patient care, it is incumbent upon the professional to ensure they are current in all aspects of hearing healthcare. Hearing care practitioners need to be cognizant of the fields of hearing, hearing loss, amplification systems, aural rehabilitation and patient outcomes. The purpose of this activity is to provide professional development in the areas of product training, patient management and practice building, specifically hearing instrument systems technology, selecting amplification systems, instrument fitting techniques, patient follow-up and care and management considerations in hearing instrument dispensing. Content is presented at an intermediate level focused on increasing knowledge and skill level of the participant. Each session will be led by an instructor and/or discussion leader and will focus on pre-determined goals and objectives. Facility tours, exhibit activities, lunch and breaks are not included in the calculation for the total CEUs offered. This course enables audiologists and others in the audiology field to better serve their patients by providing continuing education that prepares professionals for fitting hearing aids to patients with hearing loss.

Course Description

Attendees learned studies have indicated that in the absence of hearing loss, older adults face increased challenges in noisy environments, as listening effort increases in parallel with advancing age. They also learned that there are a variety of rechargeable and power options available. This course discussed amplification systems that address hearing loss and offers personalization in the field.

Course Learning Outcomes

Day 1 Learning Outcomes

Upon completion, participants will be able to:

1. Identify the benefits of rechargeable hearing aid technology
2. Identify the benefits of technology that enhances spatial hearing
3. List the benefits of technology that offers directional benefit in quiet environments
4. Identify the benefits of wireless connectivity in digital hearing aid platforms
5. Match the technology feature to the need of the patient to provide a strong recommendation
6. Identify how establishing a practice protocol that focuses on patient outcomes benefits the patient

Day 2 Learning Outcomes

Upon completion, participants will be able to:

1. List the steps of establishing a practice vision that meets the needs of the patients
2. Identify strategies used to develop new hearing health technology
3. List practice management strategies that focus on long-term patient care and improve patient outcomes
4. Identify products and strategies that allow the professional to be the ear expert and meet the needs of patients
5. Identify strategies for providing total hearing healthcare solutions that effectively resolve issues patients face
6. Identify the benefits of a sustainable community-based hearing healthcare program

Course Presenters

Various Education & Training Staff

Various Commercial & Government Sales Staff

Promotional Materials: National Boards

Starkey Hearing Technologies has pre-registered this course with:

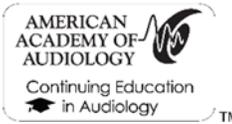
ASHA



Starkey Hearing Technologies 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 1.2 ASHA CEUs (Intermediate Level, Professional Area)

AAA



Starkey Hearing Technologies is approved by the American Academy of Audiology to offer Academy CEUs for this activity. The program is worth a maximum of 1.2 CEUs. Academy approval of this continuing education activity is based on course content only and does not imply endorsement of course content, specific products, or clinical procedure, or adherence to the event to the Academy's Code of Ethics. Any views that are presented are those of the presenter/CE Provider and not necessarily of the American Academy of Audiology.

This course is offered for 1.2 AAA CEUs

IHS



This program is approved by the International Hearing Society and its educational committee, the International Institute for Hearing Instruments Studies.

This course is offered for 12 IHS CEUs

Submission Information: State Boards

In addition, this course has been pre-registered for 12 hours or 1.2 CEUs with the following state boards and advisory committees:

- Arkansas Board of Hearing Instrument Dispensers
- California Hearing Aid Dispensers Bureau
- CE Broker for Florida
- Ce Broker for Ohio
- Georgia Office of Secretary of State; Professional Licensing Boards Division
- Kansas Department of Health and Environment (LTS-1224)
- Kansas Hearing Aid Board
- Louisiana Board of Hearing Aid Dealers
- Nebraska Division of Public Health; Licensure Unit
- North Carolina State Hearing Aid Dealers and Fitters Board
- New York Department of State Department of Licensing Services
- South Carolina Hearing Aid Specialists; South Carolina Department of Health and Environmental Control
- Texas Department of Licensing Renewal (CE Provider 117)

Policies

Transparency in Course Planning, Delivery and Marketing

Starkey Hearing Technologies discloses that there will be limited to no information provided about similar products or services during the course listed in this document. Speaker biographies and disclosures are included in this document.

Intellectual and Legal Property Rights

Starkey Hearing Technologies respects intellectual and legal property rights of staff members, guest speakers and resources used in the preparation and presentation of learning content and references materials appropriately.

Privacy Policy

Starkey Hearing Technologies respects individual participant's privacy. Contact and license information is stored on a secure server maintained by Starkey Hearing Technologies IT Department. The requested information is used only to mail the letter of attendance and to report your attendance to requested national and state boards.

Equal Employment Opportunity Policy

Starkey Hearing is an equal opportunity employer/minority/Female/Vet/Disabled. We encourage diversity in the workplace. In fact, we believe the diverse individuality of our employees is truly what makes us great. We value each team member as a key part of our continuing commitment to excellence.

Attendance Policy

Starkey Hearing Technologies' attendance policy requires attendance to the entire event; partial credit is not available. All participants must turn in attendance documentation prior to leaving the course. Documentation is not accepted retroactively via scan, fax, email or US mail. Attendance is reported to required boards only if requested by the attendee on the attendance form. Reporting to required boards will be completed retroactively only in the event of clerical error by Starkey Hearing Technologies and not due to failure of the participant to complete all attendance documentation requirements.

Course Evaluation Policy

Starkey Hearing Technologies' collects evaluations for each course offered. It consists of both a 1-5 rating scale to evaluate performance of the presenter and relevance of the content and open ended questions to determine room for improvement and future topics.

Sample Assessment Activities

1, 2, 4, 6 Hour Course Offerings

Action Idea List

1. A piece of paper titled "Action Idea List" will be set at each person's seat prior to the beginning of the class.
2. The instructor will highlight the "Action Idea List" handout and instruct participants to record important ideas they learn that they plan to implement in their office.

1, 2, 4, 6 Hour Course Offerings

Golden Nugget

1. At the end of the morning session, participants will review their important learning of the morning.
2. Participants will be divided into groups to discuss their key learnings. Each group will vote for a spokesperson to share a "Golden Nugget" to the entire class.

4, 6, 9, 12 Hour Course Offerings

Question Cards

1. Participants will be divided into groups. Each group will identify issues they need to resolve and will write it on the index card.
2. Each group will pass their index card clockwise to the next group to review and answer.
3. The cards will be passed clockwise again to the next group to review and provide additional information.
4. Each group will take turns to read the questions and answers and the instructor will lead the class in a discussion.

4, 6, 9, 12 Hour Course Offerings

Case Studies

1. Participants will be provided a patient case study.
2. Participants will review the patient history including audiometric data and lifestyle communication information.
3. Participants will work in pairs to use content learned during lecture to complete a hearing aid fitting based on the patient information.
4. A summary of the case study will be provided via discussion and/or the workbook answer key section.

20 Hour Course Offerings

Quiz

1. Participants will be emailed a course evaluation and quiz.
2. Participant will complete the session quiz that asks how they will use the content in their practice.

Sample Course Evaluation

Continuing Education		Course Evaluation Form	Choose an item.
Empower Through Education		Course Title	Choose an item.
		Course SHT ID Number	Choose an item.
		Course Location	Varied
		Course Start and End Date(s)	Varied

Please complete the course evaluation. Information from the evaluation is used to improve our courses.

Please rate your level of satisfaction with each of the following aspects of the training instructor.
 1: Not at all Satisfied 2: Somewhat Unsatisfied 3: Neutral 4: Satisfied 5: Very Satisfied

SESSION INSTRUCTOR	1	2	3	4	5
Knowledge of the instructor					
Organization/preparation of the instructor					
Materials assisted in my learning					
Content was relevant to my practice					
Content met my expectations					
Comments:					

Please use the following scale to rate the following questions.
 1: Very Unlikely 2: Somewhat Unlikely 3: Neutral 4: Somewhat Likely 5: Very Likely

How likely are you to recommend this training course to someone for whom it would be suitable?	1	2	3	4	5
How likely are you to participate in another training course from this presenter?	1	2	3	4	5

Please rate your level of satisfaction with each of the following aspects of the training course.
 1: Not at all Satisfied 2: Somewhat Unsatisfied 3: Neutral 4: Satisfied 5: Very Satisfied

Ease of registration process	1	2	3	4	5
The training facility	1	2	3	4	5

What did you like most about the training course?

Please provide suggestions for improving our future events?

Speaker Biographies and Disclosures

[Kyle Acker](#)

Kyle Acker, Au.D., is an audiologist and Director of Regional Sales for the Southeast. Dr. Acker completed his B.S. in industrial hygiene and his M.S. and Au.D. at Purdue University in West Lafayette, IN. He began his clinical career at The American Institute of Balance in Largo, FL before joining the Starkey Hearing Technologies team as a regional trainer. His clinical interests include amplification and counseling techniques, utilizing technology in the hearing aid delivery process and innovating education and training techniques to improve clinician understanding of new technology. Dr. Acker is a passionate supporter of the Starkey Hearing Foundation.

Financial Disclosure: Director of Regional Sales Southeast

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Jenn Amdahl](#)

Jen Amdahl began her career as a clinical and dispensing audiologist in Michigan. Driven by her passion for patient care through amplification, she joined Starkey Hearing Technologies in January 2007, becoming the Director of Education and Training at Micro-Tech. Jen also spent over 3 years as the Michigan Field Technology Specialist, establishing relationships and assisting in office growth and product knowledge. In late 2013, she joined the Network Education and Training team. Jen has presented seminars on technology and product as well as fitting strategies, in addition to spending countless hours in clinic settings with individual clinicians. Combining her knowledge of ENT specific settings with her Starkey career moves in Education and Training as well as Sales, Jen was promoted to Director of Starkey Medical Partner Network in spring of 2016. She is currently, the Director of Government Services. She earned her M.S. in Audiology from Wayne State University, in Detroit, MI and her Au.D. through Salus University.

Financial Disclosure: Regional Field Executive, NuEar

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Tani Austin](#)

Named Female Philanthropist of the Year and honored at the First Ladies Summit at the UN General Assembly in 2015, Tani has helped develop a sustainable world hearing health program to deliver the gift of hearing to people in need around the globe. In her role as Chief Philanthropy Officer, she executes Starkey Hearing Technologies' humanitarian efforts, focusing on empowering communities to create ownership over local hearing health services. Participating in dozens of hearing missions every year with her husband, Starkey Hearing Technologies Founder and CEO William F. Austin, Tani has visited over 100 countries to provide hearing aids and hearing care. Her relentless efforts have guided Starkey Hearing Foundation to become a global leader in developing sustainable, community-based systems of hearing healthcare. Tani holds more than 30 years of experience in the hearing industry, including: maintaining her own hearing aid practice for 10 years and serving as the Illinois Department of Public Health Practicum Examiner for the hearing aid dispensing of state licensing, Secretary of the Illinois Hearing Society and on the National Board of Certification in Hearing Sciences.

Tani's commitment to philanthropy goes beyond hearing. By supporting a multitude of both local and global charitable causes, her inspiring vision and selfless dedication helps change countless lives.

Financial Disclosure: Chief Philanthropy Officer

Non-Financial Disclosure Co-Founder of Starkey Hearing Foundation

[William F. Austin](#)

William F. "Bill" Austin is the Founder of Starkey Hearing Foundation and the Owner and CEO of Starkey Hearing Technologies. He has more than 50 years of experience in the hearing industry."

Mr. Austin turned Starkey Labs, a small earmold company he purchased in 1970 for \$13,000 into Starkey Hearing Technologies, the largest hearing aid manufacturer in the U.S.

No matter how much success he achieves in business, Mr. Austin will always be remembered for his generosity and steadfast belief that the gift of hearing can change the world. He built Starkey Hearing Foundation on his vision: So the World May Hear. He leads the Foundation on dozens of hearing missions every year, having visited more than 100 countries to give the gift of hearing. Under his leadership, Starkey Hearing Foundation is fitting more than 100,000 hearing aids annually.

Mr. Austin has received many honors for his philanthropic work, including: the Horatio Alger Award, Mexico's Aztec Eagle Award, the Jefferson Award, the Albert Schweitzer Leadership Award, the National Caring Award, and the Humanitarian Award from Variety International.

Financial Disclosure: Owner and CEO

Non-Financial Disclosure Co-Founder, Starkey Hearing Foundation

[Achin Bhowmik](#)

As Chief Technology Officer and Executive Vice President of Engineering for Starkey Hearing Technologies, Dr. Achin Bhowmik leads the company's research and product development efforts. Prior to joining Starkey, Dr. Bhowmik was vice president and general manager of the Perceptual Computing Group at Intel Corporation. There, he was responsible for the R&D, engineering, operations, and businesses in the areas of 3D sensing and interactive computing, computer vision and artificial intelligence, autonomous robots and drones, and immersive virtual and merged reality devices.

Dr. Bhowmik holds adjunct and guest professor positions, advises graduate research and lectures on human-computer interactions and perceptual computing technologies at the Liquid Crystal Institute of Kent State University, Kyung Hee University, Seoul, Indian Institute of Technology, Gandhinagar, Stanford University, and the University of California, Berkeley, where he is on the board of advisors for the Fung Institute for Engineering Leadership. Dr. Bhowmik has over 200 publications, including two books and 34 issued patents.

Financial Disclosure: Regional Field Executive, NuEar

Non-Financial Disclosure None

[Lori Bunkholt](#)

Lori Bunkholt joined Starkey in 2003. Her current position within Starkey is in the Exclusive Networks Education and Training Department. Having worked in the hearing industry for the past 30+ years, her experience includes manufacturing, product management, training, and field sales. She has also dispensed hearing instruments in a private practice setting, conducted Consumer Educational Seminars, and managed multiple service centers. Lori has also conducted numerous training seminars and classes at regional and state meetings.

Education includes Board Certification, as well as on-going CEU certification.

Financial Disclosure: Audibel Trainer and Technical Support

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, IHS Member

[Sara Burdak](#)

Dr. Sara Burdak joined Starkey Hearing Technologies as an audiologist on the Hearing Research and Technology team in 1999. Over the last 16 years, Sara has worked to bring impactful programs to Starkey's global customer base. Since 2009, she has led the Education and Training team on numerous technology launches and initiatives. Her keen customer insight and product knowledge makes her a valuable addition to our leadership team. Sara is responsible for Starkey's overall global education and training strategy and support.

Dr. Burdak earned her bachelor's degree in audiology and speech sciences from Michigan State University and her master's degree in audiology from Wayne State University. In 2006, she received her Au.D. from the Arizona School of Health Sciences.

Financial Disclosure: Chief Audiology Officer

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA and ASHA Member

[Christina Callahan](#)

Christina and I grew up in Carmel, New York, a small town outside of New York City. She studied Speech and Hearing Science at SUNY Cortland, and then went on to receive her Doctor of Audiology degree at the Long Island Consortium. Throughout her clinical training she has worked in private practice, ENT practices, and hospitals; and gained experience in adult and pediatric diagnostics, as well as in the aural rehabilitation process. She worked very closely with Starkey products in her final clinical year at SUNY Downstate Medical Center and joined the Starkey Education & Training Team in June of 2016.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Luis Camacho](#)

Luis Camacho began working for Starkey in August 2000 as a Field Sales Representative covering Ohio, Indiana, Illinois and Kentucky. In 2008, he joined the Education and Training Department. Current duties include leading training classes for Starkey staff and customers, development of training materials, and overseeing Starkey's Audiology Online and e-learning initiatives. He received his BA in Telecommunications and Audio Engineering from Indiana University, and continued on to receive his MA in Audiology from Indiana University in 1991. After graduate school, he worked as a staff audiologist for an otology practice in Indianapolis where his duties included clinical audiology, special testing, hearing aid dispensing, marketing and public relations. In October 2013 he earned his Au.D. degree from A.T. Still University. Luis is married with three children and resides in Bloomington, IN.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Simon Carlile](#)

Simon Carlile, Ph.D., is Senior Director of Research and leads Starkey Research in their quest for ground breaking and innovative hearing solutions. Simon has a BSc (Hons) and PhD from the University of Sydney in Auditory Neuroscience. He completed his postdoctoral training at Oxford University (UK) where he was a Junior Research Fellow of Green College. He later established and became Head of the Auditory Neuroscience Laboratory at the University of Sydney. Simon has also had senior management roles as CIO (University of Sydney) and as the CTO for two start-up technology companies Simon has published more than 110 articles in peer-reviewed international journals, a strong patent portfolio, edited a foundation volume on auditory virtual reality and is Associate Editor for Nature – Scientific Reports.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Lawanda Chester](#)

Lawanda Chester received her Au.D. degree from the University of Florida and has practiced Audiology in a variety of clinical settings for over 10 years. She began working within the hearing devices industry with a focus on education and training in 2009 and earned her Trainer certification in 2012. Dr. Chester joined Starkey Hearing Technologies in early 2016.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Debra Cowley](#)

Debra Cowley, Au.D., joined Starkey Hearing Technologies in August 2001. In her current role as Education and Training Audiologist, Dr. Cowley assists in the development of staff and customer training materials and coordinates the Continuing Education and Horizons New Staff Training Programs. Debra has presented on a variety of topics related to amplification and digital signal processing. Prior to joining Starkey Hearing Technologies, she worked as a teacher for the deaf and an audiologist and educational consultant in various school settings. She earned a B.A. in elementary and deaf education from Augustana College, an M.A. in audiology from the University of South Dakota and the Au.D. through the Arizona School of Health Sciences.

Financial Disclosure: Senior Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA and ASHA Member

[Ben Davenport](#)

Ben joined Starkey Hearing Technologies in 2011 as a customer service representative. In 2012, Ben transferred into sales to assist his customers in providing better hearing to their patients. Ben currently serves as the Director of Regional Sales: NuEar. He leads his team in serving customers better than anyone else.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Matt Davis](#)

Matt Davis joined Starkey Hearing Technologies in 1997. His current position at Starkey is Director of Regional Sales for the Central United States, where he is responsible for managing the Central Region sales group and business development for the company. Before his tenure as a Director for the company, Matt worked in many different capacities for Starkey. Matt graduated from the University of Minnesota, with a degree in Political Science.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Julie Davison](#)

Julie Davison has worked at Starkey Hearing Technologies since 2004 in many different capacities. Starting out in the sales department, Ms. Davison moved to the Strategic Partners Group where she specialized in business growth within Networks and Buying Groups across the United States. Currently Ms. Davison is Director of Specialty Sales and is responsible for Starkey's Better Hearing Initiatives.

Financial Disclosure: Director of Specialty Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Amanda Edwards](#)

Amanda Edwards, AuD joined Starkey Hearing Technologies in July 2015. In her current role as an Education and Training Audiologist within the Network Department, Dr. Edwards is responsible for development and presentation of training materials to staff and customers alike. Prior to joining Starkey Hearing Technologies, Dr. Edwards had a wide breadth of clinical, practical and academic experience in the fields of vestibular studies, diagnostic audiology, research and academic professorship. She earned a B.A. in Speech and Hearing Disorders from Louisiana Tech University, an M.S. in Audiology from Lamar University and an AuD from Arizona School of Health Sciences.

Financial Disclosure: Training Professional

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Daniel Elling](#)

Daniel Elling first joined Starkey Hearing Technologies in 2014. Since then, he has held several different positions within the Market Development Team, including Inside Sales and Outside Sales. In his current position as Regional Director of Sales for the West Coast, he focuses on the growth and improvement of our customers. Daniel received his Bachelor's degree from Florida State University in Panama City, FL.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Tony Farmer](#)

Tony Farmer first joined Starkey Hearing Technologies in 2003. Since then, he has held several different positions within the Market Department Team, including Inside Sales, Outside Sales, and Starkey Hearing Alliance development. In his current position as Manager of the Network Development Group, he focuses on the growth and improvement of our Network programs and members. Tony received his Bachelor's degree from St. Edwards University in Austin, TX..

Financial Disclosure: Director of Network Development Group

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Damian Fogg](#)

Damien Fogg has been working with hearing professionals and their practices for the past 12 years. He has worked with various business models in this timeframe to provide them tools and services to improve their practice success. In this timeframe he has held many positions from inside sales to Regional Business manager. This experience has given him the knowledge and ability to give his accounts the tools they need to drive success for their practices.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Joseph Garcia

Joseph Garcia joined Starkey Hearing Technologies in January 2006. In his current role as the Manager of International Training, Mr. Garcia is responsible for training our Starkey Manufacturing Partners around the world, as well as our facilities in Mexico, Colombia and Brazil. He is also the Key Account manager for our account in Spain. He received his Masters of Electronic Engineering from DeVry University in Illinois.

Financial Disclosure: International Training Manager

Non-Financial Disclosure: None

Jennifer Groeneveld

Jennifer Groeneveld, Au.D., is an audiologist in the Education and Training division at Starkey Hearing Technologies. Her current responsibilities include leading customer and staff training classes and collaboration in the development of educational materials. She earned her Bachelors of Science in Speech Pathology and Audiology from Marquette University and a Doctorate in Audiology through the University of Wisconsin – Madison.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Zach Hammock

Zach Hammock has more than 34 years of experience in the hearing aid industry. He has been involved in hearing instrument manufacturing, customer service, sales and management. He served as sales manager and Managing Director of Omni Hearing Systems from 1992-2007. In 2007, he joined the retail group All American Hearing as Managing Director of the Central Division, managing 80+ stores. He joined Audibel as Managing Director in 2014. Zach's range and depth of experience in the hearing aid industry makes him uniquely qualified to host this panel of retail industry experts..

Financial Disclosure: Director of Regional Sales-Audibel

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Andrea Hannan-Dawkes

Andrea Hannan-Dawkes joined Starkey Hearing Technologies as an Education and Training Audiologist in November 2010. Prior to joining Starkey, her career focused on providing clinical services in a variety of audiology settings. Her background also includes work in the area of hearing aid research. Dr. Hannan-Dawkes' current responsibilities include assisting in the development of educational materials, leading training classes and assisting with course offerings available through Audiology Online. She earned her Master of Arts in Audiology from the University of Maryland at College Park and her Doctor of Audiology degree from the Arizona School of Health Sciences.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Michelle Hicks

Michelle Hicks, Ph.D. is Director of Education and Training at Starkey Hearing Technologies. She joined Starkey in 2010 as the Manager of Clinical Product Research leading a team of research audiologists in Product Development until 2014. She received her Ph.D. in Speech and Hearing Science and Audiology in 1997 from Arizona State University and was a professor at the University of Maryland and the University of Utah, teaching courses in Amplification, Pediatric Audiology, Psychoacoustics, Anatomy and Physiology, and Research Methodology. Prior to working at Starkey, Michelle was a Senior Research Audiologist at Sonic Innovations and has numerous publications and has

presented at state, national, and international conferences on topics ranging from Hearing Science, Amplification, and Tinnitus.

Financial Disclosure: Director of Education and Training

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Jason Horowitz

Jason Horowitz joined Starkey Hearing Technologies in 2007. A Michigan native, he relocated to the Washington DC market to serve as a Technology and business Development representative. His professional background includes ten years in financial advising, three years in pharmaceutical sales and several years of entrepreneurship. He has owned two retail businesses, both of which are still successful today. In 2012, Jason relocated to Minnesota to manage the NuEar network for Starkey. In 2015, he accepted the role of Director of American Hearing Benefits to further the pursuit of the managed care channel of business on Starkey's behalf. Today he serves as Managing Director of Starkey Sales. He brings a wealth of knowledge to the teams he works with and realizes that trust, communication and superior customer service are the keys to building lasting relationships.

Financial Disclosure: Managing Director of Starkey SALES

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Chris Hillman

With over 20 years of experience in operations, manufacturing, strategic planning and large-scale transformation, Chris Hillman is responsible for Starkey Hearing Technologies' operational efficiencies and analytics. In his previous role as Vice President and General Manager of Global Services Supply Chain for GE Healthcare, Hillman successfully executed the aftermarket equipment business' commercial operations, supply chain and operations strategies.

Prior to GE, Hillman held multiple leadership positions at Scientific Games and Motorola Networks. He holds a B.A. in business from DePaul University.

Financial Disclosure: Executive Vice President of Operations

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Michele Hurley

Michele Hurley joined Starkey Hearing Technologies in 1994. Dr. Hurley's current position is that of an Education and Training Audiologist. Prior to Starkey Hearing Technologies, Dr. Hurley practiced in a variety of Audiology settings, including ENT and private practice. Dr. Hurley maintains Audiology licenses in TX, AL, FL, PA, AR, CO, NE, MO and CA. She completed her Au.D. at the Arizona School of Health Sciences.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Gyl Kasewurm

Gyl Kasewurm, Au.D., started Professional Hearing Services (PHS) in Saint Joseph, MI, in 1983 immediately following graduation from Western Michigan with a master's degree in audiology. She then went on to earn her doctor of audiology degree from Central Michigan University. Her business ranks in the top one percent of audiology practices in the country and was featured on a PBS documentary sponsored by the Better Hearing Institute in 2006. Kasewurm is a past president of the Michigan Academy of Audiology and served on the American Academy of Audiology Executive Board. In addition, the American Academy of Audiology honored Kasewurm's innovations and contributions to the profession by presenting her with a Distinguished Achievement Award in 2007.

Financial Disclosure: Owner, Professional Hearing Systems

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Erin Kelly

Erin earned her Bachelor of Science in Communication Disorders and Sciences from SUNY Geneseo in 2008. She has worked as a specialist since 2011 in both New York and Texas, with a passion for mentoring, training, and educating.

Financial Disclosure: Network Training Specialist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

Sejal Kuvadia

Sejal Kuvadia, Au.D., is an Education and Training Audiologist for the Midwest territory. Dr. Kuvadia recently joined the Starkey Hearing Technologies team in August of 2015 after practicing in private and retail settings. She completed her B.S. at Purdue University and her Au.D. at Rush University. While obtaining her degrees, she completed research in the realms of cochlear implants, auditory perception, and audiological rehabilitation. Dr. Kuvadia's clinical experience includes time spent in hospital, VA, private practice, retail, and educational settings. Since receiving her Au.D., Dr. Kuvadia has practiced in both retail and private practice settings. Within those settings, she fit hearing aids and provided audiological rehabilitation for a large demographic. Outside the audiology realm, Dr. Kuvadia is an avid Chicago sports fan and baker.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Mary Leisses](#)

Mary Leisses joined Starkey Hearing Technologies as Director of Customer Service and Education for Audibel in June 2006. Mary has more than 20 years of experience in the hearing healthcare and bio-medical fields. She has worked in clinical practice for major hearing aid manufacturers and for bio-tech firms. Her personal areas of interest focus on aural rehabilitation and the successful coupling of technology with human lives. She obtained her B.S. from the University of Wisconsin- Whitewater and her M.S. from the University of Wisconsin- Stevens Point. Mary is currently the Director of Network Education and Training.

Financial Disclosure: Director of Network Education and Training

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Sarah Lewandowski](#)

Sarah Lewandowski joined Starkey Hearing Technologies in 2013. Her current position at Starkey is that of Education and Training Audiologist for the Colorado, Utah, Wyoming, Montana, Idaho Oregon and Washington area. Prior to Starkey, Sarah worked at Denver Ear Associates in Colorado where she obtained extensive experience in diagnostic audiological evaluations, fitting hearing aids, surgical nerve monitoring and assessing balance disorders. She graduated from the University of Illinois Urbana-Champaign, with a Doctorate in Audiology in 2011. She holds a Certificate of Clinical Competence from the American Speech, Language and Hearing Association. Sarah is also a Fellow in the American Academy of Audiology and the Colorado Academy of Audiology.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Chris McCormick](#)

Since joining Starkey Hearing Technologies in 1988, Chris McCormick has worked and excelled in multiple sales, service and marketing positions with Starkey's mission in mind – to serve our customers better than anyone else. His deep knowledge of Starkey and our customers and consumers will allow Chris to lead our marketing efforts to a new and unified global level. His leadership and vision will drive Starkey's strategy to strengthen our brand loyalty and values to our customers and their consumers.

Chris earned his bachelor's degree in marketing from the Herberger College of Business at St. Cloud State University in 1995.

Financial Disclosure: Chief Marketing Officer

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Beasan McKee](#)

Beasan earned her undergraduate degree in Communication Sciences and Disorders from North Carolina State University, followed by an Au.D. from Nova Southeastern University. She joined NuEar in June of 2008 as an Education and Training manager, educating dispensers, audiologists and colleagues on the newest technology, software and advanced fitting strategies, keeping them on the cutting edge of their profession. In 2009, Dr. McKee became a Regional Business Manager for NuEar, focusing on growth, development and practical business solutions for hearing professionals. Beasan then joined the Corporate Education and Training team for Starkey in 2011, providing technical and product

training to customers, prospective customers and Starkey Hearing Technologies employees.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Luke Pankratz](#)

Luke Pankratz joined Starkey Hearing Technologies in 2012 as an inside account executive. Currently he is the Regional Sales Director for the South, US. Luke holds a professional certificate from Bellevue University (Bellevue, NE) in Professional Retail Sales Management. He also holds a professional certificate from Villanova University (Villanova, PA) in Green Belt Six Sigma.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Paul Phillips](#)

As Executive Vice President of International Sales, Paul Phillips leads our efforts in growing and developing our markets throughout the world. For the last 24 years, Phillips has given his time and talent to Starkey in many capacities in the United States, Europe and New Zealand. Having worked in sales, marketing and retail roles, he has a deep understanding of how and why we provide better hearing around the globe.

Phillips holds a B.A. in international business and economics from Temple University.

Financial Disclosure: Executive Vice President of International Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Carolyn Pinkerton](#)

Carolyn Pinkerton, Au.D. is an audiologist on the Education and Audiology team at Starkey Hearing Technologies. Based out of the Starkey headquarters in Eden Prairie, MN, Dr. Pinkerton serves as the Manager of Government Services and University Outreach programs in the Education and Training department. Dr. Pinkerton joined the Starkey team after completing her Au.D. at Northeastern University in Boston, MA. her clinical experience includes time spent in private practice, pediatric audiology, ENT clinics and VA hospitals. Dr. Pinkerton also served as a research assistant investigating monaural cochlear implantation and was co-founder of the hearing conservation program at the New England Conservatory.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Steve Richards](#)

Steve Richards is responsible for growing Starkey Hearing Technologies' North American revenue and market share. With more than 30 years of industry experience, Richards has a proven track record in sales and management. He began his career as a hearing aid technician in 1985 and joined Starkey Hearing Technologies in 1992 as a field sales representative for Omni Hearing Systems, a Starkey subsidiary located in Carrollton, Texas. He has held a number of leadership roles in the company including Vice President of Network Development, Managing Director of Starkey Texas, Managing Director of Audibel and Senior Managing Director of Exclusive Networks.

Financial Disclosure: Executive Vice President of North American Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Michael Rosenblatt](#)

Michael P. Rosenblatt, Au.D. is an audiologist in the Education and Training Department with Starkey Hearing Technologies. Michael has spent much of his 30 plus years in the field providing educational programs, with a focus on hearing aid technology and patient management. His professional background, in addition to extensive experience training new and seasoned professionals in core patient interaction skills, includes hearing instrument dispensing and managing a corporate training department. Michael has presented at numerous state, national and international conferences.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, Member of AAA and ASHA

[Bill Ryan](#)

Bill Ryan is the Business Development Manager with the Corporate Partners department. With a bachelor's degree in Communication and Management from Saint John's University, I have served various areas of the United States as a sales representative. I am committed to building strong relationships and act as a consultant for my customers to grow their practice and better serve their patients.

Financial Disclosure: Business Development Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Brandon Sawalich](#)

Brandon Sawalich began his career at Starkey Hearing Technologies in 1994 and has led various teams throughout the organization including customer service, marketing and sales. As President, Sawalich leads a global team of over 5,000 employees with facilities in 23 countries.

Sawalich uses his vast industry experience and understanding of our customers and employees to position Starkey Hearing Technologies as the premier provider of better hearing solutions. He works with the Executive Team and leaders throughout the organization to define and implement Starkey Hearing Technologies' strategic direction, support the company's mission and goals, and grow partnerships around the world.

Sawalich is the chairman of the Hearing Industries Association and is actively involved in charitable work through Starkey Hearing Foundation, which has provided hearing help to over 1 million people this decade.

Financial Disclosure: President, Starkey Hearing Technologies

Non-Financial Disclosure Supporter of the Starkey Hearing Technologies

[Talya Zell](#)

Talya Zell, Au.D., is an Education & Training Audiologist for the Arizona and New Mexico territory. Dr. Zell recently joined the Starkey Hearing Technologies team in August of 2015. She completed her B.S. at the University of Florida and her Au.D. at San Diego State University/University of California San Diego. Dr. Zell's clinical experience includes time spent in university clinics, the San Diego VA Hospital, and ENT offices. This past year, she worked in the field of Intraoperative Neuromonitoring. Dr. Zell has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation