

# Sound Support

EHDI Convention  
Kansas City – March 2020

Ellen Thomas, M.A.  
Speech–Language Pathologist, CCC  
LSLS Certified Auditory–Verbal Therapist



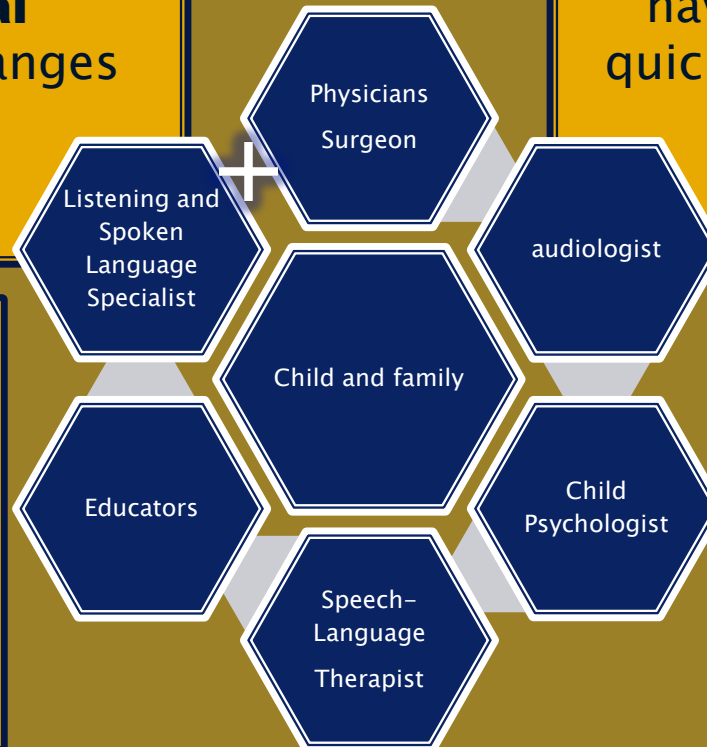
Department of Otolaryngology – Head and Neck Surgery

# What We Know

Services are received from both the **medical** and **educational** professionals. Technology changes quickly.

Few **families** have experience navigating either system and are quickly exposed to an abundance of new information.

The flow of information between **medical** and **educational** realms is often limited by regulations (HIPPA/ FERPA), time, ...



**Families** need emotional support and benefit from sharing experiences with other families.

# Bridging a Gap



- ▶ An outreach program established in 2004 via a Michigan Medicaid matching grant.
- ▶ 50/50 cost-share program between the University of Michigan Department of Otolaryngology and Michigan Medicaid.



# Meeting a Need

## *Sound Support Team*

**Cochlear Implant Program Director and  
Sound Support Principal Investigator**

**Audiologists**

Caroline Arnedt, AuD

Brandi Griffin, AuD

Heidi Slager, AuD, CCC-A

Casey Stach, AuD

Anita Vereb, PhD

Gabby Watson, AuD

Terry Zwolan, Ph. D., CCC-A

**Sound Support Coordinator**

Emma Brooks

**Speech-Language Pathologists**

Abaries Farhad, MS, CCC-SLP

Kelly Starr, MA, CCC-SLP, Cert AVT

Jennifer Still, MHS, CCC-SLP, Cert AVT

Ellen Thomas, MA, CCC-SLP, Cert AVT

**This program  
recognizes that  
important services  
are needed that  
cannot be billed for  
or reimbursed by  
insurers.**

# Mission Statement

To improve the *quality, timeliness, and effectiveness* of treatment received by children who are Deaf or Hard of Hearing in the state of Michigan and to provide professionals with the tools needed to better serve the needs of children who are Deaf or Hard of Hearing in the state of Michigan.



# *What Does Sound Support Do?*

## **Professional Outreach**

- School Visits
- Daycare Visits
- Roundtable Discussions
- Inservices
- Workshops
- Conferences
- Webinars
- Podcasts
- University Lectures
- Partnership Program

## **Parent and Patient Education Workshops**

- Toddler events
- Pre-teen events
- Teen events
- Family events
- Parent Webinars

Hearing technology changes rapidly. School professionals need to troubleshoot equipment at schools and know how to use the equipment.

**How can the education professionals get updated information?**



# Round- tables



Department of Otolaryngology – Head and Neck Surgery  
Division of Pediatric Otolaryngology



Professionals in both  
the educational and  
medical realm need  
ongoing  
continuing  
education about a  
...such  
strategies  
to use

**How can  
continuing  
education be  
provided?**

# Fall 2019 POWER HOURS



## COST & CEUs

All Power Hours are **FREE** of charge for everyone!

ASHA CEUs: 1 CEU per Power Hour  
 SBCCHS: 1 hour (maximum 6 hours per Power Hour)  
 Corporate CEUs: Pending (General Standard) (per Power Hour)

All CEUs are earned for the first 60 minutes. ASHA CEUs and CPE Credits of Completion may be obtained during the live or recorded version.



## REGISTER

Register live through GoToWebinar or Registration Tips

- Register for each Power Hour individually!
- See the attachment for links click and register to join!
- Pass along to your colleagues so they can share the fun!



## MOBILE

Attendance is not guaranteed when logging in on a mobile device or tablet, so please plan on using a desktop or a laptop with a good internet connection.



## DATES

October 3rd  
 Cochlear Implant, Technology, Troubleshooting & Revisions

November 7th  
 Functional Listening Evaluations in the Classroom Setting

December 4th  
 Ask the Audiologist & Listening & Spoken Language Specialist

All Power Hours are broadcast live from 4-5pm and a recording will be offered for the remainder of the month.



## HANDOUTS

Available when you log in to the webinar on the live or live. From there you will be able to print or download them for your personal use.



## INFO

See the attachment for all other information for Fall 2019 Power Hours!

Have more questions? Want to be removed from the list? Having trouble registering? Email: Emma Brooks at [009-soundsupport@med.umich.edu](mailto:009-soundsupport@med.umich.edu)

UNIVERSITY OF MICHIGAN  
 SOUND SUPPORT



## Webinars

University of Michigan Sound Support Program Presents:

# Power Hours

**Feb 7 ASYMMETRIC HEARING LOSS AND SINGLE SIDED DEAFNESS IN CHILDREN**  
 Presenters: Tony Zwolan, Ph.D.

**Mar 7 GENETICS OF HEARING LOSS**  
 Presenter: Marc Lesperance, M.D.

**Apr 4 NEUROPSYCHOLOGICAL ASSESSMENT FOR PATIENTS WITH HEARING LOSS**  
 Presenter: Jacqueline Kaufman, Ph.D.

**May 2 ASK THE ENT**  
 Presenter: Gregory Basura, M.D., Ph.D.

All webinars will be broadcast live from 4-5 pm on each of the indicated dates listed.

You must register for each webinar you wish to attend individually

**M MICHIGAN MEDICINE**  
 UNIVERSITY OF MICHIGAN

Department of Otolaryngology – Head and Neck Surgery  
 Division of Pediatric Otolaryngology



It is estimated that 85% of students who are Deaf/  
Hard of Hearing spend at least part of their day in the  
mainstream classroom.” (GAO, 2011)

I talk loudly  
anyway, so we  
don't need a  
remote mic.

He hears  
everything.

### Classroom Collaboration:

- ❑ Helping teachers understand the hidden challenges of hearing loss.
- ❑ Teachers may need recommendations and/or support with remote microphone technology.





General education teachers may not recognize challenges students with hearing loss are experiencing in the classroom.

**How can we assess if the classroom environment is meeting the student's needs?**

# Tools for Classroom Assessment

## Children's Auditory Performance Scale (CHAPS)

[https://www1.phonakpro.com/content/dam/phonakpro/gc\\_hq/en/resources/counseling\\_tools/documents/child\\_hearing\\_assessment\\_childrens\\_auditory\\_performance\\_scale\\_chaps\\_2017.pdf](https://www1.phonakpro.com/content/dam/phonakpro/gc_hq/en/resources/counseling_tools/documents/child_hearing_assessment_childrens_auditory_performance_scale_chaps_2017.pdf)

## Functional Listening Evaluation (FLE)

[https://successforkidswithhearingloss.com/wp-content/uploads/2011/08/FLE-2011\\_autocalculate\\_saveable21.pdf](https://successforkidswithhearingloss.com/wp-content/uploads/2011/08/FLE-2011_autocalculate_saveable21.pdf)

## Functional Auditory Performance Indicators (FAPI)

[https://www.phonakpro.com/content/dam/phonakpro/gc\\_hq/en/resources/counseling\\_tools/documents/child\\_hearing\\_assessment\\_functional\\_auditory\\_performance\\_indicators\\_fapi\\_2017.pdf](https://www.phonakpro.com/content/dam/phonakpro/gc_hq/en/resources/counseling_tools/documents/child_hearing_assessment_functional_auditory_performance_indicators_fapi_2017.pdf)

## Screening Instrument for Targeting Educational Risk (SIFTER)

<https://successforkidswithhearingloss.com/wp-content/uploads/2017/09/SIFTER.pdf>



General education teachers and their students with little understanding of hearing loss, need to understand challenges in the hearing loss setting. The general education setting

**What information is important to share with general education teachers?**



In children with *normal* hearing, exposure to moderate levels of noise can cause

- Psychological stress
- Annoyance
- Interference with activity
- Isolation
- Headache
- Tiredness
- Irritability
- Impairment of intellectual function & performance of tasks

<http://www.who.int/ceh/capacity>

Raise awareness  
of the problems  
background  
noise creates  
for all students.  
**Noise effects  
all students.**



# Classroom listening

- Most classrooms have an inconsistent and poor S/N ratio of about +4 dB.

**Children with normal hearing need an SNR of +15 to learn.**

- Most classroom's S/N ratio can vary minute by minute from +5 dB to worse than -20 dB depending on the teacher, student and background noise.

**Raise awareness that classrooms are noisy places.**



Schools generally have few students with cochlear implants. This is amazing technology, that yields great results. It can be intimidating if one is not

**Where can school professionals go for more information about cochlear implants?**



## CI Manufacturers work hard to make their information easily accessible and accurate.

- Manufacturer websites
- ACIA: American Cochlear Implant Alliance ([www.Acialliance.org](http://www.Acialliance.org))
- American Academy of Audiology ([www.audiology.org](http://www.audiology.org))
- American Speech–Language and Hearing Association ([www.asha.org](http://www.asha.org))
- AG Bell Association ([www.agbell.org](http://www.agbell.org))
- National for Hearing Assessment and Management ([www.infanthearing.org](http://www.infanthearing.org))

*The source of information is important.*

**Knowing  
where to go  
for reputable  
online  
information**



# Troubleshooting APPs

## ADVANCED BIONICS

My Naida CI



## COCHLEAR

Nucleus Support



## MED-EL

Easy Guide



**Downloading  
Apps  
available to  
guide adults**

# CI Resources for Educators

## ADVANCED BIONICS

- Tools for Schools
- <https://advancedbionics.com>



## COCHLEAR

- School Resource Center
- <https://www.cochlear.com>



## MED-EL

- Bridge to Better Communication
- <https://www.medel.com>

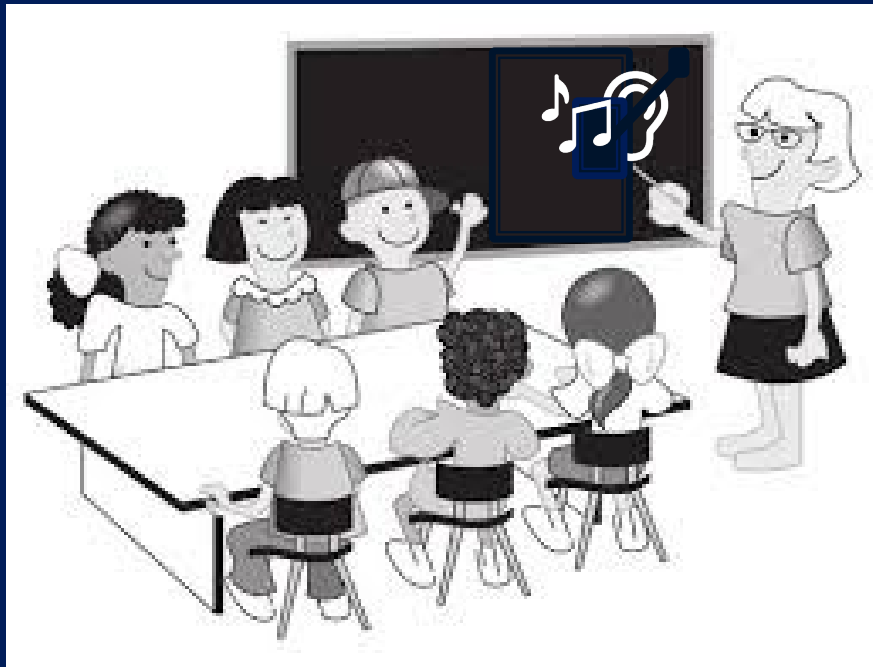


**Share Resources especially for educators**



General education students typically have little understanding of hearing loss.

**How can peers with typical hearing learn more about hearing loss?**



**Classroom  
presenta-  
tions for  
students  
about  
hearing.**

DISABILITY AWARENESS DAY  
NOVI WOODS ELEMENTARY SCHOOL  
MARCH 28TH, 2019

**DEAF &  
HARD OF HEARING**

**COMMON CAUSES  
OF HEARING LOSS  
INCLUDE**

**Career  
Fairs**

**TYPES OF HEARING LOSS**

**CONDUCTIVE**

**SENSORINEURAL**

**DEGREES OF HEARING LOSS**



Busy parents need  
information,  
encouragement, and  
motivation.

**How can  
parents get  
Information  
conveniently?**



"BETWEEN TWO EARS"



[https://soundcloud.com/  
umsoundsupport/b2e-episode-1](https://soundcloud.com/umsoundsupport/b2e-episode-1)

**Podcasts**

Teachers of the Deaf  
and Hard of Hearing,  
Speech–Language  
Pathologist, and  
often need  
compreh  
informa  
hearing  
hearing

**How can we offer  
professionals  
more in-depth  
current  
information?**

# Partnership Program

- In our 5th year
- This year
  - 9 partners from all over the state of Michigan
  - Paired with 10 partners from the UM CI Program
- Program runs from October through May each year
- Partners are TCDHHs, SLPs, and DHH Teachers
- Culminates with an end-of-year conference in May





# Partnership Program

## REQUIREMENTS

### *Partnership Program Overview & Canvas Orientation*

#### *Monthly Communication via Video Chat*

- ✓ This is a 1-hour group call where you will participate in a topic-based discussion with your peers
- ✓ A U of M Partner will moderate discussions to facilitate an active, inclusive learning experience
- ✓ First call will be scheduled in October 2019, date and time to be determined

#### *Visits*

- ✓ Visits will be determined based on the goals determined with your UM Partner at the start of the program.
- ✓ A minimum of 3 visits will be completed from October 2019 – May 2020. Participants requesting ASHA CEUs will be required to complete at least 18 total visit hours.
- ✓ Visits may include travel to University of Michigan and/or visits at your place of employment.
- ✓ **A Visit Form Assignment should be completed and submitted in Canvas following each visit.**

#### *Attendance at one-day introductory workshop in October*

- ✓ Workshop will take place at the Hearing Rehabilitation Center in Ann Arbor on October 3<sup>rd</sup>, 2019
- ✓ Participants will be able to network with each other as well as with the University of Michigan providers

#### *Attendance at one-day introductory workshop mid-program*

- ✓ Workshop will take place at a location and date to be determined
- ✓ Participants will be able to network with each other as well as with the University of Michigan providers

#### *Watch a minimum of 3 Power Hours by May 2020*

- ✓ Webinars will be selected with your mentor based on goals established at the start of the program
- ✓ You will be asked to complete a learning assessment following each webinar

#### *Attendance at Professional Development Workshop on May 15<sup>th</sup>, 2020 in Ann Arbor, Michigan*





# *Conference*

Each year, our Partnership Program ends with a conference. We invite Teaching Consultants, Speech Language Pathologists, Audiologist and other Hearing Professionals to join us for this full day of speakers, learning and networking.



Carol Flexer



Jace Wolf



Teresa Caraway



Families and  
children benefit  
from talking  
with other  
families  
children  
have  
exper

**How can we  
help families  
and children  
connect with  
other families  
and children?**

# Family Events

Over the past year, we have held two toddler events for toddlers aged 3 months to 4 years and their families.

These events are focused on connecting area families who have children in the cochlear implant process.





# SUMMER CAMP

Safety Town  
Bike Helmets  
Firehouse  
Ambulance



Parent meeting





# toddler events

Urban Toddler  
Chelsea Treehouse  
Discovery Zone



# Hockey Family Event and FM tryout





# TEEN EVENTS

## Neutral Zone



Transition from HS...



# Reaching to Corners of a Large State






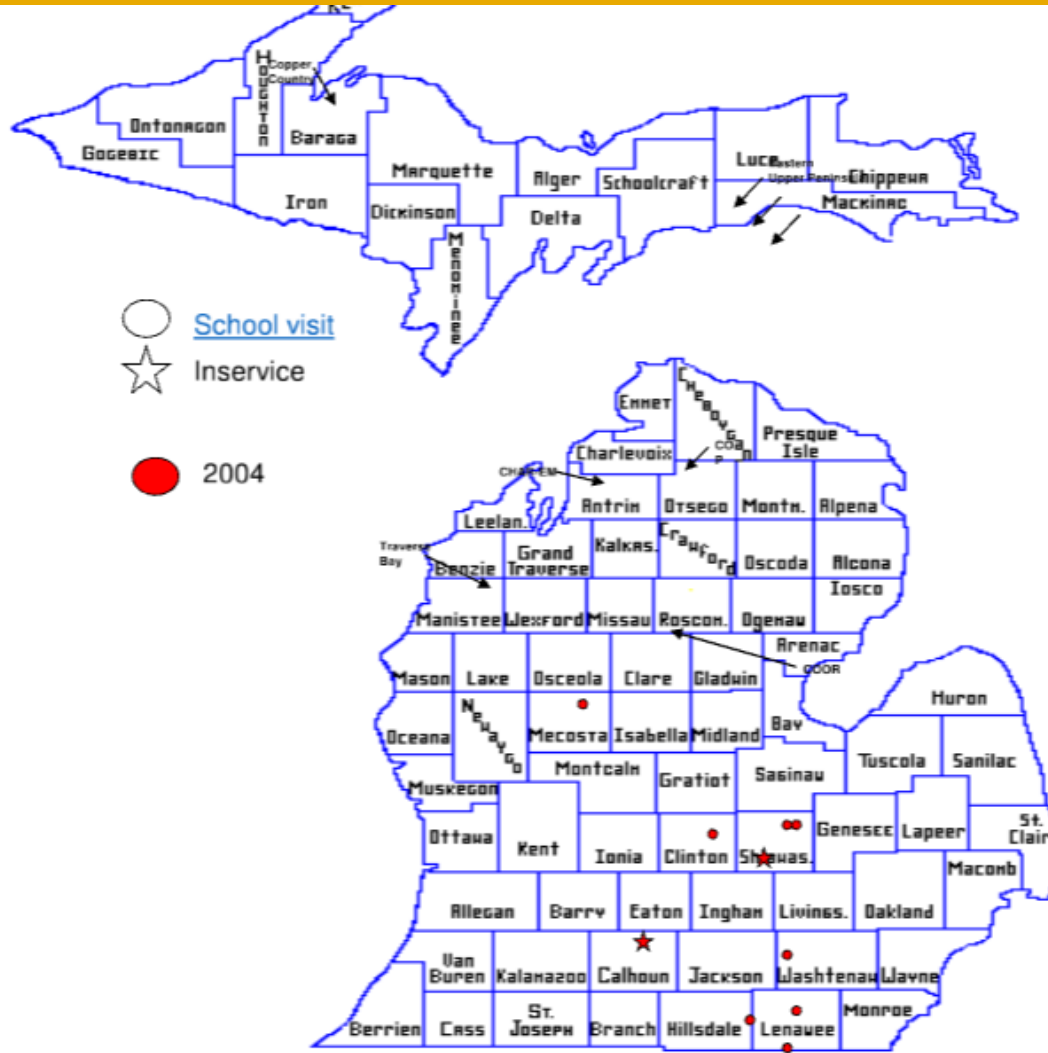
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Division of Pediatric Otolaryngology





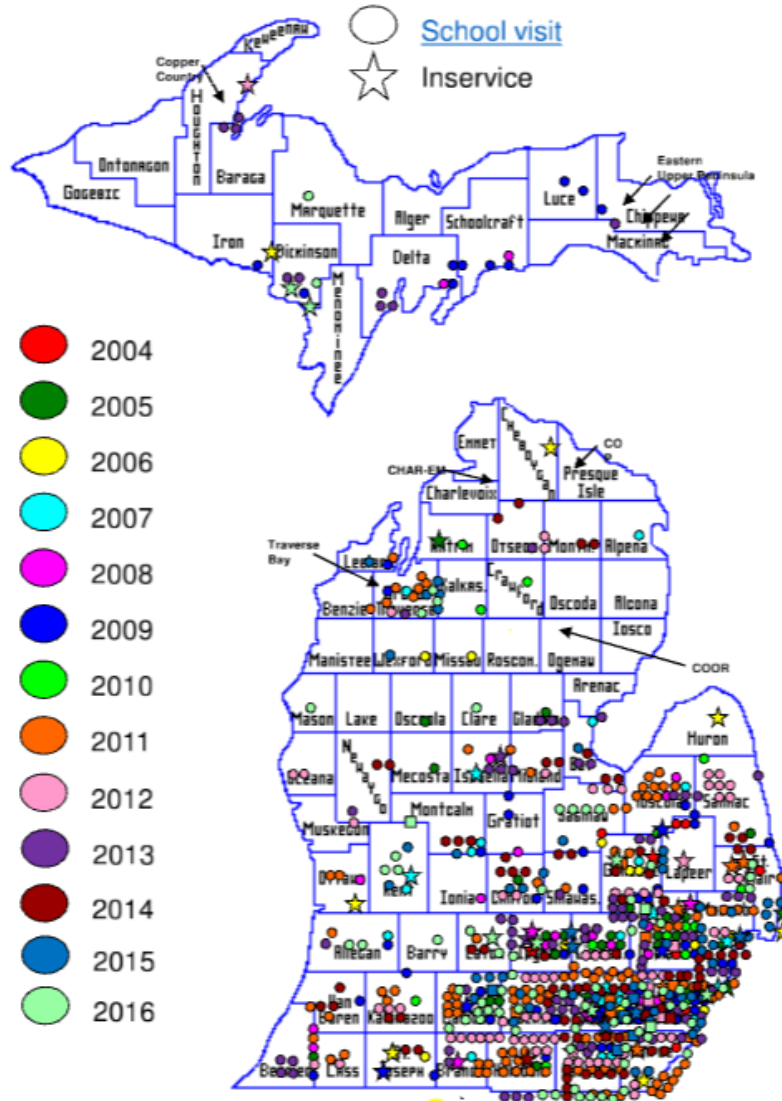
2 inservices  
10 school visits

-  [School visit](#)
-  Inservice
-  2004





To Hear



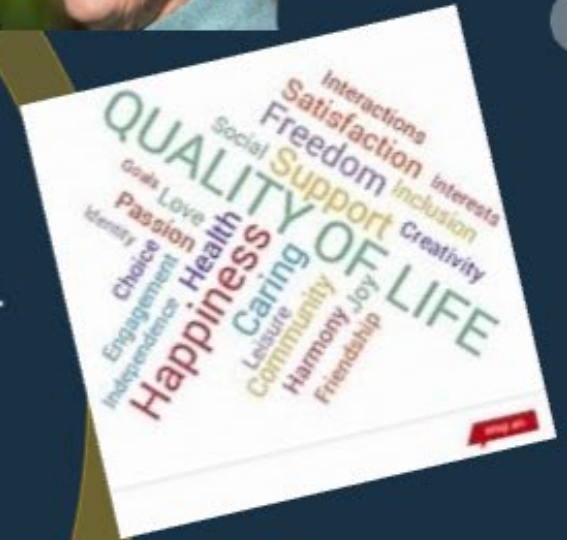
**100 Sound Support Outreach Contacts in 2017/2018**

**117 Sound Support Outreach Contacts in 2018/2019.**

# Sound Support for Seniors



This is a grant funded by the family of H. Ray Wortman, a lifetime wolverine and patient of the U of M Cochlear Implant Program, in memory of him.



## What we do

- Visit the home, living facility, or community center of our elderly patients to help with programming and equipment needs
- Offer informational talks on hearing loss to care providers, family, or community members
- Provide tools for hearing rehabilitation to help elderly patients recognize speech with their cochlear implant



### Senior Citizen's Guide to Detroit

#### Cochlear implants gave local woman hearing again when hearing aids no longer helped

"I just opened up; I feel so alive!" These words spoken by Jan Jezewski are a far cry from the days left for her to live for. Hearing in her early 80s had been possible, but a hearing aid for her right ear, and eventually more for her left ear, had failed. Jan struggled to find a better solution, and her hearing loss not only began to affect her relationships with her family, but it started preventing a fulfilling weekly trip to her favorite restaurant in public.

With no knowledge of cochlear implants, but a desire to live her best life with hearing aids, she researched and decided to move forward with the implant procedure. A cochlear implant is a small, surgically implanted medical device that converts sound into electrical signals that the brain can hear, called the cochlea. Cochlear implants can help restore the way you're hearing, and they can help you hear better and improve speech understanding in everyday situations, including noisy environments like restaurants and family gatherings.



After a year of contacting her doctor, Jan received two cochlear implants five months apart. Within a few weeks of the implant, she was able to hear her life was changed forever. She was able to manage the telephone, join group conversations with neighbors, and go out again. This result is not unique to Jan. A recent study by Cochlear found that 90 percent of people significantly improved their speech understanding with a cochlear implant. 87 percent of people significantly improved their hearing, and 83 percent of those individuals reported a statistically significant improvement in quality of life after receiving their implant.

Focuses on spending time with her family as well as volunteering. In 2010, Jan was awarded the Community Hero Award for the Michigan/Ohio Area for her work as a role model for those with hearing loss. She is a firm believer that with the right attitude, the reward toward receiving a cochlear implant can change one's life.

If someone you love is struggling to hear in their hearing aids, learn more about cochlear implants and find a hearing specialist appointment near you by visiting [cochlear.us/001](http://cochlear.us/001) or call 833-HEAR001 or 833-433-7338 to get help today.

For more information on the Cochlear Nucleus CI532 Cochlear Implants in Adults, visit [cochlear.us/001](http://cochlear.us/001).

Always seek advice from your health professional about treatments for hearing loss. Results may vary, and your health professional will advise you about the factors which may affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Views expressed are those of the individual. Consult your health professional for more information on Cochlear technology.

Created and provided by Cochlear Americas.







*Sound Support Bridge*

*Thank you!*