NCAHR 2020 Conference: Hearing Rehab Issues
April 24 and 25, 2020

Time-Ordered Agenda

12:00 pm – 12:30 pm Sign In/Registration; Exhibits Open

Friday - April 24th - 5.5 hours of presentations, sessions starting at 12:30 pm

• Session 1: Signia – “YourSound Technology” Presents Acoustic-Motion Sensors
  (1 hr) – 12:30 – 1:30 pm - HALB* Cat 1 – Michael Faulkner, Au.D./Clinical Education Specialist/Signia USA

• Session 2: ReSound – Your Patients' Tinnitus Solutions
  (1 hr) – 1:40 – 2:40 pm - HALB* Cat 1 – Sabrina Calcara, Au.D./Field Training Audiologist/GN ReSound

2:40 pm – 3:15 pm Refreshment Break; Exhibits Open

• Session 3: Kristal Riska, Ph.D./Duke University School of Medicine – Association between Hearing Loss and Patients' Falls
  (1 hr) – 3:20 – 4:20 pm - HALB* Cat 1

• Session 4: Adam Mehlenbacher, Au.D./N.C. Board of Examiners for SLPs & AUDs – Providers' Ethical Issues
  (1 hr) – 4:30 – 5:30 pm - HALB* Cat 1

5:30 pm – 6:10 pm DINNER Buffet

Saturday - April 25th – 5 hours of presentations, sessions starting at 8:30 am

7:10 am – 8:25 am BREAKFAST Buffet and NCAHR Business Meeting; Exhibits Open

• Session 6: CaptionCall – Internet Protocol Captioned Telephone Services (IPCTS) Update
  (1.5 hrs) – 8:30 – 10:00 am - HALB* Cat 1 – Hansen Phangia, BC-HIS/National Account Director/CaptionCall

10:00 – 10:15 am Snack Break; Exhibits Open

• Session 7: Brian Fligor, Ph.D./Tobias & Battite, Inc. (Boston, MA) & Lantos Technologies (Wilmington, MA) – Presentation 1 – Earmold Acoustics: Review of Fundamentals (AAA Tier 1 CE eligibility)
  (1.5 hrs) – 10:20 – 11:50 am - HALB* Cat 1

11:50 am – 12:25 pm LUNCH Buffet

• Session 8: Scott A. Hardison, M.D./CarolinaEast ENT – Allergies and Your Patients' Hearing Loss
  (1 hr) – 12:30 – 1:30 pm - HALB* Cat 1

• Session 9: Mary Ann Stone, Ph.D./Communication Care Consultants, N.C. – Your Patients' Memory Loss Issues
  (1 hr) – 1:40 – 2:40 pm - HALB* Cat 1

*HALB = N.C. State Hearing Aid Dealers & Fitters Board (aka Hearing Aid Licensing Board) CE Topic Content Category (Cat)

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Continuing Professional Education Approvals

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AAA CEUs -- REMEMBER TO BRING YOUR AAA MEMBER ID NUMBER

NCAHR is approved by the American Academy of Audiology to offer Academy CEUs for this activity. The program is worth a maximum of 1.05 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 of 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.

ASHA CEUs -- REMEMBER TO BRING YOUR ASHA ACCOUNT NUMBER

This course is offered for 1.05 ASHA CEUs (Intermediate level, Professional area).
No course planner has disclosed any relevant financial or non-financial relationships. Our presenters are employees, members, and/or consultants for their respective companies/organizations/agencies.

IHS CE Credit Hours and

South Carolina Dept. of Health and Environmental Control (S.C. DHEC) — REMEMBER YOU MUST SUBMIT THE LAST 4 DIGITS OF YOUR SOCIAL SECURITY NUMBER AND YOUR EMAIL ADDRESS

NCAHR is approved by the International Hearing Society to offer continuing education for this course. This course [CEN-334-20] is approved for up to 10.5 credits of continuing education (1 CE Credit = 1 contact hour). IHS approval of this course is based on the course's adherence to IHS's course approval requirements only and does not imply endorsement of the course content, specific products, clinical procedure, instructor or adherence to the IHS Code of Ethics. Any views that are presented are those of the presenter/Education Provider and not necessarily of the International Hearing Society.

HALB CEUs -- REMEMBER TO BRING YOUR HALB LICENSE NUMBER

This NCAHR program has been submitted for approval by the North Carolina State Hearing Aid Dealers and Fitters Board (HALB) for continuing education credits. CEUs earned for attendance at this program can be applied for 2021 license renewal, and can satisfy the 1.0 CEUs renewal requirement. This program is worth a maximum of 10.5 hours = 1.05 CEUs. All offered CEUs are in HALB Content Category 1.

See Presenters' Disclosures, below

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## Instructional Personnel Disclosures

In compliance with the requirements 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 and/or relevant to the field of Hearing Rehabilitation.

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Session Title</th>
<th>Financial Relationship</th>
<th>Relevant Non-financial Interests</th>
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</thead>
<tbody>
<tr>
<td>Michael Faulkner, Au.D.</td>
<td>“YourSound Technology” Presents Acoustic-Motion Sensors</td>
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<td>Kristal Riska, Ph.D.</td>
<td>Association between Hearing Loss and Patients’ Falls</td>
<td>Duke University School of Medicine, Grant: Dept. of Defense</td>
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<td>Providers’ Ethical Issues</td>
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<td>Internet Protocol Captioned Telephone Services (IPCTS) Update</td>
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<td>Mary Ann Stone, Ph.D.</td>
<td>Your Patients’ Memory Loss Issues</td>
<td>None</td>
<td>Communication Care Consultants, N.C.</td>
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Session 1: **Michael Faulkner, Au.D./Signia – “YourSound Technology” Presents Acoustic-Motion Sensors**
Dr. Faulkner is a Clinical Education Specialist for Signia; and he is responsible for training customers and sales staff on the company’s current software and products. Prior to joining Signia, he worked in an ENT setting, affiliated with UNC REX Healthcare, in Cary, N.C. He practiced as a clinical audiologist for 8 years, beginning in 2011. Michael received both his Bachelor of Science degree in Communication Disorders and his doctoral degree in Audiology from Central Michigan University. He holds an ASHA Certificate of Clinical Competence in Audiology.

Session 2: **Sabrina Calcara, Au.D./ReSound – Your Patients' Tinnitus Solutions**
Dr. Calcara joined the ReSound team, in 2018, as a Field Training Audiologist. Sabrina earned her Doctor of Audiology degree in 2012, from City University of New York (CUNY) Graduate Center. Prior to ReSound, she worked at a large hospital center in NYC (New York Eye and Ear Infirmary of Mount Sinai). For 7 years prior to beginning her role as a trainer for ReSound, Sabrina conducted diagnostic audiological testing and adult hearing aid fittings. She holds an ASHA Certificate of Clinical Competence in Audiology.

Session 3: **Kristal Riska, Ph.D./Duke University School of Medicine – Association between Hearing Loss and Patients' Falls**
Dr. Riska is an Assistant Professor, in the Department of Head and Neck Surgery & Communication Sciences, at Duke University School of Medicine. She works with patients on a daily basis and sees firsthand the impact that vestibular (inner ear balance) problems and hearing loss can have on an individual and his/her family. She earned her Au.D. and Ph.D. degrees from East Carolina University, in 2011. Kristal holds an ASHA Certificate of Clinical Competence in Audiology.

Session 4: **Adam Mehlenbacher, Au.D./N.C. Board of Examiners for SLPs & AUDs – Providers' Ethical Issues**
Dr. Mehlenbacher is an audiologist at the Durham Veterans Affairs Medical Center. He received his Au.D. from UNC Chapel Hill, in 2008. He is the current Chair of the N.C. Board of Examiners for Speech Language Pathologists and Audiologists. Also, he is a Consulting Associate in the Department of Surgery at Duke University. Adam is a member of the American Academy of Audiology.

Session 5: **Brian Fligor, Ph.D./Tobias & Battite, Inc. (Boston, MA) & Lantos Technologies (Wilmington, MA) – Presentation 1 – Earmold Acoustics: Review of Fundamentals**
Dr. Fligor is owner of Tobias & Battite, Inc., Hearing Wellness for New England (Boston, MA), and a practicing Audiologist. Additionally, he is longtime Chief Audiology Officer at Lantos Technologies (Wilmington, MA). Prior to joining Lantos, he was Director of Diagnostic Audiology at Boston Children’s Hospital and Assistant Professor at Harvard Medical School. He holds a B.S. in Biomedical Engineering and a doctorate in Audiology from Boston University. Brian serves as adjunct faculty at Salus University; and he has published multiple articles and a book dealing with pediatric audiology. He is board-certified in Audiology by the American Board of Audiology (ABA).

Session 6: **Hansen Phangia, BC-HIS/CaptionCall – Internet Protocol Captioned Telephone Services (IPCTS) Update**
Hansen Phangia is the National Account Director with CaptionCall. He received his B.S. degree in Economics from the
University of Utah. Hansen has had over a decade of experience creating creative marketing campaigns, and implementing innovative training programs for the professional development of individuals in the hearing healthcare industry. He is a member of the International Hearing Society; and he is nationally board-certified in Hearing Instrument Sciences.

**Session 8: Scott A. Hardison, M.D./CarolinaEast ENT – Allergies and Your Patients' Hearing Loss**
Dr. Hardison is an Otolaryngology Specialist, with his medical practice based in New Bern, N.C. He is Head of the Allergy Department at CarolinaEast ENT. He graduated with honors from Wake Forest University School of Medicine, Winston-Salem, N.C., in 2012. Having more than 7 years of diverse Otolaryngology experience, Scott is associated with multiple hospitals in Eastern North Carolina.

**Session 9: Mary Ann Stone, Ph.D./Communication Care Consultants, N.C. – Your Patients' Memory Loss Issues**
Dr. Stone is owner of Communication Care Consultants, Greenville, N.C. Her doctoral degree in Speech and Hearing Science was earned in 1978, from the University of Tennessee/Knoxville. She holds ASHA Certificates of Clinical Competence and N.C. Licensure in both Speech/Language Pathology and Audiology. Mary Ann has worked for over 40 years providing audiology/hearing aid services, as well as language-related services for adults. She has taught at 5 universities/colleges, and currently is an instructor in the English, Humanities, and Communications Department at Pitt Community College, Greenville, N.C.

See Session Learning Outcomes AND Topic Descriptions, below

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### SESSION LEARNING OUTCOMES

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

<table>
<thead>
<tr>
<th>SESSION TITLE</th>
<th>LEARNING OUTCOME #1</th>
<th>LEARNING OUTCOME #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>“YourSound Technology” Presents Acoustic-Motion Sensors</td>
<td>Define the term: “Dynamic Soundscape Processing”</td>
<td>Describe the purpose for having acoustic-motion sensors in a hearing aid</td>
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<tr>
<td>Your Patients’ Tinnitus Solutions</td>
<td>Explain the term: “tinnitus habituation”</td>
<td>Identify (2) benefits of ReSound’s Relief app</td>
</tr>
<tr>
<td>Association between Hearing Loss and Patients’ Falls</td>
<td>List (2) implications of hearing healthcare intervention on falls and unsteadiness</td>
<td>Describe (2) ways to potentially identify patients who may be at risk of falling</td>
</tr>
<tr>
<td>Providers’ Ethical Issues</td>
<td>Explain the importance of licensure for hearing healthcare providers</td>
<td>List (2) ethical violations that can result in licensing board actions against your N.C. Audiology License</td>
</tr>
<tr>
<td>Presentation 1 – Earmold Acoustics: Review of Fundamentals</td>
<td>Identify (2) earmold components that affect comfort and appropriate function</td>
<td>List (2) benefits associated with direct ear scanning technologies</td>
</tr>
<tr>
<td>Internet Protocol Captioned Telephone Services (IPCTS) Update</td>
<td>Explain how CTS works with iPad/iPhone and/or HFP 4.0 Bluetooth connections</td>
<td>Explain what was meant by a Direct-to-Consumer (DTC) “competitive advantage”</td>
</tr>
<tr>
<td>Presentation 2 – Earmold Acoustics: Advanced Tips and Tricks</td>
<td>Define the term: “acoustic mass of the sound bore”</td>
<td>Identify (2) benefits of digital earmold manufacturing</td>
</tr>
<tr>
<td>Allergies and Your Patients’ Hearing Loss</td>
<td>Name (2) types of allergies treated by ENT Specialists</td>
<td>List (2) hearing-related symptoms caused by seasonal allergies</td>
</tr>
<tr>
<td>Your Patients’ Memory Loss Issues</td>
<td>Identify (2) conventional approaches for Alzheimer’s disease intervention</td>
<td>Describe (2) recently identified causes of Alzheimer’s disease</td>
</tr>
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• Session 1: *Michael Faulkner, Au.D./Signia* – “YourSound Technology” Presents Acoustic-Motion Sensors  
**TOPIC DESCRIPTION:**  
The presenter will discuss Signia's Xperience products and features. Signia's YourSound technology, for the first time in the hearing instrument industry, integrates a Motion Sensor for audiological benefit. YourSound technology further incorporates a combination of Acoustic-Motion Sensors, Dynamic Soundscape Processing, and Own Voice Processing. The presenter will explain how and why the motion sensor detects whether the wearer is walking, running, or staying still.

• Session 2: *Sabrina Calcara, Au.D./ReSound* – Your Patients' Tinnitus Solutions  
**TOPIC DESCRIPTION:**  
The presenter will discuss ReSound's products and features. Attendees will gain a better understanding of what tinnitus habituation means and how ReSound can provide a solution. The various solutions offered by the ReSound tinnitus sound generator will be explained. The Smart 3D app can offer flexibility in which the hearing aid user can control their own tinnitus sound generator; and these controls will be discussed by the presenter. Lastly, the ReSound Relief app will be presented in order for hearing healthcare providers to learn of another available solution for their tinnitus sufferers.

• Session 3: *Kristal Riska, Ph.D./Duke University School of Medicine* – Association between Hearing Loss and Patients' Falls  
**TOPIC DESCRIPTION:**  
This presentation will focus on providing a review of the evidence that demonstrates an association between hearing loss and falls. The presenter will discuss the implications of hearing healthcare intervention (i.e., hearing aids and/or cochlear implants) on falls and unsteadiness. This session will also address ways to potentially identify patients who may be at risk and/or may require additional referrals.

• Session 4: *Adam Mehlenbacher, Au.D./N.C. Board of Examiners for SLPs & AUDs* – Providers' Ethical Issues  
**TOPIC DESCRIPTION:**  
This session emphasizes the importance and responsibilities of licensure. Discussion will include information regarding North Carolina's Article 22 - Licensure Act for Speech and Language Pathologists and Audiologists. Ethical issues currently facing hearing healthcare professionals, who provide hearing tests, hearing aids, and patient counseling, will be addressed. The participants will be able to name at least three ethical violations that can result in licensing board actions against their N.C. Audiology License.

• Session 5: *Brian Fligor, Ph.D./Tobias & Battite, Inc. (Boston, MA) & Lantos Technologies (Wilmington, MA)* – Presentation 1 – Earmold Acoustics: Review of Fundamentals  
**TOPIC DESCRIPTION:**  
Receiver-in-the-Canal (RIC) hearing aids encourage the availability of Over-the-Counter (OTC) hearing aids. Thus, it is more important than ever for hearing healthcare professionals to demonstrate value to current and potential patients, via customized hearing care. Attendees will review the fundamental components of custom earmolds which dictate whether or not the earmold is comfortable and provides appropriate function. Minimum ear canal size, minimum earmold wall thickness, sound bore diameter, and venting will be presented at a basic but detailed level. Finally, this presentation will review what makes earmold impressions excellent, poor, or adequate, and what benefits and limitations are associated with direct ear scanning technologies.
• Session 6: Hansen Phangia, BC-HIS/CaptionCall – Internet Protocol Captioned Telephone Services (IPCTS) Update

**TOPIC DESCRIPTION:**
The presenter will discuss CaptionCall's multiple releases of new Captioned Telephone Services (CTS) technology. Attendees will gain a better understanding of how CTS works, re: certification; “what to expect”; and iPad/iPhone and HFP 4.0 Bluetooth connections. The internal “Professional Certification” form, that a provider submits on behalf of a patient who is requesting the CaptionCall phone, will be reviewed. The Over-the-Counter (OTC) and Direct-to-Consumer (DTC) “competitive advantage” will be addressed re: what sets your hearing healthcare practice apart from other service providers, when you provide CTS access for your current and potential patients.

• Session 7: Brian Fligor, Ph.D. – Presentation 2 – Earmold Acoustics: Advanced Tips and Tricks

**TOPIC DESCRIPTION:**
This presentation may be viewed as a progression of the topic from “Presentation 1 – Earmold Acoustics: Review of Fundamentals,” or it can be attended without having been present for Presentation 1. Attendees will be introduced to how the acoustic mass of the sound bore and the vent influence the frequency-gain response and occlusion effect, as measured in the ear canal. Computer-aided Design (CAD) modeling of earpieces will be reviewed, providing attendees with an understanding of earmold manufacturing (both digital manufacturing and manual production). Finally, earmold acoustic tuning will be reviewed as it relates to providing optimal hearing aid fittings based on a range of audiograms, as well as ear canal size and shape.

• Session 8: Scott A. Hardison, M.D./CarolinaEast ENT – Allergies and Your Patients' Hearing Loss

**TOPIC DESCRIPTION:**
Your presenter will provide attendees with updated knowledge concerning the types of allergies experienced by patients. As the seasons change, many hearing aid users will contend with allergies and their effects on the body: runny nose, sore throat, and itchy eyes. But seasonal allergies also affect your ears, and cause itching, swelling, pressure, dizziness, tinnitus, and even hearing loss. Allergies are thought to be one of the potential triggers of Meniere’s disease. Although such conditions are usually temporary, even brief losses of hearing can interfere with your patients' communication abilities.

• Session 9: Mary Ann Stone, Ph.D./Communication Care Consultants, N.C. – Your Patients' Memory Loss Issues

**TOPIC DESCRIPTION:**
The presenter will discuss the latest statistics/demographics pertaining to the rise of diagnosed dementia and Alzheimer's disease. This session will provide updated knowledge concerning the causes for more of our hearing aid wearers to be experiencing significant memory loss, which can interfere with the benefits of wearing amplification. Conventional allopathic medicine’s unsuccessful approach to treating the symptoms of dementia and Alzheimer's disease will be addressed. Current research findings, as well as the latest non-conventional intervention strategies, will be reviewed.

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