

# Making contemporary clinical audiological decisions: teams, technologies and timing



## Friday 16 March 2018

Time	Speaker	Topic
8.30 am	Registration and coffee / tea	
8.45 am	IAA President / Convenors	Welcome
9.00 am	Elizabeth Convery	Auditory conditions: acute vs chronic models of care
10.00 am	Morning Tea	
10.30 am	Maria Harasymczuk	Counselling - when audiological counselling is not enough
11.15 am	Leonie Jackson	Accessing services - how the NDIS has changed the landscape of service provision
12.00 noon	Yetta Abrahams	Implants programmes - overview of public and private services
12.45 pm	Lunch	
1.30 pm - 5.30 pm	Philip Chang	Demonstration of multidisciplinary teams in surgery - live surgery event, interspersed with three case studies (including personal accounts) and clinic accounts of establishing new rehabilitation programmes (including implant programmes) into their practices. An optional introduction to CI technology will be offered. Afternoon tea available during the afternoon.
6.30 pm - 8.30 pm	Social function - drinks / canapes in the canteen at St Vincents.	

## Saturday 17 March 2018

Time	Speaker	Topic
9.00 am	Registration & tea/coffee	
9.30 am	Dunay Schmulian	Debriefing clinical decisions in audiology
10.30 am	Morning Tea	
11.00 am	Workstations: bilateral, bimodal, connectivity, acoustic mode ci, surgical considerations, auditory assessment, vestibular assessment, trouble shooting.	MedEI, Oticon Medical, Advanced Bionics, Cochlear
1.00 pm	Lunch	
2.00 pm	Philip Chang (Chair), Sharad Chawla, Celene McNeill, Deborah Pallett, Maria Harasymczuk, Ann Porter.	Clinical grand rounds: 2 x ENTs, 2 x audiologists, 1 x clinical psychologist, 1 x speech pathologists, 1 x rehab counsellor (tbc), 1 x parent. Afternoon tea to be available during the afternoon.
4.30 pm	Summing up and closing	

# Making Contemporary Audiological Decisions: Teams, Technologies and Timing

## ABSTRACTS

The logo for Independent audiologists australia features the text "Independent audiologists" in a white, sans-serif font, with "australia" in a smaller font below it. The text is set against a dark background with a horizontal band of colorful, glowing light effects in shades of red, orange, yellow, and green.

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Keynote Presentation:  
Friday 16 March 2018  
9.00 am

What diabetes, arthritis, and asthma can teach us about managing a hearing loss  
**Elizabeth Convery (Presenter)** with Gitte Keidser, Louise Hickson, and Carly Meyer

Living well with a chronic condition depends on the acquisition and mastery of an array of skills to manage its effects on everyday life, an active and ongoing process known as self-management. Self-management is a key driver of successful health outcomes for chronic conditions and yields significant benefits for clients and clinicians alike, including better quality of life, increased likelihood of adhering to and succeeding with treatment, and lower health care expenditure. Hearing loss is a chronic condition, yet the current hearing health care system does not treat it as such. Assessment of hearing loss is biomedically focused and technology-based interventions are prioritised over a more holistic approach to managing hearing loss, meaning that our clients are not always afforded the opportunity to develop a comprehensive range of self-management skills.

Drawing on the evidence base for diabetes, arthritis, and asthma in combination with our emerging evidence for hearing loss, this presentation will explore the concept of chronic condition self-management, the factors that influence a person's ability to self-manage, the relationship between self-management and outcomes, and the barriers and facilitators to addressing self-management with adult clients. These findings will be used to examine the role self-management could play in the context of hearing health care, framed as four lessons that hearing health care professionals can apply to their own clinical practice.

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Friday 16 March 2018

10 am

When Audiological Counselling is not enough !

**Maria Harasymczuk**

When people lose their hearing, they are often devastated. In this day and age there are many options, such as hearing aids and implantable devices, to assist them to hear, reconnect with the world and improve their quality of life.

With the advancements in hearing aids and implantable devices most people get really good amplification and are happy with the outcome. However, there are patients who use a hearing aid or implantable device, and have good speech perception, but are not happy with the outcome. As an Audiologist it can be puzzling and frustrating that this is happening. Discussion will identify why this discrepancy in outcome occurs and what to do when audiological counselling is not enough to achieve an optimal outcome for your patient.

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Friday 16 March 2018

10.45 am

Hearing Loss – We hear you!

**Leonie Jackson**

Information, Linkages and Capacity Building (ILC) funding has been granted to The Deaf Society of NSW who are carrying out a two stage project. Barriers to accepting and seeking help for hearing loss will be investigated using qualitative research methods. The findings will inform the development of a progressive, impartial e-support service that:

- Provides emotional support, and clinical and practical information to people impacted by hearing loss.
- Connects people to relevant clinical and community service providers in their area.
- Educates family/ friends on what they can do to support people impacted by hearing loss.
- Features 'Live Chat' for additional peer-to-peer assistance, support and information.

This paper will provide background to this study, including an explanation of ILC funding, service provision driven by the Deaf Society, report on research findings to date, and sharing information for clinicians as to how they and their patients can benefit from this new and valuable e-resource.

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Friday 16 March 2018

11.45 am

The past, present and future of implantable hearing solutions in Australia

**Yetta Abrahams**

There is a seismic shift in all hearing health care environments towards delivering improved person-centred services. The gold standard is the delivery of timely, optimal hearing solutions that are patient-focused rather than device-specific. Today's audiologist must address the need to translate theoretical model into clinical practice.

For decades implantable hearing solutions have been underpinned by traditional service delivery models focused on devices and clinicians; the features of devices, the skills and decision making of clinicians. Despite having excellent access to funding and highly skilled clinicians and surgeons, currently fewer than 10% of adults who would benefit from an implantable hearing solution in Australia have access to it. There has been no clear pathway to navigate the obstacles in attaining easier access to implantable technology. The status quo clearly indicates that professionals need to reflect on this situation for the sake of people with hearing impairment. Professionals need to re-think, re-train and re-structure current practices to become truly person-centred and family-focused.

This presentation will provide an overview of the past, present and future of hearing rehabilitation with a focus on providing practical solutions to be implemented in the clinic, whilst acknowledging the pioneering work in hearing implant services in Australia. There has been incredible evolution of *devices*, surgical techniques, candidacy criteria and outcomes. All clinicians working in hearing rehabilitation must also consider the evolution of hearing *services*, and how to successfully deliver holistic hearing experiences now and in the future.

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Friday 16 March 2018

1.30 pm – 5.30 pm

Surgical decision making: a live surgery event

Dr Phillip Chang, Dr Celene McNeill & Deborah Pallett.

Live implant surgery will be scheduled, that will be explained in detail by Dr Phillip Chang (ENT specialist). The role of the audiologist in pre, peri and post-operative phases of implantation will be demonstrated and explained. Eligibility, surgical considerations and the application of audiological assessment findings to surgical decisions will be explained in detail, in relation to the cases seen.

All surgical cases will be attended to by Dr Phillip Chang, who will obtain consent from each participating patient, as per the usual procedures followed at St Vincent's Hospital, where live surgery is offered regularly for training purposes.

During live surgery, interruptions naturally occur. During those interruptions (or at the end in the unlikely event that the surgery proceeds without interruption), a number of presentations and discussions will be held as follows:

**Dr Anthony Hogan** (pre-recorded)

Navigating hearing services in a time of change. The social and economic viability of the traditional clinical model of audiology faces unprecedented challenges. Missing from the hype surrounding change remains questions of the extent to which clients will attain a quality outcome from the devices and services that they pay for. From a 'social' perspective, a 'device only model' has demonstrably failed to enhance client social inclusion, and wellbeing. Moreover, clients continue to report high levels of hearing disability, despite the services or devices that they have received. Changes in hearing services will not mean the end of audiologists in private practice but increasingly audiologists will need to diversify what their offer.

**Brendon Efrossynis, Angela Myer and a representative from the Deaf Society.**

Personal accounts of implantation.

**Dr Celene McNeill and Deborah Pallett**

Incorporating hearing implants into an independent practice – a reflection.

**Yetta Abrahams**

Hearing Implants 101: back to basics about cochlear implantation

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Saturday 17 March 2018

9.30 am

Debriefing clinical decisions in Audiology

**Dr Dunay Schmulian**

This paper will summarise the current approach to contemporary decision-making in Audiology and outline the risks our communication has on our teams, ourselves and, of course, our clients. The urgent need to include clinical debriefing activities of client encounters will be highlighted. Research on the projected impact of team morale will be summarised and presented.

A framework of debriefing will be proposed, using real life clinical examples.

Debriefing will be compared and contrasted to current supervision and reflection practices and the benefits of a formal, evidence-based debriefing practice highlighted.

A debriefing toolkit will be introduced which accommodate the typical challenges in the contemporary workplace: time pressure, heavy caseloads, and working off incomplete information and/or team input. In this section, the early warning signs of team-inflicted trauma, and strategies to minimise the impact will be provided and linked to service delivery in acute and chronic settings.

The aim of this paper is to introduce clinicians to the science and necessity of debriefing and to direct the attention to skills that may be implemented immediately and effectively to minimise risk to the individual and the team.

Saturday 17 March 2018

11.00 am

Technology Update – Workshop Activities

**Advanced Bionics, Cochlear, Med-El, Advanced Bionics**

Each supplier of implantable hearing technology in Australia will present an update on their technology, focussing on one feature that translates to how clinical decisions are made. Practical aspects of working with technology will be focussed on. Some will offer hands on opportunities. 30 minutes will be allocated to each supplier.

Topics will include at least the following:

- Bilateral implants
  - Bimodal technologies
  - Connectivity
  - Acoustic modes with cochlear implants
  - CROS with cochlear implants
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Saturday 17 March 2018

2.00 pm – 4.30 pm

Clinical Grand Rounds

**Chair: Dr Phillip Chang (ENT)**

**Panellists: Dr Sharad Chawla (ENT), Dr Celene McNeill, (Audiologist) Deborah Pallett (Audiologist), Yetta Abrahams (Audiologist), Ann Porter (Aussie Deaf Kids), and Maria Harasymczuk (Clinical Psychologist).**

Facilitated by Dr Phillip Chang, with a team of medical, surgical and allied healthcare practitioners, family members and advocates, individual cases will be presented from the perspectives of all team members. The diagnostic process, decision making about interventions, communication with patients and communication between team members at various stages of intervention will be discussed.

Guidelines for team members about communication with patients and between team members will be drawn up through careful analysis of individual cases.

The focus will be on team management of patients who might benefit from implantable technologies, if not as their first intervention, then later as their needs are anticipated to change. A team approach will be discussed with each member of team's contribution outlined and guidelines provided as to how communication between team members can best be facilitated.

All cases will be supplied by members of the panel and fully de-identified.

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SPEAKERS (ALPHABETICAL ORDER)

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**Yetta Abrahams** completed her Masters in Clinical Audiology at Macquarie University researching Late Auditory Responses in School-Aged Children. She has a background in diagnostic audiology and has worked with children and adults using cochlear implants since 2001. In that time she has worked in dedicated implant services, research and development and early intervention. Yetta has a keen interest in translational research and clinical training, with a central philosophy of person-centered care. She has lectured at a university level since 2004, and has spent the past 9 years overseeing the implantable device services and innovation in service delivery in early intervention. In late 2017 she moved into a role coordinating adult access and service delivery in implantable devices.



**Dr Phillip Chang** is a Fellow of Royal Australasian College of Surgeons in the Specialty of Otolaryngology, Head and Neck Surgery. He has served as a Clinical Fellow across the world, including, Zurich; Cambridge University, St Vincent's Hospital, Sydney, Sydney Children's Hospital, and the House Ear Clinic, Los Angeles,

His special interests are adult and paediatric ear disease and surgery, including hearing implants. He practices at St Vincents Hospital and at Norwest Private.



**Prof Anthony Hogan** is a Rehabilitation Counsellor and Sociologist who has focused his career on addressing the rehabilitative needs of deaf and hearing impaired people, from a psycho-social perspective. Building on the earlier works of Hetu and Getty, Norm Erber, Ross Dineen and Christopher Lind, he has developed a variety of psycho-social interventions and assessment tools to assist people in adaptation to their disability. He has published over 60 refereed journal articles and 7 books, on these and related topics. Over his career Anthony has maintained close links to academia and is presently Honorary Professor in the Faculty of Health Sciences, University of Sydney. Anthony will offer a pre-recorded presentation at the seminar.



**Elizabeth Convery** is the senior research audiologist in the Rehabilitation Devices section at the National Acoustic Laboratories and a PhD candidate in her final year at the University of Queensland. She received her bachelor's degree in linguistics with first-class honours from the University of Calgary in 1997 and her master's degree in communication disorders and sciences from California State University, Northridge in 2000. Since 2010, Elizabeth has conducted pioneering work in the area of self-fitting hearing aids – amplification devices that can be fitted, fine-tuned, and managed independently by the user, without the need for direct clinician involvement or additional specialised equipment – as a way of empowering individuals with hearing loss to assume a more central role in the direction and management of their ongoing care. As part of her doctoral work, she is currently investigating the application of a chronic health condition framework to audiological practice, with a focus on client self-management. Elizabeth maintains an active interest in “on-the-ground” service delivery through voluntary audiological outreach work in remote Aboriginal communities in northern Australia and developing countries in the South Pacific.



**Maria Harasymczuk** is a Clinical Psychologist who has worked in a multidisciplinary team of audiologists and a neuro-physiotherapist at the Hearing and Balance Centre, St Vincent's Hospital for 15 years. She then worked with patients with audiological and vestibular disorders at Victorian Counselling and Psychological Services (VCPS). She recently returned to Sydney and started her own practice, Red Gate Psychology.

Maria has extensive experience treating people with audiological disorders (Tinnitus, Hyperacusis, Misophonia and Phonophobia), balance problems (Meniere's Disease and Psycho-Physiological Dizziness Syndrome) and their psychological sequelae (such as anxiety and depression). As a part of her work she sees people who are grieving their loss of hearing, and are having difficulty adjusting to the loss and in some instances hearing devices (hearing aids and cochlear implants).



**Leonie Jackson** is the Chief Executive Officer of the Deaf Society of NSW. Profoundly deaf since birth, **Leonie Jackson** has over 20 years of experience working for organisations with a deaf-focus, both in the corporate sector and the Deaf Community. Leonie joined the Deaf Society as Chief Executive Officer in May 2015 after a long career in education. For over 100 years, the Deaf Society has been the leading provider of specialist services for deaf, deafblind and hard of hearing people and their families in New South Wales. Leonie continues that legacy with a strong focus on supporting deaf people to break down barriers and achieve their goals.





**Dr Celene McNeill** has been working as an audiologist in Australia since 1989. She holds a bachelor of applied sciences in speech and hearing obtained at PUCC University in Brazil, a master's degree on the topic of perilymph fistula and a PhD on the topic of Meniere's disease from Macquarie University. She is currently the sole owner and director of Healthy Hearing & Balance Care, an independent audiology clinic in the Sydney suburb of Bondi Junction, which was established in 2003 and offers comprehensive diagnostic and rehabilitative audiological services, including implantable technologies. Celene is a convenor of the seminar, jointly with Deborah Pallett.



**Deborah Pallett** is a director of Hearing Innovations. She has been an audiologist since 1977 and has experience in both public and private audiology services. She has worked in many ENT practices throughout Sydney and worked extensively with hearing impaired children as a paediatric audiologist with the National Acoustic Laboratories. Deborah has a particular interest in hearing aid technology and cochlear implants and she set up the cochlear implant program at Hearing Innovations in 2004. Deborah is a convenor of this seminar, jointly with Celene McNeill.



**Dr Dunay Schmulian** holds a double doctorate in Audiology and a Master's degree in Counselling. She has worked in the United States, Australia and South Africa. She carries an active caseload and joined The University of Queensland Audiology Faculty in July 2017. She is a PhD supervisor, researcher and keynote speaker. Her work has been featured on national television. Her passion for seeing clinicians have happy, creative vital careers lead her to start Transforming Consultations in 2011, with the clear focus of assisting good clinicians in protecting their career longevity with the implementation of healthy, practical and relevant practices of communication and self-care. As a clinician, she has particular interest in tinnitus, complex diagnostics in children and adult, and providing practical, relevant and transformative, solutions with her clients. Her research interest focuses on the neuroscience of high stakes communicating, and the relationships between the professional and the client in order to develop a model of care, more suited to hearing loss.

## **Contributors from Technology Manufacturers**

### **Advanced Bionics**

Jade Parr - Jade is an experienced manager and clinical specialist with a demonstrated history of working in the medical device industry, including Australian Hearing and a number of roles in Advanced Bionics.

### **Oticon Medical**

Tracey King – Tracey holds qualifications in Logopaedics (speech pathology and audiology) and business. She has extensive experience across the medical field – including experience at Cochlear and Neuromonics as well as Oticon Medical. She has also worked in healthcare outside of the audiology field.

### **Med-EI**

Robyn Shakes – Robyn is an audiologist with extensive clinical experience, in particular in early intervention. In recent years she has lead the Med-EI team in Australia, operating in a competitive and ground-breaking industry.

### **Cochlear**

TBA

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## **Additional Contributors**

Brendon Efrossynis, (implant recipient) - personal account

Angela Myer (implant recipient) - personal account

Ann Porter (Aussie Deaf Kids) - panelist in clinical grand rounds

Dr Sharad Chawla (ENT) - panelist in clinical grand rounds