

**Cleveland Hearing & Speech Center  
Program Evaluation Summary  
2017  
Audiology**

**Summary of Services**

- CHSC audiologists served 2,836 unduplicated clients an increase of 8% from 2016
- CHSC audiologists dispensed a total of 770 hearing aids with a return rate of less than 1%. Overall hearing aid sales number is stable from 2016, in spite of a disruptive hearing aid market. In addition, self pay numbers increased by 17% while APA decreased by that same percentage.

**Outcomes**

2017 brought an entirely new and improved focus on outcomes and was a baseline year for data gathering. The audiology department began collecting both a subjective and objective outcomes using the following measures:

Subjective: International Outcome Inventory for Hearing Aids.

- 98.6% of respondents felt their hearing aids were “worth the trouble”
- 96.4% of respondents said their enjoyment of life was better because of their hearing aids.

Objective: Real ear verification and Speech Intelligibility Index

- On average, our clients receive a 75% increase in ability to understand speech (as measured by the pre and post Speech Intelligibility Index scores).

**Future Actions:** Continue to collect Outcomes data in these areas and determine what is the best way to report them and actions aimed at improving them. Work with others on a state and national level (Ohio speech and hearing clinics and ASHA) to be involved in any industry wide outcome database.

**Client Satisfaction**

**Audiology/ Speech language pathology**

Client satisfaction surveys are available year round at the front desk at all 3 locations. In addition, in the spring and Fall each year a “push is made to obtain result (clinicians and office managers handed paper copies or offered patients the opportunity to complete on an iPad via Survey Monkey). 103 clients participated. Generally, satisfaction with speech pathology and audiology services was high with an overall rating of 6.31 on a 7 point scale. Other measures taken and their score on a 7 point scale include:

- Knowledge, expertise and professionalism: 6.7
- Explain results clearly: 6.3
- Convenience of office locations and hours 6.23

**Action:** CHSC recognizes that our current locations are not meeting the needs of all within Cuyahoga County. Part of our strategic initiative is to expand our geographic reach and this is a primary focus for 2018.

For 2018-2019, We are looking at how our new email system (Hub spot) can be used to obtain survey results.

### **Audiology Patient Assistance Program**

Additional satisfaction surveys are completed on those who receive hearing aids through the Audiology Patient Assistance Program.

- 88% of respondents indicated that they either strongly agreed or agreed to the following statement: "I can better participate in conversations with my family/friends with my new aid(s)."
- 89% of respondents indicated that they either strongly agreed or agreed to the following statement: "I can participate more fully in my daily activities with my new hearing aid(s)."
- 88% of respondents indicated that they either strongly agreed or agreed to the following statement: "This hearing aid(s) has had a positive impact on my life."

**Action:** In Continue to aggressively pursue funding for this program, in particular for those who live outside of Cuyahoga County, for whom funds are currently more limited.

### **Efficiency**

In 2017, we moved away from an hourly based productivity model. We have focused instead on number of hearing aids sold as an indicator of productivity.

In addition, in 2017, we began a walk in clinic for hearing aids. Currently walk in clinics are staffed one day per week at each office. Walk in clinics allow more people to be seen by the audiologist and with less Office Manager support than traditional appointments.

**Action:** in the future, we hope to be better versed in reporting abilities of our PM system to allow for detailed reports that may show number of appointments delivered based on type of hearing aid sold and payer source as a measure of efficiency. We also envision expanding walk in clinic hours as we offer reduced cost services through this clinic instead of full cost treatment in a scheduled appointment.

### **Accessibility of Services**

Accessibility of services in each office location is addressed in the accessibility plan and report and not repeated here.

- Customer satisfaction survey show a high level of satisfaction for "ease of accessing services" with an average score of 6.4 on a 7 point scale.

Financial accessibility is also exceptionally important. CHSC offers the Audiology Patient Assistance Program for financial assistance in obtaining hearing aids. Due to tremendous advocacy efforts, 2017 showed strong funding for this program and we were able to dispense 209 hearing aids to 117 clients. . The payer mix for hearing aids at CHSC shows our commitment to financial accessibility and is as follows for 2017:

- Medicaid 50%
  - APA Program 33%
  - Self Pay 17%
- 
- 94% of patients obtaining their hearing aids through APA strongly agreed or agreed that “ I would not have been able to get hearing aid(s) if this program were not available to me”

**Action:** CHSC’s new Strategic Plan will focus on accessibility of services throughout Cuyahoga County and moving into areas that are currently underserved. In addition, advocacy efforts to maintain funding for APA will continue to ensure access to this program and the positive outcomes it yields.