

**Cleveland Hearing & Speech Center
Program Evaluation Summary
2018
Audiology**

Summary of Services

- CHSC audiologists served 2,709 unduplicated clients a 4 % decrease from 2017
 - 42% male
 - 58% female
- CHSC audiologists dispensed a total of 892 hearing aids which is a 16% increase from 2017.
 - 2018 showed a large change in payer sources for hearing aids with the entry of Third Party Payers into the mix.
 - TPA accounted for 242 or 27% of hearing aids

Outcomes

2018 continued a focus upon outcomes with hearing aids and the audiology team continues to gather both a subjective and objective outcomes using the following measures:

Subjective: International Outcome Inventory for Hearing Aids.

- 97% of clients reported hearing better in situations important to them

Objective: Real ear verification and Speech Intelligibility Index

- On average, our clients receive a 92% 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 were offered to speech pathology and audiology clients seen in 2018. Surveys were available in paper form at the front desk and via lpad for use with Survey Monkey. Surveys continued to be available throughout the year in paper form at the front desk and all speech therapy observation rooms. There were 29 clients who participated in 2018. Generally, satisfaction with speech pathology and audiology services was high with an overall rating above 6 on a 7 point scale.

Action: A goal for 2019 is to send the survey's out two times per year to clients electronically in a HIPPA compliant system. We are now able to gather emails more efficiently and use them for contacting out clientele.

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:

- Overall satisfaction: 6.49
- Knowledge, expertise and professionalism: 6.67
- Explain results clearly: 6.44
- Convenience of office locations and hours 5.87

Audiology Patient Assistance Program

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

- 100% 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)."
- 100% 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)."
- 100% 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: 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

2018 was a year riddled with learning new processes as each hearing aid TPA plan had their own paperwork and processes that needed to be incorporated into CHSC procedures. This was a process that has taken time and resources, however, participating in these plans has allowed us to dispense hearing aids to more people. Many of who received hearing aids at little or no cost to them.

Our main indicator of productivity continues to be hearing aid sales. In addition, to improve efficiency we began offering a walk in clinic at each office each week.

IN the future we are moving to a block schedule system which will allow for grouping of like appointments. We will also scheduled for less time for each appointment , knowing the historic 25% no show rate. This will allow us to better control how many of each type of appointment are on our schedule ensuring we can have more productive chunks of time.

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 6.07 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, 2018 showed strong funding for this program and we were able to dispense 158 hearing aids to 88 clients. The payer mix for hearing aids at CHSC shows our commitment to financial accessibility and is as follows for 2018:

- Medicaid 36%
 - APA Program 18%
 - Self Pay 16%
 - TPA 30%
- 100% 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.

Hearing Aid sales 2018

