

**Cleveland Hearing & Speech Center
Program Evaluation Summary
2019 Hearing Services**

Summary of Services

Audiology

- 2318 unique clients seen in-house
 - 248 children
 - 2070 adults
 - 41% male
 - 59% female
- 3,644 children served through contracts with 3 school districts
- 282 adults served through 14 community based educational outreach events
- **6,244 Total Served through Audiology**

Outcomes

2019 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.

- 98% (407/415) of clients reported hearing better in situations important to them

Objective: Real ear verification and Speech Intelligibility Index

- On average, our clients receive a 84% increase in ability to understand speech (as measured by the pre and post Speech Intelligibility Index scores).

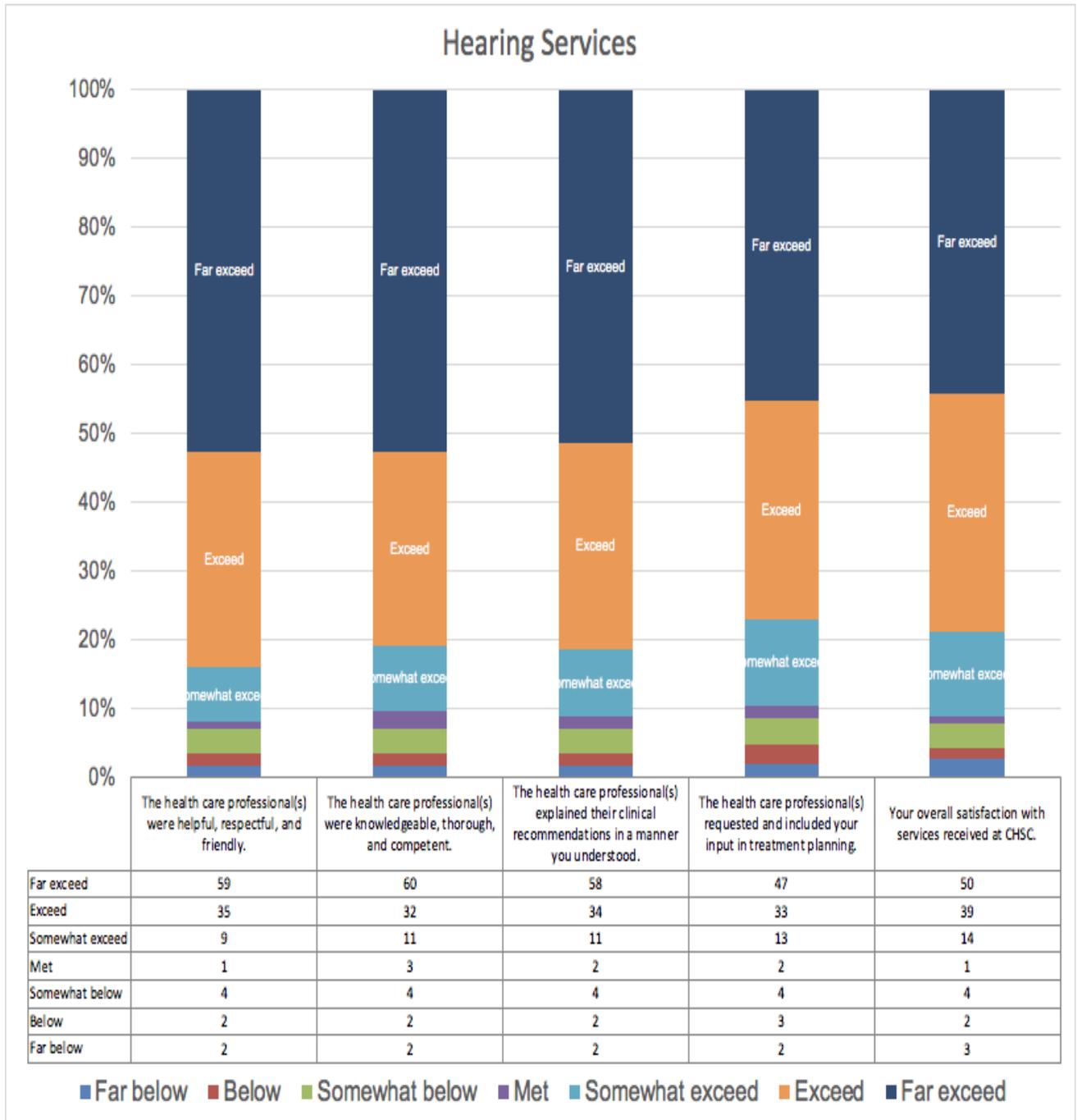
Future Actions: Continue to collect Outcomes data on the individual level to ensure best outcomes for each client. We continue to look to what is the best way to report outcomes in aggregate. We will continue to work with others speech and hearing centers across Ohio and we hope to be involved in a national level (American Speech and Hearing Association) as they develop an outcome database.

Client Satisfaction

Client satisfaction surveys were offered to speech and audiology clients 3 times this year via an emailed survey sent post visits. This was a change from previous year where paper surveys were the only way to participate. Paper copies were also available at the front desk.

The results indicated below. For all question we exceeded expectations more than 90% of the time. These results differ some form previous years with more low scores. This

may be a result that all clients are now offered the survey as opposed to being offered in office where a bias may be to be sure surveys were distributed to those clients who appeared to be happy with our services. There are, of course, opportunities for improvement. This will serve as baseline data.



Additional satisfaction surveys are completed on those who receive hearing aids through the Audiology Patient Assistance Program. Surveys are mailed to those who participated in the APA program. In 2019:

- 96% of respondents indicated that they either strongly agree or agreed to the following statement: “I can better participate in conversations with my friends and family with my new hearing aids”
- 92% 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”
- 100% of respondents stated that they believe the funding from Cuyahoga County for the APA program is an appropriate use of county monies

Action:

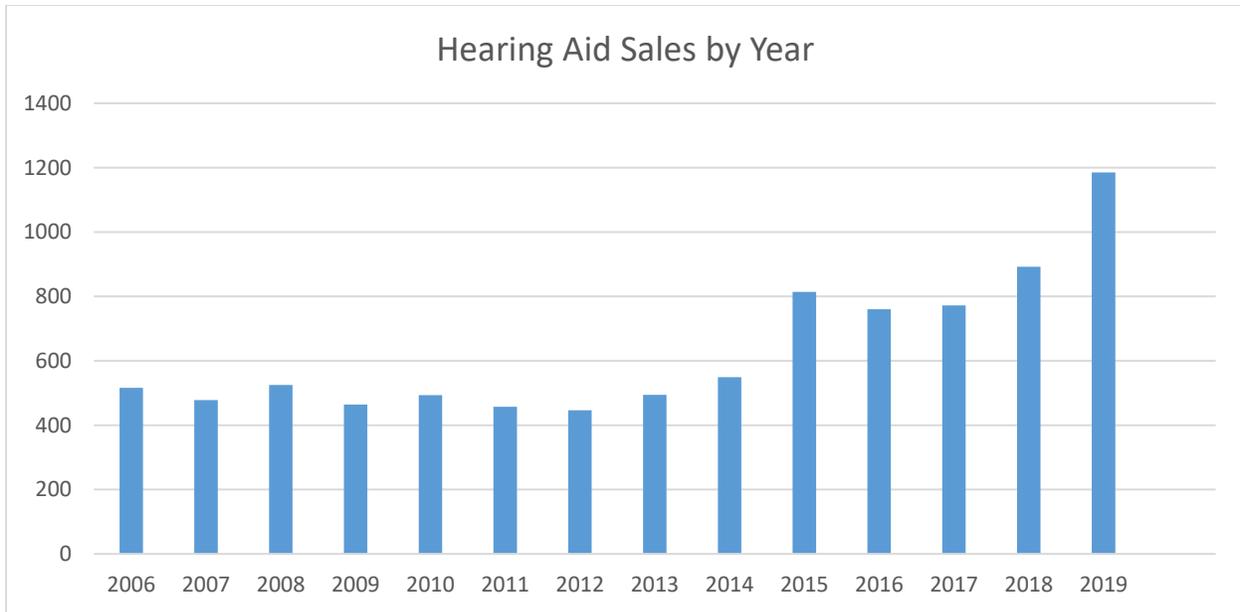
Continue using online satisfaction surveys and improve scores, particularly in the area of “my clinician included me in the treatment process decision” area. Inform staff of these results so an emphasis can be put on including clients and families in the decision making process.

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

Efficiency

Our main indicator of productivity continues to be hearing aid sales. 2019 was a year of tremendous growth. CHSC audiologists dispensed a total of 1185 hearing aids which is a 33% increase from 2018. Third party hearing aid sales that began in 2018 continue to grow and in 2019 accounted for 40% of hearing aid sales.

Additional staff were needed to handle the work. A Hearing Instrument Specialist was hired allowing us to gain efficiency by accommodating walk-in and same day clients, thus improving the client experience.



In 2019 we initiated block scheduling, which grouped same type of appointments and also reduced the time per appointment to leverage our 25% no show rate. However, we determined that the reduced time did not allow sufficient time for the appointment, times were limited and not always convenient for our clients creating dissatisfaction. After a 6 month trial we discontinued the shorter appointment times, but kept certain elements of the block scheduling such as reserving time slots for new patients.

Action Items; Continue to move toward the model of having a Hearing Instrument Specialist at each office location will allow more walk in and same day appointments and a more cost effective treatment option for simpler cases. Audiologists will have time to devote to more challenging cases.

Accessibility of Services

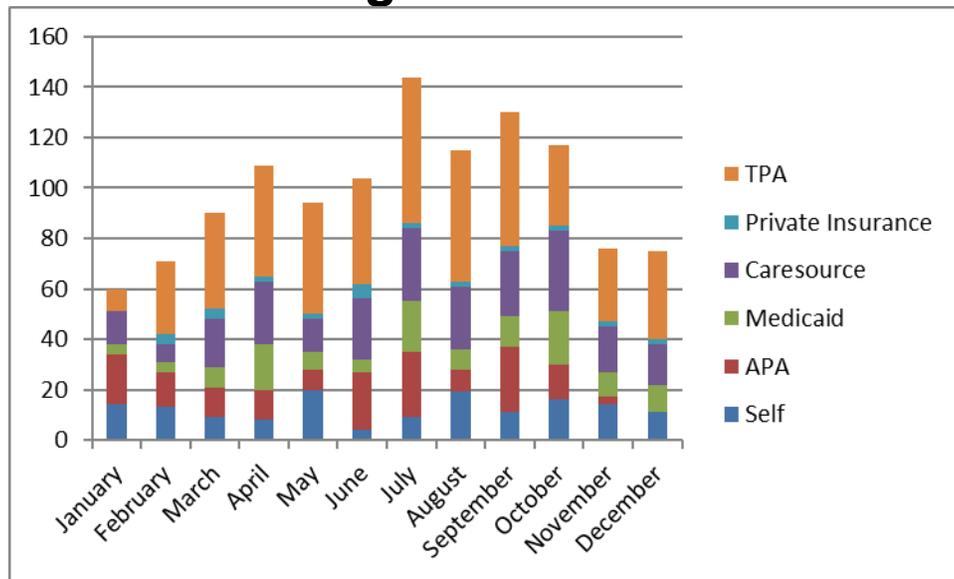
CHSC recognized that our office in South Euclid had serious accessibility issues. Physical accessibility was restricted as there was a small flight of stairs within the building restricting movement for those with physical limitations. In addition, there was only one audiology treatment room and demand was much higher. Wait times increased to over a month for basic appointments. In addition to putting into place the Hearing Instrument Specialist and the block scheduling discussed earlier in this report, we also made plans to move into a larger, more physically accessible space. The South Euclid office was moved to the new Lyndhurst location in Feb 2020.

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

Financial accessibility is also exceptionally important. CHSC offers the Audiology Patient Assistance Program for financial assistance in obtaining audiology services. Due to tremendous advocacy efforts and relationship building with our major funders, 2019 showed strong funding for this program and we were able to dispense 175 hearing aids to 92 clients. An additional 80 people were served through APA receiving hearing aid repairs, devices or professional services at a greatly reduced cost.

The payer mix for hearing aids at CHSC shows our commitment to financial accessibility. 88% of hearing aids dispensed at CHSC were funded via Medicaid, APA, TPA or private insurance which have zero to very low out of pocket costs.

Hearing Aid sales 2019



Action: CHSC's Strategic Plan will keep our 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.