

WELCOME TO

## Getting in "Sync" with Your Patients via Telehealth and Thrive App Updates

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Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2463 554 0083  
For technical questions or log-in information please contact Vincent Santana at 0413 834 718 Vincent\_Santana@Starkey.com.au



Hear better. Live better.

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The webinar will start in..

# 5:00



Hear better. Live better.

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## Getting in "Sync" with Your Patients via Telehealth and Thrive App Updates

**Judy Grobstein, Au.D., MACAud**  
*Manager of Education and Audiology*



Hear better. Live better.

HOUSEKEEPING

If not using speakers and you haven't already, please call into the call center number 02 8518 1923 and enter access code 2463 554 0083

**Please be sure to keep microphones muted**

If you have any technical issues, please contact Vincent Santana at [vincent\\_santana@starkey.com.au](mailto:vincent_santana@starkey.com.au) or call him direct at 0413 834 718

If you have any questions, please type them in the chat box. You can view the chat box by clicking the chat bubble at the bottom of your screen



WebEx Control Panel



ENDORSED SESSION

This Session is endorsed for ACAud, AudA and HAASA points

You must stay logged on for the full session

AudA members must complete a 10 questions quiz with a passing score of 70% as well as your CPD Reflections and Evaluations

ACAud, HAASA and NZAS members must complete the quiz to receive full points.



LEARNING OBJECTIVES

- List three reasons why patients and professionals are embracing telehealth
- Discuss the way remote hearing aid programming as a form of teleaudiology enhances patient outcomes
- Identify how to enable remote programming in the Inspire software and activate it in the Thrive Mobile App
- Describe how to utilize the latest updates to the new TeleHear Remote Programming platform



**AUDIENCE POLLING**

We Want to Hear From You



WebEx Control Panel

Participants Chat



Hear better. Live better.

Telehealth

Telemedicine *Tele-rehabilitation*

eHealth **Teleaudiology** mHealth

*Teleintervention* Telepractice *Tele-therapy*



When do you use Teleaudiology?

Who should do it?

**KEY SURVEY FINDINGS**

Technology and tele-health is emerging as a driver of consumers' healthcare decision making



APPROX. 86%

of respondents see value in incorporating tele-health care into a healthcare regimen

**KEY TRENDS**

Increased patient demand for virtually-delivered care; perception of added value for convenience and cost savings

42% of hearing-impaired patients indicated being **strongly interested in telehealth services**

Adoption rates driven to mitigate the gap between supply of audiologists and the growing demand for their services

"... the market appears to be dictating a **more "on demand" style service**, where **remote fittings** may eventually become **remote evaluations** and more as 3D printing technologies increase as well."

-The Hearing Review, 2019

**AUDIENCE POLL**

Prior to January 2020, were you using TeleAudiology in your clinic?

### Survey by NAL

## Effect on Audiologist-Client Relationship

- Audiologists with teleaudiology experience more positive

Number of people

Quality of care      Quality of relationship (level)

Audiologists who have teleaudiology experience  
Audiologists who have not had teleaudiology experience

Convery et al., 2019

### Survey by NAL

## Effect on Audiologist-Client Relationship

- Audiologists with teleaudiology experience more positive
- Clients negative on effect on relationship

Number of people

Quality of care      Quality of relationship (level)

Audiologists who have teleaudiology experience  
Audiologists who have not had teleaudiology experience

Percentage of people

Quality of care      Quality of relationship (level)

App: none  
1-30  
31-60  
61-90

Convery et al., 2019

### Study of Remote Programming App

## Results

2 Groups:

- Teleaudiology Group
- Control Group

15 subjects used remote programming app to replace the 2-week follow up office visit

15 subjects didn't use app and did the 2-week follow up visit

Remote assistance produced the same outcome as office visits

- Hearing aid benefit
- Hearing aid satisfaction
- Speech in noise
- Hours of daily use

Convery et al., 2019

### Study of Remote Programming App

## Results

2 Groups:

- Teleaudiology Group
- Control Group

15 subjects used remote programming app to replace the 2-week follow up office visit

15 subjects didn't use app and did the 2-week follow up visit

**Problems Fixed Remotely**

- Tinnitus
- Feedback
- Overall loudness too soft or too loud
- Background noise
- Wind noise
- Request for telecoil
- Alert beeps too loud

**Problems NOT Fixed Remotely**

- Bluetooth connection problems
- Domes causing itchy ears
- Problems streaming audio from iPhone
- Domes uncomfortable
- Hearing aid domes not staying in the ear canal

Convery et al., 2019

### Study of Remote Programming App

## Satisfaction with Remotely Programmed Settings

2 Groups:

- Teleaudiology Group
- Control Group

15 subjects used remote programming app to replace the 2-week follow up office visit

15 subjects didn't use app and did the 2-week follow up visit

After using the App, how satisfied were you with the new settings you received from your provider?

Number of participants

not at all      slightly      moderately      very      extremely

N = 10

Convery et al., 2019

### Study of Remote Programming App

## Satisfaction with Remote Service

2 Groups:

- Teleaudiology Group
- Control Group

15 subjects used remote programming app to replace the 2-week follow up office visit

15 subjects didn't use app and did the 2-week follow up visit

How would you prefer to request changes to your hearing aid settings?

Number of participants

strongly prefer app      slightly prefer app      no preference      slightly prefer face-to-face      strongly prefer face-to-face

N = 10

Convery et al., 2019



### Provider Factsheet- Telehealth in the Program

**Telehealth Services available from 1 July 2021**

**Initial Fitting and Refitting**  
 Fitting services can be completed via telehealth if the technology, advice and the practitioner is satisfied client outcomes are not compromised. Follow-up services for device issues need to be obtained.  
 Practitioners should document their telehealth program advice via telehealth (e.g. 200 character measurement).  
 Practitioners should use their clinical judgement to determine whether telehealth is optimal in the best of the client's best interests.

**Follow-up of Initial Fitting and Refitting**  
 Follow-up appointments can be completed via telehealth if there are no issues with comfort, functionality or management (i.e. a successful follow-up is completed).  
 If the client requires adjustments to their device or advice on the fitting, the client will need to attend a face-to-face appointment, unless the client's device enables remote programming.

**Client Review**  
 Practitioners should use their clinical judgement to determine if client reviews can be conducted via telehealth.  
**Annual Client Review:** The required program activities must be performed and completed. If the client requires adjustments or hearing coaching, the client will need to attend a face-to-face appointment, unless the client's device enables remote programming.  
**Standard Client Review:** The required program activities must be performed and completed. If the client requires adjustments in their hearing ability, and requires a hearing coaching, the client will need to attend a face-to-face appointment.

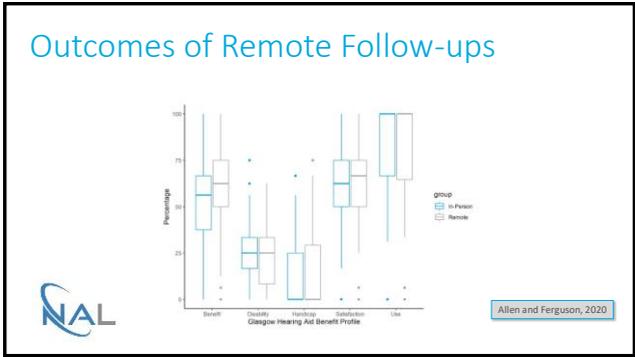
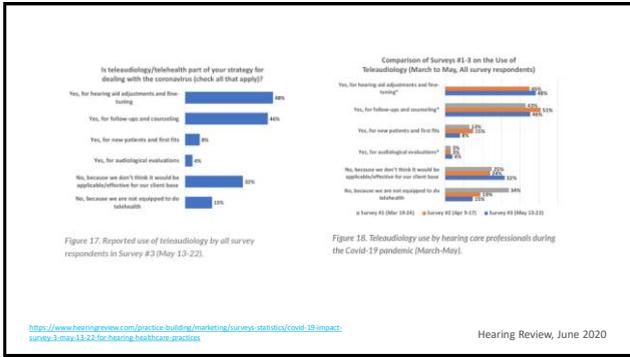
**Device Replacement**  
 Replacement fittings can be conducted via telehealth when replacing with the same device, and the changes in the client's use and hearing health is required.  
 Last device fitting is a correctly completed Statutory Declaration is provided before the replacement fitting and related to the client's fit.  
 Damaged device needs to be replaced in accordance to Statutory Declaration (SD) and damaged device must be returned to the manufacturer, must be provided before the replacement fitting and related to the client's fit.

**Spare Aid**  
 Spare aid fittings can be completed via telehealth if the spare aid is identical to the client's primary device and the client is satisfied with the performance of their current device.

**Rehabilitation/Remote Print**  
 Rehabilitation services have can be completed via telehealth.

**AUDIENCE POLL #2**

Have you used TeleAudiology during the 2020/2021 period as part of your COVID-19 Strategy?



**KEY SURVEY FINDINGS**

## 2020 was unmistakably the year of telemedicine adoption



APPROX. **73%**

of patients will continue to use telehealth services in the future<sup>1</sup>

1. Henry T. Pallick, doctors like telehealth. Here's what should come next. American Medical Association. <https://www.ama-assn.org/practice-management/digital/patients-doctors-telehealth-here-what-should-come-next>. Published 2021.

## Drivers of Teleaudiology

-  Demand for hearing healthcare
-  Aging Population
-  Number of Audiologists
-  Reduced Costs
-  Clinical Efficiency/Success
-  PSAPs / Direct to Consumer / OTC
-  Mitigate and Manage Health Risks

## Demand for Hearing Healthcare



<b>2020</b> 466 Million	<b>2050</b> 900 Million
have disabling hearing loss	will have disabling hearing loss

Source: World Health Organization

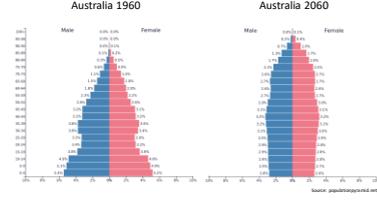
## Aging Population in Australia

**By 2030**

- All baby boomers will be older than age 65
- Almost 1 in 4 Australians (24%) will be retirement age

**By 2034**

- 5.4 million people 65 years and older



## Will we be able to keep up?

**By 2030**

- All baby boomers will be older than age 65
- Almost 1 in 4 Australians (24%) will be retirement age

**By 2034**

- 5.4 million people 65 years and older



## Cost Savings

**PROFESSIONALS**

- Patient Retention
- Time optimization
- Improved appointment compliance
- Lower overhead costs
- Travel costs
- Value proposition



**AUDIENCE POLL #3**

What is your routine follow-up appointment length for hearing aid patients?

## Clinical Efficiency

**1/3 of patients** attend 4+ hearing aid fine-tuning appointments after a hearing aid fitting

<b>In-Office (30 mins)</b> 2 Hours Professional time	<b>Virtual (15 mins)</b> 1 Hour Professional time
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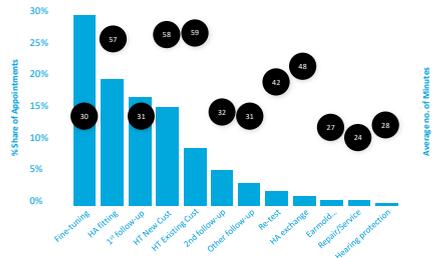


## Clinical Efficiency



20 fittings a month = 40 hours in office / 20 hours virtually

### APPOINTMENTS AND AVG. TIME CONSUMPTION



## Disruptive Amplification Delivery Models

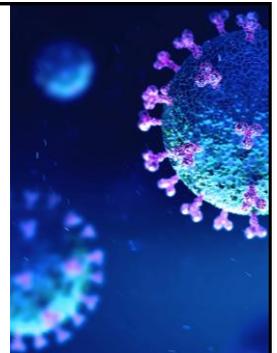
- PSAPs
- Direct to Consumer
- OTC

If it doesn't **challenge** you,  
it doesn't **change** you.

## Mitigate and Manage Health Risks

Opportunity to Redefine and Innovate

- Cancer
- Diabetes
- Genetic disorders
- HIV
- COVID-19



## Patient Drivers of Teleaudiology

- Increase Access to Care
- Improve Continuity of Care
- Increase Patient Engagement
- Improve Patient Outcomes
- Increase Patient Satisfaction
- Reduce Health Risks

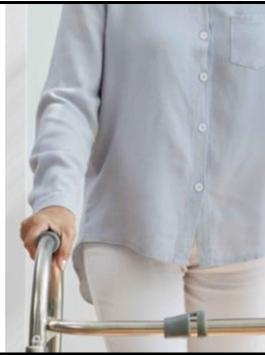
## Increase Access to Care

- Rural locations
- Long travel distances
- Parking
- Transportation limitations
- Child or Elder Care



## Improve Continuity of Care

- Mobility issues
- Travel
- Inclement weather
- Time off from work
- Other health conditions that take precedence

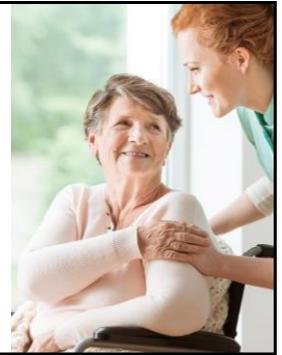


## Increase Patient Engagement

**Patient Driven Care**  
Collaboration between professionals and patients

**PATIENTS**

- Have a voice
- Participate in decision-making
- Play an active role in optimizing their experience



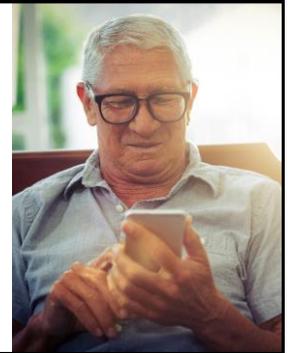
## Improve Patient Outcomes

- Quicker access to information, opinions and support
- Hearing aid settings established in the office may differ from what's needed in the real-world
- Don't have to 'live with it'
- Ability to accommodate personal preferences



## Increase Patient Satisfaction

- Needs are met in a timely and efficient manner
- Personalization
- Patients are empowered



## Reduce Costs

- Less time-intensive than an office visit
- Travel costs
- Minimizes time away from work or other activities



## Teleaudiology Delivery Models



COUNTER/CURBSIDE

SATELLITE OFFICE

HOME

## Teleaudiology Delivery Methods

-  Telephone
-  Internet
-  Websites
-  Video Conference
-  Emails
-  Mobile Smart Devices/Apps
-  DVD

## Technology Ownership Among the Hearing Impaired

**78% have a smartphone**  
 Ages < 34 = 88% (N=419)  
 Ages 35-64 = 88% (N=1372)  
 Ages 65+ = 70% (N=1341)  
 No real drop-off until 85+ = 53%

**52% have a tablet**

MarketTrak 10 / Hearing Industries Association, 2019



## APPROACHES

**Cloud-based tools**  
 Store and Forward, Asynchronous, Patient-directed tools



## BUT IS IT USER FRIENDLY?



## TeleHear Remote Programming

*Previously Hearing Care Anywhere*



## TeleHear

Telehealth application for remote hearing aid programming adjustments

livioEdge<sup>AI</sup> | livio<sup>AI</sup> | livio



livioEdge<sup>AI</sup> 2400    livio<sup>AI</sup> 2000 | 1600 | 1200    livio 2400 | 2000 | 1600 | 1200 | \*1000

BTE R    RIC R    ITE R    HS R    ITC R    Micro RIC 312    RIC 312    BTE 13

RECHARGEABLE SOLUTIONS    BATTERY-POWERED SOLUTIONS

\*1000 available for BTE 13 and BTE R only

### TeleHear

**SYSTEM REQUIREMENTS**

**Professional**

- Fitting computer
- Inspire X 2020.1 or newer
- TeleHear Dashboard
- Internet connection
- Integrated computer camera or external camera (webcam)
- Integrated computer microphone/ speakers or headset

**Patient**

- 2.4 GHz Thrive platform hearing aids
- Current version of the **Thrive Hearing Control App** on a supported smart device
- Internet connection (cellular or wifi)

### Download or Update the Thrive Hearing Control App

Available in the App Store and Google Play Store

### Inspire X 2021.0

New Inspire software available from 4 Oct through Inspire Updater

### Live Sessions

Synchronous Remote Programming

A new remote programming feature that leverages live video chat and remote hearing aid adjustments in real-time.

### Live Sessions

Synchronous Remote Programming

A new remote programming feature that leverages live video chat and remote hearing aid adjustments in real-time.

FaceTime

## Live Sessions

**Synchronous Remote Programming**

- Requires an **appointment**
- Provides **real-time** audio and visual engagement
- **Multiple needs** may be addressed at one time
- HSP Reimbursement



## TeleHear Setup Requirements

1. Establish a TeleHear™ Dashboard
2. Remote programming Enabled in the Hearing Aids
3. Activate Remote Programming in the Patient's Thrive App

1. 

## TeleHear Dashboard

- Professional control panel for answering and managing remote programming requests
- Variety of administrative tools for managing and analyzing use of the feature
- Flexibility to meet the needs of each office/organization through setup and grouping



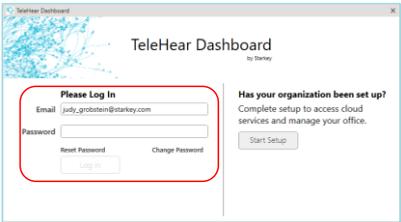
## Dashboard Set Up/Log In

Open Inspire, navigate to the 'Get Started' screen and click on 'Remote Programming'.

Click on the 'Log In' button to configure the TeleHear Dashboard.




## Dashboard Set Up/Log In



**Has your organization been set up?**  
Complete setup to access cloud services and manage your office.  
[Start Setup](#)

## Dashboard Set Up/Log In

**What You'll Need**

- A valid email address for each administrator/professional
- Your Starkey account number(s)
- Practice names, addresses and phone numbers
- Office hours



Click 'Start setup' to create the TeleHear Dashboard for your practice and follow the prompts.

Follow the Step-by-Step Prompts

The image shows two overlapping windows from the Starkey software. The top window is titled 'Administrator Setup' and contains fields for Name, Email, Password, and Repeat Password. The bottom window is titled 'Settings' and has tabs for 'General', 'Office Details', and 'User Accounts'. The 'General' tab is selected, showing fields for Office Name, Address, Phone 1, and Phone 2.

The screenshot shows the Starkey software interface on a laptop. The main window is titled 'Devices Detected' and shows a list of detected devices. A 'Start' button is visible in the bottom right corner. The user's name 'Naomi Grubstein' is displayed in the top right corner.

2

### Enable Remote Programming in the Hearing Aids

May be generated remotely or with the hearing aids connected to Inspire

Code must be unique for each patient

Codes expire in three days

The image shows a man with glasses sitting at a desk, looking at a computer monitor. The background is a blurred office setting.

### Enabling TeleHear Connected to Inspire

The screenshot shows the Starkey software interface with the 'Remote Programming' settings. The 'Remote Programming' checkbox is checked. A 'Code' field is visible, and a note states 'Code will be associated with Inspire'. The 'Generate Code' button is highlighted.

### Enabling TeleHear Connected to Inspire

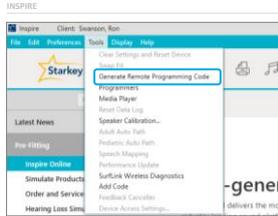
The image shows three screenshots from the Starkey software. The first screenshot shows the 'Remote Programming' settings with the 'Remote Programming' checkbox checked and a 'Code' field. The second screenshot shows a 'Remote Programming Patient Consent' dialog box with a 'Generate Code' button. The third screenshot shows the 'Remote Programming' settings with the 'Code' field containing 'NB46GS' and a note stating 'Code will be associated with Swanson, Ron'. A warning message at the bottom states: 'The code must be unique for each patient – do NOT reuse codes'.

The screenshot shows the Starkey software interface displaying hearing aid performance graphs. The graphs show 'Hearing Level' and 'Hearing Aid Benefit' over time. The user's name 'Naomi Grubstein' is visible in the top right corner.

## Enabling TeleHear NOT Connected to Inspire

- Open Noah (or other database), select the patient's name and launch Inspire
- Click on Tools and choose Generate Remote Programming Code from the menu
- Provide the patient with a unique code valid for 3 days

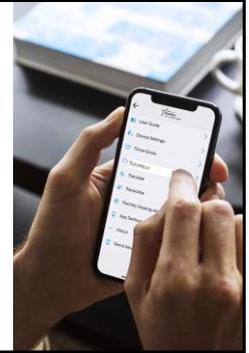
**NOTE:**  
This is also applicable when a database or a specific patient file is not available



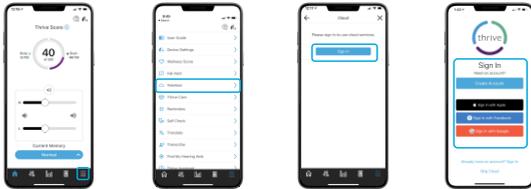
3

## Activate Remote Programming in the Thrive App

The unique remote programming code generated in Inspire must be entered into the Thrive app to establish a secure connection between the professional and the patient



## Establish Secure Cloud Connection



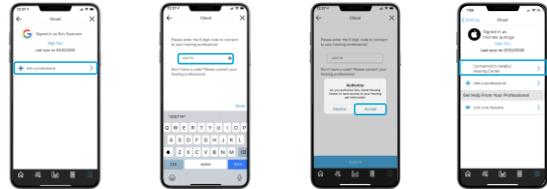
Tap the Settings Menu icon

Tap 'TeleHear'

Tap 'Sign In'

Sign In or Create an Account

## Establish Secure Provider Connection



Tap 'Add a professional'

Enter the remote programming code generated in Inspire

Tap 'Accept'

Professional appears in App

3

## Activate Remote Programming in the Thrive App

The unique remote programming code generated in Inspire must be entered into the Thrive app to establish a secure connection between the professional and the patient



## Using Live Sessions

## Self Check

Provides the ability for the patient to run a diagnostic test of their hearing aids

- Microphone
- Receiver
- Circuit

## Live Sessions

### Synchronous Remote Programming

- The hearing aid user will receive a banner notification (if enabled) letting them know the professional has entered the live fitting session.

## Live Sessions

### Synchronous Remote Programming

- The hearing aid user will receive a banner notification (if enabled) letting them know the professional has entered the live fitting session.
- They can join the session by tapping on the banner notification or by navigating to TeleHear under the Settings Menu icon in the Thrive app and tapping on 'Join Live Session'.

## Live Sessions

### Synchronous Remote Programming

- The hearing aid user will receive a banner notification (if enabled) letting them know the professional has entered the live fitting session.
- They can join the session by tapping on the banner notification or by navigating to TeleHear under the Settings Menu icon in the Thrive app and tapping on 'Join Live Session'.
- They will see 'Connecting to Professional' when waiting for the provider to enter the session

## Live Sessions

### Synchronous Remote Programming

#### Display

The hearing aid user will see the professional in the larger frame on their smart device and themselves in the smaller frame.

#### A/V Controls

- Enable/Disable Camera
- Mute/Unmute Microphone
- End the Call

## TeleHear Dashboard

### Live Sessions

Open or Log into the TeleHear™ Dashboard Using the Ear Icon

- Professional Logged In  
Click to open Dashboard
- Professional Logged Off  
Click to enter login credentials

## TeleHear Dashboard

Live Sessions



Professional

There are two tabs in the Hearing Care Anywhere Dashboard for Live Sessions: **Clients and History**



## TeleHear Dashboard

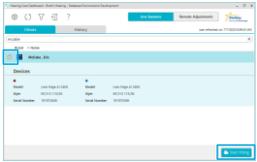
Live Sessions



Professional



Green dot indicates the hearing aid user has joined a live programming session from their Thrive app



Device details Start Fitting

## Professional Displays and Controls

Live Sessions



Professional

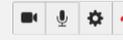
**Display**

Once the hearing aid user joins the session, the professional will see the Inspire software and a video display on the right side of the screen that includes the connection status of the hearing aids.

The hearing aid user will appear in the larger frame, and the provider will appear in the smaller frame.

**A/V Controls**

- Enable/Disable Camera
- Mute/Unmute Microphone
- Access Settings to choose microphone and camera
- End the Call

Left hearing aid disconnected

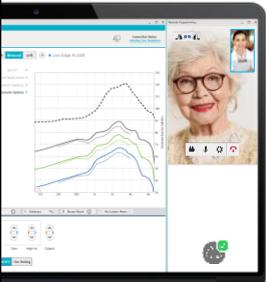
Both hearing aids connected

## TeleHear Adjustment Capabilities

**NEW**

- Memories
- Indicators
- User Controls
- Tinnitus (White Noise and Audiogram-Shaped)
- Best Fit/ Target Match
- VC Range and Step Size
- Tinnitus Range and Step Size
- Experience Manager

- Data Log
- QuickFit
- Fine Tuning
- Sound Manager
- Fitting Summary
- Expert Assistant
- Frequency Lowering



Live Sessions Demo

## Sync Button States

-  Everything is up to date (checkmark)
-  Changes ready to sync (double arrow)
-  Updates in progress (three dots)
-  Disconnected (exclamation point)

## Live Sessions Good to Know

- Once connected, make the necessary programming adjustments
- Press the Sync button (hearing aid icon) under the A/V display to save new settings to the hearing aids so the patient can experience them
- Hearing aid user will automatically be moved to the memory environment chosen by the professional
- Hearing aid user cannot use their Thrive app or user controls during a Live Session



livioEdge<sup>AI</sup> | livio<sup>AI</sup> | livio



**AUDIENCE POLL #4**

What is the likelihood that you would be willing to embrace using telehealth/teleaudiology in the future?

### Resources

#### QuickTips



## We're Here to Support You

**Professional  
Audiology Support**

**1800 024 985**

**Contact your  
Product Specialist**






Vincet Santana NSW (N/SA) | Nick Bajan VIC/TAS | Phil Nelson QLD/NT | Jenelle Davis NSW (S)/(ACT)/WA



## Questions

**Judy Grobstein, AuD-FAAA, MACAud**  
*Judy\_Grobstein@Starkey.com*

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**EDGE**  
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 Resources  
 Access to Quiz and Evaluations



**Thank you**

Endorsement Numbers  
 ACAud Endorsed: 202156 (2 CEP points)  
 AudA Endorsed: CPD2122 029 (Category 1.2) [1 CPD point]  
 HAASA Endorsed: CPED2021-2023 (2021-38) (1.5 CPED points)

  
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