

2014 Overview of the **Practical Exam on Fitting and Dispensing Hearing Aids in Arizona**

Prepared by

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Health and Wellness for all Arizonans

What to **EXPECT** the Day of the Exam

- **For Morning Examinees:** *Arrive no later than 7:00 am* so examinations can begin by 7:30 am. (Late comers, if allowed to begin, will not be given extra time to complete the exam.)
- Morning session **ends STRICTLY at 11:30 AM.**
- Meet in the Ground Floor Lobby of ADHS Building 150 N. 18th Avenue where your ID will be verified.
- Photo ID will be checked and the group will walk to the Practical Exam location at 7:10 AM.
- After some instructions are given you will choose exam stations to start with.
- Exam Staff will take a 45 minute lunch from 11:30am to 12:15pm and will not be available.
- **For Afternoon Examinees:** *Arrive no later than 12:30 pm* so examinations can begin by 1:00 pm SHARP! (Late comers, if allowed to begin, will not be given extra time to complete the exam.)
- Afternoon session **ends STRICTLY at 5:00 PM.**
- Meet in the Ground Floor Lobby of ADHS Building 150 N. 18th Avenue where your ID will be verified.
- Photo ID will be checked and the group will walk to the Practical Exam location at 12:40 PM.
- After some instructions are given you will choose exam stations to start with.

What to **BRING** the Day of the Exam

You must bring the following items:

- **Otoscope** (incl. speculum and ensure working order)
- Impression **syringe** (your preference whether manual or cartridge system)
- **Impression material** sufficient for one full ear impression (your preference whether manual or cartridge system)
- A selection of **Otoblocks**/Otodams for a variety of ear canal sizes (cotton or foam are acceptable)
- Impression **box** for packing/shipping
- You may bring whatever additional materials or equipment needed that you use to accomplish ear impressions. (e.g. **Otolight**/Earlight, Sanitizer/Gloves, spare **batteries**)

You must bring your own complete kit of the above items. You will not be permitted to share with or borrow from another examinee once the exam has started. You are responsible to ensure everything in your kit is in working order and all necessary operating components are present such as speculum or cartridge tips.

The Practical portion of the exam is composed of 8 scored sections.

3-Ear Impression Performance Safety

4-Ear Impression Performance Effectiveness

5-Pure Tone & Speech Audiometry

6-Counseling & Device Orientation

7-Simulated Audiometric Testing

8-Audiogram Review

9-Hearing Aid Response Datasheets

10-Fitting Dynamics & Customization

#3

#5

#6

Video Recorded

#7

Computer Based

#8

#9

#10

Self-Paced Tables

- 3-Ear Impression Performance Safety
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EAR IMPRESSION

&

SAFE EAR INSPECTION DEMONSTRATION



This is the Ear Impression & Safe Inspection Demonstration portion of the HAD licensing exam.

YOUR TASK is to completely demonstrate, from start to finish, the safe, sanitary/hygienic, and correct way to perform an otoscopic ear inspection and the procedures used for the making of an ear impression (on a mannequin). This is a start to finish demonstration of your skills with inspecting the ear and impression taking which would be used for the making of custom earmolds.



This demonstration is videotaped.

IMPORTANT NOTE:
ALTHOUGH THIS DEMONSTRATION WILL BE SCORED,
IN ORDER TO PASS THIS PORTION OF THE LICENSING EXAMINATION YOU **MUST**
DEMONSTRATE PROPER SAFETY BRACING TECHNIQUE AT ALL APPROPRIATE INTERVALS OF THIS DEMONSTRATION.



Ear Impression Performance SAFETY TASK

This **Poster** will be displayed at the Section station and details the tasks you will be expected to demonstrate .

Please BE SURE to perform **ALL** of the following:

1. Verbally describe (as if the simulation mannequin were a real person) any information you would impart to a client about the procedures, what to expect, and what, if anything, they are to do, etc;
2. Demonstrate the safe and proper method for performing an inspection of the ear with an otoscope and ear light; and
3. Demonstrate the safe and proper method for making an impression of the ear.

After you have removed the impression and otoblock material, inspect the impression and decide if it is of sufficient quality to send in to have a custom earmold made from it.



Record your assessment of your impression on the form titled "EAR INSPECTION AND IMPRESSION QUESTIONS". Please remember to affix an ID label to the form.

When you have completed your assessment, put your impression on the box you have brought with you and don't forget to put an ID label on the box containing your impression.

When you are ready to start the demonstration, let the proctor know and the videotaping will begin.



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Ear Impression Performance SAFETY TASK Poster Text (upper half)

YOUR TASK is to completely demonstrate, from start to finish, the safe, sanitary/hygienic, and correct way to perform an otoscopic ear inspection and the procedures used for the making of an ear impression (on a mannequin). This is a start to finish demonstration of your skills with inspecting the ear and impression taking which would be used for the making of custom earmolds or hearing aid shell.

This demonstration is videotaped.

IMPORTANT NOTE:

**ALTHOUGH THIS DEMONSTRATION WILL BE SCORED,
IN ORDER TO PASS THIS PORTION OF THE
LICENSING EXAMINATION YOU
MUST
DEMONSTRATE PROPER SAFETY BRACING
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Ear Impression Performance SAFETY TASK Poster Text (lower half)

Please BE SURE to perform **ALL** of the following:

1. Verbally describe (as if the simulation mannequin were a real person) any information you would impart to a client about the procedures, what to expect, and what, if anything, they are to do, etc;
2. Demonstrate the safe and proper method for performing an inspection of the ear with an otoscope and ear light; and
3. Demonstrate the safe and proper method for making an impression of the ear.

After you have removed the impression and otoblock material, inspect the impression and decide if it is of sufficient quality to send in to have a custom earmold made from it.

Record your assessment of your impression on the form titled “EAR INSPECTION AND IMPRESSION QUESTIONS”. Please remember to affix an ID label to the form.

When you have completed your assessment, put your impression on the box you have brought with you and remember to put an ID label on the box containing your impression.

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3 Scored Elements:



Demonstration of **SAFE** method for Ear Inspection & making an Impression,



Demonstration of **EFFECTIVE** Ear Inspection & Impression **METHOD** and **OUTCOME**, and



Self-Evaluation of the **OUTCOME** of your Ear Inspection & Impression performance.

Ear Impression
Performance
Safety &
Effectiveness
EXPECTATION

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SAFE INCLUDES:

Demonstrating all necessary STEPS: This means performing the complete process including:

- Organize / Preparation / Set-up
- Communicating with client
- Initial Otoscopic Inspection
- Otoblock Selection, Insertion, and Verification of Placement
- Impression Material Preparation and Syringing
- Impression Removal
- Post-Removal Otoscopic Inspection.

Demonstrating SANITARY protocol: This means being conscientious about cleanliness and integrity of equipment, materials, and their use.

Demonstrating proper BRACING: This means using your instruments at every ear encounter in a way that protects the patient's health and safety.

Ear Impression Performance Safety & Effectiveness **EXPECTATION**

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PROPER BRACING

MEANS:

Ear Impression Performance Safety & Effectiveness EXPECTATION

Effectively controlling an instrument *throughout the procedure* so that if the person were to move, the instrument will move the same way. By controlling the instrument so that it stays fixed in the same position relative to the client's ear, you prevent hurting the patient.

So, *failing* to properly brace means using the instrument in a way that would allow it to move counter to or against the client, risking harming the person.

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PROPER BRACING

CONSIDER THE TRIPOD:

Ear Impression Performance Safety & Effectiveness EXPECTATION

The tripod is stable because the 3 feet remain fixed in the same plane on a structure. Even when contacting a non-flat structure like the human head.

In order to be stable relative to the ear, the instrument (e.g. speculum, ear light, syringe mixtip) cannot function as one of the 3 legs.

So, to effectively brace an instrument, you must use your instrument hand (*and your non-instrument hand can help!*) to provide that 3-legged structure to support the instrument.

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Ear Impression Performance Safety & Effectiveness **SCORING**



3 Scored Elements:

Demonstration of **SAFE** method for Ear Inspection & making an Impression.

Due to the nature of risk factors, this section is scored as PASS/FAIL. Making just one 'Critical Error' results in a FAIL for Section 3.

A 'Critical Error' is doing something that you shouldn't do, or not doing something that you should do. For example, if you fail to maintain proper bracing while using an instrument or you skip a step in the impression-making process, that will be considered a Critical Error.

Critical Errors only involve actions (or lack of action) that are observable on the video record. This is why the video camera may be moved around during your performance in order to fully capture your actions. That way, exam scorers can evaluate your performance fully and fairly.

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Ear Impression Performance Safety & Effectiveness SCORING



3 Scored Elements:

Demonstration of **EFFECTIVE** Ear Inspection & Impression **METHOD** and **OUTCOME.**

An Examiner will evaluate your actual impression result and award points for the following criteria:

1. Overall sufficient quality that a manufacturer would use without reservation.
2. Free of voids.
3. Free of folds, wrinkles or cracks.
4. Free of stretch-marks or distortions.
5. Canal length extends to and stops at just past the second bend.
6. Canal is fully filled.
7. Concha, Helix, Tragus, and Anti-Tragus is fully filled.
8. Otoblock is sized so that its perimeter seals the entire cross-section of the canal.
9. Otoblock is situated just past the second bend in canal.
10. Otoblock is oriented so that it is straight with the length of the canal.
11. Otoblock is embedded in the impression material.
12. The impression material does not 'blow-by' the cross-section of the canal where the otoblock is placed.

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3 Scored Elements:

Self-Evaluation of the **OUTCOME** of your Ear Inspection & Impression performance.

You (the examinee) will evaluate your impression and answer if it meets the following 12 criteria which pertain to the effectiveness of your actions and quality of your impression outcome. Points are awarded for each of your assessments which the HAD Examiner *agrees* with.

For example, if you answer “YES” that the canal length of your impression extends to the second bend when it only goes to the first bend, you will not receive the point.

1. Overall sufficient quality that a manufacturer would use without reservation.
2. Free of voids.
3. Free of folds, wrinkles or cracks.
4. Free of stretch-marks or distortions.
5. Canal length extends to and stops at just past the second bend.
6. Canal is fully filled.
7. Concha, Helix, Tragus, and Anti-Tragus is fully filled.
8. Otopblock is sized so that its perimeter seals the entire cross-section of the canal.
9. Otopblock is situated just past the second bend in canal.
10. Otopblock is oriented so that it is straight with the length of the canal.
11. Otopblock is embedded in the impression material.
12. The impression material does not ‘blow-by’ the cross-section of the canal where the otopblock is placed.

Ear Impression Performance Safety & Effectiveness SCORING

3-Ear Impression Performance Safety

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Pure Tone & Speech Audiometry **TASK**

You will first answer some multiple choice questions sitting outside of the Exam room door. An example of such a question might be:

When conducting pure tone audiometry, all of the following except ONE should be done. Identify the exception:

- a. Explain to the client what it is you are about to do.
- b. Ensure that the headphones are positioned correctly on the ears.
- c. Put the client at ease by offering them water or coffee
- d. Ensure you are using calibrated equipment.

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Pure Tone & Speech Audiometry **TASK**

Then on camera, you will be expected to perform a start-to-finish demonstration of your answer to various task scenarios. An example of such a question might be:

DEMONSTRATE WHAT INSTRUCTIONS YOU WOULD GIVE TO YOUR CLIENT JUST PRIOR TO CONDUCTING THE SPEECH THRESHOLD OF DISCOMFORT TEST.

You will have the opportunity to make notes on your papers for these questions before going in for the video recorded portion. You may refer to your notes during your performance. Just be sure to address, at some point in your performance, each of the expected components listed for the question.

- **What the overall activity is and your objective for performing it. In other words, what is it you are measuring and why?**
- **What actions will you be performing as the dispenser? That is, what will you be doing to the client?**
- **What actions do you want the client to do? That is, what do you want the client to do in response to your actions?**

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Counseling & Device Orientation **TASK**

You will first answer some multiple choice questions sitting outside of the Exam room door. An example of such a question might be:

Before selling a hearing aid with a telecoil, what is the first thing that should be mentioned to the client?

- a. How to adjust the volume.
- b. How to activate the telecoil.
- c. How the telecoil works and what benefits can be expected.
- d. None of the above.

Then you will meet face-to-face with an Examiner for a question and answer session that will be recorded on video camera. An example of such a question might be:

Explain to me what a telecoil feature is and how it might be used in a church or lecture hall setting.

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Simulated Audiometric Testing **TASK**

Your subject will be the OTIS® Virtual Patient. You will obtain the Air Conduction and Bone Conduction Hearing Threshold Levels for the Right and Left ear at 500Hz, 1000Hz, 2000Hz, and 4000Hz.

Obtaining Thresholds and Masking technique should follow the International Hearing Society (IHS) methods.

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Simulated Audiometric Testing **TASK**

For the Simulated Audiometric Testing, you will record your results on a standard audiogram form which will be provided at the exam.

You **MUST** record the thresholds you obtain on this audiogram to receive any credit for this part of the exam.

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Audiogram Review TASK

You will be provided with several audiograms and pertinent client information to review. You will answer multiple choice questions that relate to aspects of the audiogram, the answer to which you will record on an answer sheet.

An example of such a question might be:

Based upon the audiometric information provided, this person:

- a. Should not sit near the amplified speaker system when attending concerts.
- b. Must have a BTE style of hearing aid with a custom earmold for the left ear.
- c. Does not need a hearing aid in the left ear.
- d. An all-in-the-ear style of hearing aid in the right ear.
- e. Both c and d.
- f. None of the above.

This part is designed to test your proficiency at reading an audiogram for purposes of fitting and dispensing hearing aids.

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Hearing Aid Response Datasheets **TASK**

You will be provided with specification data sheets of different hearing aids. You will answer questions about device performance characteristics, the answers to which you will deduce by review of the respective datasheet or datasheets referenced in the question.

An example of such a question might be:

What is the frequency at which feedback would most likely occur on Hearing Aid #3?

Also the question and answer sheet you will be asked questions about features of the devices, again, the answers to which you will deduce by review of the respective datasheet or datasheets referenced in the question.

An example of such a question might be:

Which of the hearing aids do not have telecoils?

This part is designed to test your proficiency at reading and interpreting hearing instrument response data sheets for purposes of selecting a hearing aid for a given type of hearing loss.

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Fitting Dynamics & Customization

TASK

You will answer multiple choice questions that relate to solving problems with hearing aid fittings and potential customization approaches to such. An example of such a question might be:

A client complaints of soreness in the ear at the contact surfaces of the earmold.

To correct this problem, you would first try:

- a. Reorder the earmold with a softer material.
- b. Take a new impression.
- c. Use a Dremel tool to shave off parts of the earmold to reduce surface contact.
- d. Attempt to sell new hearing aids to the client.

Also on the question and answer sheet, you will be asked True or False questions (statements to which you must decide are either true or false).

An example of such a statement might be:

A damper is placed on the vent to modify the high frequency response of a hearing aid. **T F**

This part is designed to test your understanding of various fitting dynamics and customized approaches used to meet the unique needs of the consumer/client.

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Questions?

Please ask your questions
by email to our Technical
Assistance Inbox

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