INTRODUCTION

This course includes seven recorded sessions from the online conference “Audiology 2017: Cutting-Edge Perspectives in Service Delivery for Older Adults.” Taken together, these sessions illustrate the benefits of patient-centered care and how to incorporate this perspective in your service delivery. The sessions also offer other tips and tools for improving service delivery more generally to provide better outcomes for older adults with hearing loss. The conference included a total of 17 sessions, with the broad goal of presenting audiologists with innovative approaches to managing hearing loss and improving service delivery for this population.

LEARNING OUTCOMES

You will be able to:

- identify alternate service delivery models for providing hearing health care
- describe the relationship between patient-centered care and trust
- define “advance directive” and “power of attorney,” and explain the impact these decisions make on end-of-life care
- apply data from patient-reported tools and a patient-centered care approach to develop treatment goals
- identify ways that audiology service delivery can evolve in order to keep pace with hearing technology developments and consumer trends
- identify key technologies and mobile solutions used in audiology telepractice to enhance quality and access to comprehensive hearing care
- describe how to improve patient satisfaction with the use of assistants

CONTENTS

- Cutting-Edge Issues in Audiology Service Delivery for Older Adults, by Kathleen Cienkowski, PhD, CCC-A (69 minutes)
- Improving Patient Outcomes Through Family-Centered Care, by Jill Preminger, PhD, CCC-A (63 minutes)
- Helping Patients and Families Make End-of-Life Care Decisions, by Michelle Arnold, AuD, CCC-A, and Debra Dobbs, PhD (50 minutes)
- Incorporating Outcomes Data and Patient-Centered Care in Clinical Decision-Making and Patient Counseling, by Lisa Satterfield, MS, CCC-A (78 minutes)
- Meeting Current and Future Challenges: The Evolution of User Control and Its Impact on Service Delivery, by Elizabeth Convery, MS, and Gitte Keidser, PhD (78 minutes)
- Teleaudiology: Expanding Access to Care and Enhancing Patient Connectivity, by Chad Gladden, AuD, CCC-A (66 minutes)
- Making a Case for Audiology Assistants, by Gyl Kasewurm, AuD (65 minutes)
PROGRAM HISTORY AND IMPORTANT INFORMATION

**Online conference dates:** October 11–23, 2017  
**End date:** October 12, 2021

To earn continuing education credit, you must complete the learning assessment on or before **October 12, 2021**.

To see if this program has been renewed after this date, please search by title in ASHA’s online store at [www.asha.org/shop](http://www.asha.org/shop).

This course is offered for **0.8** ASHA CEUs (Intermediate level, Professional area).