



# Arkansas Board of Hearing Instrument Dispensers

Regular Meeting  
Friday, November 15, 2024, 10:30 a.m.  
Freeway Medical Tower, Room 906

## Meeting Minutes

### Attendees Present:

- Vicki Howard, Chair & Licensed Hearing Instrument Dispenser
- Kerry Shuffield, Secretary/Treasurer & Licensed Hearing Instrument Dispenser
- Nathan Darby, Vice Chair, Licensed Hearing Instrument Dispenser
- Dr. Kelley Linton, Audiologist
- Timothy Kajdan, consumer representative
- Phillip Powell, consumer representative

### Others Present:

- Kerry Krell, Interim Board Administrator

A quorum was established.

**Call to Order:** The meeting was called to order by the Board Chair Vicki Howard at 10:34 a.m.

### Review of Meeting Minutes

The Board reviewed minutes from the regular meeting held on August 9. Tim Kajdan motioned to approve the minutes; seconded by Kerry Shuffield. Motion carried.

### Review of Board Financial Statements

No discussion: Kerry Shuffield motioned to approve review of financial statements; seconded by Phillip Powell. Motion carried.

**Executive Session for review of state practicum exam; regular meeting resumed at 10:56 a.m.**

### Continuing Education Approvals:

The Board reviewed the continuing education course materials provided by Arkansas Hearing Society, HHII, and Starkey Laboratories. **Please see second page for list of courses approved.** All motions are specific to course dates and formats. Full motions available on recording.

## Notice of Hearing

The Board called Eric McCaskey for a hearing regarding his failure to submit proof of approved continuing education hours for the renewal period of 2024-2025. Mr. McCaskey provided information regarding his continuing education attempts and failure to acquire proof by required deadlines. At time of hearing, Mr. McCaskey was not licensed as a hearing instrument dispenser due to failure to meet renewal requirements. The Board discussed the need to for Mr. McCaskey to be vigilant on CEU approval status and all correspondence received from the Board. Kerry Shuffield asked Mr. McCaskey if he was ready to take the state practicum today as part of the requirements to become re-licensed; Mr. McCaskey said he would be ready to attempt the state exam today. Kerry Shuffield made a motion to 1) accept Mr. McCaskey's CEU hours, 2) allow re-licensure pending passing of state practicum and ILE; seconded by Phillip Powell.

## Adjourn

Tim Kajdan motioned to adjourn the meeting; seconded by Kerry Shuffield; motion carried. Meeting adjourned at 12:40.

Arkansas Hearing Society	Knowing Your Patient's Fitting Personality and Style	1.5	in-person	TBD (4/4 or 4/5/2025)	Little Rock
Arkansas Hearing Society	Strategies for Handling Difficult Patients	1.5	in-person	TBD (4/4 or 4/5/2025)	Little Rock
Hearing Healthcare Instructional Institute (HHII)	Fitting Custom & CIC Instruments and Resolving Problems	5	both	2/7/2025,4/25/2025, 9/19/2025, 11/8/2025 (online 8/15-16/2025)	Various
Hearing Healthcare Instructional Institute (HHII)	Client Hearing Aid Acceptance I	3	both	2/7/2025,4/25/2025, 9/19/2025, 11/8/2025 (online 8/15-16/2025)	Various
Hearing Healthcare Instructional Institute (HHII)	Infection Prevention & Procedures	2	both	9/6/2025, 4/26/2025, 2/28/2025, 9/20/2025, 5/17/2025 (online 1/10-11/2025 & 12/5-6/2025)	Various
Hearing Healthcare Instructional Institute (HHII)	Ethics of Definitions and Overlaps in Hearing Technologies <b>*This course does not meet Arkansas Ethics CE requirements*</b>	3	both	9/6/2025, 4/26/2025, 2/28/2025, 9/20/2025, 5/17/2025 (online 1/10-11/2025 & 12/5-6/2025)	Various
Hearing Healthcare Instructional Institute (HHII)	Strong Recommendations for a Patient Driven Treatment Plan	1	in-person	1/9/2025	Various
Hearing Healthcare Instructional Institute (HHII)	Diagnostic Integrity	1	in-person	3/13/2025	Various
Starkey Laboratories, Inc.	25.01.01 Choosing the Best Product for Your Patient	1	Internet	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.02.01 Hearing Aid Fitting Made Easy	1	Internet	1/2/2025-12/31/2025	Various

Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: The Ears the Boss	1	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: Caregiver Maintenance Checks from Listening to Inspection Checks	1.25	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: Quality in Software Design	1	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: Basic Modification Troubleshooting Tips	1.25	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: Modifications Strategies to Address Dexterity Concerns	1.25	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.03.09 Recovering the Lost Art of Hearing Aid Modifications: Hearing Aid Test Box Measures: Verifying Hearing Aid Performance	1	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Elevating Technology Design	1	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Elevating Product Design	1	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Elevating Software Design	1.5	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Elevating Mobile App Design	1.5	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Elevating Connectivity Performance	1.5	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.04.12 Elevating Excellence: Clinical Product Research: Delivering Real Patient Benefit	1.5	In-Person	1/2/2025-12/31/2025	Various
Starkey Laboratories, Inc.	25.05.005 Excellence in Style Selection	0.5	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.06.01 Excellence in Product Care	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.07.01 Excellence in Fitting Software Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.08.015 Excellence in Product and Software Design	1.5	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.09.02 Excellence in Hearing Care: Excellence in Product Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.09.02 Excellence in Hearing Care: Excellence in Software Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.10.03 Excellence in Patient Care: Developments in Technology and Hardware Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.10.03 Excellence in Patient Care: Developments in Fitting Software: Comprehensive Overview	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.10.03 Excellence in Patient Care: Developments in Mobile App Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.11.04: Excellence in Practice Care: Excellence in Technology and Hardware Design	1	Both	1/2/2025-3/31/2025	Various

Starkey Laboratories, Inc.	25.11.04: Excellence in Practice Care: Excellence in Fitting Software: Comprehensive Overview	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.11.04: Excellence in Practice Care: Excellence in Mobile App Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.11.04: Excellence in Practice Care: Excellence in Accessories Design	1	Both	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.12.02 Excellence in Patient Outcomes: Excellence in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.12.02 Excellence in Patient Outcomes: Excellence in Software: In-Depth Overview	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.13.03 Excellence in Fitting Outcomes: Elevating Technology and Hardware Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.13.03 Excellence in Fitting Outcomes: Evolution in Software: In-depth overview	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.13.03 Excellence in Fitting Outcomes: Evolution in Mobile App Support	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.14.04 Excellence in Hearing Outcomes Elevating Technology and Hardware Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.14.04 Excellence in Hearing Outcomes: Elevating Hearing Adjustments	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.14.04 Excellence in Hearing Outcomes: Elevating Fitting Adjustments	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.14.04 Excellence in Hearing Outcomes: Elevating Mobile App Support	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.14.04 Excellence in Hearing Outcomes: Elevating Wireless Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Enhancements in Product Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Enhancements in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Enhancements in Software: In-depth overview	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Enhancements in Mobile App Support	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Remote Programming: Meeting Patient's Needs Wherever They Are	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.15.06 Excellence in Product Outcomes: Elevating Wireless Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various

Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Evolution in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Excellence in Product Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Evolution in Fitting Adjustments	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Evolution in Mobile App Support	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Elevating Wireless Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Evolution in Tinnitus Fitting Solutions	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Adapting Patient Care with Innovative Programming Techniques	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.16.08 Excellence in Product Management: Program Geared Toward Improving Patient Health Outcomes	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Product Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Fitting Considerations: A Case Study Approach	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Mobile App Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Real Patient Benefit: Clinical Product Research	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.17.09 Excellence in Fitting Management: Improvements in Troubleshooting: Patient Follow-up Case Studies	3	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Developments in Product Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Developments in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Developments in Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various

Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Developments in Mobile App Support	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: SPARK Quality Product Development Proof Points	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Innovative Solutions: Essential Tools for Improving Patient Success	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.18.12 Excellence in Clinical Management: Best Practices in Providing Patient Care	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Advances in Technology Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Advances in Product Design	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Integrating Telehear to Enhance Patient Outcomes	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Co-morbidities: Cognition and Audition: What's the Connection?	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Reimagining Technology: Unlocking the Products Full Potential	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Advances in Connectivity Performance	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.19.12 Excellence in Patient Management: Patient Success Unlocked: Tools for Effective Care Management	1	In-Person	1/2/2025-6/30/2025	Various
Starkey Laboratories, Inc.	25.20.01 The Intersection of Hearing and Health: A Holistic Perspective	1	Internet	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.21.01 Ensuring Diagnostic Integrity in Hearing Assessments	1	Internet	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.22.01 Real Ear: Tailoring Hearing Aids for Optimal Performance	1	Internet	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.25.01 Excellence in Product and Technology Innovations	1	Internet	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.26.01 Excellence in Fitting Innovations	1	Internet	1/2/2025-3/31/2025	Various
Starkey Laboratories, Inc.	25.27.01 Excellence in Mobile App and Connectivity Innovations	1	Internet	1/2/2025-3/31/2025	Various