



Arkansas Board of Hearing Instrument Dispensers

Regular Meeting
Friday, December 15, 2023, | 10:35 A.M.
Freeway Medical Tower, Room 906
5800 West 10th Street, Little Rock, AR 72204

Meeting Minutes

Attendees Present:

- Randy Fore, Chairman & Licensed Hearing Instrument Dispenser
- Vicki Howard, Vice-Chairman & Licensed Hearing Instrument Dispenser
- Phillip Powell, Consumer
- Nathan Darby, Licensed Hearing Instrument Dispenser
- Kerry Shuffield, Licensed Hearing Instrument Dispenser

Others Present:

- Eydie Hostetler, Board Administrator
- Doralee Chandler, Deputy Attorney General; AG Office
- Michael Bynum, Assistant Attorney General; AG Office

A quorum was established.

Call to Order: The meeting was called to order by the Board Chair Randy Fore at 10:35a.m.

Review of minutes from the August 11, board meeting, August 22, board meeting, and September 5, board meeting: A motion was made by Vicki Howard to approve all the minutes, seconded by Kerry Shuffield, and carried without dissent.

Review of Financial Reports:

Motion: By Vicki Howard, to approve financial reports for August, September, October, and November 2023. Kerry Shuffield seconded and carried without dissent.

Review of Reciprocity Applications:

Motion: By Vicki Howard, to approve all three Reciprocity applications, Debra Beard, Samuel Buchanan, and Ashley Dunlap. Phillip Powell, seconded, and carried without dissent. Brian Lamb did not show today.

Review of Intern Applications:

Motion: By Vicki Howard, to approve the Intern applications for Ashley Palmer, Erin Kehner, and Callie Orrell. Phillip Powell seconded motion, carried without dissent. Kerry Shuffield recused herself from vote.

Motion: By Kerry Shuffield, to approve the Intern applications for Austin Baldwin and Tinequa Cooper. Seconded by Vicki Howard, carried without dissent.

Review Public Comments on Proposed Changes to Rules:

Motion: By Vicki Howard, to accept proposed changes to rules without Public Comments. Seconded by Phillip Powell, carried without dissent.

Discussion: Vicki Howard brought up that the Governor had changed Article 17, #1,2 page 4 to at least 4 Licensed Dispensers or at least 1 Audiologist. Needs to be changed to 4 Hearing Dispensers and 1 Audiologists. Doralee Chandler and Michael Bynum replied that the Governor's staff are careful to look at appointees to make sure not to appoint 2 Audiologists or 5 dispensers. If you want to make these changes, Eydie will present changes to Matt around July to be present in packet by Department of Health for Legislation for 2025.

Motion: By Vicki Howard, to propose a change to rules in 2024, seconded by Phillip Powell, carried without dissent.

Review of Complaints: Randy Fore reminded Board not to use names

Complaint 1a & 1b: Phillip Powell asked the Board if it was required that each patient is tested before being fitted for a hearing aid. Even when the patient didn't want a hearing test at this time. This patient was 105 years old. Vicki Howard said you have to look at all the circumstances. Vicki Howard said you do have to have a hearing test to fit a hearing aid. There were previous tests on this patient. She had been a prior patient and got her previous hearing aids there. You have to look at all the situations and the conditions of the patient. She was not in the physical condition to go through a test that day both physically and emotionally stressed. Kerry Shuffield said the Best Practice is for him to have performed a test that day, but I think he used his best judgement for the condition the patient was in that day. This isn't something to set a precedent for not to test. Randy Fore asked the question to legal. Doralee Chandler asked do you all feel is there a violation of rules here. You have the lead way to set out warnings or cautions. Vicki Howard would like to see a letter to go out warning him, that we understand he acted because of the situation here, in the future to follow the rules.

Side note: Doralee introduced Michael Bynum, Assistant Attorney General and that he would be taking her place representing the board in the future. He will be the one attending the meetings. She is not leaving but will have some other duties. So, we should be contacting and working with Michael in the future.

Complaint 1a & 1b continued: Phillip Powell asked for clarification, that this patient was asking for a replacement hearing aid not a new hearing aid. Randy Fore, it is a new aid but programed off her old aid. The patient was happy and satisfied. Her aid had been broken.

She started the test but got tired and couldn't complete the test. The complainant was really to the HR department not to the Board. We don't take care of how they are paid commission. So, he did attempt to do the test. Vicki Howard said the letter should say that he should have charted that the customer refused to finish the test. A copy will need to go to the complainant.

Motion: By Kerry Shuffield, to issue a letter that is a warning with no fine or investigation. Seconded by Phillip Powell, carried with no dissent.

Complaint 2: Kerry recused from Complaint 2. Vicki Howard said her only concern was that the Lady had complained of rapidly occurring loss, ringing in the ears and dizziness. To her, she would have referred her to the doctor to make sure there was not something more severe going on. Randy Fore had a problem with the legibility of his notes. There was also a question of who was going to be on-site, but substitutes do happen so that's not an issue. Vicki Howard did say this dispenser hasn't had any complaints before.

Randy Fore says we need to send a letter to the patient to explain what a dispenser's role is, not compare us to audiologists. Michael Bynum asked did he cause any harm to someone else, and did he violate any rules or laws? Vicki Howard did say what he said/did falls under unethical conduct. Rules Article IX, Section 2, All patients shall receive a battery of tests sufficient to determine the type and degree of hearing loss, and to rule out pathologies that require medical referral. It isn't something we can test but if a customer tells us a symptom, we are required to refer them. Vicki Howard asked should we do an investigation. Michael Bynum suggested if you have follow-up questions, you should get those together and ask them. So, you have all the information in front of you. Vicki's question would be, did the dispenser refer you to the doctor or ENT? Kerry Shuffield said that there is an error indicating that the dizziness on the record has an error, but the writing is not legible. Sounds like we need to ask the dispenser what his record says. Michael Bynum says he can ask the question to the dispenser if he has the right terminology. Randy Fore said it is the responsibility of the dispenser to chart clearly. We could ask for a copy of the chart notes.

Motion: By Vicki Howard, send letter to patient about clarification on her ringing in the ears and dizziness and has she seen a doctor and chart notes from the dispenser. Seconded by Phillip Powell, carried by no dissent.

Complaint 3: Randy Fore said this all goes back to record keeping. I don't know if he ever reported where he was going to be. This had an investigation. Look at the Investigator's notes. The complaint is the customer says she was sold a used hearing aid. The dispenser says it was not used. It was put under someone else's name, but they never pick it up and was put back in stock. They paperwork was never corrected to show that, so it appeared that it had belonged to someone before with warranty coverage. It was definitely poor record keeping. He also states that this is a customer that is never happy; he has already exchanged her aids 2 times. He is working at Costco now. Has shut down old business.

It was determined they still do not have enough information. They would like to call Phonak, call manufacturer who fitted them, ask the person the hearing aids were first ordered for what hearing aid they have and have had. Decision was made to table this for

follow-up investigation. Original person needs to be asked what hearing aids were ordered for them.

Motion: By Kerry Shuffield, to have investigator order medical records, chart notes clarifying from manufacturing who original person hearing aids were ordered for. Seconded by Phillip Powell, carried without dissent.

Continuing Education Units Approval Request Review:

Motion: By Phillip Powell, seconded by Kerry Shuffield, carried without dissent, to accept the following courses and their specified course dates to approve all continuing education units with the exception of Mark Shuffield's Ethics class.

Organization – Widex USA, Inc. is requesting approval for the following course for Jan 1, 2024 - ongoing at various locations:

- Mastering Tinnitus Management with Widex Zen Therapy – 1 CEU

Sivantos is requesting approval for the following courses October 20, 2023 – November 28, 2023, at various locations.

- The Power of Conversation: It's More Than Just Hearing in Noise – 1 CEU
- The Next Generation of Signia's Split Processing is Here – 1 CEU
- Optimizing Connexx for Hearing Performance – 1 CEU
- Unleashing the Power of Conversation – 2 CEU's
- Connexx: Unleash the Fitting Software Potential - 1 CEU
- The Power of Conversation: Augmenting the Human Need for (Re)Connection – 1 CEU

Hearing Healthcare Instructional Institute (HHII) is requesting approval for the following courses January 11, 2024, through December 14, 2024, at various locations.

- Insurance 101 – 1 CEU
- Audiometric Pitfalls – 1 CEU
- Presenting Medical Errors – 1 CEU
- What you Need to Know About Infection Control – 1 CEU
- TeleHear and Remote Care; Implementing into Daily Practice – 1 CEU

Motion: By Vicki Howard, to accept the following courses and their specified course dates by Mark Shuffield, seconded by Phillip Powell, carried without dissent. Kerry Shuffield recused herself.

Mark Shuffield is requesting approval for the following courses April 4, 2024, through June 24, 2024, at various locations:

- Ethics 101 for Hearing Professionals – 1 CEU
- A Culture of Care for Patients & Staff – 1 CEU

Starkey is requesting approval for the following courses from January 2, 2024, through December 20, 2024, at various locations:

- 24.01 Safety in a Loud World: Best Practices in Hearing Conservation – 1 CEU

- 24.01 Ethical Issues in the Hearing Healthcare Workplace: Can They be Avoided – 1 CEU
- 24.01 Infection Control: Preparation and Preparedness for Hearing Healthcare – 1 CEU
- 24.01 Make a Connection: Guiding Hearing Aid Wearers to Success with Assistive Listening Devices – 1 CEU
- 24.01 Medical Error Prevention in Hearing Healthcare: Ensuring a Safe Patient Experience – 1 CEU
- 24.01 Supporting Inclusivity and Diversity in the Hearing Healthcare Workplace – 1 CEU
- 24.01 Choosing the Best Product for your Patient – 1 CEU
- 24.01 Hearing Aid Fitting Made Easy – 1 CEU
- 24.01 Excellence in Product Design – 1 CEU
- 24.01 Excellence in Fitting Software – 1 CEU
- 24.015 Excellence in Hearing Care: Excellence in Product Design – 1.5 CEU
- 24.02 Excellence in Fitting Care: Excellence in Product Design – 1 CEU
- 24.02 Excellence in Fitting Care: Excellence in Fitting Software – 1 CEU
- 24.03 Excellence in Patient Care: Excellence in Product Design – 1 CEU
- 24.03 Excellence in Patient Care: Excellence in Fitting Software – 1 CEU
- 24.03 Excellence in Patient Care: Enhancing Service Delivery with Telehealth – 1 CEU
- 24.04 Excellence in Practice Care: Enhancements in Product Design – 1 CEU
- 24.04 Excellence in Practice Care: Making the Most of your Mobile App – 1 CEU
- 24.04 Excellence in Practice Care: Enhancements in Fitting Software – 1 CEU
- 24.005 Excellence in Product Selection: Ins and Outs of Style Selection - .05 CEU
- 24.005 Enhancements in Product Selection: Premium Versus Basic Technology – .5 CEU
- 24.01 Excellence in Product Innovations: Excellence in Product Design – 1 CEU
- 24.01 Evolution in Product Innovations: Evolution in Product Design – 1 CEU
- 24.02 Excellence in Product Advancements: Excellence in Product Design – 1 CEU
- 24.02 Excellence in Product Advancements: Excellence in Fitting Software – 1 CEU
- 24.03 Excellence in Fitting Advancements: Excellence in Product Design – 1 CEU
- 24.03 Excellence in Fitting Advancements: Introduction to the Fitting Software – 1 CEU
- 24.03 Excellence in Fitting Advancements: Fitting Troubleshooting Case Studies, Part 1 – 1 CEU
- 24.04 Excellence in Hearing Advancements: Excellence in Product Design – 1 CEU
- 24.04 Excellence in Hearing Advancements: Profit Software Made Easy – 1 CEU
- 24.04 Excellence in Hearing Advancements: A Connected Experience with the Mobile App – 1 CEU
- 24.04 Excellence in Hearing Advancements: Troubleshooting Case Studies – 1 CEU
- 24.06 Excellence in Product Management: Excellence in Product Design – 1 CEU
- 24.06 Excellence in Product Management: A Connected Experience with the Mobile App – 1 CEU

- 24.06 Excellence in Product Management: Introduction to the Fitting Software – 1 CEU
- 24.06 Excellence in Product Management: Wireless Troubleshooting – Tips and Tricks – 1 CEU
- 24.06 Excellence in Product Management: Fitting Troubleshooting Case Studies – 1 CEU
- 24.06 Excellence in Product Management: Hearing Aids – New Tools to Monitor Health and Wellness Goals – 1 CEU
- 24.09 Excellence in Fitting Management: Beyond Hearing – The Role of Hearing in Physical and Cognitive Health – 1 CEU
- 24.09 Excellence in Fitting Management: Excellence in Product Design – 1 CEU
- 24.09 Excellence in Fitting Management: Introduction to the Fitting Software – 1 CEU
- 24.09 Excellence in Fitting Management: Accessorizing Your Fitting – 1 CEU
- 24.09 Excellence in Fitting Management: A Connected Experience with the Mobile App – 1 CEU
- 24.09 Excellence in Fitting Management: Excellence in Service Delivery with Telehealth – 1 CEU
- 24.09 Excellence in Fitting Management: Advanced Fitting Strategies – A Case Study Approach – 1 CEU
- 24.09 Excellence in Fitting Management: Hearing Aids – New Tools to Monitor Health and Wellness Goals – 1 CEU
- 24.09 Excellence in Fitting Management: Troubleshooting Case Studies – 1 CEU
- 24.12 Excellence in Patient Management: Beyond Hearing – The Role of Hearing in Physical and Cognitive Health – 1 CEU
- 24.12 Excellence in Patient Management: Excellence in Product Design – 1 CEU
- 24.12 Excellence in Patient Management: Accessorizing your Fitting – 1 CEU
- 24.12 Excellence in Patient Management: Excellence in Fitting Software – 1 CEU
- 24.12 Excellence in Patient Management: A Connected Experience with the Mobile App – 1 CEU
- 24.12 Excellence in Patient Management: Excellence in Service Delivery with Telehealth – 1 CEU
- 24.12 Excellence in Patient Management: Hearing Aids – New Tools to Monitor Health and Wellness Goals – 1 CEU
- 24.12 Excellence in Patient Management: Choosing the Best Acoustic Options for Your Patient – 1 CEU
- 24.12 Excellence in Patient Management: Counseling the Hearing Aid Client – A Toolbox for Success – 1 CEU
- 24.12 Excellence in Patient Management: Fitting Troubleshooting Case Studies – 1 CEU
- 24.12 Excellence in Patient Management: Empowering the Patient – Removing the Obstacles to Better Hearing – 1 CEU
- 24.12 Excellence in Patient Management: Reimagine Hearing Care – Setting Your Practice Up for Success in Today's World – 1 CEU
- 24.01 Beyond Hearing - The Role of Hearing in Physical and Cognitive Health: 1 CEU

- 24.01 Fitting Formulas as the Foundation of a Successful Hearing Aid Fitting – 1 CEU
- 24.01 Optimizing Patient Success with Real Ear Measurement and Speech Mapping: Best Practices for Real Ear Measurement – 1 CEU
- 24.01 Advanced Fitting Tools Software Deep Dive: Advance Fitting Tools – 1 CEU
- 24.08 Evolution in Product Management: Excellence in Product Design – 1 CEU
- 24.08 Evolution in Product Management: Introduction to the Fitting Software – 1 CEU
- 24.08 Evolution in Product Management: A Connected Experience with the Mobile App – 1 CEU
- 24.08 Evolution in Product Management: Wireless Troubleshooting – Tips and Tricks – 1 CEU
- 24.08 Evolution in Product Management: Cerumen Management for the Hearing Professional – 1 CEU
- 24.08 Evolution in Product Management: Personalize the Hearing Aid Experience with Custom Hearing Solutions – 1 CEU
- 24.08 Evolution in Product Management: Excellence in Service Delivery with Telehealth – 1 CEU
- 24.08 Evolution in Product Management: Hearing Care – Setting your Practice up for Success in Today’s World -1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Beyond Hearing – The Role of Hearing in Physical and Cognitive Health – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Personalize the Hearing Aid Experience with Custom Hearing Solutions – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Strategies for in Office Hearing Aid Modification Success – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Recovering the Lost Art of Hearing Aid Modification – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Hearing Aid Modification – A Toolbox for in Office Success – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Advanced Strategies for in Office Hearing Aid Modification Success – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Excellence in Product Design – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: Excellence in Fitting Software – 1 CEU
- 24.09 Recovering the Lost Art of Hearing Aid Modification: A Connected Experience with the Mobile App – 1 CEU
- 24.12 Evolution in Practice Management: Beyond Hearing – The Role of Hearing in Physical and Cognitive Health – 1 CEU
- 24.12 Evolution in Practice Management: Management Success – Reimaging Hearing Care in Today’s World – 1 CEU
- 24.12 Evolution in Practice Management: Excellence in Product Design – 1 CEU
- 24.12 Evolution in Practice Management: Evolution of Patient Assessment in Hearing Healthcare – 1 CEU
- 24.12 Evolution in Practice Management: Counseling the Hearing Aid Client – A Toolbox for Success - 1 CEU

- 24.12 Evolution in Practice Management: Accessorizing Your Fitting – 1 CEU
- 24.12 Evolution in Practice Management: Introduction to the Fitting Software – 1 CEU
- 24.12 Evolution in Practice Management: Hearing Aids – New Tools to Monitor Health and Wellness Goals – 1 CEU
- 24.12 Evolution in Practice Management: A Connected Experience with the Mobile App – 1 CEU
- 24.12 Evolution in Practice Management: Cerumen Management for the Hearing Professional – 1 CEU
- 24.12 Evolution in Practice Management: Personalize the Hearing Aid Experience with Custom Hearing Solutions – 1 CEU
- 24.12 Evolution in Practice Management: Empowering the Patient – Removing the Obstacles to Better Hearing – 1 CEU
- 24.02 Evolution in Product Outcomes: Excellence in Product Design – 1 CEU
- 24.02 Evolution in Product Outcomes: Advanced Fitting Tools – 1 CEU
- 24.03 Evolution in Fitting Outcomes: Evolution in Product Design – 1 CEU
- 24.03 Evolution in Fitting Outcomes: Evolution in Fitting Software – 1 CEU
- 24.12 Evolution in Patient Management: Advance Troubleshooting Case Studies – 1 CEU
- 24.12 Evolution in Patient Management: Reimagine Hearing Care – Setting your Practice Up for Success in Today's World – 1 CEU
- 24.12 Evolution in Patient Management: The Role of Counseling in the Patient Journey – 1 CEU
- 24.12 Evolution in Patient Management: Patient Engagement – Removing Obstacles to Change – 1 CEU

Starkey is requesting approval for the following courses from April 1, 2024, through December 20, 2024, at various locations:

- 24.01 Quality in Product Design – 1 CEU
- 24.01 Quality in Fitting Software – 1 CEU
- 24.015 Quality in Hearing Care – 1.5 CEU
- 24.02 Quality in Fitting Care: Quality in Product Design – 1 CEU
- 24.02 Quality in Fitting Care: Quality in Fitting Software – 1 CEU
- 24.03 Quality in Patient Care: Quality in Product Design – 1 CEU
- 24.03 Quality in Patient Care: Quality in Fitting Software – 1 CEU
- 24.03 Quality in Patient Care: Quality Service Delivery with Telehealth – 1 CEU
- 24.04 Quality in Practice Care: Quality in Product Design – 1 CEU
- 24.04 Quality in Practice Care: Quality in Fitting Software – 1 CEU
- 24.04 Quality in Practice Care: Mobile App 101 – 1 CEU
- 24.04 Quality in Practice Care: Fitting Troubleshooting Case Studies – 1 CEU
- 24.005 Quality in Product Selection: The Technology Side of Hearing Aid Tiering - .05 CEU
- 24.01 Making an Impression: Tailoring the Hearing Aid Fitting Experience – 1 CEU
- 24.01 Elevate the Hearing Experience – Artificial Intelligence in Hearing Solutions – 1 CEU

- 24.01 Delivering Patient Care Anywhere with Telehealth Remote Programming – 1 CEU
- 24.01 A Patient Driven Treatment Plan Starts with a Strong Recommendation – 1 CEU
- 24.01 Practice Management: Scheduling Future Appointments to Optimize Patient Outcomes – 1 CEU
- 24.01 Tinnitus Basics: Identifying a Tinnitus Solution for Your Patient – 1 CEU

Starkey is requesting approval for the following courses from July 1, 2024, through December 20, 2024, at various locations:

- 24.01 Evolution in Product Design – 1 CEU
- 24.01 Evolution in Fitting Software – 1 CEU
- 24.015 Evolution in Hearing Care: Evolution in Product Design – 1.5 CEU
- 24.02 Evolution in Fitting Care: Evolution in Product Design – 1 CEU
- 24.02 Evolution in Fitting Care: Evolution in Fitting Software – 1 CEU
- 24.03 Evolution in Patient Care: Evolution in Product Design – 1 CEU
- 24.03 Evolution in Patient Care: The Art of Programming – 1 CEU
- 24.04 Evolution in Patient Care: Evolution in Service Delivery with Telehealth – 1 CEU
- 24.04 Evolution in Practice Care: The Ins and Outs of the Mobile App – 1 CEU
- 24.04 Evolution in Practice Care: Evolution in Fitting Software – 1 CEU
- 24.04 Evolution in Practice Care: Advanced Troubleshooting Case Studies – 1 CEU
- 24.005 Evolution in Product Selection: Customizing the Selection Process - .5 CEU
- 24.03 Evolution in Fitting Outcomes: Advanced Troubleshooting Case Studies – 1 CEU
- 24.04 Evolution in Hearing Outcomes: Evolution in Product Design – 1 CEU
- 24.04 Evolution in Hearing Outcomes: Evolution in Fitting Software – 1 CEU
- 24.04 Evolution in Hearing Outcomes: Advanced Troubleshooting Case Studies – 1 CEU
- 24.04 Evolution in Hearing Outcomes: Evolution in Service Delivery with Telehealth – 1 CEU
- 24.06 Evolution in Patient Outcomes: Evolution in Product Design – 1 CEU
- 24.06 Evolution in Patient Outcomes: The ins and Outs of the Mobile App – 1 CEU
- 24.06 Evolution in Patient Outcomes: Evolution in Fitting Software – 1 CEU
- 24.06 Evolution in Patient Outcomes: Wireless Troubleshooting – 1 CEU
- 24.06 Evolution in Patient Outcomes: Advanced Troubleshooting Case Studies – 1 CEU
- 24.06 Evolution in Patient Outcomes: Using Hearing Aids to Monitor Health and Wellness Goals – 1 CEU
- 24.09 Evolution in Fitting Management: Cognition and Audition: What’s the Connection – 1 CEU
- 24.09 Evolution in Fitting Management: Evolution in Product Design – 1 CEU
- 24.09 Evolution in Fitting Management: Evolution in Fitting Software – 1 CEU
- 24.09 Evolution in Fitting Management: Selecting the Best Accessory – 1 CEU
- 24.09 Evolution in Fitting Management: The ins and Outs of the Mobile App – 1 CEU

- 24.09 Evolution in Fitting Management: Evolution in Service Delivery with Telehealth – 1 CEU
- 24.09 Evolution in Fitting Management: Using Case Studies to Find the Best Solutions for Your Patients – 1 CEU
- 24.09 Evolution in Fitting Management: Using Hearing Aids to Monitor Health and Wellness Goals – 1 CEU
- 24.09 Evolution in Fitting Management: Advance Troubleshooting Case Studies – 1 CEU
- 24.12 Evolution in Patient Management: Cognition and Audition – What’s the Connection? – 1 CEU
- 24.12 Evolution in Patient Management: Evolution in Product Design – 1 CEU
- 24.12 Evolution in Patient Management: Selecting the Best Accessory – 1 CEU
- 24.12 Evolution in Patient Management: Evolution in Fitting Software – 1 CEU
- 24.12 Evolution in Patient Management: The ins and Outs of the Mobile App – 1 CEU
- 24.12 Evolution in Patient Management: Evolution in Service Delivery with Telehealth – 1 CEU
- 24.12 Evolution in Patient Management: Using Hearing Aids to Monitor Health and Wellness Goals – 1 CEU
- 24.12 Evolution in Patient Management: Customizing your Fit with Acoustic Options – 1 CEU
- 24.01 Discussing Advanced Features with Older Adults: Optimizing Mobile App Use – 1 CEU
- 24.01 Closing the Hearing Aid and Smartphone Connectivity Gap: Tips for Success – 1 CEU

Starkey is requesting approval for the following courses from October 1, 2024, through December 20, 2024, at various locations:

- 24.01 Enhancements in Product Design – 1 CEU
- 24.01 Enhancements in Fitting Software – 1 CEU
- 24.015 Enhancements in Hearing Care: Enhancements in Product Design – 1.5 CEU
- 24.02 Enhancements in Fitting Care: Enhancements in Product Design – 1 CEU
- 24.02 Enhancements in Fitting Care: Enhancements in Fitting Software – 1 CEU
- 24.03 Enhancements in Patient Care: Enhancements in Product Design – 1 CEU
- 24.03 Enhancements in Patient Care: Enhancements in Fitting Software – 1 CEU
- 24.03 Enhancements in Patient Care: Enhancements in Service Delivery with Telehealth – 1 CEU
- 24.04 Enhancements in Practice Care: Enhancements in Product Design – 1 CEU
- 24.03 Enhancements in Practice Care: Making the Most of your Mobile App – 1 CEU
- 24.03 Enhancements in Practice Care: Enhancements in Fitting Software – 1 CEU
- 24.03 Enhancements in Practice Care: Advanced Fitting Troubleshooting Case Studies – 1 CEU
- 24.01 Sound Solutions: Accessories Enhance the Hearing Aid Experience – 1 CEU
- 24.01 Case Studies: Advanced Fitting Techniques to Optimize the Patient Journey – 1 CEU

- 24.01 A Holistic Approach to Hearing and Wellness via Hearing Aid Technology – 1 CEU

Executive Session: Board members called an Executive session to discuss the Practicum test. All those that were not board members exited the room at this time.

Meeting was called to order by Randy Fore at 12:05 p.m.

Practicum Exam: Vicki Howard discussed that she just didn't have time to revise the practicum exam at this time, but she still intends to. She would like to have two Law and Regulations written exams so if someone has to retest, they don't come back and take the same exam the second time. She will try to have it ready by the next in person meeting.

Letter from IHS: Eydie presented the letter to the board from the IHS stating they will be using their new written exam starting January 1, 2024. This was purely informational. No motion necessary.

Licensed Dispenser Cards/Certificates: Eydie discussed that the current cards have the past Secretary/Treasurers name on them as well as the License Certificate. The certificate is no problem because it is a computer font signature for the chair and secretary/treasurer so this can be changed easily when new elections are done. The cards however are Marks signature and will need to be reprinted. Eydie asked the board what they thought about getting a signature stamp and leaving the cards signature blank. As a new officer came in we would get a new signature stamp made and stamp the cards instead of the expense of ordering new cards. The board would also like to see about the possibility of getting a plastic card such as a driver's license. Eydie would have to look into the price of both of these items.

Randy made a comment that when someone gets a card that the Secretary/Treasurer knows who gets a card with his/her name on it. Randy would like to see a plastic card instead of cardboard. He asked Michael Bynum if there is something like that available. Michael said we would have to check with M & R.

Motion: By Vicki Howard, to get a signature stamp and check on availability and the possibility of plastic cards. Kerry seconded; motion carried without dissent.

Randy would like to see the member who received a certificate with just his name only without the Secretary/Treasurer name sent an updated copy with a certificate consisting of +the new Secretary/Treasurer name.

Annual 2024-2025 License Renewal Form: There was a discussion on the proposed changes on the form.

Motion: By Phillip Powell to accept changes proposed on annual 2024-2025 license renewal form, seconded by Kerry Shuffield, carried without dissent.

Officer Elections: Randy Fore discussed for personal reasons he needed to step down from the chair position. This will be his last meeting as chair. He has already sent in his letter of resignation but rescinded it but is making it official again. There was a question whether

Randy could serve as an Ad Hoc member on the Board. Michael did say that Randy could serve as an advisory to the board, not an official member of the board with voting rights. He could still be vocal and available to the board. There is a possibility to bring Randy in on meetings via telephone if he is available.

Vicki Howard asked if Randy could wait one more meeting till, they got an audiologist on board. They looked at the rules and there wasn't anything stating that the audiologist couldn't hold an office, but it may be a conflict of interest. Randy felt the best course at this time was to elect officers starting with Chair.

Motion was made by Phillip Powell that Vicki as Chair, Nathan as Vice-chair, and Kerry Shuffield as Secretary/Treasurer, Kerry seconded, carried without dissent.

2024 Board Meeting Dates

The first meeting to coincide with the Society's annual meeting to be April 5, 2024. There will be several that need to test in April. Vicki doesn't want to have quarterly meetings. Randy suggested doing another testing meeting in July. Vicki suggested April, July, October. Kerry suggested 2nd week of July. Nathan suggested 1st or 2nd week of November. It was agreed April 5, July 12,

Examinees: Applications to be voted on still Krystal Brown – Internship Complete

Motion: By Vicki Howard, motion was made to accept Krystal Brown's application to sit for exam, seconded by Kerry Shuffield, carried without dissent.

Adjourn Board Meeting: Vicki Howard made a motion to adjourn, seconded by Kerry Shuffield, and carried without dissent.

Meeting Adjourned at 2:10 p.m.

Examinees:

Ashley Dunlap – Reciprocity (passed) - Law, Ear Mold, **(failed)** - Audiometric

Samuel Buchanan – Reciprocity (passed) - Law, Audiometric, Ear Mold

Debra Beard – Reciprocity (passed) - Law, Audiometric, Ear Mold

Wilbert (Ellis) McDaniel (passed) – Law

Examinees Absent – Brian Lamb – Reciprocity; Krystal Brown – Internship