



Arkansas Board of Hearing Instrument Dispensers

Regularly Scheduled Meeting
February 23, 2024 | 1:30 P.M.
Microsoft Teams (virtual) Meeting

Meeting Minutes

Attendees Present:

- Vicki Howard, Chair & Licensed Hearing Instrument Dispenser
- Randy Fore, Licensed Hearing Instrument Dispenser
- Nathan Darby, Vice Chair & Licensed Hearing Instrument Dispenser
- Kerry Shuffield, Secretary/Treasurer & Licensed Hearing Instrument Dispenser

Others Present:

- Eydie Hostetler, Board Administrator
- Michael Bynum, Board Attorney
- Kerry Krell, Office of Oral Health (tech support)

A quorum was established.

Call to Order: The meeting was called to order by the Board Chair Vicki Howard at 1:32 p.m.

Review of Minutes from December 15, 2023:

Motion: By Randy Fore, seconded by Kerry Shuffield, carried without dissent, to accept the minutes.

Review of Financial Reports, December 2023 and January 2024

The Board discussed the financial reports and asked questions about the fund balance. Questions were answered by the Board Administrator and Kerry Krell.

Motion: By Randy Fore, seconded by Kerry Shuffield, to accept the financial reports. Motion carried.

Complaint Outcomes

Complaint 1. The Board reviewed the content of the complaint 1 and the summary of actions taken. Randy made a motion to close the complaint 1A. Seconded by Nathan Darby.

Complaint 2. The Board reviewed the content of the complaint and what was requested from the dispenser and the patient. Randy Fore made a motion to the following: to send a letter of warning informing the dispenser to pay attention to patient intake forms and

reports in order to provide appropriate referral and care, and take greater care in documenting patient notes. Seconded by Nathan Darby. Motion carried. A letter to the complainant will be sent notifying individual of the status of the complaint, and that the dispenser was appropriate licensed in Arkansas.

Complaint 3. Eydie Hostetler requested clarification on the process of investigating this complaint. A motion was made previously (December 2023) to get the investigator to request the medical records related to the complaint. Medical records were not requested as part of the initial investigation; Board needs to know what hearing aids were ordered. Clarification was provided that the Board Administrator should summarize the Board's motion to reopen the investigation to the investigator.

Continuing Education Review/Approval Process

The Board discussed the continuing education hours that dispensers must get for renewal; posting of approved CEUs is on the ARHID website. The Board Administrator asked if there was another way to review/approve Board hours without having a meeting. Reviewing CEUs in special meetings may be required depending on time turnaround and volume of requests. Discussion surrounded the timeframe of 60 days CEU submission. CEU providers need to understand that their hours may not be approved if submitted after the 60 day timeframe.

Continuing Education Approval Requests

The Board discussed the continuing education approval requests submitted by Widex, Sivantos, Arkansas Hearing Society, Missouri Hearing Society, HHII, Beltone. Kerry Shuffield motioned to accept all courses except How to Organize Highly Successful Health Fairs (AHS), Morning Huddle (HHII), The Not So Scary Future with OTC Hearing Instruments (HHII), and Reigniting Your Passion (ASH). Randy Fore seconded. Motion carried.

Notification of Location Change form

This is required to be completed by certified letter. This form is to help the dispenser supply the appropriate information required for location change when submitted by certified letter. Kerry Shuffield made a motion; Randy Fore seconded. Motion carried.

Act 137 to change form to collect veteran status

This is required based on Act 137; Randy Fore made a motion; Nathan Darby seconded. Motion carried.

CEU Petition Form

This is to create a form to petition the Board to accept CEUs from individuals related to courses they had taken independently. Randy Fore motioned; Kerry Shuffield seconded. Motion carried.

CEU Approval Form

Added fields for type of format of CEU (internet, in-person or both). Randy Fore motioned; Kerry Shuffield seconded. Motion carried.

Renewal Form

Must add in-person or internet into CEU hour section. Randy Fore motioned; Kerry Shuffield seconded. Motion carried.

Internship Extension Request Form

A request to change the fee amount listed on the form to match reduced fee. Motion carried.

Licensed Dispenser Cards

Tabled to next meeting.

Motion to Adjourn was made by Randy Fore; Kerry Shuffield seconded. Motion carried.

Meeting adjourned at 4:00 p.m.