STATE OF ARKANSAS
Board of Hearing Instrument Dispensers

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# Virtual Board Meeting
# Friday, April 17, 2026 @ 10:30
# Meeting Minutes

**Attendees Present**

- Vicki Howard, Chair, Licensed Hearing Instrument Dispenser
- Nathan Darby, Vice Chair, Licensed Hearing Instrument Dispenser
- Kerry Shuffield, Secretary/Treasurer, Licensed Hearing Instrument Dispenser
- Timothy Kajdan, Consumer Representative
- Dr. Kelley Linton, Audiologist

**Others Present:**

- Melissa Turner, Board Administrator, Arkansas Department of Health
- Jessica Kloss, Assistant Attorney General-Arkansas Attorney General's Office
- Mitzi Fritschen, Health Center Manager, Division of Health Advancement, Arkansas Department of Health
- Matt Gilmore, Health Deputy Director, Arkansas Department of Health

A quorum was established.

Meeting minutes from October 24, 2025, January 8, 2026, and February 26, 2026, were reviewed. Dr. Linton made a motion to approve the minutes. Mr. Darby seconded the motion.

Review of the financials. Dr. Linton made a motion to accept the financials as written. Dr. Darby seconded the motion. No opposition, the motion passes.

Matt Gilmore, Health Deputy Director, discussed Act 641 of the 95th General Assembly, Regular Session, 2025 and Executive Order EO 26.04. May 8, 2026, was set as a deadline to turn all changes and recommendations to Melissa Turner for compilation into one document to be sent to Mr. Gilmore.

Mitzi Fritschen, Health Center Manager, discussed the results of the Control Self-Assessment (CSA). There were no significant weaknesses found and no corrective action was necessary. The letter was signed by Mrs. Fritschen and Ms. Howard, Chairperson, and then sent to the DIG Office of Internal Audit.

Ms. Howard stated the Arkansas Hearing Society was going to video the entire conference and make it available online. Discussion ensued about the written request by Brad Jackson and Vicki Howard to get their CEUs entirely online. Ms. Howard, Chairperson, recused herself from the discussion.

Mrs. Shuffield made recommendation that Brad Jackson and Vicki Howard be allowed to obtain their CEUs including one hour of ethics from the approved lists of CEUs online from the

recorded sessions of the Arkansas Hearing Society annual meeting. Dr. Linton seconded the motion. The motion passes.

Ms. Turner will send a letter to Mr. Jackson.

Review of reciprocity applicants:

Applicant #1 approved. Mr. Darby made a motion to accept applicant #1. Dr. Linton seconded the motion.

Applicant #2 approved. Mrs. Shuffield made a motion to accept applicant #2. Mr. Darby seconded the motion.

Applicant #3 denied. There were questions regarding why she had so many licenses and what she intended to do in Arkansas. Ms. Banks did not respond to any emails. Mrs. Shuffield made a motion to deny applicant #3. Dr. Linton seconded the motion. A letter will be sent to Ms. Banks denying her license.

Continuing education.

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| <u>Amplifon</u> | |
| New Patient Presentation for Hearing Aid Evaluation and Consultations | Approved |
| Audiology Excellence: Digital Tools for the Miracle Ear Patient Experience | Approved |
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| <u>WS Audiology</u> | |
| Widex Compass Cloud 2.0: Advancing Cloud Based Hearing Care | Approved |
| Widex & Signia: Clinical Fitting, Counseling & Selection | Approved |
| Widex & Signia: Core Technology for Personalized Care | Approved |
| Advancing Person-Centered Care Through Precision and Personalization with Widexz | Approved |
| Leading the Conversation: From Performance to Personalization with Signia IX | Approved |
| Empowering Everyday Hearing: Accessibility to all with Signia IX | Approved |
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| <u>Starkey Laboratories Inc</u> | |
| 26.44.01 The Power of Feature Innovation | Approved |
| 26.45.01 The Power of Software Excellence | Approved |
| 26.46.01 The Power of Product Innovation | Approved |
| 26.47.01 Sound Design: From Concept to Technique | Approved |
| 26.48.02 Evolution in Product Mastery | Approved |
| Ses 1 Evolution in Product Potential | Approved |
| Ses 2 Technology Essentials for Confident Practice | Approved |
| 26.49.03 Mastering Technology for Better Outcomes | Approved |
| Ses 1 Navigating Technology with Ease | Approved |
| Ses 2 Leveraging Deep Feature Understanding | Approved |
| Ses 3 Refine Your Hearing Aid Fitting Technology | Approved |
| 26.50.04 Technology Skills for Confident Care | Approved |
| Ses 1 Translating Product Knowledge into Patient Success | Approved |
| Ses 2 Unlocking the Value of Product Features | Approved |
| Ses 3 Navigating Advanced Connectivity Solutions | Approved |
| Ses 4 Harnessing Software to Enhance Patient Care | Approved |
| 26.51.02 Pioneering Produce Excellence | |

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| Ses 1 Elevating Standard in Product Design | Approved |
| Ses 2 Harnessing Technology for Clinical Excellence | Approved |
| 26.52.03 Confidence in Action: Mastering Hearing Technology | Approved |
| Ses 1 Bridging Features and Patient Benefits | Approved |
| Ses 2 Unlocking Potential with Feature Expertise | Approved |
| Ses 3 Refine Your Fitting Techniques | Approved |
| 26.53.04 Boosting Confidence in Device Use | Approved |
| Ses 1 Elevate Care Through Product Mastery | Approved |
| Ses 2 Driving Success Through Feature Expertise | Approved |
| Ses 3 Advancing Your Connectivity Skills | Approved |
| Ses 4 Optimizing Patient Care Through Software Tools | Approved |
| 26.54.06 Optimizing Hearing Aid Fitting | |
| Ses 1 Hearing Solutions for Confident Living | Approved |
| Ses 2 Smart Use of Advanced Hearing Features | Approved |
| Ses 3 Leveraging Software to Maximize Patient Outcomes | Approved |
| Ses 4 Enhancing patient Care via Software Workflow Essentials | Approved |
| Ses 5 Seamless Solutions Through Connectivity | Approved |
| Ses 6 Elevating Patient Care Through Smart Software | Approved |
| 26.55.09 Tools for Clearer Hearing Outcomes | |
| Ses 1 Real World Hearing Solutions | Approved |
| Ses 2 Optimizing Patient Outcomes Through Workflow Best Practices | Approved |
| Ses 3 Unlocking the Soundscape: Bridging Hearing Barriers | Approved |
| Ses 4 Improving Patient Outcomes Through Evidence-Based Fitting | Approved |
| Ses 5 Software Proficiency for Efficient Clinical Workflows | Approved |
| Ses 6 Innovative Software to Optimize Patient Results | Approved |
| 26.56.12 Hearing Care Solutions You Can Trust | |
| Ses 1 Empowered Living with Hearing Aids | Approved |
| Ses 2 Strategic Approaches to Hearing Aid Features | Approved |
| Ses 3 Connecting Patients to Sound | Approved |
| Ses 5 Smart Solutions for Smarter Clinical Care | Approved |
| Ses 6 Streamlined Fitting Software to Precise Personalized Fits | Approved |
| Ses 9 Optimizing Outcomes to Hearing Aid Fitting | Approved |
| Ses 11 Uncovering Patient Health Goals | Approved |
| Ses 12 Optimizing Clinical Results with Patient Focus | Approved |
| 26.57.02 Root Causes of Errors in Hearing Healthcare | |
| Ses 1 Exploring Root Causes of Medical Errors in Audiology | Approved |
| Ses 2 Building a Culture of Continuous Care and Safety | Approved |

Motion to adjourn the meeting was made by Dr. Darby and seconded by Mrs. Shuffield. The meeting was adjourned at 12:22