



# Communication Connections

Summer 2017

## LWHL Team

**Dr. Nicole Marrone, Ph.D., CCC-A**  
James S. & Dyan Pignatelli/  
UniSource Clinical Chair in  
Audiologic Rehabilitation for Adults

**Dr. Fadyeh Barakat, Au.D., CCC-A**  
Program Coordinator for Adult  
Audiologic Rehabilitation

**Dr. Aileen Wong, Au.D., CCC-A**  
Audiologic Rehabilitation  
Research Audiologist

**Dr. Giau Le, Au.D., CCC-A**  
Audiologic Rehabilitation  
Research Audiologist

**Sarah Broughton, B.A.**  
Program assistant  
Second Year Au.D. student

## Contact

**University of Arizona Clinic**  
☎ (520) 621-7070  
📍 1131 E. 2nd St.  
Tucson, AZ 85721

**Living Well with Hearing Loss**  
🌐 <http://lwhl.arizona.edu>  
✉ [hearing@email.arizona.edu](mailto:hearing@email.arizona.edu)

Email [hearing@email.arizona.edu](mailto:hearing@email.arizona.edu)

- › To be added to the newsletter email list
- › To make a suggestion for or contribution to the newsletter
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## What's New—Communication Coaching

Our Living Well with Hearing Loss Adult Group Audiologic Rehabilitation Program has a long history of communication strategy training. Many participants will remember our recommendations of “walk before you talk” or “rephrase rather than repeat.” Although learning about these strategies is advantageous, we believe that having the opportunity to practice them in real world situations and receive feedback are ideal.



As a recent addition to our group AR program, we have introduced “communication coaching” exercises. During these exercises, **our participants take mini field trips on the University of Arizona campus and engage in communication while receiving real-time, in-person feedback from student facilitators regarding use of communication strategies and self-advocacy techniques.** We have found these new exercises benefit both our participants and our student facilitators engaged in training. If you would like to experience “communication coaching,” join our AR Group by contacting our clinic at (520) 621-7070

## Strategy Review

If you didn't hear what was said, don't say “what?” or “huh.” Instead, remember to use the following communication strategies to help the conversation flow.



Use key words to clarify: When asking for clarification, repeat what you did hear. This lets the speaker know that you didn't miss the entire message.



Let people know that you have hearing loss and how to best speak to you. You could say, “I have hearing loss. Please face me and speak slowly.”

## Where They Are Now: Alumni Spotlight

You may remember some of your graduate student clinicians from the University of Arizona. Where are they now? We asked alumni, Richard Whitaker, AuD and Lynn Eyde, AuD how they integrate aural rehabilitation into their practice.

### What is your current job?

Dr. W.: I am a part owner and clinical audiologist for five private practices (called Hearing Science) in California. I am also a part time professor at California State University, Los Angeles.

Dr. E.: In January 2016, I started working as a pediatric audiologist at Phoenix Children's Hospital. We see children of all age, from newborns and up. If a child is identified with hearing loss, then we make the appropriate recommendations and help provide the patient with the necessary intervention.

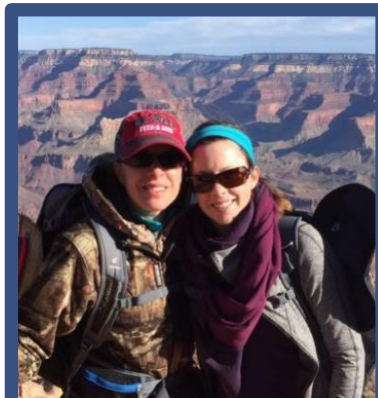
### What was one of your favorite experiences when you participated in LWHL?

Dr. E.: One of my favorite experiences was watching the person with hearing loss and their communication partner gain an understanding for what each other experienced. This would happen at different times for each person in the class, but it was fascinating to watch the light-bulb go on for each person.

### What is one lesson from LWHL that you utilize in your work?

Dr. E.: I think that learning to truly listen to what is being said, rather than assuming I know what difficulties they are facing based on the test results.

Dr. W: I keep in mind all of the emotional burdens that hearing loss can cause, and I use that to treat my patients with more compassion and sympathy. It helps me gain their confidence and allows me to begin to help them improve their attitude and overall quality of life.



Lynn Eyde, AuD, and sister



Richard Whitaker, AuD

### Has incorporating aural rehabilitation made your service more patient- or family-centered?

Dr. W.: Yes, we strongly encourage all of our patients to bring a close family member with them to each appointment. To effectively help our patients we need to also help the whole family understand hearing loss and communication.

### What do you think is the most important communication strategy that you find yourself sharing with your patients?

Dr. W.: Assertiveness training. They need to not be afraid to be an advocate for themselves. Without assertiveness, they cannot effectively do any communication strategy.

Dr. E.: WALK BEFORE YOU TALK. This is a simple concept that is often overlooked by individuals with hearing loss and their communication partners.

### Do you think training in aural rehabilitation is important for audiology students?

Dr. W.: Absolutely! I believe the counseling involved in clinical audiology is every bit as important, if not more important, than the hearing aid fitting. AR is what sets us apart as Doctors of Audiology—Counseling and follow up care is where we truly distinguish ourselves.

## Moment of Science

**Have you tried reducing background noise to improve communication?** In our research, we have been studying the usefulness of this strategy and why people say it works. We reported our findings in the *Journal of Speech, Language, and Hearing Research*.

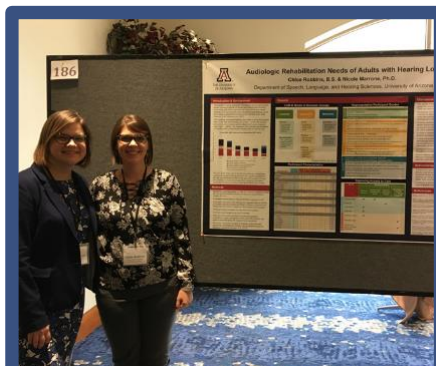
In this study, we tested whether background noise will always make memory performance worse or if it impacts performance differently depending on the task. Young adults could maintain their memory performance in noise for simple tasks like subtracting the number 2 from a string of numbers. For a more difficult task, like alphabetizing lists of words, even small amounts of noise affected performance.

**It was interesting that noise affected memory scores even when the speech could be easily understood.** This suggests that we should reduce background noise for optimal memory performance.

You can find the free, full text of the paper by Marrone, Alt, DeDe, Olson, & Shehorn (2015) at the U.S. National Library of Medicine website: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4987033/>

## All the Best!

Our Living Well with Hearing Loss team would like to express our sincere gratitude and appreciation to Chloe Robbins who has been our Program Assistant and Data Management Coordinator. Over the years, Chloe was always willing to lend a helping hand whether it be in organizing for group, entering data, or training other students. We are so thankful for all that Chloe has contributed to our program and wish her all the best as she begins her externship in California. Along with her amazing contributions to our clinical group AR program, Chloe completed a doctoral project under the direction of Dr. Marrone titled, “Identifying Barriers to Group Audiologic Rehabilitation Using the COM-B Model” and presented her research at the Spring 2017 American Auditory Society Conference in Scottsdale, Arizona. Congratulations and best wishes, Chloe!



2017 American Auditory Society Conference



Chloe with Dr. Marrone at the 2017 Audiology Doctorate Project Symposium



## Spring 2017 Highlights



Seen Around Town  
Maximizing communication includes use of assistive technology in our everyday life. Members of our LWHL team often encounter “looped” environments around town where listeners can utilize telecoil technology. Keep an eye-out for the telecoil sign when you visit the



Tucson Festival of Books, March 11-12

### Congrats to Our Grads

We would like to congratulate our graduating class of Spring 2017! Of this year’s Doctor of Audiology graduates, four completed their Audiology Doctoral Research Projects in our Audiologic Rehabilitation Laboratory. We are eager to see where their careers take them!



Tucson Botanical Gardens.

The Living Well with Hearing Loss Program was excited to have a booth at

The 2017 Tucson Festival of the Books, Science City. Thank you to graduate audiology students Nicole Denny, Chloe Robbins, and Holden Sanders for providing our community with education on hearing and protecting our ears. We are also appreciative of Dr. Giau Le (Research Audiologist) for her leadership and organization of this year’s booth!

### With Gratitude to Our Donors

As always, thank you to our donors, the Pignatellis. Happy birthday to Dyan in June! We wish you all the happiness in the year to come.



## Mark Your Calendar

Summer 2017 Living Well with Hearing Loss Groups  
Tuesday, July 18 and 25  
Tuesday, August 1

Viviendo Bien Spanish AR Groups  
Coming Fall 2017  
Dates TBA

