



PEOPLE ARE TALKING

THE NEWSLETTER OF THE HEARING AND SPEECH CENTER

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A Commitment to Community

Training the Next Generation of Audiologists

Audiology is not just about treating hearing loss; professionals in the field can help patients improve their communication and quality of life, and the field is moving in exciting new directions. Educating empathetic and dedicated audiologists requires a carefully-developed doctoral program, along with direct clinical experience for those students.

There are only 73 audiology programs in the United States, but the field is increasingly popular. According to the Bureau of Labor Statistics, "the profession is expected to experience a 34 percent boost in jobs between 2012 and 2022. The projected growth is likely a reflection of the fact that as the nation ages — the over-65 population is expected to double by 2050 — the need for doctors who specialize in addressing that community's ailments will only grow."

The University of the Pacific founded its AuD program in 2015 in order to meet the increasing need for more audiologists. It is the only audiology program in northern California, and one of only four accelerated programs in the country. The program focuses on clinical training, along with a strong commitment to community service. Students are involved in working with the community from the very beginning of the program with partners like the Hearing and Speech Center.

Dr. Rupa Balachandran was the Director of Clinical Services at the Hearing and Speech Center prior to directing the AuD program at Pacific, and we are thrilled to partner with her program to give its students direct clinical experience. "The HSCNC is a shining example of how hearing care needs to be provided to individuals and families with hearing impairment," Dr. Balachandran said. "We consider them a vital partner in student training. Students are able to see first-hand how holistic, patient centered care is provided. The experience at HSCNC lays the foundation for developing patient care."

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University of the Pacific's first AuD cohort, class of 2018, at their orientation.
(photo credit: University of the Pacific)



A Message From Our CEO



Dear Friends,

I want to take this opportunity to remind you that we will be celebrating our 100th anniversary at the St. Francis Yacht Club on May 12th, 2017. On behalf of the Board of Directors, our clients, and our staff, we would greatly appreciate if you would consider attending or supporting us in some other way to mark this historic event.

Last year, the Center needed to raise over \$650,000 in charitable dollars to fund our activities. Those activities included participating in Project Homeless Connect, providing tutoring for high school students, providing free and low cost hearing aids to those who would otherwise go without, weekly visits to low-income senior centers to promote hearing health and provide direct service, job readiness programs and direct employment placements, speech therapy and education for toddlers, support groups, a partnership with UCSF to provide post cochlear implant services, and tele-therapy for underserved remote locations. 75 percent of the thousands of clients who visit our Center are on Medi-Cal or other state-sponsored programs, under which the reimbursements barely exceed half of the actual cost of providing services.

There is no other agency in San Francisco that provides such a diverse range of services and without these services our clients would be in jeopardy.

You are likely one of the generous individuals who helped us reach that goal last year. I hope you can partner with us on May 12th and celebrate not only our legacy and anniversary, but also our community as a whole, the thousands who make up that community, and what really is accomplished and needed on a daily basis. We are working towards being the most comprehensive and holistic hearing health clinic in America, and as we set new standards of care we welcome your support and encouragement.

With gratitude,

Darragh Kennedy | CEO



"University of the Pacific students are involved in working with the community from the very beginning. We value our partnership with HSCNC, whose values support our mission of training the next generation of audiologists."
- Dr. Rupa Balachandran

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Dr. Kathleen Favor and Dr. Chris Focht are our two preceptors, who directly supervise and mentor externs. (Check out an article about Dr. Focht's preceptor work on page 3!) "Working with audiology student externs is very rewarding and definitely keeps me on my toes to make sure that I stay with the latest trends in the field of audiology! There's always something new to learn about," audiologist Dr. Favor said.

"My role as a co-preceptor is to help facilitate hands-on learning so that what is taught in the classroom correlates to what is actually done in a clinic setting and help the students better understand certain audiology concepts (for example, audiometry, counseling, or fitting hearing aid technology)," Favor explained. Students from the University of the Pacific and other AuD programs have the opportunity to work directly with the Hearing and Speech Center's audiologists, who specialize in adult and pediatric diagnostics, tinnitus treatment, and more. Many students aren't sure what to expect from clinical appointments with patients, so completing an externship gives them the chance to practice trouble-shooting devices, working around any problems that may come up, and counseling patients to find an ideal communication solution for their unique needs. By working at a clinic with six audiologists, externs can learn a multitude of styles and that "there's more than one way to be an audiologist."

We are honored to train talented and intelligent students from such a new and exciting program, and expect great things from our externs in the future!

Dr. Focht Featured in *Audiology Today* Magazine



The American Academy of Audiology recently featured the Center's Dr. Chris Focht in an article, "CH-AP™: The First Standards-Driven Certificate Training Program for Audiology Preceptors," in *Audiology Today* magazine. Dr. Focht is one of six audiologists who worked with the American Board of Audiology as subject matter experts to create the training program for audiology preceptors.

Audiology students spend their final year of school in a year-long externship, gaining practical and clinical experience. Over the course of his career, Dr. Focht has been a preceptor for eighteen years, including ten years at the Center, and has taught over forty students. According to the article, "preceptors provide an essential role in the audiology educational model. Not only do they provide more than a quarter of the student's total educational experiences, preceptors supervise nearly all of a student's clinical educational experiences." Preceptors act as coach, teacher, role model, evaluator, and mentor for audiology students.

"One of my main goals during the extern application process was to find a placement that had talented, intelligent audiologists that prioritized providing quality precepting," current intern Kylie McLaughlin said, "That's exactly what I found at the Center and with Dr. Focht. Having a mentor that is knowledgeable, supportive, and engaging yields an environment where individuals can not only learn, but flourish. I am lucky to have found a placement and a preceptor that promotes education and maturation as a professional."

The Certificate Holder-Audiology Preceptor (CH-AP™) Training Program is made up of four modules—the role of the preceptor in a clinical environment; clinical dynamics—assessment and performance; creating effective learning programs; and legal, ethical, and professional considerations. Each module takes about two hours to complete in a program offered through the ABA's eAudiology website. Audiologists who complete the certificate will be listed in a database, and will be more equipped to help launch the careers of the next generation of audiologists.

Dr. Focht is considered an expert and a role model both here at the Center and in the audiology field at large, and we are very proud of him for his professional accomplishments.



On May 12th, 2017, we will honor our past and celebrate the future at our Centennial Gala at the St. Francis Yacht Club. The event begins at 6pm and will include a reception, silent auction, dinner, and dessert.

We will honor former director John Darby and the memory of former director Dr. Rayford Reddell. The Hearing and Speech Center's history stretches back to 1917, and John and Ray both led during a pivotal time in our history.

The Hearing and Speech Center is very proud of our lengthy and illustrious history, and would be honored by your attendance at this celebration.

Please visit our website www.hearingspeech.org or email development@hearingspeech.org for more information or to purchase tickets. Thank you for your support!

Gifts in Memory

November 2016-January 2017

In Memory of Mrs. Jack
Bates, Sr.:
Valerie Erickson

In Memory of Phyllis
Levy:
Lorraine Honig

In Memory of Joseph &
Cynthia Bussiere:
Suzanne Bussiere

In Memory of Rayford
Reddell:
Betty Schrohe

In Memory of John
Callander:
Sara Callander
Anne McWilliams

In Memory of Helen
Weinstein:
Marilyn Wylder



HEARING AND SPEECH CENTER

a non-profit clinic, school & community

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Visit us online to learn more about how we can help you, or someone you know.

Community Spotlight: Laney Frandy



*Kids Academy friends —
then and now!*

Preschool can be a defining part of life for many reasons; early childhood is an important time when children learn new vocabulary and get a jump-start in preparing for elementary school. Laney Frandy, who attended the Kids Academy Preschool at the Hearing and Speech Center, specifically mentions learning the alphabet, early reading, and basic counting as a 2- and 3-year-old. Even more important are the lessons learned about communicating, working with others, and being a good friend. “Kids Academy was the best, the best time ever. We learned lots, but it was learning through fun.”

Laney is now in fifth grade, but she and some of her friends from Kids Academy have stayed in touch over the years. Laney recalls that, as preschoolers, she and her friend Mark would often hide in their cubbies during pick-up time. They lived near one another, so their parents would often switch off on picking up the kids. She and Mark, and their parents, are still friends – seven years later.

They and some of the other families from Kids Academy came together at a recent Hearing and Speech Center event, Wine 4 Words, which is a family-friendly fundraiser for our education programs. All of the families who came out for the event, members of our classroom at various times, share a special connection to the community.

Many students have started in our preschool class as 2- or 3-year-olds and stayed in touch with our teachers, Kathy Gallagher and Angie Seah, as they grew up. Laney describes Kathy and Angie as “really nice and funny,” and says that she remembers playing games, having music class, and doing lots of art projects with them. “Kids Academy is different from other schools, but it’s hard to describe. It’s like a feeling. I just have good memories there.”

For all of the students who have been part of Kids Academy or one of the other education programs at the Center, it is about so much more than just the classroom. It’s about being part of a community, one that continues on even after graduation.