



Welcome to the Veterans Across America Virtual Chapter Meeting September 15, 2020

1. Welcome
2. Minutes of Last Meeting
3. Committee Reports
4. Please send all email communication directly to me and/or other officers:
[Don Doherty, President - dondoherty46@gmail.com](mailto:dondoherty46@gmail.com)
[David Schible, Vice-President - david.schible@gmail.com](mailto:david.schible@gmail.com)
[Martin Collinsworth, Secretary - deserthawiian@cox.net](mailto:deserthawiian@cox.net)
5. New Outreach Activity
6. New Business
7. Next Meeting – October 20, 2020
8. Guest Speakers – [Kate Helms Tillery, Ph.D., CCC-SLP](#), [Maria Adney, B.S.](#)

Self-advocacy: Strategies for effective communication

Maria Adney, B.S.
Kate Helms Tillery, Ph.D., CCC-SLP

Arizona State University
College of Health Solutions



Poll #1

About us

Maria

- ASU Graduate student
- Retired military-prior Air Force and Coast Guard.



Kate

- Speech-language pathologist
- Specialize in aural rehabilitation



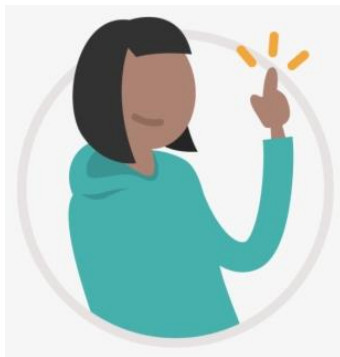
Hearing Loss in Veterans

- Most military members will be exposed to high levels of noise
- It is the most prevalent service-connected disability in veterans
- Per VA, over 1,000,000 veterans receive disability for hearing loss and 1,300,000 for tinnitus.
- Many more veterans have hearing loss and tinnitus but are not reporting it and receiving care.
- Only 1 in 5 who need hearing aids actually advocate for themselves to receive care.

www.research.va.gov

Self-advocacy

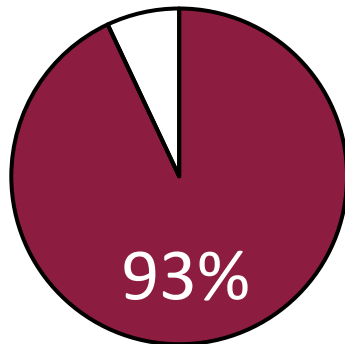
- Speaking up for your own communication interests



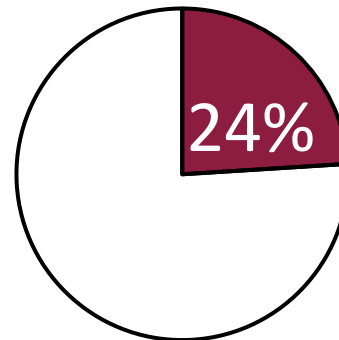
Why self-advocacy?

Survey of patients with hearing loss

Notified provider
of hearing loss



Provider made
adjustments



Stevens et al., 2019

Poll #2

Effective self-advocacy in 3 steps

1)
Know
your
hearing

2)
Know your
communication
needs

3)
Know how to
get what you
need

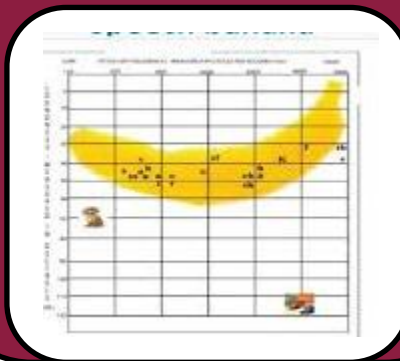
Wrightslaw.com

1: Know your hearing

Audiogram



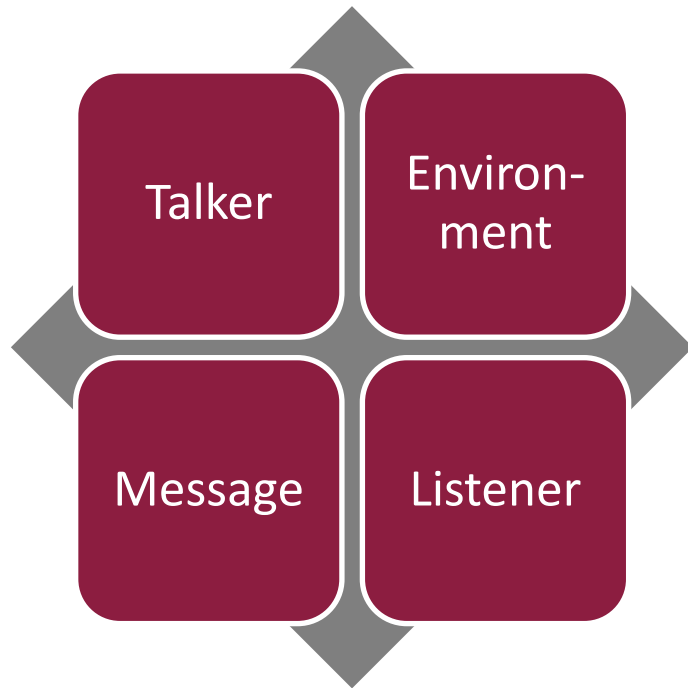
Speech banana



Technology

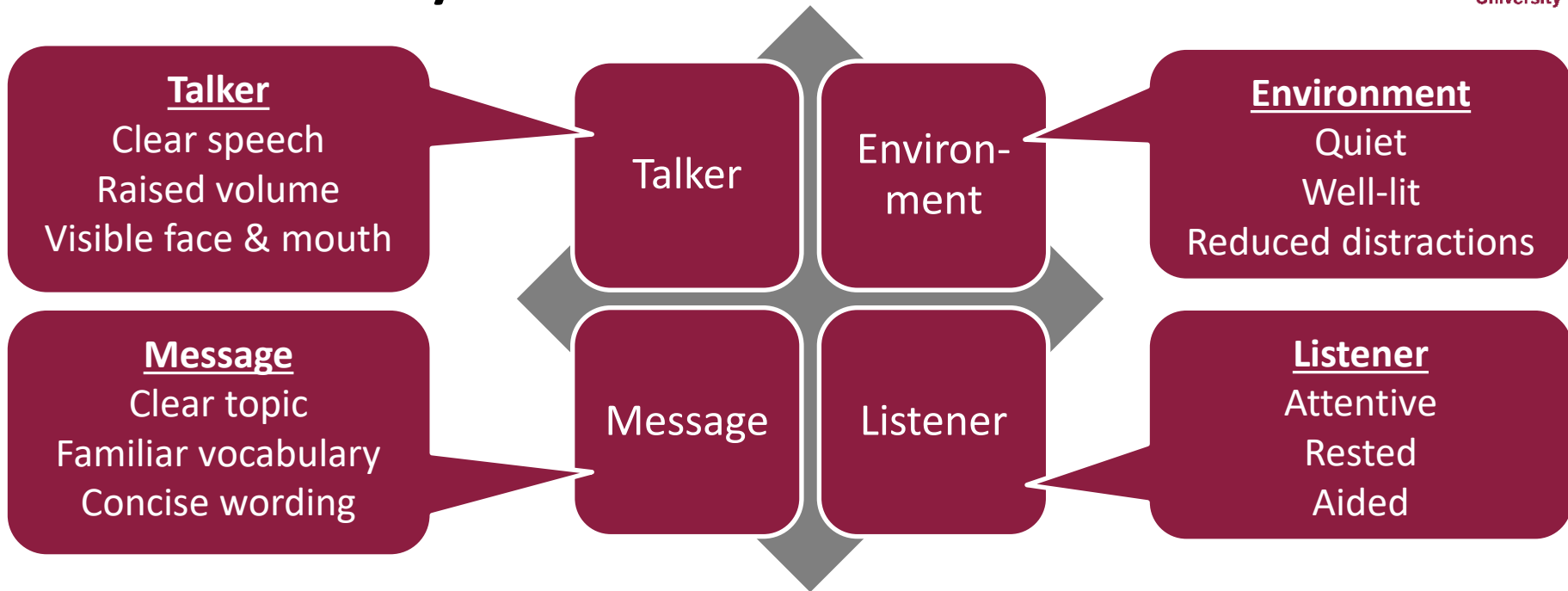


2: Know your communication needs



Poll #3

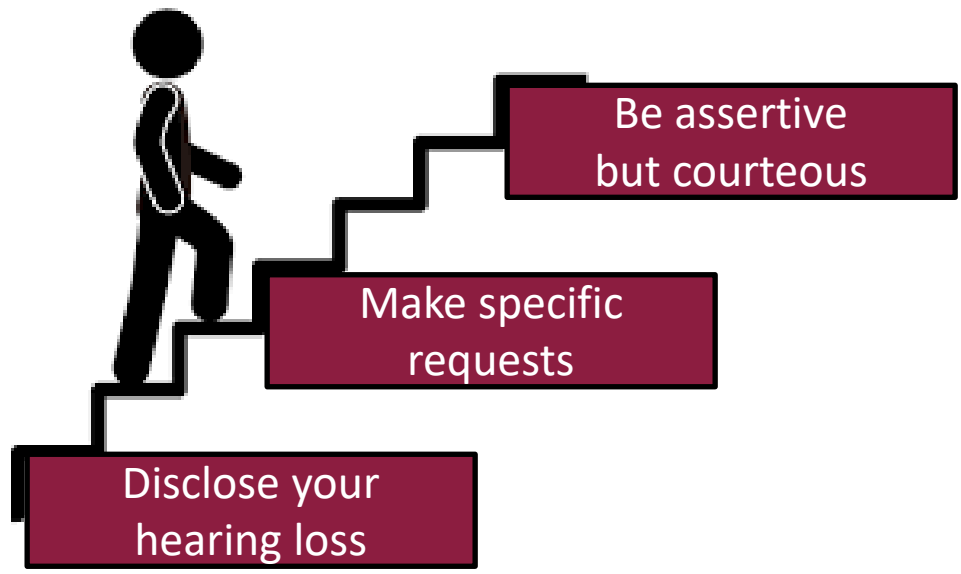
2: Know your communication needs



2: Communication needs



3: Know how to get what you need



3: Getting what you need

Disclose your hearing loss

- Demystify misunderstandings
- Reduce misperceptions

Make specific requests

- Talker
- Environment
- Message
- Listener

Be assertive but courteous

- Calm
- Direct
- Tactful
- No apologies

Poll #4

Being assertive means...

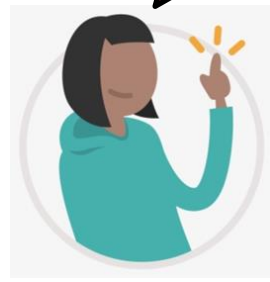
taking responsibility for meeting your needs
without passively deferring to others or
aggressively imposing on them

Passive, Aggressive, or Assertive?

The pharmacist turns away while giving instructions about a new medication

You're mumbling. You'll have to speak up.

I'm sorry, I missed what you said.



I'm hard-of-hearing. Please face me and speak clearly.

Practice!

Scenario

The server who takes your phone order at the local eatery talks very fast

Your response

1. Disclose your hearing loss
2. Make a specific request
3. Be direct and courteous

Practice!

Scenario

A family member turns away when talking with you

Your response

1. Make a specific request
2. Be direct and courteous

Resources

- Understanding your audiogram:
<https://www.asha.org/public/hearing/audiogram/>
- Speech Banana: https://www.jtc.org/wp-content/uploads/2015/11/Audiogram_What_Does_Child_Hear.pdf
- Communication Access Plan for Dr. appointments:
https://www.hearingloss.org/wp-content/uploads/HLAA_HC_CAP_Form_and_Instructions.pdf
- Self-advocacy resources: https://idainstitute.com/hearing_loss/

References

- <https://www.research.va.gov/topics/hearing.cfm>
- Stevens, M.N., Dubno, J.R., Wallhagen, M.I., Tucci, D.L. (2019). Communication and Healthcare: Self-reports of People with Hearing Loss in Primary Care Settings. *Clinical Gerontologist*, 42:5, 485-494.
- <https://www.wrightslaw.com/info/sec504.selfadvo.ld.johnson.htm>

Thank you for participating





If you have questions, please contact:

Kate Helms Tillery: ahelms@asu.edu

Maria Adney: madney@asu.edu

Thank you for joining us!

Please join us again **October 20** for the next meeting of
the **Veterans Across America Virtual Chapter**.