



# Innovations in Auditory & Vestibular eHealth

September 20-22, 2023

## ATTENDEE USER GUIDE

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Research & Development*

# Innovations in Auditory & Vestibular eHealth

This NCRAR conference would not be possible without the generous support from our sponsors. We invite you to spend time in the **Exhibit Hall** where you can interact with sponsors, as well as review the content each sponsor has posted with relevant information and products (American Tinnitus Association, e3 Diagnostics, MedEL, Oticon and GN ReSound).

Special thanks to the **National Institute on Deafness and Other Communication Disorders (NIDCD)** for their generous conference grant. We are also grateful for the support from our VA partners, **Office of Research and Development (ORD)**, and **Rehabilitation Research and Development (RR&D) Services**. We thank them for providing an excellent home for rehabilitative research to improve functioning and quality of life for our nation's Veterans.



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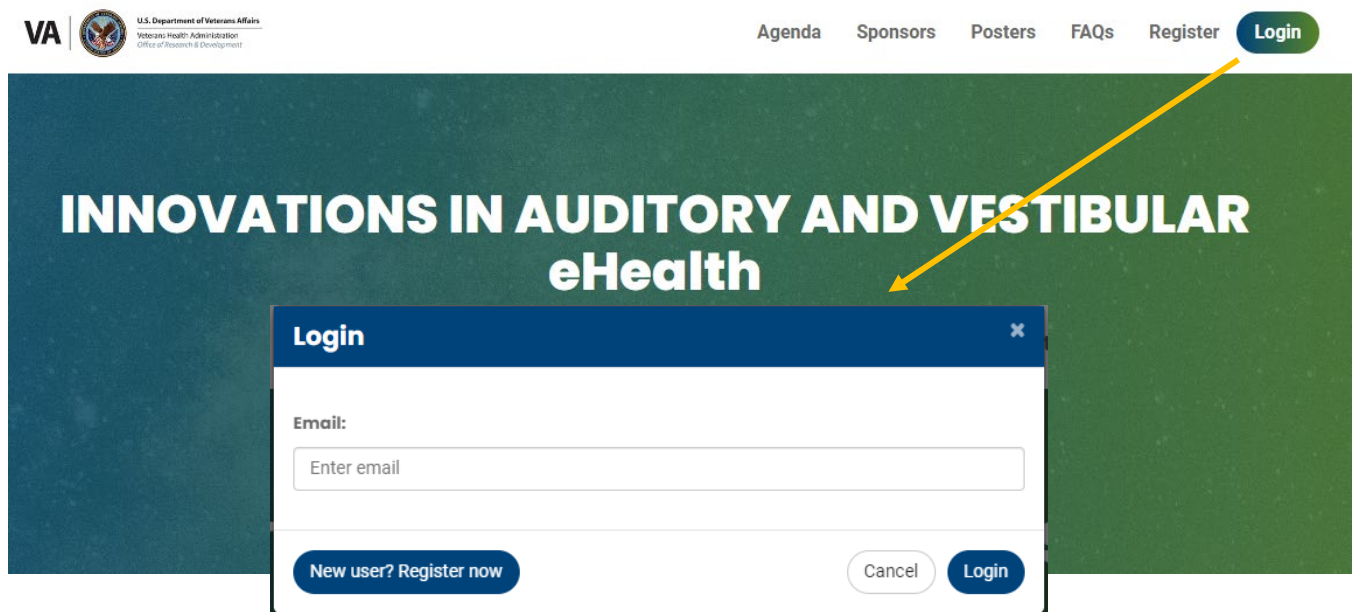
# Innovations in Auditory & Vestibular eHealth

## LOG IN

To access the conference, click here: [NCRAR Conference \(vfairs.com\)](https://vfairs.com).

Once at the conference site, log in with the email address that you used when you registered.

If you're prompted for a password, select "forgot password," then look for a reset password message. This may arrive in your Junk Mail folder.



Once you log in, you will see the exterior of the conference venue. Select "Click here to Enter" to access the conference content. **More information on accessing the Presentations/Posters in the ACCESSING PRESENTATIONS/AGENDA/AUDITORIUM section.**



# Innovations in Auditory & Vestibular eHealth

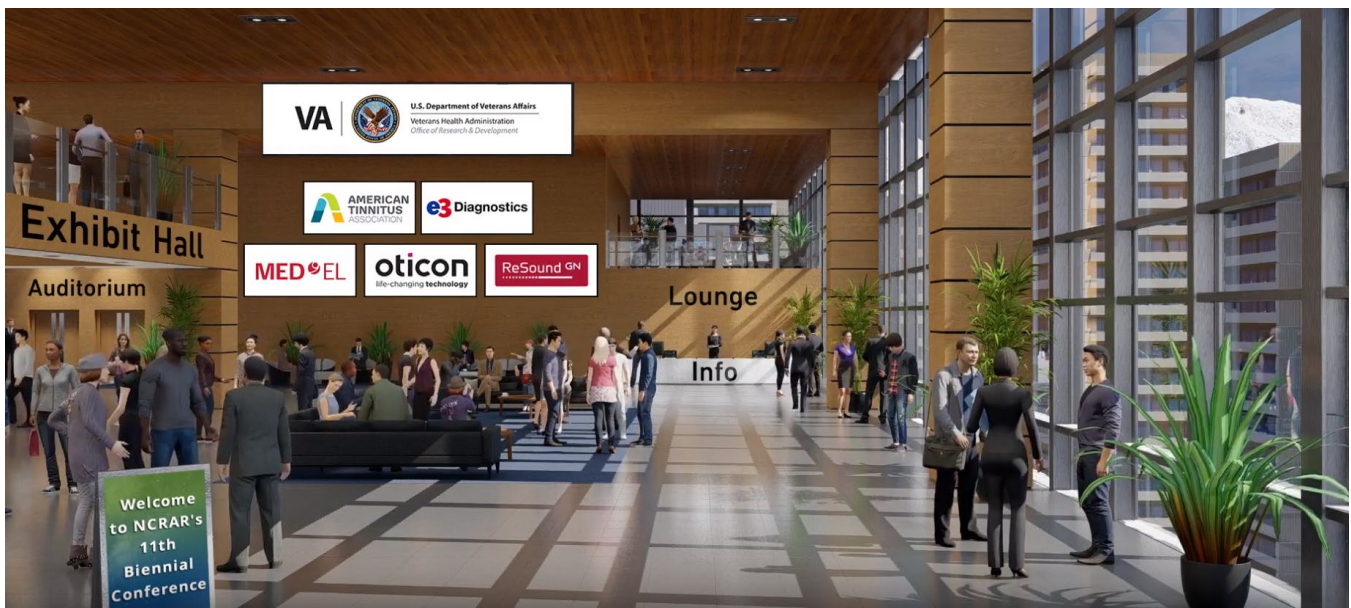
## MENU BAR

When you enter the event, the main menu bar at the top of the screen will help you navigate the various features available.



## LOBBY

The Lobby contains the doors to the **Exhibit Hall**, **Auditorium**, **Lounge** and **Information Desk** which you can access by simply clicking on the titles/banners or menu bar. You can also click on our sponsors' logos to go directly to their respective booth in the **Exhibit Hall**.



# Innovations in Auditory & Vestibular eHealth

## ACCESSING ON DEMAND PRESENTATIONS

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Clicking on the **Auditorium** takes you to a screen where you will click again on the screen “**Click here to join the sessions**”.



This will bring you to On Demand content. To view On Demand content, press play.



## PRESENTATION PDFs

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PDFs of presentations and posters can be found by clicking on Presentations on the Menu Bar.

# Innovations in Auditory & Vestibular eHealth

## AUDITORIUM

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Clicking on the **Auditorium** takes you to the hall where you can access all the scheduled presentations (live and on-demand). You can “**Click here to join the sessions**” on the screen to join the next session or on-demand content, as well as to view the conference agenda.



In the **Auditorium**, using the presentation listing page, you can do the following:

- [Access the presentation listing to attend sessions](#)
- [Create a personalized agenda](#)
- [Bookmark a webinar to your personal calendar](#)

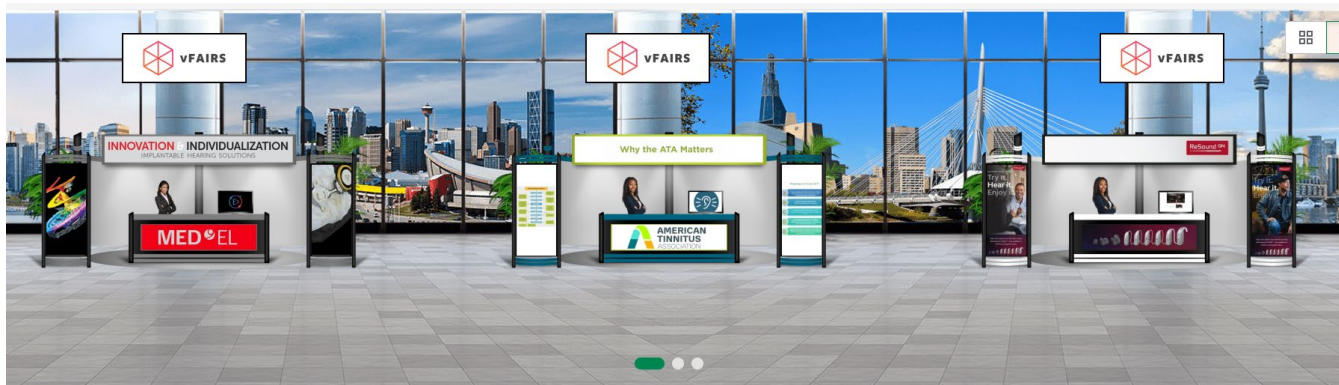
# Innovations in Auditory & Vestibular eHealth

## EXHIBIT HALL/SPONSORS

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This NCRAR conference would not be possible without the generous support from our sponsors. We invite you to spend time in the **Exhibit Hall** where you can interact with sponsors, as well as review the content each sponsor has posted with relevant information and products (American Tinnitus Association, e3 Diagnostics, MedEL, Oticon and GN ReSound).

The **Exhibit Hall** contains virtual booths where you can interact with our conference sponsors. Once in the Exhibit Hall, you can [visit a specific booth](#) by clicking on it to explore sponsor products and information, and interact with sponsor staff. Additional information about both the sponsors as well as interactive functions are on the screen below the exhibits (“Exhibitors Index” and “How it Works”).



By clicking on the ‘**Chat**’ tab, you can interact and chat with different **Booth Reps/exhibitors** as well as other attendees who are online in the event.

## NETWORKING SOCIAL HOUR (LOUNGE)

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### Networking Social Event

This event is open to all conference attendees. It provides the opportunity for attendees to meet established researchers, clinicians, and faculty members and chat informally.

**Date:** Thursday, Sept. 21<sup>st</sup>

**Time:** 5:00-6:00pm PDT

Visitors will enter the virtual “lounge” and be able to choose to enter one of two breakout rooms and move between them as they wish. We ask that when entering a room, attendees introduce themselves in the chat.

### PHOTO BOOTH (Networking Social Hour)

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This feature will be used primarily during the Networking social hour on Thursday, 9/21 from 5-6pm. Take some photos at the Networking Social Hour and share!



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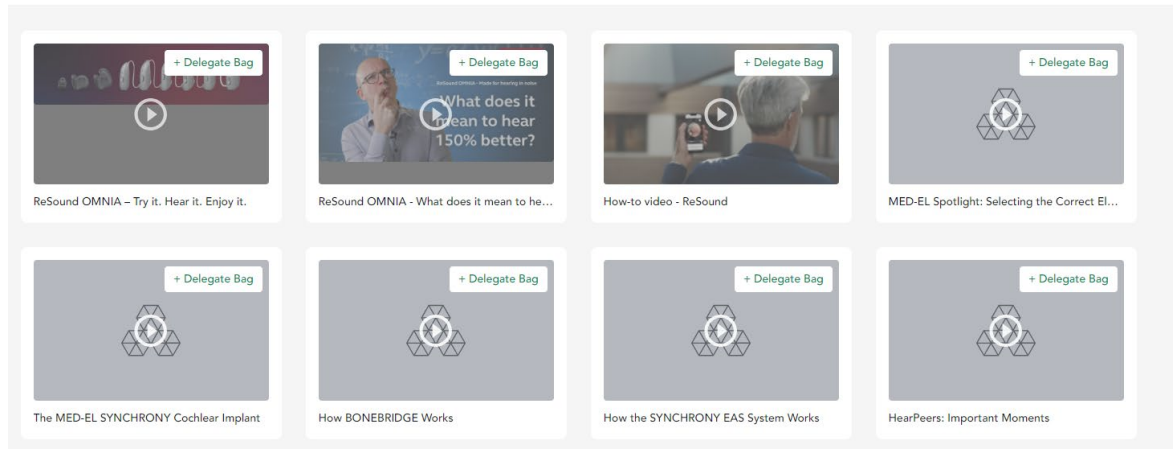
## VIDEO VAULT

Video vault contains a directory of sponsor videos which are available on the event for you to watch. You can also save a video for later by adding them to **“Delegate Bag”**. You can always access the saved videos by clicking on the **Delegate Bag** tab on the main menu bar. If you want to [email the video links to yourself](#), you can do that too so you can access the videos even after the event is over.

Using the dropdown filter, you can also filter the videos according to your desired booth.

Video Vault

Q Search -- All Booths --



ReSound OMNIA – Try it. Hear it. Enjoy it.

ReSound OMNIA - What does it mean to hear 150% better?

How-to video - ReSound

MED-EL Spotlight: Selecting the Correct El...

The MED-EL SYNCHRONY Cochlear Implant

How BONEBRIDGE Works

How the SYNCHRONY EAS System Works

HearPeers: Important Moments

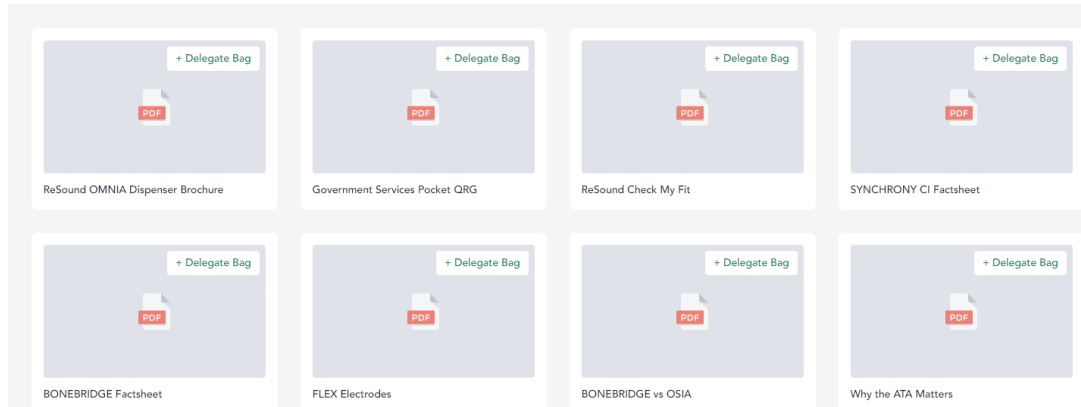
## RESOURCES

On the Resources tab, you can see all the sponsor documents which are showcased on different booths for you to read them by clicking on the **‘View’** button.

Just like videos, you can also [add documents to your Delegate Bag and email](#) them to yourself or your colleagues to access when desired.

Resources

Q Search -- All Booths --



ReSound OMNIA Dispenser Brochure

Government Services Pocket QRG

ReSound Check My Fit

SYNCHRONY CI Factsheet

BONEBRIDGE Factsheet

FLEX Electrodes

BONEBRIDGE vs OSIA

Why the ATA Matters

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## DELEGATE BAG

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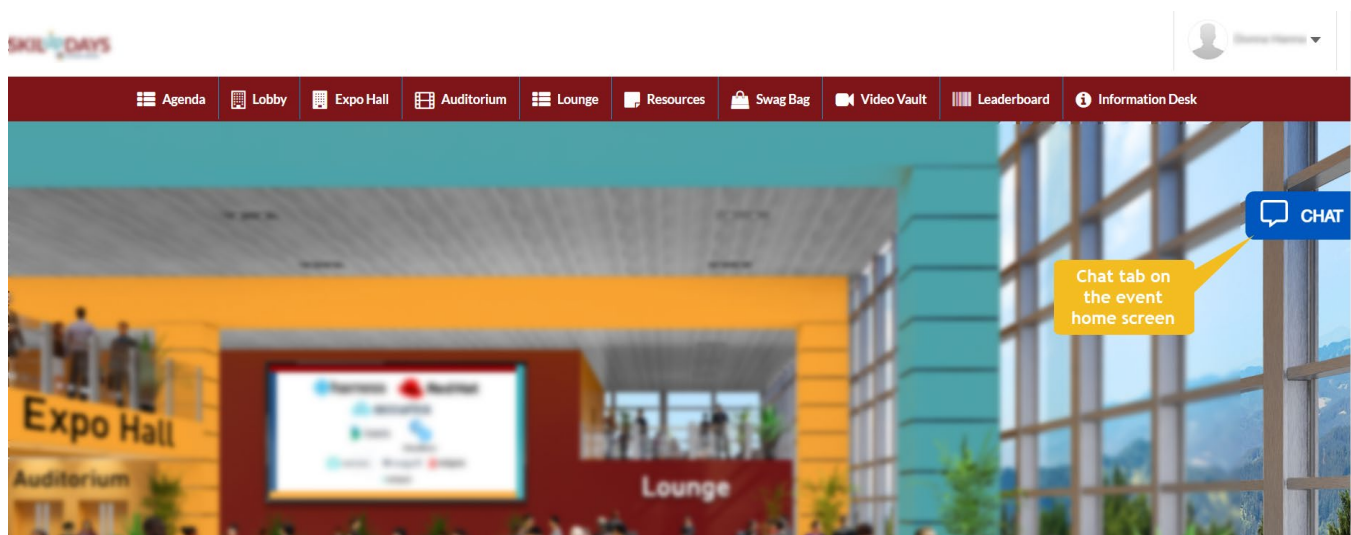
When you click on the **Delegate Bag** tab, you can find all the resources (documents and videos) which you have saved for yourself. As explained above, you can always email the **Delegate Bag** items to yourself and your friends/colleagues.

## CHAT/CHAT INVITATION

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You can find the **Chat** tab either on the **home screen** as soon as you log into the event, or by **visiting a booth** as explained above.

### *Chat tab on home screen*



Using a chat tab, you can do the following:

- Join different chatrooms
- Initiate private chat with a booth rep/exhibitor
- Initiate private chat with other attendees
- Start an [audio/video call](#) with a booth rep/exhibitor
- Send a file attachment

[Learn more about chat features.](#)

### **Chat Invitation:**

Chat invitation is a chat request sent by a booth representative/exhibitor who might want to draw your attention to their services. [Learn more about chat invitation.](#)

# Innovations in Auditory & Vestibular eHealth

## POSTERS

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**On Demand content update:** PDFs of all the posters can be accessed by clicking on **Presentations** on the Green Menu Bar; scroll to the bottom of the page. Alternatively, you can go to the **Auditorium**, which takes you to a screen where you will click again on the screen “**Click here to join the sessions**”. The two Poster Sessions are at the end of Day 1.

For live and on-demand CEU instructions, see the [CEU Information and Instructions](#) section.

The poster presentations are divided into two sessions. See a list of the posters below:

#	First Author/Title
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- |    |   |
|----|---|
| 1  | Laura Coco/Rural Veterans’ Use of VA Hearing Aid Services   |
| 2  | Megan Fink/The Effect of Background Noise on Semantic and Syntactic Processing in Monolingual Adults  |
| 3  | Aura Gordon/Survey Analysis of Patients and Families’ Satisfaction with Audiology Services Delivered through International Interdisciplinary Telehealth   |
| 4  | Marcus Milani/Sex Chromosomes and Gonad-Dependent Sex Differences in Auditory Function and Balance Performance  |
| 5  | Cecilia Lacey/Can Simulated Suffice? Considering Real-Ear Aided Response and Telehealth in Veterans   |
| 6  | Trisha Milnes/Ototoxicity Management ANNIE Protocol: A VHA Innovators’ Network Project  |
| 7  | Trisha Milnes/Audiology’s Strategic Vision in VA Augusta Health Care System: the role of eHealth for Population Health Management of Patients at Risk for Hearing Loss, Tinnitus, and Imbalance |
| 8  | Courtney Panek/No Innovations Without Education   |
| 9  | Emily Thielman/Managing Remote Data Capture in a Longitudinal Epidemiology Study  |
| 10 | Shion Simms/Roles of Estrogen Receptor 1 (Esr1) in Auditory Function and Balance in Mice  |
| 11 | Alexea Mullis/Effectiveness of Virtual PTM Intervention in Veterans and Active-Duty Service Members   |
| 12 | Hunter Stuehm/Ototoxicity Management from the Oncologist’s Perspective: Preliminary Results of a National VA Survey   |
| 13 | Alexa Zuniga/Case Studies in Clinician-Directed Virtual Auditory Rehabilitation: A story of structure and flexibility   |
| 14 | Haley Szabo/Standardized Remote Management of Veterans with Asymmetric Sensorineural Hearing Loss   |

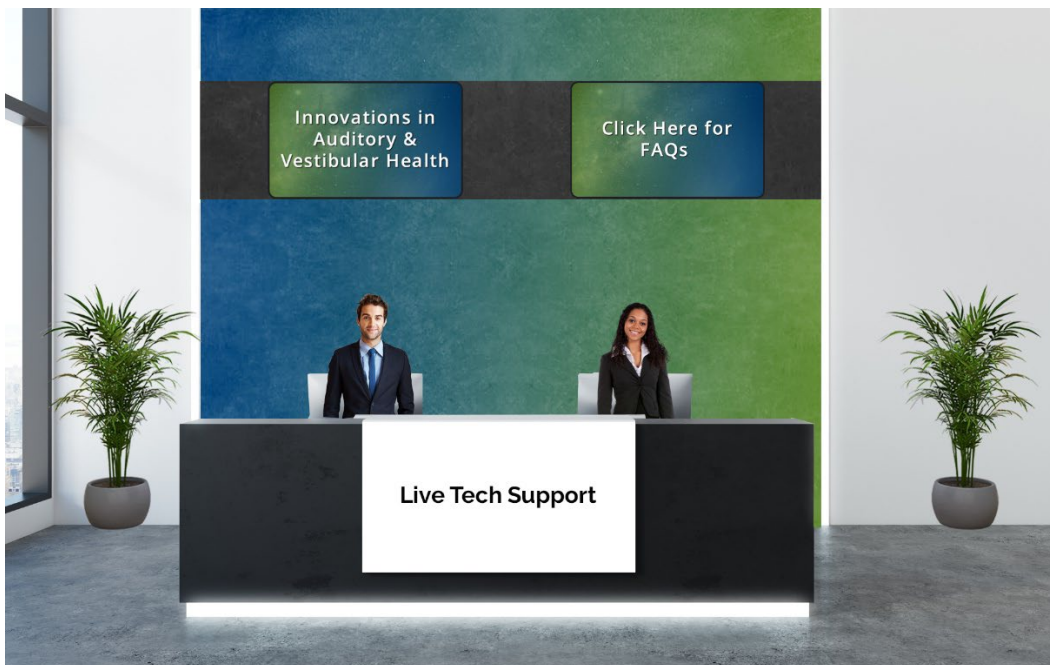
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## TECHNICAL SUPPORT

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If you have any technical issues during the event, you can get assistance from vFairs technical support staff by submitting your query in the Technical Support chat room which can be accessed at:

- **Help** or **Info Desk** tab in the **Menu** bar
- **Click on Info Desk** in the **Lobby**
- **Technical Support** chatroom in the **/CHAT INVITATION** tab



## CEU INFORMATION AND INSTRUCTIONS

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Up to 1.85 CEUs are offered (either live or on-demand) for this conference.

**Deadline for submission:** Your online submission of sessions attended must be completed via the link below no later than **Tuesday, October 31, 2023 at midnight (PST)**. Submissions received after this deadline will not be submitted to ASHA or AAA for CEUs. We recommend submitting your CEU information as soon as you have completed all the courses you wish to attend. You may request a combination of live and on-demand CEUs, but each session can only be counted once.

**Note:** only one CEU submission request can be made, so make sure you have completed all courses for which you are requesting CEUs, whether live or on-demand, before submitting your request. **We are not able to process updates.**

### Attendance certificates:

All participants who submit CEUs via the below link will receive an attendance certificate with the total number of hours attended, sent via email. You will receive an attendance certificate regardless of whether you select to receive ASHA and/or AAA CEUs. Your attendance certificate will be emailed to you within a few weeks of CEU submission, once verification against the attendance log is complete.

**Attendance verification:** For both the live and on-demand content, the conference Zoom platform provides a report indicating online presence to support CEU attendance requirements. These will be used to verify attendance for the CEUs you request.

**Posters:** each poster counts as 15 minutes. However, the minimum CEU increment for ASHA and AAA is 30 minutes, so you must attend an even number of poster sessions (30-minute increments, with a maximum of 2 hours). You may view/attend more than 8 posters, but the maximum number of CEUs available for the poster sessions is .2.

- **On-Demand poster sessions CEU credit:** Since these are not recorded, to get asynchronous credit, you will need to review the poster content and answer three learner assessment questions for each poster (you will answer these as part of the content found at the CEU link [when you submit your CEU request]). **You only need to answer these questions if you are requesting On-Demand poster CEUs, not if you attended live.**
  - You can reference the [on-demand poster content questions](#) starting on the next page.

### Instructions/CEU link:

- Click on [this link](#) once you have completed all courses for which you would like CEU credit.
- Your ASHA and/or AAA number must be included in your submission if you wish to have CEUs reported to either (or both) organizations.
- You will receive an auto-generated confirmation email (check your junk folder!) summarizing your CEU submission.
- Once you have completed all the courses you plan to take, please submit your form – do not wait until the last minute!
- If you have any questions when submitting CEUs, please contact Marianne Pierson at [Marianne.Pierson@va.gov](mailto:Marianne.Pierson@va.gov).

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## CEU ACTIVITIES: SUMMARY

CEUs	Presentation title
0.1	An Overview of Telehealth at VA
0.1	VHA Virtual Care: Past and Present
0.1	Asynchronous Automated Audiometric Testing
0.1	Best Practices with Cart-Based Synchronous Teleaudiology
0.1	Telemedicine for Audiology and ENT in Alaska: Ten Years and a Pandemic Later
0.2	Poster Session** (2 hours total, with 30 min. break in between)
0.1	Measuring Customer Experience for TeleAudiology Services
0.1	Virtual Group Care Using VVC (VA Video Connect)
0.1	Integration of Mobile Health and Whole Health in Your e-Health Clinical Practice
0.1	VA Video Connect and Remote Programming Applications
0.1	Remote Cochlear Implant Services to Improve Veteran Outcomes
0.15	Tele-medicine and Virtual Care: Providing vestibular care and management
0.1	VISN 19 Hub and Spoke Model for Asynchronous Automated Audiometry
0.2	Workshop: Integration of Virtual Care in the Audiology Service and Beyond
0.1	Teleaudiology Panel Discussion: Where do we go from here?/Conference Wrap up
0.1	Student and Early Career Mentoring Round Table

**\*\*Poster CEU amounts:** each poster counts as 15 minutes. However, the *minimum* CEU increment for ASHA and AAA is 30 minutes, so you must attend an **even** number of poster sessions (30-minute increments, with a maximum of 2 hours). You may view/attend more than 8 posters, but the maximum number of CEUs available for the poster sessions is .2.

## ON-DEMAND POSTER QUESTIONS

**Note:** see [Posters](#) section for complete First Author/Title listing.

Presentation Title	Poster Questions
Rural Veterans' Use of VA Hearing Aid Services	<ol style="list-style-type: none"> <li>1. Describe characteristics of the population of rural Veterans with hearing loss;</li> <li>2. List three barriers to healthcare access experienced by rural patients;</li> <li>3. Describe future directions for improving hearing healthcare access for rural Veterans.</li> </ol>
The Effect of Background Noise on Semantic and Syntactic Processing	<ol style="list-style-type: none"> <li>1. Describe the use of event-related brain potentials for understanding language processing;</li> <li>2. List brain potentials thought to be related to semantic and syntactic error processing;</li> </ol>

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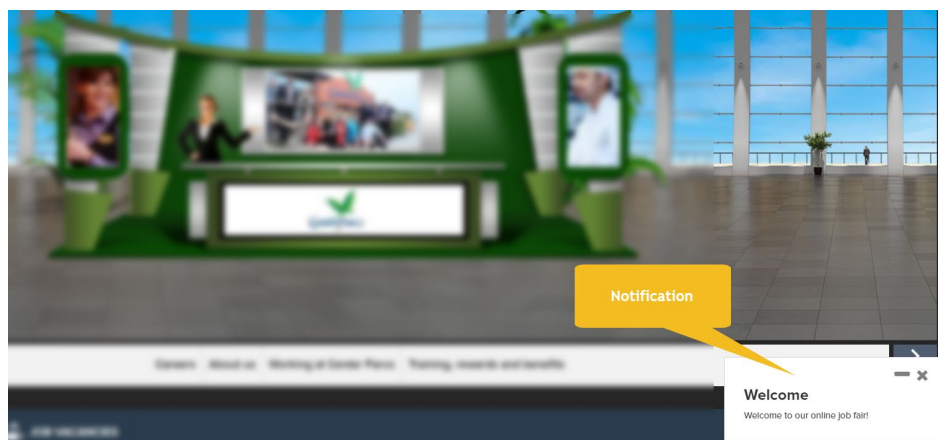
	<ol style="list-style-type: none"> <li>3. Describe the study results of listening to speech with semantic and syntactic errors in the presence of background noise.</li> </ol>
Meeting the Needs of Patients with Hearing Difficulties Through Telehealth	<ol style="list-style-type: none"> <li>1. Describe the international partnership between the University of Cincinnati and the Palace Foundation for providing services to residents of southern Mexico.</li> <li>2. List interdisciplinary telehealth approaches used to provide multicultural services to residents of southern Mexico;</li> <li>3. Describe the impact that the telehealth program has on the students involved in the program and the adult patients receiving services.</li> </ol>
Considering Real-Ear Aided Response and Telehealth in Veterans	<ol style="list-style-type: none"> <li>1. Explain the difference between REMs and S-REMs.</li> <li>2. Describe the process of performing S-REMs.</li> <li>3. Discuss advantages and disadvantages of S-REMs.</li> </ol>
Sex Chromosomes and Gonad-Dependent Sex Differences in Audition and Balance	<ol style="list-style-type: none"> <li>1. Describe known sex difference in audition.</li> <li>2. Describe the hormonal basis for sex differences in audition.</li> <li>3. Discuss the study four core genotype mouse model and its application in this study.</li> </ol>
Ototoxicity Management ANNIE Protocol: A VHA Innovators' Network Project	<ol style="list-style-type: none"> <li>1. Describe the effects on hearing and balance as well as quality of life of ototoxic drugs.</li> <li>2. Describe the use of the ANNIE app for providing supportive care and information for patients receiving ototoxic drugs.</li> <li>3. Discuss the development of the ANNIE app ototoxicity and future plans for deployment.</li> </ol>
Audiology's Strategic Vision in VA Augusta Health Care System	<ol style="list-style-type: none"> <li>1. Describe the public health pyramid model.</li> <li>2. Describe the needs assessment for people at risk for ototoxicity and with TBI.</li> <li>3. Discuss the growth in service provision to patients with ototoxicity and TBI using the Augusta Health Care eHealth program.</li> </ol>
No Innovations Without Education	<ol style="list-style-type: none"> <li>1. Describe the need for hearing loss prevention in the military.</li> <li>2. Describe issues related to the limitations of hearing protection.</li> <li>3. Discuss the importance of communication between clinicians and veterans regarding hearing protection.</li> </ol>
Roles of Estrogen Receptor 1 (Esr1) in Auditory Function and Balance in Mice	<ol style="list-style-type: none"> <li>1. Appraise the significance of estrogen receptor 1 (Esr1) in relation to the maintenance of normal auditory brainstem response (ABR) thresholds, distorted product otoacoustic emission (DPOAE) amplitude, and rotarod balance performance outcomes.</li> <li>2. Interpret the role of Esr1 in influencing sex differences in auditory function and balance performance.</li> <li>3. Compare with previous findings and ascertain that Esr1 may not influence auditory function in mice.</li> </ol>
Ototoxicity Management from the Oncologist's Perspective:	<ol style="list-style-type: none"> <li>1. Describe current ototoxicity management patterns from the perspective of VA oncologists.</li> <li>2. Describe disparities between audiology service-utilization data from VA electronic health records and oncology-reported service-utilization.</li> </ol>

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Preliminary Survey Results	<ol style="list-style-type: none"> <li>3. List barriers to effective OtoM implementation from the perspective of the VA oncologist.</li> </ol>
Standardized Remote Management of Asymmetric Sensorineural Hearing Loss	<ol style="list-style-type: none"> <li>1. Describe the need for referral criteria for asymmetrical sensorineural hearing loss (ASNHL) to facilitate telemedicine approaches.</li> <li>2. Describe the use of a modified Delphi approach to gain information of the referral process for ASNHL.</li> <li>3. Discuss the importance of referral criteria for ASNHL.</li> </ol>
Managing Remote Data Capture in a Longitudinal Epidemiology Study	<ol style="list-style-type: none"> <li>1. Describe two challenges to longitudinal data collection.</li> <li>2. Describe three techniques used in the NOISE study to facilitate longitudinal data collection.</li> <li>3. Describe the follow-up data collection rate for the study and the benefit of using REDCap.</li> </ol>
Effectiveness of Virtual PTM Intervention in Veterans and Service Members	<ol style="list-style-type: none"> <li>1. Describe PTM for tinnitus management.</li> <li>2. Discuss the use of the Tinnitus Functional Index for determining the efficacy of tinnitus treatment.</li> <li>3. Describe the improvements in participants' response to their tinnitus as a result of the virtual PTM program.</li> </ol>
Case Studies in Clinician-Directed Virtual Auditory Rehabilitation	<ol style="list-style-type: none"> <li>1. Describe the benefits of clinician-directed AR for adult patients</li> <li>2. Modify a standard AR plan to fit specific patient needs</li> <li>3. Apply the benefits of student-clinician learning to their own rehabilitative practices</li> </ol>

## NOTIFICATIONS

On the live event day, you might get various notifications at different times. These notifications help you view/explore/attend important stuff going on in the event. Learn how to [minimize notifications](#) and keep your screen clutter free.





## CONFERENCE MENTORED ACTIVITIES: OVERVIEW

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### 1. Mentoring Activity: Visit Posters with an NCRAR Researcher

Groups of up to 2-3 students will be paired with a member of one of NCRAR's study teams to view a selection of posters together and hold scientific discussions with the poster presenters and other attendees.

**Date:** Wednesday, Sept. 20<sup>th</sup> / **Time:** 2:30-5:00pm PDT (during the **Poster session**)

- **2:30–3:30pm:** Odd-numbered posters
- **4:00–5:00pm:** Even-numbered posters

Students and postdoctoral fellows have been offered the opportunity to participate in this activity in advance of the conference. If you want to participate, but have not yet made these arrangements, email Dr. Michelle Molis at [Michelle.Molis@va.gov](mailto:Michelle.Molis@va.gov).

### 2. Networking Social Event

This event is open to all conference attendees. It provides the opportunity for attendees to meet established researchers, clinicians, and faculty members and chat informally.

**Date:** Thursday, Sept. 21<sup>st</sup> / **Time:** 5:00-6:00pm PDT

While this event is open to all conference attendees, it provides students and trainees the opportunity to meet established researchers, clinicians, and faculty members and chat informally. Visitors will enter a virtual "lounge" and be able to choose to enter one of two separate breakout rooms and move between them as they wish. **We ask that when entering a room, attendees introduce themselves in the chat and note if they are a student.**

### 3. Mentoring Activity: Student and Early Career Mentoring Roundtable

This informal (Q&A format) session for students and early-stage professionals reviews career paths/tracks (AuD vs. PhD; research vs. academic settings, etc.). The panel includes representatives from VA, NIH, and academia.

**Date:** Friday, Sept. 22<sup>nd</sup> / **Time:** 12:00–1:00pm PDT

NCRAR Research Investigator, Dr. Sarah Theodoroff, will moderate this informal roundtable discussion and will serve as a panelist with Dr. Laura Dreisbach Hawe (Associate Professor, San Diego State University), and Dr. Kelly King (Program Officer, NIH/NIDCD). This event will give students and early career researchers an opportunity to hear about the experiences of scientists employed in different research capacities and the decision-making process that went into navigating the choices they've made throughout their careers. Potential topics include: pros/cons of getting a PhD and the differences in research (and funding) opportunities if you have with a PhD vs. AuD; conducting research in an academic setting vs. a clinical setting; and general Q&A. Come and listen to the conversation and bring your career questions for our distinguished panel.

## CONFERENCE AGENDA

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[Link to the Conference agenda](#)

## TROUBLESHOOTING

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### Zoom Connection Issues

If you are having trouble populating Zoom and you are attending remotely with a VA VPN connection active, you may need to disconnect from VPN to be able to use Zoom.

