



Newsletter for Adult Cochlear Implant Recipients

September 2019

Welcome to our final Hearing House newsletter for the year.

We have been busy since we were last in touch and want to bring you up to date with all the activities of the adult programme.

Funding Update

Funding:

Implants in the 2018-2019 financial year: In the last financial year (July 2018 to June 2019) we did 39 implants through the public program. 23 of these were in the last two months of the year.

Base Implants in the 2019-2020 financial year: The adult program has 20 implants that will be allocated throughout the financial year. 11 have been allocated to the end of year. 9 to be done from January 2020 to end of June 2020.

Waiting List:

28 clients are waiting for funding (9 of them have been on the waiting list for more than two years).

New referrals:

27 new referrals were received since 1 July, 2019, an average of 9 referrals per month.

Adult projects at The Hearing House:

Caroline has now visited Whangarei, Hamilton, Tauranga and Rotorua with plans to be visiting these regions every six months. Priority appointments are given to clients with high needs (physical or cognitive limitations that make traveling hard). Once our high needs clients are booked in we will fill in the gaps focussing on those who have not seen us for a while. If you have an appointment at our outreach clinic please bring your equipment as Caroline can only bring limited parts with her. If you want to make use of the outreach clinic just let us know and we will add you to the list. If you feel you have needs that mean you should have a priority booking please tell us.

The adult team was lucky enough to be donated a number of tablets for use with rehabilitation so we look forward to using more on-line options for those clients who are going through the switch on phase.

At this point in time many of our other projects have had to be put on hold so that we can maintain current services.

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Hard to believe but we are getting ready for Christmas

Yes it seems like a long way away, but remember appointments can get scarce coming into December. If you are worried about your equipment make an appointment early (or just pop into one of our repair clinics: 1- 1.30 Monday to Friday). Also remember that couriers get very busy in the months coming up to Christmas. Think about ordering spare parts early (through the Cochlear online store or contact The Hearing House reception (09 579 2333) by **1 December 2019**).

If there is a technical emergency with your equipment between December 20th and January 3rd please **email** adultci@hearinghouse.co.nz or **text 021 492 241**. Staff will be available to talk with you and manage any issues relating to your device on non-statutory days only.

Please be aware that staff will **not be available on statutory holidays (December 25, 26th, January 1st and 2nd) and weekends**, so if you call at these times please leave a message or email adultci@hearinghouse.co.nz. We will be in contact as soon as possible after these days.

Christmas emergency contact number: 021 492 241

Christmas emergency email: adultci@hearinghouse.co.nz



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The Repair Clinic

If your Cochlear Implant (CI) or Hearing aid is not working please come to our “Drop-In Clinic” at The Hearing House (251 Campbell Rd Greenlane Auckland) at 1:00pm, Monday to Friday.

At the 1:00pm Drop-In Clinic we offer:

- Basic troubleshooting, repairs and providing replacement parts for your cochlear implant, hearing aid or accessories.

We do not provide

- CI or hearing aid adjustments: If you need programming please talk to the front desk about an appointment.
- Paediatric (under 19 year olds) services. Please get in touch with the paediatric CI team for any paediatric related services.

Please make sure when coming to the 1:00pm Drop-In Clinic:

- That you arrive on time. The Drop-In Clinic finishes at 1:30pm. If you arrive close to 1:30pm it is unlikely you will be able to be seen. You will need to book an appointment if you choose to see us outside the 1:00pm Drop-In Clinic.
- That you bring all of your CI parts to the clinic, in case they are needed as replacements.
- That you see us as soon as possible, when there is an issue, Parts supplied outside of warranty will be charged

Manufacturer's News



Experience the benefits of hearing with both ears

- Special dual processor promotional offer



For a limited time people who are getting their second ear implanted can take advantage of Cochlear Ltd's special offer, of TWO Nucleus®7 Sound Processors when you purchase a Cochlear™ implant system.

To take advantage of this offer contact The Hearing House.

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Big thanks to our clients and family members who have donated equipment to the program.

Many of our clients struggle to stay on air because of the cost of replacement parts and the cost of insurance (the Ministry of Health does not cover parts or repairs out of warranty and do not provide equipment when processors are lost/ stolen or damaged). The Adult program supports these clients to the best of our ability by trying to access support from places like WINZ and by supplying donated equipment when other avenues fail.

The team wanted to say a big thanks to those clients who give the program their spare parts when they receive upgrades and especially to families who return equipment when loved ones pass on. You can be assured that any donations are used well and are given to people in need at no cost.



MRI Procedures

All newer electrode arrays are MRI compatible but it is important that the correct procedure is followed when having an MRI scan to limit the risk of bruising or the magnet shifting.

Prior to an MRI the Adult Cochlear Implant Programme must be contacted to provide the most up to date information on protocols and to double check that you do have an electrode array that is MRI compatible.

After the MRI the electrode must be checked by a CI audiologist/or ENT to make sure that the magnet has not shifted. Please contact the clinic to organise an appointment in the first week after the MRI scan.

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How can you help others with CI's or those waiting for a cochlear implant?

For those of you who are involved in a consumer group or active within the Deaf community, you will already know that everyone's journey is different. What you may not realise is that this is normal. The time that a person takes to adapt to an implant and how well they hear at the end of this process can depend on a lot of different factors (length of time the person has had a profound loss, how well aided they have been, whether they have other health issues). For those whose journey is slower it can be heart breaking when others suggest that there must be a problem because they are not hearing as fast or as well as others. You can support those around you by remembering that everyone is an individual. Ask them what they were told about how fast and far their journey would take them. Encourage them to contact the Hearing House if they are worried about their progress. If they have assistive equipment like microphones be the first to offer to wear it to make their lives easier.

If you meet someone who is waiting for funding, emotional support is important during this challenging time. (Remember how hard it was for you to wait). Maybe they just need someone to listen or maybe they need help telling their stories to those who can effect change (their local MP, or if they want to be more active in advocacy contact Pindrop). Remind them that we will always reassess their needs and position on the list if things change and let them know it is important that they come to these appointments fresh as we will be asking them to do a lot of challenging tests that require concentration. It is important that our tests are accurate so we make the best recommendations and adjust hearing aids properly. (Incorrectly fitted hearing aids can be uncomfortable or just unpleasant to use). You can reassure them that while we do test in a quiet environment, tests are specifically chosen to challenge our clients without making tasks impossible. We look for patterns and are able to make accurate predictions about how hearing loss is affecting communication because all our tests are designed and compared to real life situations when they are developed. We don't need to test in a noisy café to know that this is an environment it is impossible to hear in!

If you meet someone who hasn't been referred but they seem to be struggling with their hearing, tell your story. Let them know that there is hope and encourage them to talk to their audiologist about referral to the program. If their audiologist doesn't want to look at this as an option, they can contact us directly to see if they would be potential candidates. Do remember that there is still a difference between suitability for implantation and eligibility for funding. The individual may not have been referred yet because their hearing is not yet bad enough to qualify for public funding but generally if people can no longer use the phone or cannot follow conversation without lip reading they are at least close to the level of hearing needed for access to public funds.

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Pindrop and Cochlear Implant Consumer Groups

CONSUMER GROUP MEETINGS

www.pindrop.org.nz



There are social get togethers across the Northern Region where people can come together, share in their hearing loss experience, meet others who have had or are waiting to have a cochlear implant, offer support, learn and gain insights from engaging speakers. Everyone is welcome.

The Auckland Cochlear Implant Group meets on the 3rd Saturday of the month from 10am-12pm at The Hearing House, Campbell Rd, Greenlane. Email Glenda Fraser | cicgauckland@gmail.com.



The Auckland Cochlear Implant Monthly Lunch Meetups take place on the 1st Saturday of the month from 12pm-2pm. For details of the monthly lunch meetups, , text Viv Hitchings | 0210745656



The Northland Cochlear Implant Group meets quarterly. For details of upcoming events, dates, location and time, email Nic Russell | nic@pindrop.org.nz.



The Tauranga Cochlear Implant Group meets quarterly. For details of upcoming events, dates, location and time, email Nikki Moloney | nikki.moloney@avalon.org.nz.



The Waikato Cochlear Implant Group meets quarterly. For details of upcoming events, dates, location and time, email Ngaire Mathew | cicgwaikato@gmail.com.



The Knoctify device



Need an alerting device at home? The Knoctify device was engineered by the team at the Bioengineering lab, University of Auckland, and is now available online. Visit the website <https://www.knoctify.com/> for more details

It is portable for use at home; the transmitter can be mounted like a door bell, or could be a kept in pocket button, or possibly on a lanyard around the neck so that one person can alert another. The receiver can be selected to give a vibrating alert or a loud sound like a door chime or a visual alert with a chosen colour.

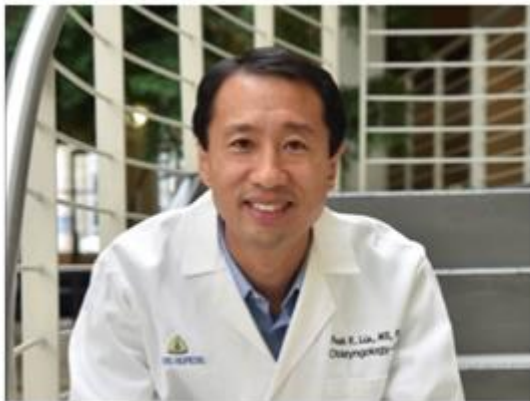
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The Pindrop Foundation Adult Cochlear Implant Forum: Hearing loss and its consequences

The Pindrop Foundation's Adult Cochlear Implant Forum on Saturday 2nd November at the University of Auckland, Tamaki Campus, is a gathering of international and national leaders in the cochlear implant community who will be addressing the impact of hearing loss and its consequences.

"Hearing loss is not just about the absence of sound. It's about the far reaching consequences on a person's life; from communication challenges, to isolation, loneliness, increased risk of depression, mental health issues, cognitive decline and dementia," says Lee Schoushkoff, CEO of The Pindrop Foundation, "We are fortunate to have leading New Zealand and international experts coming together to discuss hearing health policy and access to timely treatments."

High-profile experts, including Professor Frank Lin, Director of the Cochlear Center for Hearing and Public Health and Professor of Otolaryngology, Medicine, Mental Health, and Epidemiology at Johns Hopkins, and Sue Archbold, PhD, LLB, an international lecturer on the impact of hearing loss and the benefits of cochlear implant technology, will be speaking on the impact of hearing loss and its' associated consequences.



Professor Frank Lin, will speak on hearing, aging and public health, "I will discuss research over the past several years that has demonstrated the broad implications of hearing loss for the health and functioning of older adults, particularly with respect to cognitive functioning, brain aging, and dementia. I will then discuss how this epidemiologic research has directly informed and led to current national initiatives in the United States focused on hearing loss and public health."

Dr. Sue Archbold will speak on changing public health policy on hearing care. "With hearing loss now the third most common cause of disability, it is crucial that governments implement effective hearing health policies to ensure the optimal health of its citizens. Preventing and correcting hearing loss can help keep people active and engaged in their daily lives and also decrease the risk of developing other health conditions."

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With a 2019 theme of “The campaign to end silence,” the agenda will be packed with speakers on hearing health and cochlear implant technology. The Forum is an international gathering that brings together clients, surgeons, audiologists, researchers; funders and associated health professionals from the cochlear implant community. It is a full day of engaging discussions, information sharing, experience-based perspectives, networking and the opportunity to catch up with old friends and new.

For an overview of the programme,

visit: <https://www.pindrop.org.nz/media/files/Pindrop%20CI%20Forum%20Programme%20Draft%202019.pdf>

To register, visit: www.pindrop.org.nz



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Client story

George Iri and outreach in Rotorua.



George is 72 years old and was born with only one hearing ear. The hearing in his good ear started dropping in the 1980's and 20 years later he came onto the cochlear implant program. George waited 4 years for funding. Before getting the cochlear implant George felt unsafe cycling to work. He never knew when cars were coming up behind him. He couldn't talk to people at work

without facing them.

Once George got the implant he felt safe. He could ride his bike to work and the local shops and was able to stay updated on things happening around him. He was able to stay working part time and could enjoy talking to people around him.

In the past George was seen in Auckland once a year for a check-up, but he hasn't been able to attend appointments in three years because he is now not able to drive so relies on the support of others to get to appointments. This has been a big problem because if he has to be seen in Auckland, his support person has to take the whole day off work which is really hard. Being able to be seen in Rotorua means that George can have his equipment checked every year and changed if he needs it. It isn't a problem to get to the Rotorua appointments because there are more people willing to help get him there as it is only a short time out of their working days.

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Legacy of The Hearing House attracts new Chief Executive



The new Chief Executive at The Hearing House says she was drawn to the organisation by its legacy.

Dr Claire Green, a former lawyer, first heard about the charity when she was working with Chris Moore more than 11 years ago.

They were at law firm Meredith Connell and he was her supervising partner. Chris is a trustee on the Cochlear Implant Foundation of New Zealand, and the son of The Hearing House founder Sir Patrick Eisdell Moore, a leading ENT surgeon.

“I can vividly recall standing in Chris’ office and Chris talking with me about the legacy of The Hearing House and why his father thought there was a need for the centre and its wonderful work.”

Another senior lawyer had previously mentioned Sir Pat to Claire when he spoke with her about his daughter who was born prematurely, with a hearing impairment, and needed the services of Sir Pat.

Sir Pat was described as a “great ENT who was so gentle and had such a special way with children”.

“I distinctly remember saying to Chris ‘I’d like to help The Hearing House if an opportunity comes up’. Chris said something like ‘I’ll keep you in mind’.”

Claire also had a great uncle who was deaf and says when she was growing up she “saw how he was treated”.

“He was really isolated.”

Claire interspersed her 10-year law career with having three children, now aged 16, 14 and 11, and going back university to study for her PhD in law.

“Years later, when it came to returning to work, I thought I’d rather do board work than go back in to law.”

She joined The Hearing House Advisory Board in 2017 and as part of her introduction to the organisation she visited the Joyce Fisher Preschool.

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“I was watching the kids [with cochlear implants] play and I was really touched. It just blew me away. I thought, a few generations ago I wouldn't have been witnessing this or connecting with the children in the manner that technology and the work done at The Hearing House now enables.”

Claire, who has a diverse legal and research background, says during her time on the board she became “really engaged” with the organisation and worked with some amazing board members and trustees.

“I feel very privileged to have had that position on the board. It helps in my position [as Chief Executive] to have that governance experience.”

Claire says she feels excited, humbled and fortunate to be in this role and follow on from former Chief Executive Scott Johnston, who retired in May.

“I feel hugely responsible. I don't want to let people down. It's about what I can do to help and serve.”

After going through the application process, Claire was appointed to the Chief Executive position and started in June.

Claire says she sees her role as one that will help build relationships, improve communications and break down barriers.

She wants to take the organisation “to the next level” as a centre of excellence.

“I want it to be a truly world class centre. Who knows where the research might lead us.

“I'd like to see us be the best we can.”