

Hearing Aid Skills and Knowledge Inventory - Clinician-administered (HASKI-clin)

Description: The HASKI-clin evaluates 35 items of hearing aid skill required by a hearing user (the client) for daily hearing aid use as well as hearing aid maintenance and repairs.

Administration: The HASKI-clin is administered in a paper-based format. Instructions are included at the top of the survey. The clinician (or trained professional) is required to read aloud the shaded sections to instruct the client as to which task to perform. The tips are provided to identify whether the client has completed all of the skills necessary for each task. The boxes provided should be used to indicate whether the client has demonstrated competence for each task or whether they would benefit from hearing aid modification, additional training or support. A “Not Applicable” option is available for some of the items.

Scoring: Scoring of the HASKI-clin is calculated by summing the total number of items identified as competent (not problematic), dividing this by the number of items for which a response was given (i.e. excluding the “Not Applicable responses) and multiplying 100 to give percentage of competency. Items are equally weighted. A higher overall score indicates greater competency (i.e., a score of 100% represents full competency).

Interpretation and clinical use: The competency score can be used to give an overall indication of how well the client is going with managing their hearing aids. Furthermore, any score other than 100% indicates that a hearing aid owner has a problem with at least one task and thus would benefit from additional training. The clinician can then peruse each item on the survey to ascertain specifically which item(s) require additional training, in essence, using the survey as a training guide.

The HASKI-clin may also be used at the end of the initial fitting consultation as a check-list to assess whether the hearing aid owner has the skills necessary to use and maintain their hearing aid before leaving the clinic.

Referencing the HASKI-self: Bennett, R. J., Meyer, C. J., Eikelboom, R. H., Atlas, M. D. (2018). Evaluating hearing aid management: Development and validation of the Hearing Aid Skills and Knowledge Inventory (HASKI). *American Journal of Audiology*, 27(3), 333-348.

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Name: _____

Date of Birth: _____

Clinic: _____

Today's date: _____

Read aloud the shaded sections to instruct the client. Use the tips provided to ensure that the client is completing all of the skills necessary for each task. Use the boxes provided to indicate whether the client has demonstrated competence for each task or whether they would benefit from hearing aid modification, additional training or support.

Q1. How do you know if your hearing aid is working? Please show me what you do to identify whether your hearing aid(s) is working	Tip: Cupping the hearing aid in your hand, rubbing the microphone, making changes to the volume or programing, turning the device off and on to hear the start-up tune are all acceptable methods.	Competent	Requires attention
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Q2. Please show me how you turn your hearing aid(s) off and on	Tip: Opening the battery door, use of a program button, off switch, remote control or placing it in a charger are all acceptable methods.	Competent	Requires attention
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Q3. Batteries			
a. Please show me how you change the battery	Tip: Remove old battery from hearing aid, remove new battery from packet, identify the positive/negative side, insert into the hearing aid.	Competent	Requires attention
b. How do you know when to change or charge your battery?	Tip: Listening out for the battery beeps, when it is flat/dead or at regular intervals (e.g. every second Sunday) are all acceptable methods.	Competent	Requires attention
c. Where do you purchase/ collect additional batteries?	Tip: From the clinic, chemist or supermarket.	Competent	Requires attention
d. How do you store and dispose of you hearing aid batteries?	Tip: Keep away from children, animals, fire, chemicals and extreme heat.	Competent	Requires attention

Not applicable
Not applicable
Not applicable
Not applicable

Q4. Hearing aid insertion and removal (request demonstration of both hearing aids if they are different models)			
a. Please show me how you identify the Left from the Right hearing aid		Competent	Requires attention
b. Please show me how you insert your hearing aid comfortably and without damaging the hearing aid	Tip: Ensure the device is not being twisted or bent, that the action is not rough or likely to damage the ear or the hearing aid.	Competent	Requires attention
c. Is your hearing aid comfortable when sitting in the ear?		No discomfort	Requires attention
d. Please tilt your head for me. Does your hearing aid stay in/on your ear (i.e., not fall out/off)?	Tip: Check retention and that, where applicable, the helix/concha lock or retention line is being used appropriately.	Competent	Requires attention
e. Please show me how you remove your hearing aid comfortably and without damaging the hearing aid	Tip: Ensure the device is not being twisted or bent, that the action is not likely to damage the ear or the hearing aid.	Competent	Requires attention

Not applicable

Q5. Is your hearing aid(s) set up with a volume control?		Yes	No (go to Q6)
a. Please show me how you make adjustments to the volume of your hearing aid(s)		Competent	Requires attention
b. Please describe for me the different beeps that alert you to the changes you are making to the volume setting	Tip: Ensure the participants' response is accurate according to the hearing aid settings.	Competent	Requires attention
c. In what situations do you change the volume level?		Competent	Requires attention

Not applicable

Not applicable

Not applicable

Q6. Is your hearing aid(s) set up with different listening programs for you to manually adjust?		Yes	No (go to Q7)
a. Please show me how you make adjustments to the program setting of your hearing aid(s)		Competent	Requires attention
b. Please describe for me the different beeps that alert you to the program changes you are making	Tip: Ensure the participants' response is accurate according to the hearing aid settings.	Competent	Requires attention

Not applicable

Not applicable

c. In what situations do you use each program?	Tip: Ensure the participants' response is accurate according to the hearing aid settings.	Competent	Requires attention	Not applicable
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Q7. Do you use a telephone?		Yes	No (go to Q8)
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a. Please show (or describe for me) me how you use the telephone with your hearing aid(s)	Tip: Acceptable methods include the use of speaker phone, video conferencing, Bluetooth streaming, holding the phone to the hearing aid microphone or t-coil	Competent	Requires attention	Not applicable
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b. Do you have a phone program?		Yes	No (go to Q8)	Not applicable
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c. Please show me how you use the telephone program on your hearing aid		Competent	Requires attention	Not applicable
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Q8. Do you own any accessories for your hearing aid(s)? Includes remote control, Bluetooth streamer, charger unit, TV streamer, FM system, Rodger pen		Yes	No (go to Q9)
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a. Please show me how you use your hearing aid accessory		Competent	Requires attention	Not applicable
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b. In what situations do you use your hearing aid accessory?	Tip: Ensure the participants' response is accurate according to the hearing aid settings.	Competent	Requires attention	Not applicable
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Q9. Hearing aid storage			
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a. Where do you store your hearing aid when you are not using it?	Tip: Away from heat, moisture, animals and children	Competent	Requires attention	Not applicable
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b. Do you own a dry aid kit? (Also called a dry store or dehumidifier)		Yes	No (go to Q10)
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c. Please show me how you use the dry aid kit		Competent	Requires attention	Not applicable
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d. Please describe for me when you use the dry aid kit	Tip: Such as every night, when it is humid, after sweating/exercising, if the ears are wet from swimming.	Competent	Requires attention	Not applicable
Q10. Please show me what you do when you clean your hearing aid	Tip: Request demonstration of both hearing aids if they are different models. Only select Competent Overall if they performed all of the items listed below.	Competent overall	Requires attention	Attends the clinic regularly or relies on their significant other
a. Please show me how you wipe the externals with a dry (or moist, but never wet) cloth/tissue		Competent	Requires attention	
b. Please show me how you wipe inside the battery compartment with a dry cloth/tissue		Competent	Requires attention	
c. Please show me how you wipe/brush/replace the microphone port/cover		Competent	Requires attention	
d. Please show me how you wipe/brush the speaker and/or replace the wax guard		Competent	Requires attention	
e. Please show me how you clean the vent with a brush or puffer		Competent	Requires attention	
f. Please show me how you clean the tubing and moulds/domes	Tip: Detach the tubing to clean with a cleaning wire, puffer or warm soapy water?	Competent	Requires attention	Not applicable

Q12. Repairs (if they say that they would call the clinic, then select Requires attention)				
a. What would you do if your hearing aid started to feedback/whistle?	Tip: Clean the hearing aid thoroughly, get your ears checked for wax, ensure the hearing aid is sitting in the ear (sufficiently deep and comfortable), and check for cracks/holes/moisture in the tube/mould/ear hook.	Competent	Requires attention	
b. What would you do if your hearing aid sounded dull or stopped working?	Tip: Change the battery, turn the hearing aid off and on again, check if the wire/tubing has bent/snapped/cracked as it may need replacing, replace the wax guard, and clean blockages from the hearing aid microphone/speaker.	Competent	Requires attention	
c. What would you do if your hearing aid was to get wet?	Tip: Remove and discard battery, dry hearing aid overnight using the dry aid kit, and wait 24 hours before inserting a new battery.	Competent	Requires attention	