

Hearing Aid Skills and Knowledge Inventory - Self-administered (HASKI-self)

Description: The HASKI-self evaluates 73 items of hearing aid skill and knowledge within 14 questions across three domains: 1. Daily hearing aid use, 2. Hearing aid maintenance and repairs, and 3. Advanced hearing aid knowledge.

Administration: The HASKI-self can be administered in a paper based or electronic format. Instructions are included on the top of the survey. Participants are required to rate their ability to perform tasks based items on a four point Likert scale: “Never”, “Sometimes”, “Most of the time”, “Always” and to identify whether they are aware of knowledge based items or not using a 3-point Likert scale: “Yes, I am aware”, “I now recall receiving this information, but had forgotten” and “I do not recall receiving this information”. A “Not Applicable” option is available for some of the items.

Scoring: Scoring of the HASKI-self is designed to provide a percentage of competency. Each individual item is classified as a pass when “Always” is selected, and is allocated one point; or fail when “Most of the time”, “Sometimes” or “Never” is selected, and zero points are allocated. To calculate the percentage competency, the points are summed and then divided by the total number of items for which a response was given (not including items for which “Not Applicable” was selected), and divided by 100. Items are equally weighted. A higher overall score indicates greater competency (i.e., a score of 100% represents full competency).

Interpretation: The survey score can be used to compare the extent of management difficulties for a single hearing aid owner before and after additional training. Additionally, overall scores might be compared across two hearing aid types, such as between styles (whether a hearing aid owners finds behind-the-ear or in-the-ear style easier to manage), or technical features (whether a hearing aid owner can manage a new set of hearing aids with a more complex system and accessories, as compared to their previous model). The overall score may also be used to compare management skills between hearing aid owners or group of owners (such as used for research purposes).

The overall pass/fail (whether the participant scored 100% or less on the survey) can be used to indicate whether 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. Clinical applications of this might include use of the HASKI-self in the few months following hearing aid acquisition. This may identify gaps in training that were omitted or not fully understood by the hearing aid owner, in essence, using the HASKI-self as a screening tool to identify the need for additional support.

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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Hearing Aid Skills and Knowledge Inventory – Self-administered

Name: _____

Date of Birth: _____

Clinic: _____

Today's date: _____

Please mark the response that best reflects your ability to perform each task. Please select **one** response for each question.

Part 1: Daily hearing aid use

Q1. Can you identify whether your hearing aid(s) is working?	Cupping the hearing aid in your hand Rubbing the microphone Making changes to the volume or programing	Never	Sometimes	Most of the time	Always	Not applicable
Q2. Can you turn your hearing aid(s) off and on?	Opening the battery door, use of a program button, off switch, remote control or placing it in a charger are all acceptable methods	Never	Sometimes	Most of the time	Always	Not applicable
Q3. Batteries						
a. Can you change the battery?	Remove old battery from hearing aid, remove new battery from packet, identify positive/negative side, insert into the hearing aid	Never	Sometimes	Most of the time	Always	Not applicable
b. Do you know when to change your battery?		Never	Sometimes	Most of the time	Always	Not applicable
c. Do you know where to purchase/ collect additional batteries?		Never	Sometimes	Most of the time	Always	Not applicable
d. Do you know how to dispose of batteries safely?		Never	Sometimes	Most of the time	Always	Not applicable
Comments:						

Q4. Hearing aid insertion and removal				
a. Can you identify the Left from the Right hearing aid	Never	Sometimes	Most of the time	Always
b. Can you insert your hearing aid with comfort?	Never	Sometimes	Most of the time	Always
c. Does your hearing aid stay in/on your ear, that is, not fall out/off?	Never	Sometimes	Most of the time	Always
d. Can you remove your hearing aid comfortably?	Never	Sometimes	Most of the time	Always
Comments:				

Not applicable
Not applicable
Not applicable
Not applicable

Q5. Is your hearing aid(s) set up with a volume control?			Yes	No (go to Q6)
a. Can you make adjustments to the volume of your hearing aid(s)?	Never	Sometimes	Most of the time	Always
b. Can you hear and recognise the different beeps that alert you to the changes you are making to the volume setting?	Never	Sometimes	Most of the time	Always
c. Do you know what volume level to set your hearing aid(s) at in different situations?	Never	Sometimes	Most of the time	Always
Comments:				

Not applicable
Not applicable
Not applicable

Q6. Is your hearing aid(s) set up with different listening programs?			Yes	No (go to Q7)
a. Can you make adjustments to the program setting of your hearing aid(s)?	Never	Sometimes	Most of the time	Always
b. Are you able to hear and recognise the different beeps that alert you to the program changes you are making?	Never	Sometimes	Most of the time	Always

Not applicable
Not applicable

c. Do you know which program to select in different situations?				Never	Sometimes	Most of the time	Always
Comments:							

Not applicable

Q7. Do you use your hearing aid(s) with a telephone?					Yes	No (go to Q8)
a. Can you turn on the telephone program on your hearing aid?		Never	Sometimes	Most of the time	Always	
b. Do you know how to hold the phone in the optimal position when using the telephone program on your hearing aid(s)?	Acceptable methods: use of speaker phone, video conferencing, Bluetooth streaming, holding phone to concha for open fit/ITEs, phone to BTE where t-coil is enabled	Never	Sometimes	Most of the time	Always	
Comments:						

Not Applicable

Not applicable

Q8. Do you own any accessories for your hearing aid(s)? Includes remote control, Bluetooth streamer, charger unit, TV streamer, FM system					Yes	No (go to Q9)
a. Do you know how you use your hearing aid accessory?		Never	Sometimes	Most of the time	Always	
b. Do you know when to use your hearing aid accessory, in what situations?		Never	Sometimes	Most of the time	Always	
Comments:						

Not applicable

Not applicable

Q9. Hearing aid storage

a. Do you store your hearing aid in a safe place?	Away from heat, moisture, animals and children	Never	Sometimes	Most of the time	Always	Not applicable
b. Do you own a dry aid kit?	Also called a dry store or dehumidifier			Yes	No (go to Q10)	
c. Do you know how to use the dry aid kit?		Never	Sometimes	Most of the time	Always	Not applicable
d. Do you know when to use the dry aid kit?	Such as when it is humid, after sweating/exercising, wet ears from showering/swimming	Never	Sometimes	Most of the time	Always	Not applicable
e. Do you know how often to replace the tablets/crystals in the dry aid kit?		Never	Sometimes	Most of the time	Always	Not applicable
f. Do you know where to purchase additional tablets/crystals for the dry aid kit?		Never	Sometimes	Most of the time	Always	Not applicable
Comments:						

Part 2: Hearing aid maintenance and repairs

Q10. When cleaning your hearing aid, do you do the following:					
a. Wipe the externals with a dry (or moist, but never wet) cloth/tissue	Never	Sometimes	Most of the time	Always	Not applicable
b. Wipe inside the battery compartment with a dry cloth/tissue	Never	Sometimes	Most of the time	Always	Not applicable
c. Wipe/brush the microphone port/cover	Never	Sometimes	Most of the time	Always	Not applicable
d. Wipe/brush the speaker (where the sound comes out - also called the receiver port), including cleaning out the wax system (if applicable)	Never	Sometimes	Most of the time	Always	Not applicable
e. Clean the vent with a brush or puffer	Never	Sometimes	Most of the time	Always	Not applicable
f. Do you own a behind-the-ear style hearing aid?			Yes	No (go to Q11)	
g. Do you detach the mould tubing / slim tube and clean with cleaning wire/puffer (ensuring the right mould tubing or slim tube goes back on the right hearing aid) and wipe down the moulds / domes?	Never	Sometimes	Most of the time	Always	Not applicable
Comments:					

Q11. Maintenance			
a. Do you know where to purchase cleaning products from, such as puffers and brushes?	Yes	No	Not applicable
b. Do you know how often to clean your hearing aid?	Yes	No	Not Applicable
c. Do you know how to change the wax protection system? (also called the wax buster or wax guard)	Yes	No	Not applicable
d. Do you know how often to change the wax protection system?	Yes	No	Not applicable
e. Do you know where to purchase additional wax protection systems?	Yes	No	Not applicable
f. Do you know how to change the tubes and domes/moulds?	Yes	No	Not applicable

g. Do you know how often to change the tubes and domes/moulds?	Yes	No	Not applicable
h. Do you know where to purchase additional tubes and domes/moulds?	Yes	No	Not applicable
i. Do you know how to change the microphone covers?	Yes	No	Not applicable
j. Do you know how often to change the microphone covers?	Yes	No	Not applicable
k. Do you know where to purchase additional microphone covers?	Yes	No	Not applicable
Comments:			

Q12. Repairs

a. Do you know how to overcome feedback/whistling?	Such as 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.	Never	Sometimes	Most of the time	Always	Not applicable
b. Do you know what to do if the hearing aid sounds dull or stops working?	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, clean blockages from the hearing aid microphone/speaker.	Never	Sometimes	Most of the time	Always	Not applicable
c. Do you know what to do if the hearing aid gets wet?	Remove and discard battery, remove mould/tube/dome if applicable, dry hearing aid overnight using the dry aid kit, wait 24 hours before inserting a new battery.	Never	Sometimes	Most of the time	Always	Not applicable

Comments:

Q13. Preventing problems				
a. Are you familiar with the different components of the hearing aid? Can you locate the microphone(s), speaker, battery compartment, and vent?	Never	Sometimes	Most of the time	Always
b. Are you aware to complete personal grooming prior to putting the hearing aid in (shower, dry ears/hair, apply hair spray)?	Never	Sometimes	Most of the time	Always
c. Do you ensure that you remove your hearing aids prior to showering?	Never	Sometimes	Most of the time	Always
d. Are you informed of the servicing, batteries and maintenance programs available from your clinic?	Never	Sometimes	Most of the time	Always
e. Are you aware of the importance of wiping hearing aids with alcohol wipes before inserting them in your ear if you are experiencing outer ear infections?	Never	Sometimes	Most of the time	Always
f. Do you understand the need for preventative maintenance, i.e. that all hearing aids require some maintenance over their lifespan	Never	Sometimes	Most of the time	Always
Comments:				

Not applicable
Not applicable
Not applicable
Not applicable
Not applicable
Not applicable

Part 3: Advanced hearing aid knowledge

<p style="text-align: center;">Please indicate whether you are aware of the below</p>	<p style="text-align: center;">Yes, I am aware</p>	<p style="text-align: center;">I now recall receiving this information, but had forgotten</p>	<p style="text-align: center;">I do not recall receiving this information</p>
<p>It can be useful to collect extra batteries before going away, rather than running out or having to find a place to buy batteries while away.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>Having your hearing aids serviced before going away can prevent problems occurring while away.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>There are a range of rechargeable battery options available.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>Hearing aid batteries will go flat after the battery sticker is removed, regardless of whether it has been used or not.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>Hearing aid batteries can leak if left in a hearing aid for extended periods of time (months/years). This can permanently damage the hearing aid.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>The life of a hearing aid battery can fluctuate. Batteries go flat faster if the hearing aid is used in noisy environments, used for longer hours each day or if the batteries are of a lesser quality.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>Hearing aid battery life can be slightly extended if you wait one minute after removing the battery sticker before inserting it into the hearing aid.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>It is possible to get a faulty battery in a new packet. It will need to be discarded and a new battery placed in the hearing aid.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>
<p>Hearing aid batteries pose a danger to animals and children if swallowed and should be disposed of safely.</p>	<p style="text-align: center;">I am aware</p>	<p style="text-align: center;">I now recall</p>	<p style="text-align: center;">Not received</p>

Having ear wax regularly removed prevents build up in the ear canals, and reduced the amount of wax and debris that may clog up the hearing aid.	I am aware	I now recall	Not received
Softening the ear wax before seeing your doctor/hearing professional for wax removal can make it a quicker, safer and more comfortable experience. Appropriate options for softening ear wax include chemist purchased sprays and drops as well as olive oil.	I am aware	I now recall	Not received
When sitting in the ear, a hearing aid should be comfortable. If the hearing aid is uncomfortable, there are things your clinician can do to improve the comfort for you.	I am aware	I now recall	Not received
The sound delivered by the hearing aid should always be comfortable. There are things your clinician can do to improve the comfort for you.	I am aware	I now recall	Not received
Hearing aids should NOT fall off/out of the ear regularly. If the hearing aid continuously falls off/out, there are things your clinician can do to improve this for you.	I am aware	I now recall	Not received
Some home insurance policies will cover hearing aids as an out of home extra.	I am aware	I now recall	Not received
Even people with hearing loss are susceptible to noise induced hearing loss and tinnitus. It is important to always wear hearing protection (ear muffs or plugs) when exposed to loud sounds.	I am aware	I now recall	Not received
Hearing aids aren't the only solution for people with hearing loss. Assistive Listening Devices (ALDs) include a range of technologies designed to assist people to hear in a specific situations, such as when watching TV or on the phone, and may be used either independently or in conjunction with hearing aids.	I am aware	I now recall	Not received
Hearing aids increase the volume of sounds but may not always improve one's ability to understand speech due to severe damage in the inner ear. A cochlear implant bypasses the damaged parts of the inner ear by stimulating the hearing nerves directly and can provide better hearing for some people with this type of hearing loss.	I am aware	I now recall	Not received