Please remember to mute your speakers.

For audio, please dial in using VANTS:
1-800-767-1750  pc: 32523#

Thank you for joining, we will begin shortly.
HADFA – VA Mobile Discussion Series

Hearing Aid Distance Fitting Application (HADFA)

Brian Stevenson, Innovation Consultant, VHA Innovation Program
Dr. Chad Gladden, Audiology Telehealth Coordinator
HADFA Integrated Project Team

- **Clinical Business Owner**: Dr. Lucille Beck, Deputy Chief Patient Care Services Officer, Rehabilitation and Prosthetics Services
- **Clinical Lead**: Dr. Rachel McArdle, National Director, Audiology and Speech Pathology
- **Clinical Lead**: Dr. Chad Gladden, Audiology Telehealth Coordinator
- **Project Manager**: Brian Stevenson, Innovation Consultant
- **Connected Care Advisory Assistance**: Ms. Constance Bennett (VVC / TMP)
- **Telehealth Advisory Assistance**: Ms. Rhonda Johnston, Director, Development, Implementation and Quality
- **Clinical Champions**:
  - Darlene Moenter-Rodriguez, Audiology Service Chief, Cleveland, OH
  - Saralyn Gold, Audiology Service Chief, Miami, FL
  - Katherine Dong, Audiology Service Chief, Chicago, IL
HADFA Overview

- **2012**: Driven by Industry Competition, VHA Innovation (10P8) and Rehabilitation and Prosthetics Services (10P4R) embark on joint effort to develop a Distance Hearing Aid Fitting Application (DISHAF)
- **2015**: DISHAF delivered field testing and prototype completion. DISHAF used an interim device that was rather large and cumbersome - signal loss became a single point of contention in the field.
- **2016**: VHA Innovation leveraged the CEVN Telehealth BPA to develop DISHAF into a mobile application for iOS and Android smartphones and became what we now call the Hearing Aid Distance Fitting Application (HADFA) expansion pilot
  - HADFA utilizes approved interface available on the ONE VA TRM
  - VA Video Connect (VVC/Pexip) provides Virtual Meeting Rooms (VMRs) whereby the Veteran and Provider may hold a video conference for an audiology encounter. The Provider uses Bluetooth to connect to the Veterans hearing aids in order to make adjustments
  - Telehealth Management Platform (TMP) will be capable of handling Dynamic VMRs in January 2017. Currently, HADFA uses Static VMRs for app building and testing. However, soon we will be able to utilize the power of TMP to schedule encounters in advance and/or adhoc
  - Pilot Sites include the following: Captain James A. Lovell Federal Health Care Center; Miami VA Healthcare System; Louis Stokes Cleveland VAMC
- **2017**: HADFA will be complete and disseminated from the Audiology Clinics
HADFA Workflow
The Audiologist meets with the Veteran, in person, and helps the Veteran to install the HADFA on their respective smartphone, whether iOS or Android.
The HADFA tutorial begins and the Provider steps through the initial setup and installation of HADFA. Typically, this is done in person. However, it can also be done by the Veteran if they feel comfortable going it alone prior to their first HADFA encounter with the Provider.
The Veteran must agree with the VA Privacy Policy before clicking NEXT, to complete the HADFA installation.
At this point the Veteran’s Hearing Aids are connected to HADFA. The Veteran opens and closes the battery door on their hearing aids to start the Bluetooth pairing mode.
HADFA will begin searching for the Veteran’s hearing aids.
HADFA indicates that the Right Hearing Aid has been found and...
that the Left Hearing Aid has been found by placing a check mark next to the left & right device on the HADFA screen.
HADFA is setup and ready to use! The Provider and Veteran determine a future date for the next HADFA encounter, by which the Veteran will receive an email that contains a CODE for the VMR or room number and a PASSWORD.
2 weeks later

Follow-up appointment
Distance Fitting
HCP and Patient log in at the same time on agreed date
Login credentials provided by email
To establish a connection to the Provider for the future encounter, the Veteran enters the VMR information into HADFA by logging into VVC with the information the Provider sent to the Veteran in an email.
HADFA logs into VVC.
The Veteran is prompted to “Accept” the HADFA VVC encounter.
A first indicator that HADFA is working properly is that the Veteran will first see their own image in the Video encounter.
Subsequently, the Provider receives the chat session request on their provider-facing equipment and clicks the “START CONFERENCE” button to begin the encounter.
The HADFA Audiovisual Encounter begins!
The Provider now has the opportunity to review the Veteran’s concerns from the previous visit.
For the purposes of this demonstration, let’s assume the Veteran reported to the Provider that his daughter was complaining his television was too loud in the home. The Provider asks, “Some of the time, or all of the time?” The Veteran responds, “All of the time.”
The Provider connects to the Veteran’s hearing aid and makes a slight adjustment so the soft sounds of speech will be more available to the Veteran. The Provider then informs that he/she is making the adjustments and will return shortly to speak with the Veteran.
Once the adjustments are made, the Provider saves the settings and returns to speak with the Veteran.
In closing, the Provider sets up a follow-up HADFA encounter, to discuss with the Veteran whether or not the adjustments were good or require further augmentation.
Testing and Moving Forward

- **HADFA Phase 1:**
  - Focuses on the patient-facing application only. Static VMRs will be used and encounters will be manually input into TMP
  - Veteran Focused Integration Process (VIP) initial Epic is underway. VIP ID# is 1017
  - VACO 508 Compliance application is underway
  - Privacy: While the project does not transmit PHI or PII in anyway, the HADFA IPT has reached out to the Privacy Office for aid in assuring our assumptions are correct in this capacity

- **HADFA Phase 2:**
  - Focuses on the provider-facing application and integration into TMP using dynamic VMRs
  - Mobile Device Application Review (Waivers, White-List, COTS Risk Assessment)
  - HADFA available on Google Play and Apple App Store
  - Socialization of HADFA to Providers and Veterans
Questions?
Thank you!

What future topics would you like to discuss?

Let us know by providing feedback at this link:

https://www.surveymonkey.com/r/2WPBL38