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4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
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How to print Handouts

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Grand Rounds by ReSound:

*A guide for sound quality
concerns.*

Valerie Kedem, Au.D.
Field Training Audiologist

Webinar FAQs

- **How to ask a question:**
 - Click Q&A, type your question and Send.
- **Where to get the handout:**
 - Resources in the classroom and under Pending Courses in your account
- **How to view captions:**
 - Click Live Transcript CC button
 - Click Show Subtitle
- **How to earn CEUs:**
 - After the webinar, go to your Pending Courses and pass the multiple-choice exam.
- **For assistance or tech support:**
 - Call 800-753-2160
 - customerservice@audiologyonline.com
 - Use the Q&A window

Learning Outcomes

- 1) After this course, participants will be able to differentiate between sound quality and noise concerns.
- 2) After this course, participants will be able to identify solutions for sound quality improvement.
- 3) After this course, participants will be able to determine which adjustable features provide the most impact to achieve improved sound quality.

Risks/Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

For further information please contact:

ReSound Customer Care at 1-800-248-4327

Additional resources:

Territory Sales Manager

Inside Sales Manager

Field Training Audiologist

Remote Training Audiologist



Sound Quality Concerns

What do you see in clinic?

Smart Fit

ReSound GN



Case Studies



**Voice is harsh, sharp,
tinny.**



**Voice is harsh, sharp,
tinny.**

*Time Constants: Slow them
down*

Available in 7, 9 tech level





**Patient reports
hearing all around,
but not the people in
front of them.**



**Patient reports
hearing all around,
but not the people in
front of them.**

Directional Mix: Increase

Available in level 9 tech level

Overall Sound Quality is not right



Overall Sound Quality is not right

Change Time Constants (levels 7, 9)

Change Directional Mix (level 9)

*Change Target Rule (available in all
levels of technology)*





**Speech sounds
garbled.**

Speech sounds garbled.

- *Sound Shaper: Turn ON*

Available in 5, 7, 9 tech levels



Own voice is too loud

Own voice is too loud

- *Environmental Optimizer II:*
 - *Speech (loud) – Reduce*
 - *Pull slider to the left*

Available in 5, 7, 9 tech levels





Feels like hearing aid is making too many changes.



Feels like hearing aid is making too many changes.

Environmental Optimizer II:

- *Make sure there is not more than 2 dB between environments.*
- **Directionality:**
 - *Change to Soft-Switching*

**Hearing aids “turn off”
and/or are not loud
enough**



**Hearing aids “turn off”
and/or are not loud
enough**

Use Instrument MPO



Thank You!

