



DOPL Board Survey 2015

Bureau 4 Responses

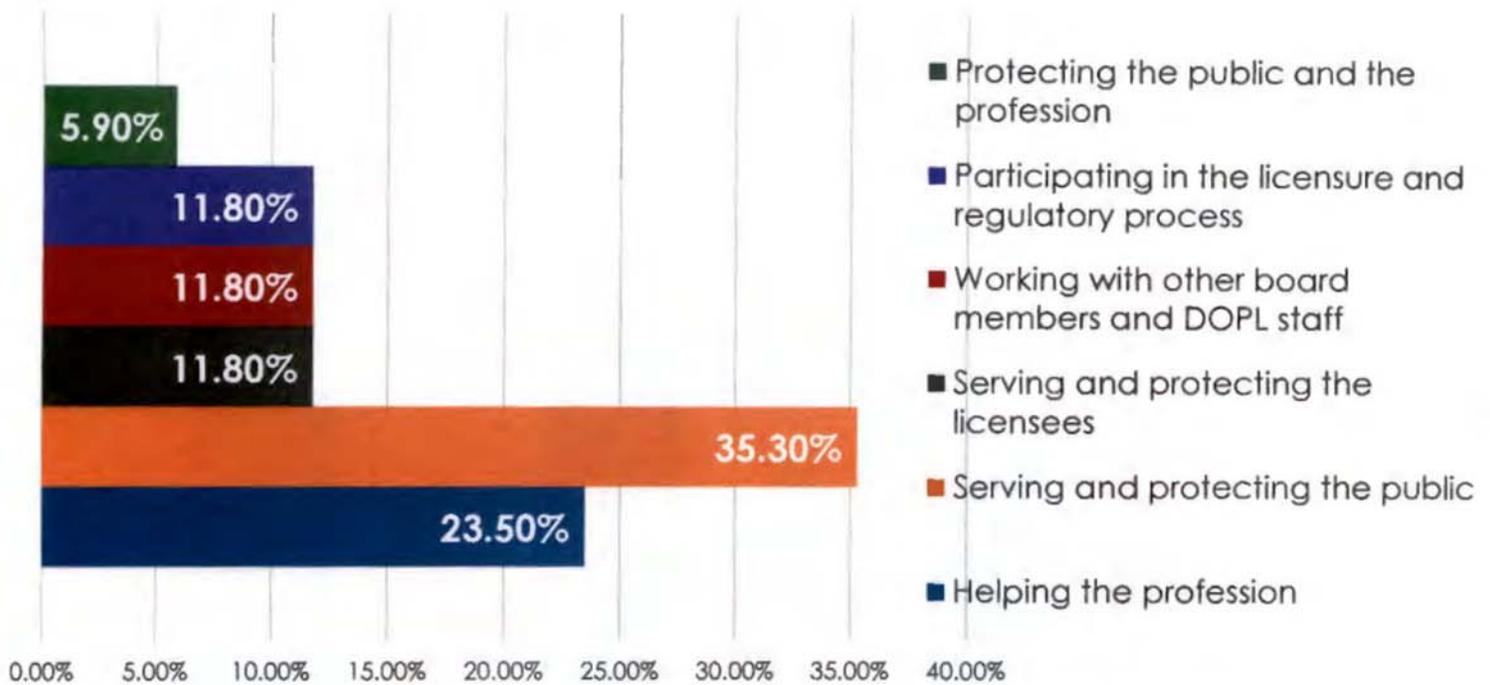
17

Total Responses

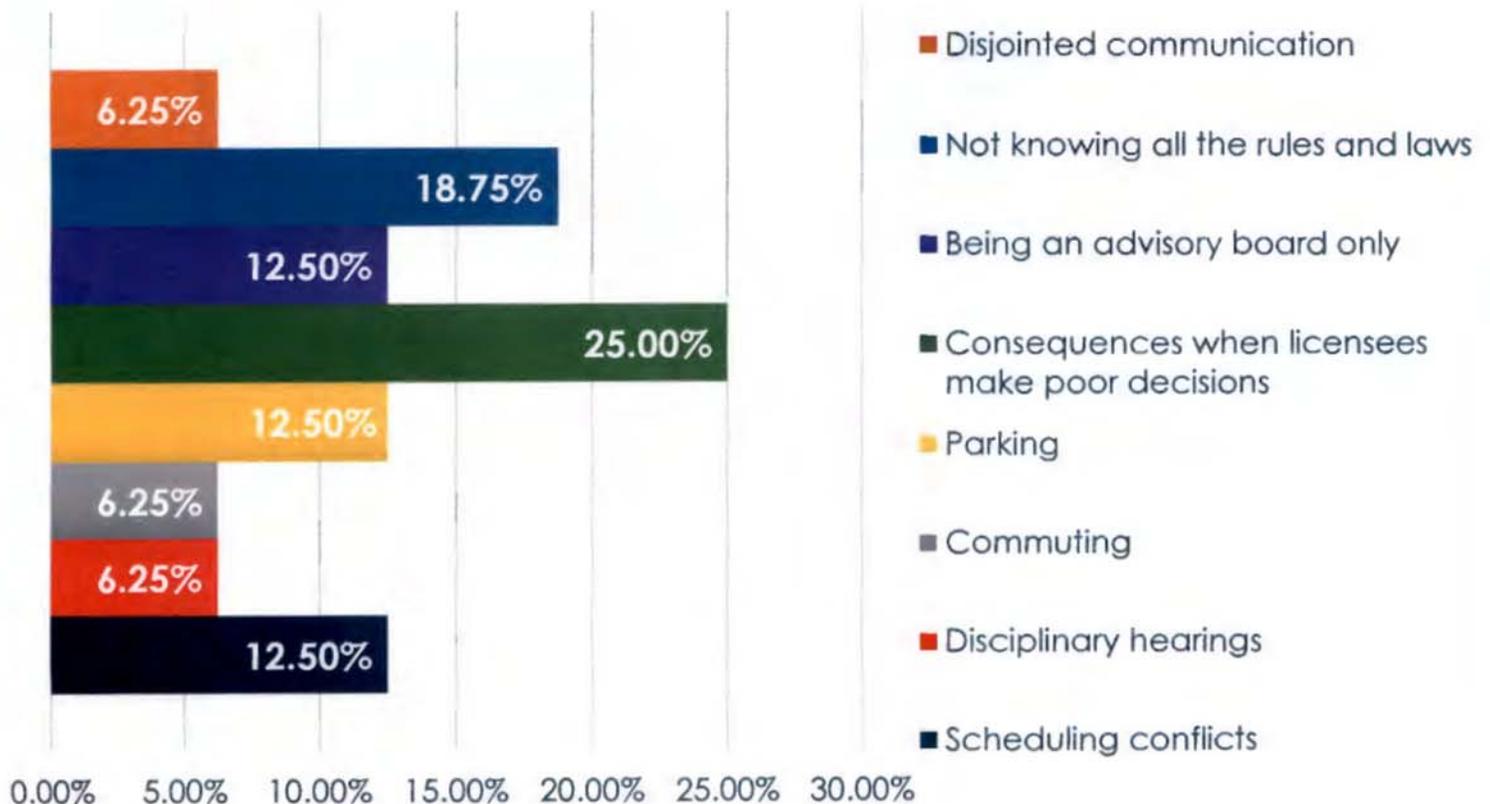
Bureau 4 Professions *(Current Licensees)* :

- Accountancy (5,965)
- Building Inspector (612)
- Contractor (17,362)
- Elevator Mechanic (139)
- Factory Built Housing (38)
- Funeral Service (517)
- Hearing Instrument (147)
- Preneed (352)

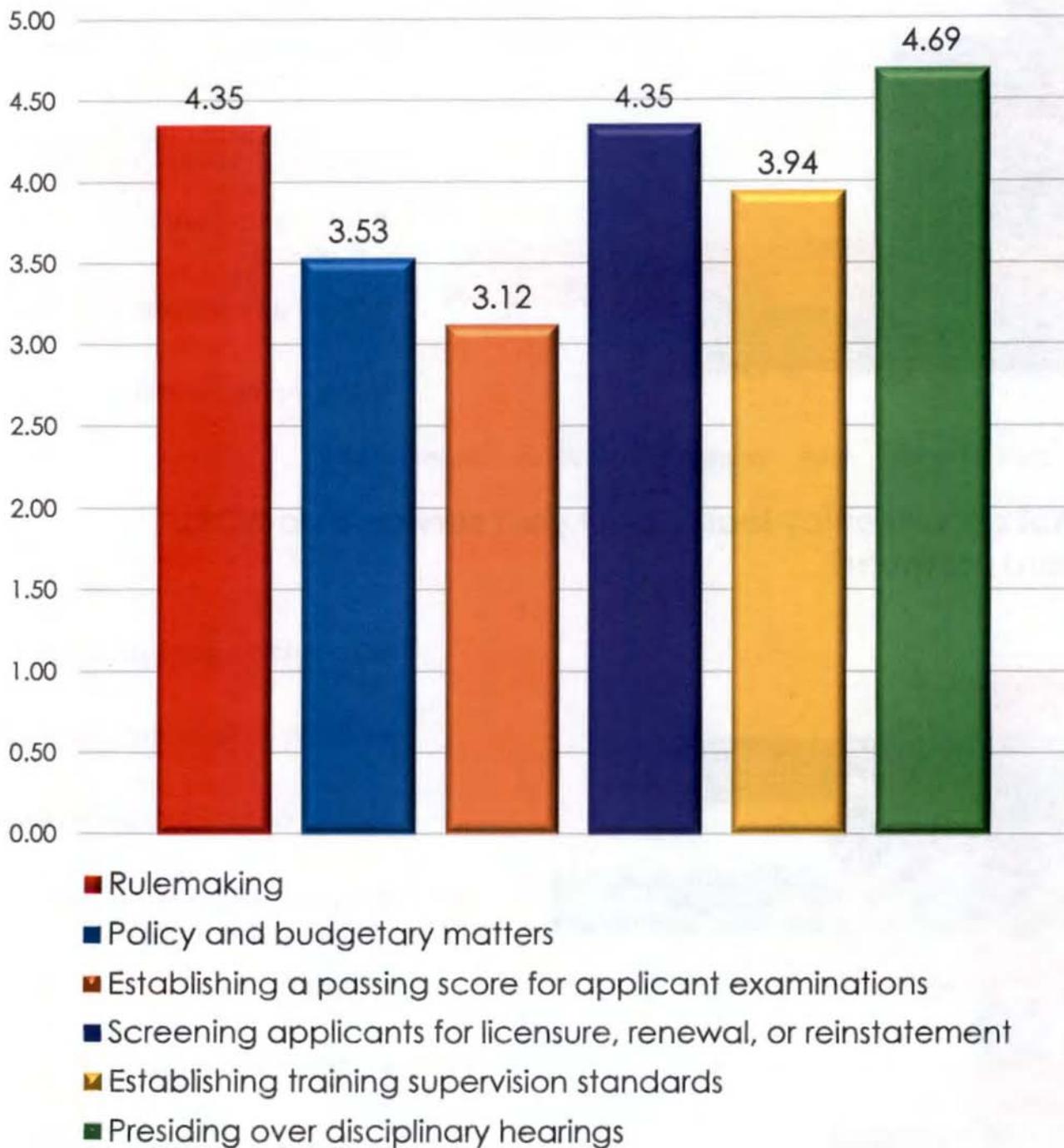
What do you enjoy most about your service as a DOPL board member?



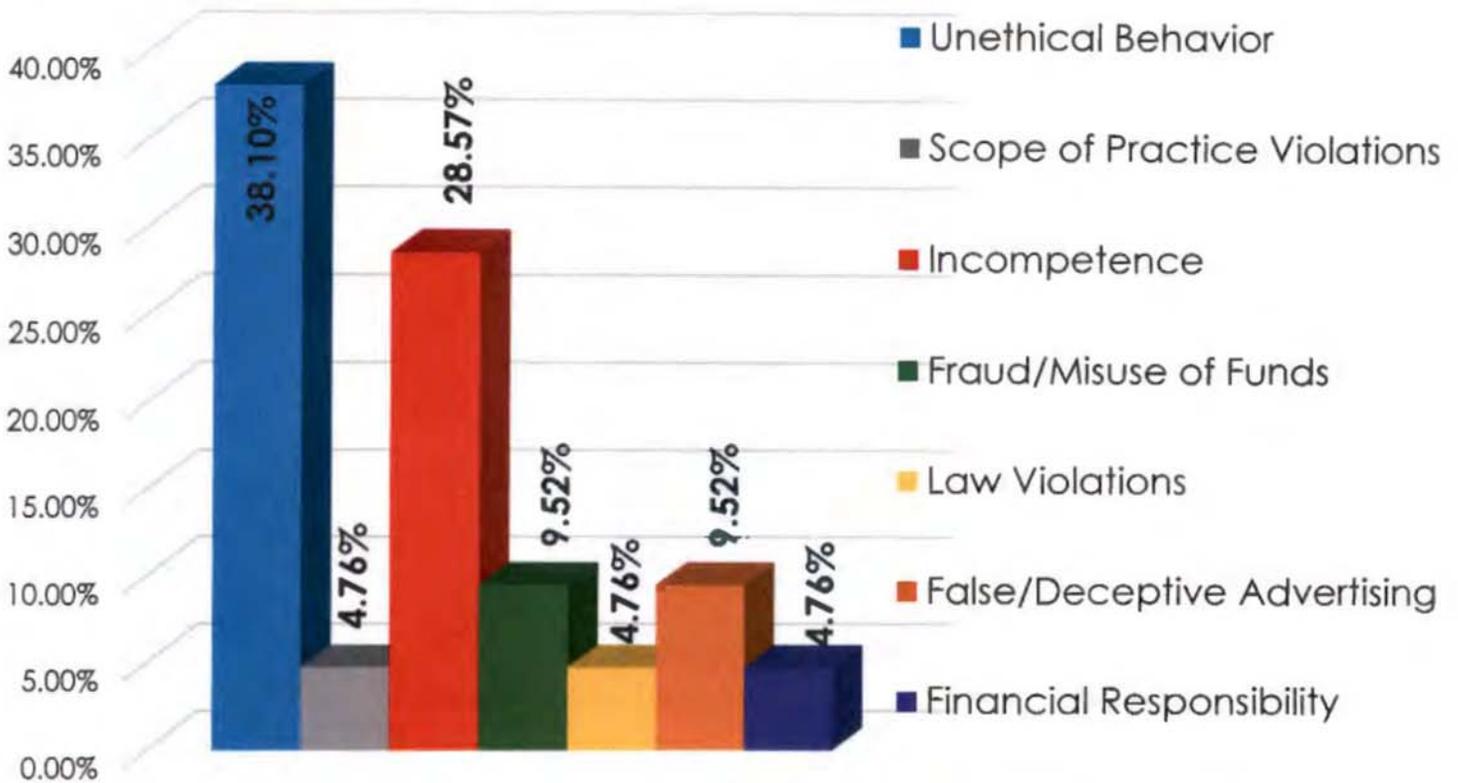
What do you enjoy least about your service as a DOPL board member?



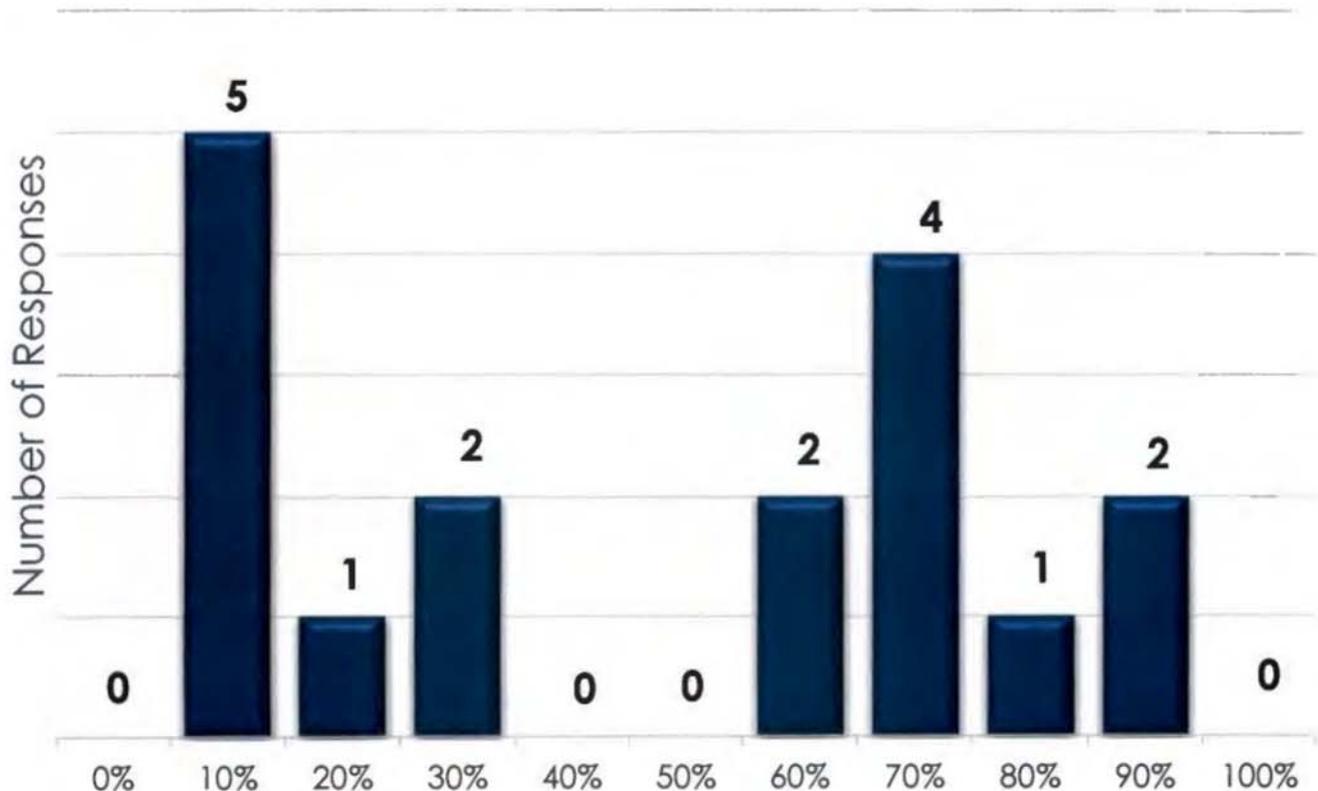
Please rate the importance of the following board duties.
(1 being least important, 5 being most important)



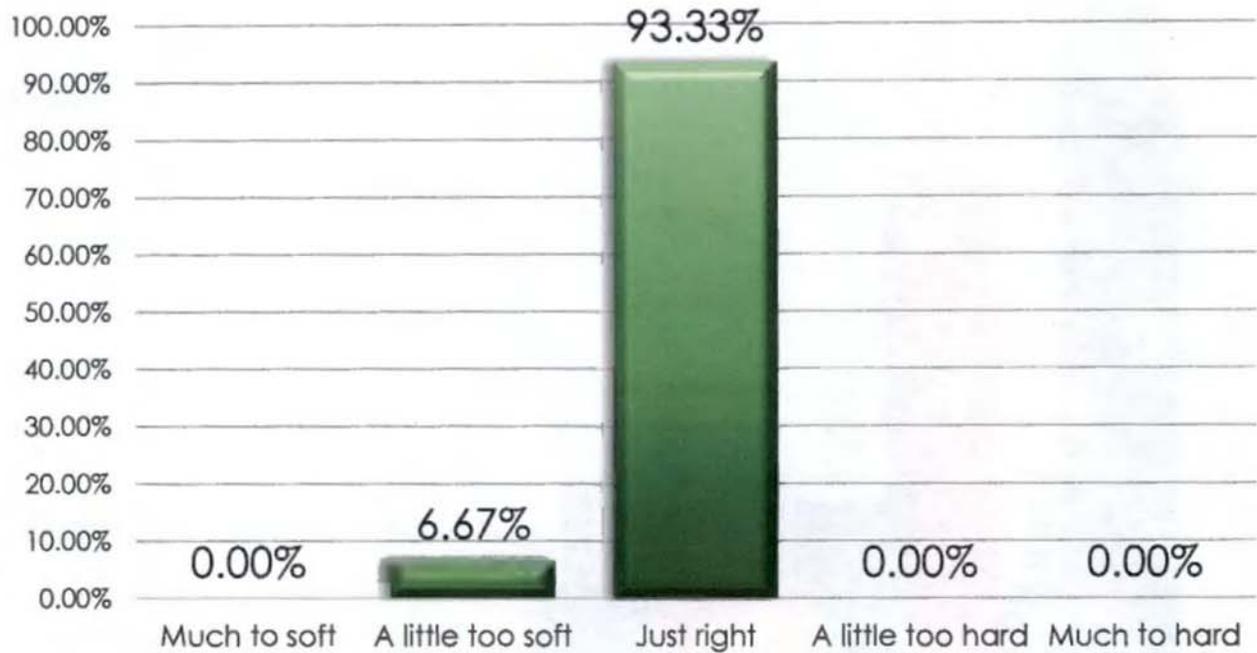
What behaviors by individuals in your profession are most harmful to the public?



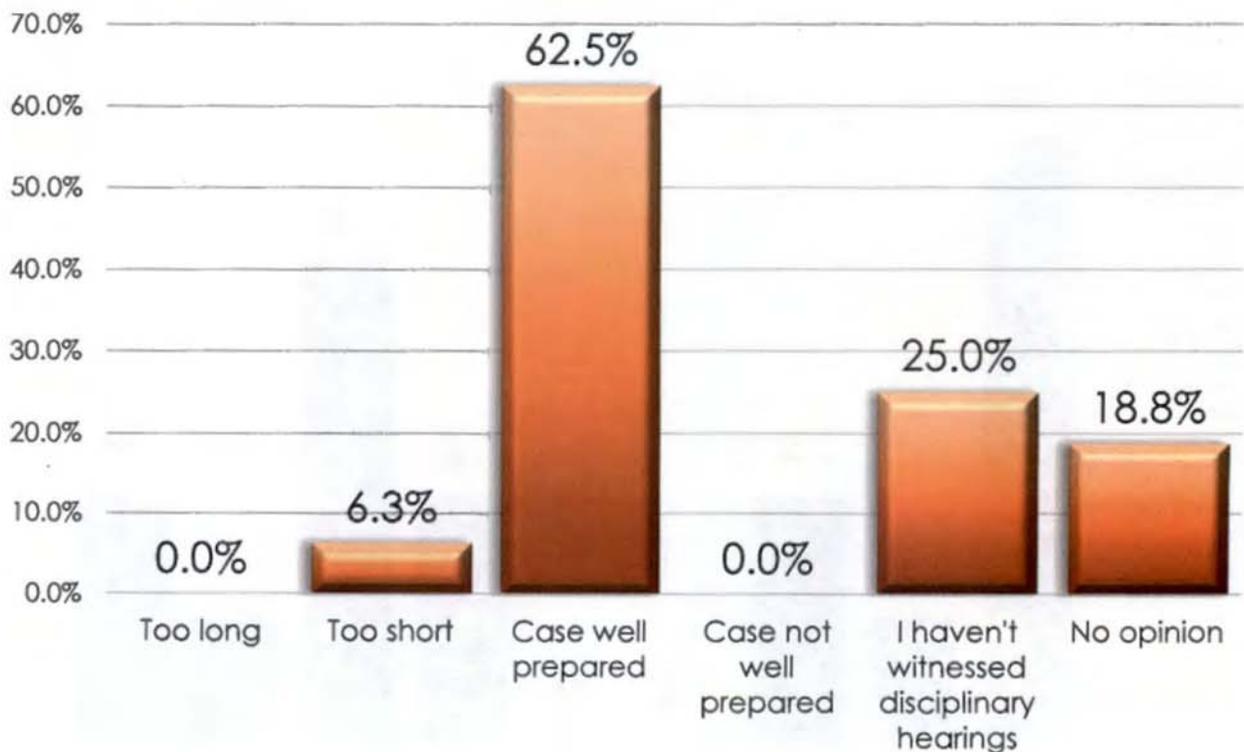
What percentage of your board's time is focused on the behaviors that are most harmful to the public?



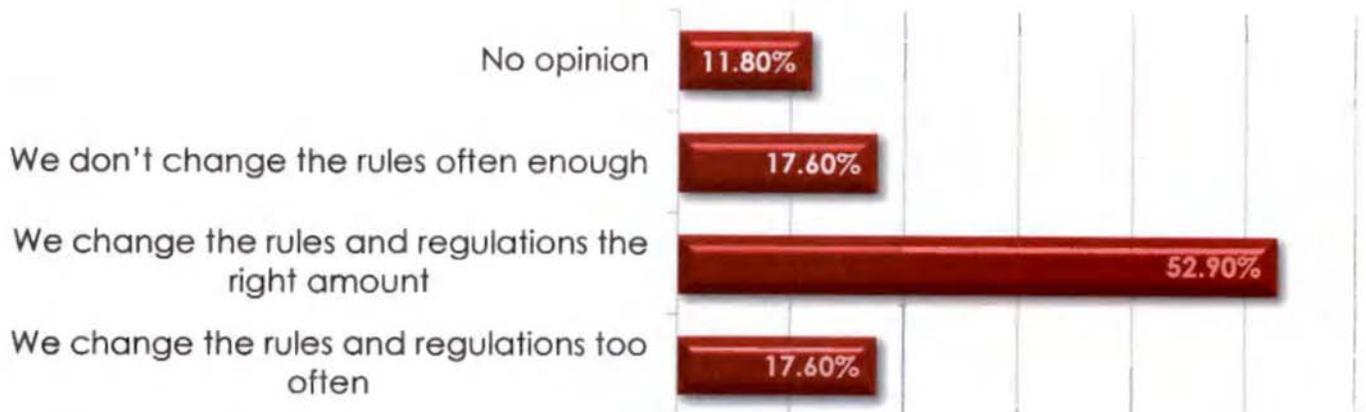
What is your opinion of Board/DOPL discipline for law violators?



What is your opinion of the board disciplinary hearings you have witnessed?



What is your opinion of the frequency of changes to rules and regulations?



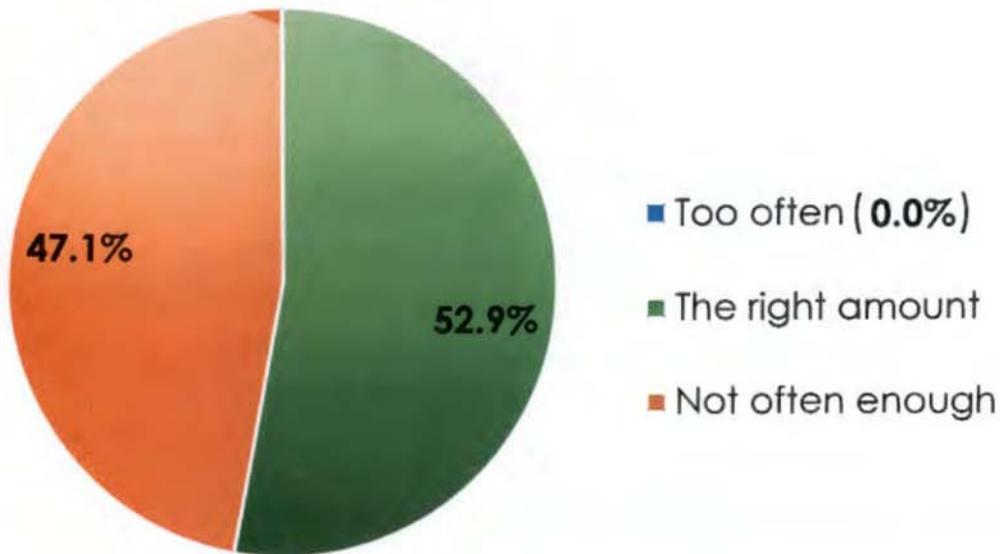
Please rate the following statements

(1 being "Never", 5 being "Always")

Rating
Average

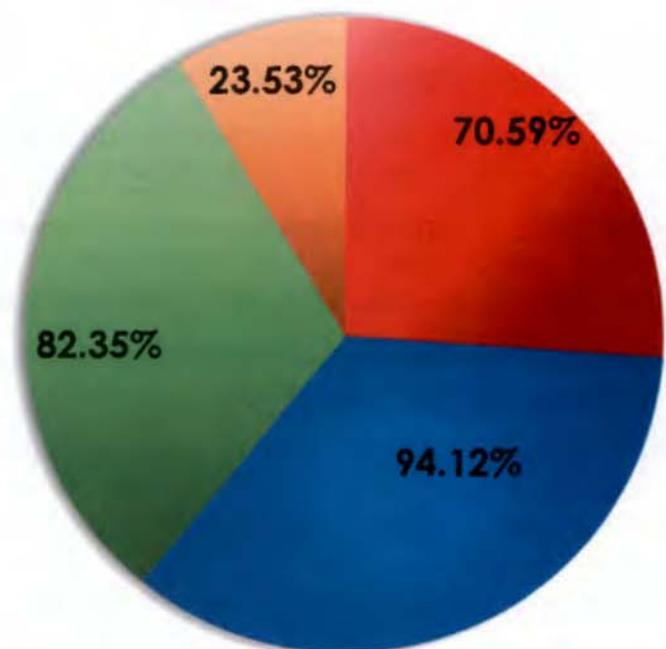
DOPL staff help board members to understand their duties	4.13
DOPL staff come prepared for discussion items	4.44
DOPL staff are prepared for probationary interviews	4.56
DOPL staff allow the board chair to run the meeting	4.63
DOPL staff allow the board chair to approve and decide on agenda items	4.44
DOPL staff provide an update on enforcement actions for the board's review	4.50
DOPL staff consult with board members on industry issues that concern the board and work with the board to address the issues, if possible	3.81
DOPL staff and attorneys prepare well for hearings and present their cases well	4.67
DOPL staff become too involved in the board's discussions	2.40
DOPL staff inform board members in a timely manner of any date or time changes to scheduled meetings	4.50
DOPL staff conduct themselves in a professional manner during board meetings	4.73
Board meetings are a good use of time and effort	4.38
DOPL supports the actions and recommendations of the board	4.50

Complete the following sentence: "In my opinion, my board meets..."



If DOPL were to train your board, which subjects would increase your board's effectiveness? (Each board member could select more than one option. Percentages reflect the total number of board members who selected an option.)

- Orientation for new board Members
- Rules, statues and regulations that are pertinent to your board
- Basic do's and don'ts of being a board member
- In-depth training on a specific profession



*Each board member could select more than one option. Percentages reflect the total number of board members who selected an option.

Division-Wide Free Response Summary

The free responses from the 2015 DOPL Board Survey revealed five main themes: (1) board training, (2) information provided to boards prior to meetings, (3) meeting scheduling, (4) parking, and (5) increasing board involvement.

- Board training:

The comments indicated that new board members and seasoned board members need training. Popular training topics included statutes, rules, purpose of boards and DOPL, board responsibilities and authority, and hearings. It was suggested that trainings could occur in training meetings, at the beginning of each board meeting, or using online training modules.

- Information provided prior to meetings:

The survey results revealed that many board members feel unprepared for board meetings. Board members would like to know what will be discussed and receive relevant readings prior to board meetings. Suggestions for information that should be shared prior to board meetings included relevant statutes and rules, third-party research, potential statute or rule changes, and a summary of disciplinary actions, complaints, or investigations since the past meeting.

- Meeting schedule:

Many survey respondents indicated that we are not providing sufficient notice of meeting dates. It was also suggested that we are not offering enough flexibility to board members in choosing meeting dates and times. One suggested way to improve scheduling conflicts is to regularly provide the option of teleconferencing.

- Parking:

There appears to be confusion about where board members should park and whether board members are being reimbursed for parking costs. Board members would like to use the north parking lot because of its convenient location. They also do not want to pay for parking.

- Increasing board Involvement:

Many board members feel their role is limited due to insufficient information, such as a lack of information about disciplinary actions or hearings. Some board members suggested that DOPL decision makers are underutilizing the board's expertise.

HIS Licensing Board Meeting April 28th, 2016

With HB-304 nearly being passed into law, I would like to express my concern over the implications of such a bill, and how it could have resounding effects on the hearing healthcare profession and consumer safety for years should it become law. I have a couple of questions and comments I would like to discuss with the licensing board regarding this matter.

Hypothetically speaking, if HB-304 (or some variation of it) were to become law, could these proposed online retailers be allowed to sell hearing aids directly to the consumer without a license? Would they be required to go through a licensed professional which has been the acceptable practice in the past? Companies such as Hearing Planet, Tru-Hearing, Epic Hearing, and others are actively marketing the sale of hearing aids directly to the consumer via internet and print advertising already. However these types of companies engage with state licensed audiologists and hearing instrument specialists to perform the testing, selection, delivery, verification, aural rehabilitation and other face-to-face services that the hearing aid patients need, to be properly fitted with hearing aids.

Due to FDA "Red Flags", it would be impossible for an online retailer to sell a hearing aid directly to a consumer. Following is a list of the FDA Red Flags

- Visible congenital or traumatic deformity
- Ear drainage, last 90 days
- Sudden or rapidly progressive HL last 90 days
- Sudden or rapidly progressive unilateral HL, last 90 days
- Acute or chronic dizziness
- Audiometric air-bone gap => 15 decibels at 3 frequencies
- significant cerumen or a foreign body in the canal
- Pain or discomfort in the ear

What would be the incentive to maintaining a license if providers try to compete with online retailers who have no regulatory authority to keep them at the same standards of training and professionalism as the licensees in the state. Passing laws similar to HB-304 is essentially stepping on a slippery slope of deregulation. In 2013 our state legislators determined at a sunset hearing that the dispensing of hearing aids shall maintain professional licensing standards. Has anything changed since then?

Consumer safety is the core of the issue. When internet sales are allowed, there are no more boundaries or safeguards for our consumers. Consumers generally have no idea whether a website is based in America or Indonesia. The health and safety of the consumer is at risk as it relates to injury, unnecessary purchases, inappropriate fit, return privileges, and the list goes on and on. These following examples are just a few of the many issues that our profession already sees on a regular basis with the regulations that already exist. One can only imagine how much worse it could get if there is less regulation in this marketplace.

- 1) Someone buys a hearing aid online for an ear that is plugged with wax

- 2) A health related issue gets overlooked without the proper intervention
- 3) A consumer places a hearing aid on an ear that has poor word discrimination only to find that it does not do her any good
- 4) A child needs a hearing aid that is not adjusted properly and his speech and language skills lag behind the rest of his peers
- 5) An elderly patient relies on someone that she thought she could trust to get her a hearing aid online for her, only to watch her money disappear
- 6) Someone buys a "name brand" hearing aid online and finds out that no one in his city can re-program the device since it was actually a knock-off built in China with no American support

Would it be possible to regulate or prevent the sale of hearing aids through the internet? As it seems the only real objective of the HB-304 bill and other internet providers is to circumvent the hearing healthcare professional to the benefit of a corporation that seems to be only profit driven. I have no problem with internet companies which sell through a hearing healthcare provider and I feel they provide valuable information and services for the consumer. The regulations of this industry keep people doing the appropriate thing for the consumers. Eliminating the provider from the delivery protocol is senseless and dangerous both to the personal and financial well-being of our hearing impaired population.