



Mentoring Across the Continuum

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Two Recent Mentoring Initiatives in VA Audiology and Speech Pathology

- **Interprofessional Training for 4th Year AuD students**
- **Mentoring Program for New Service Chiefs in Audiology and Speech Pathology**

Interprofessional Training for 4th Year AuD students

- Sites are encouraged to provide as broad an experience as possible for 4th year externs, both within and outside the confines of the audiology clinic
- “Interprofessional Training”
- Points on OAA application for trainees

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Some Areas to Consider

- Administrative Issues
- Primary Care / CBOCs
- Polytrauma
- Geriatrics
- ENT Clinic
- Eye Clinic
- Mental Health
- Radiology
- Oncology
- Pharmacy
- Speech Pathology
- Vestibular Rehabilitation

Administrative Issues

■ Motivation

- Understand more about how a hospital functions
- Understand role in implementing new directives and attaining performance measure goals
- Accept responsibility for program growth and development
- Become facile in data management
- Plant seed for future role as leader

Administrative Issues

■ Ideas for Projects

- Accompany Service Chief to various meetings/conference calls
- Prepare quarterly budget and research best prices for supplies
- Update the policy and procedures manual
- Research new clinic equipment and arrange vendor presentations
- Design clinic schedules
- Design ideal audiology clinic

Administrative Issues

- Work on service agreements
- Review Systems Redesign principles, suggest a change, and create a database to monitor outcomes
- Revise or update a clinical procedure to reflect current research findings (e.g., ABR, APD, hearing aid fitting protocols)
- Set up a new program (e.g., group AR, hearing conservation, walk-in clinic)
- Identify relevant web courses for staff training/continuing education
- Prepare/review patient education materials

Primary Care and CBOCs

■ Motivation

- Many referrals come from these clinics
- Familiarity with clinic operations and key staff will foster better patient care and streamlined processes
- Reinforce idea of looking beyond ears

Primary Care and CBOCs

■ Ideas for Projects

- View *Guidelines for Screening in Primary Care* on the national Audiology and Speech Website
- Work with PC to establish hearing screening program
- Provide in-service to PC on audiology services
- Examine entire process and make suggestions for improvement:
 - Patient's discussion of audiology issues in PC
 - Referral to audiology
 - Evaluation
 - Treatment
 - Outcome

Polytrauma

■ Motivation

- TBI is “Signature Injury” of current conflict
- Challenging, complex cases that necessitate team approach
- Examination of service delivery

Polytrauma

■ Ideas for Projects

- Complete on-line Traumatic Brain Injury course and look at VA Polytrauma System of Care website
- Participation in TBI clinics if available
- View DVD “Never Alone”
- Review EES websites and share information with staff
- Participate in research and development of evaluation, treatment, and outcome measures

Geriatrics

- Motivation
 - Complex medical needs
 - Care often requires interdisciplinary teamwork

Geriatrics

■ Ideas for Projects

- Participate in Geriatric Clinic
- Visit nursing home and provide in-service to nursing home staff about communication strategies, hearing aid care and troubleshooting
- Meet with staff involved with falls prevention, nursing home placement, palliative care, respite care, home-based primary care, etc., and present information to ASPS staff

ENT Clinic

- Motivation
 - Close working relationship
 - Examine how services work together to improve efficiency
 - Improving quality of patient care

ENT Clinic

- Ideas for Projects
 - Two week rotation with ENT
 - Summarize experiences and make suggestions for improving coordination of care
 - Develop and present audiology orientation to new ENT residents

Eye Clinic

- Motivation

- Many veterans with dual sensory (hearing and vision) loss
- Understanding limitations imposed by visual impairment

Eye Clinic

■ Ideas for Projects

- Observation in Eye Clinic and Blind or Low Vision Clinic; meet with VIST Coordinator
- Completion of Visual Impairment and Blindness Course through EES
- Development of protocol for fitting visually impaired patients with hearing aids

Mental Health

■ Motivation

- Psychiatric conditions may impact/heighten effects of HL, tinnitus, and balance disorders
- Knowing more about various psychiatric conditions and effects of medication may be helpful when talking to patients, adjusting testing methods, and customizing treatment and counseling

Mental Health

■ Ideas for Projects

- Shadow PTSD counselor or social worker and attend PTSD orientation or group session
- Shadow psychiatrist and/or psychologist working with geriatric and PTSD patients
- Take the Prevention and Management of Disruptive Behavior class
- Talk to Primary Care about depression screening tools used

Conclusion

- Holistic view/care of veteran and hospital operations
- Opportunity to interact with other professionals
- Establish and improve relationships between Audiology and other clinics
- Student will leave extern year with more fully developed skills and experiences regarding patient care and hospital operations

Some Useful Websites/Resources

■ National Audiology Website

- www1.va.gov/audiospeech

■ Patient Education Materials

- Hearing Loss and Hearing Aids
 - <http://vaww1.va.gov/audiospeech/page.cfm?pg=15>
- Education and Information for Veterans and Community
 - www.ncrar.research.va.gov/Education/Programs.asp

■ Staff Continuing Education

- VA Learning Online (VALO)
 - www.vcampus.com/vcekpvalo/
- Content Distribution Network (CDN)
 - <http://vaww.vakncdn.lrn.va.gov/>
- VA Learning Catalog
 - <http://vaww.sites.lrn.va.gov/vacatalog/>
- VistA University
 - <http://vaww.vistau.med.va.gov/vistau/>

Some Useful Websites/Resources

■ Systems Redesign

- <http://srd.vssc.med.va.gov/default.aspx>

■ PC/CBOCs

- <http://vaww1.va.gov/audiospeech/docs/screen.htm>

■ Polytrauma

- VA Polytrauma web
 - <http://www.polytrauma.va.gov/>
- Fact Sheets on TBI
 - <http://vaww.va.govwebcom/guidance0307.asp>
- TBI Veterans Health Initiative
 - <http://vaww.ees.lrn.va.gov/Site/Templates/SearchResultsDetails.aspx?pid-526&query=vhi&catalogId=22836>

Some Useful Websites/Resources

■ Polytrauma (cont'd)

- Video/Seamless Transition
 - <http://www.seamlesstransition.va.gov>
- EES: Providing Health Care to Transitioning Combat Vets
 - http://vaww.sites.lrn.va.gov/vacatalog/cu_details.asp?id=23155
- War Related Illness & Injury Study Centers (WRIISCs) (Wash DC and East Orange, NJ)
 - www.va.gov/EnvironAgents

Some Useful Websites/Resources

■ Geriatrics

- Alzheimer's Association
 - www.alz.org
- American Federal for Aging Research (AFAR)
 - www.afar.org
- American Geriatrics Society
 - www.americangeriatrics.org
- Gerontological Society of America
 - www.geron.org
- National Aphasia Association
 - www.aphasia.org
- National Institutes of Aging
 - www.nia.nih.gov

Some Useful Websites/Resources

■ ENT

- www.ghorayeb.com/PicturesEar.html
- www.mayoclinic.com

■ Eye Clinic

- Government website
 - www1.va.gov/blindrehab
- American Federation for the Blind
 - www.afb.org (American federation for the blind)
- University of Iowa
 - www.c4md.com/visionrehab/index
- National Institutes of Health
 - <http://health.nih.gov>
- Center for Disease Control
 - www.cdc.gov



Mentoring Across the Continuum

Students are our future leaders!

Mentoring Across the Continuum

Mentoring Program for New A&SP Service Chiefs

Mentoring Program for New Service Chiefs in Audiology and Speech Pathology

- Data from Dr. Dennis in the A&SP Program Office:

38% of GS-13 to GS-15 A&SP staff were eligible for retirement in 2007

- Program designed for “new” Service Chiefs (less than five years of experience)

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- Skills and Knowledge
 - Leadership
 - General VA Management

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- Leadership

- General VA Management

- ❖ VISN LEADS program

- ❖ National Service Chief Orientation Program

- ❖ Nuts & Bolts Supervisory Training

- ❖ Other EES and local training

Mentoring Program for New Service Chiefs in Audiology and Speech Pathology

- Skills and Knowledge
 - Leadership
 - General VA Management
 - **Specific ASPS Management**

FY08 ASPS Mentoring Program

- **Started in September 2007**
- **Three main components:**
 - **Mentor-mentee interaction (23 mentees; 11 mentors)**

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 - **Monthly VANTS Calls**

VANTS Calls

- Mentee Needs Assessment
- Topics:
 - Budget Issues from a Service Chief's Perspective
 - Budget Issues from a CFO's Perspective: VA Budgets – National, VISN and VAMC Issues
 - VA Employment System (Title 5, 38, Hybrid); PDs and Functional Statements; Merit Principles)
 - Disciplinary Actions; Union; Awards
 - Workload and Productivity
 - Requesting staff, equipment, space
 - Policies
 - Quality and Performance Management
 - Research and Education

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 - Monthly VANTS calls
 - **Project**

