

**Confidential EARtrak Report**

## Sample Practice Report

01 June 2018 - 31 December 2018



## Contents

Executive Summary	1
<b>Introduction</b>	<b>2</b>
<b>1. Demographic profile</b>	<b>3</b>
1.1 Age	4
1.2 Gender	6
1.3 Funding Source	9
1.4 Hearing loss	11
1.5 Fitting Profile	13
1.6 Hearing aid details	17
1.7 Daily hearing aid use	19
1.8 Referral source (client report)	20
<b>2. Satisfaction: Hearing aids</b>	<b>21</b>
2.1 International Outcome Inventory – Hearing Aids	21
2.2 Overall satisfaction	22
2.3 Listening situations	24
2.4 Hearing aid features	27
<b>3. Satisfaction: Service delivery and funding source.</b>	<b>30</b>
3.1 Satisfaction with Service Features	30
3.2 Satisfaction levels by funder	33
<b>4. What can you learn from this Report?</b>	<b>41</b>
<b>Appendix A</b>	<b>42</b>
<b>Appendix B</b>	<b>44</b>

*This EARtrak Report is confidential to your clinic. It is compiled from information supplied by your clinic and your clients and the averaged data from information supplied by other clinics. EARtrak Pty Ltd accepts no responsibility for any decisions made by your clinic based on this Report.*

EDaRT1.0.0.0

## Executive Summary

This report provides you with a profile of your clinic, Sample Report, which was surveyed with regard to firstly, demographic profile and secondly, client outcomes after hearing aid fitting.

Throughout the report you will see comparisons between your clinic and equivalent data for the group of clinics participating in the EARtrak process in Australia (referred to as the EARtrak Group). Your clinic's client response rate was 54.2%, less than the EARtrak Group average 57.1%.

Compared to the EARtrak Group, your clinic profile demonstrates:

- More male and fewer female clients
- More clients with high frequency hearing loss, more clients with moderate hearing loss and more clients with steeply dropping high frequency hearing loss
- Higher fitting rate of Binaural
- More clients with Mid-Range hearing aids and more clients with Basic hearing aids
- Fewer clients with BTE hearing aids, more clients with BTE - Open hearing aids, more clients with BTE - RIC hearing aids and fewer clients with BTE - Standard hearing aids
- Higher referral rate from Workplace

Your clients reported positive outcomes related to:

- Higher satisfaction with hearing aid features - loud sounds

Compared to the EARtrak group, your clients reported no negative outcomes.

Positive outcomes are defined as features where your clinic average satisfaction was more than 5.0% higher than the EARtrak Group average, and/or dissatisfaction was more than 5.0% lower than the EARtrak Group average.

Negative outcomes are defined as features where your clinic average satisfaction was more than 5.0% lower than the EARtrak Group average, and/or dissatisfaction was more than 5.0% higher than the EARtrak Group average.

Some general guidelines for interpreting the results of your EARtrak report are provided (Section 4).

## Introduction

The results are presented in three sections. The first section, *Demographic Profile*, presents demographic data describing *all* clients who were initially invited to complete an EARtrak survey. This includes details of age, gender, funding source, hearing loss and hearing aid fitting. This is your “Total Clients” Group. You also see a group who actually responded to the survey, referred to as your “Respondent Group.” Now you will be able to compare:

- (a) The profile of your Total Clients Group with the profile of the Total EARtrak Group
- (b) The profile of your Respondent Group with the profile of Respondent EARtrak Group
- (c) The profile of your Respondent Group with the profile of your Total Clients Group

The second section, *Satisfaction – Hearing aids*, focuses on the extent of hearing aid use, and measures of client satisfaction with hearing aids. It includes the International Outcome Inventory – Hearing Aids, (IOI-HA)\*\*, as well as clients’ satisfaction with the performance of their hearing aids in different listening situations, and with various features of their hearing aids. The data reflects the opinions of Respondent Group. Each item compares your respondents with reference to the EARtrak Group.

The third section, *Satisfaction – Service delivery and Funding Source*, reports client satisfaction with aspects of service delivery, including office staff, physical features of the clinic and professional relationships. This section also relates overall satisfaction levels to funding source, such as private and public sources. Again comparisons are made with the EARtrak Group.

Throughout this report –

The data for your clinic are shown in teal

The data for the EARtrak Group are shown in black in the tables and the figures

NS represents Not Stated

For further details on the construction and validation of EARtrak, refer to Appendix A.

\*\*For further details on the IOI-HA, refer to Appendix B.

# 1. Demographic profile

This section shows demographic information derived from the client information supplied by your clinic to EARtrak.

It is shown in two sets of data –

1. “Total Clients” - all clients who were *sent* surveys
2. “Respondent Group” – all clients who returned surveys

The response rate from your clinic was 54.2%, compared with the EARtrak Group average of 57.1%.

Your Total Client population differed from your Respondent Group population by more than 5.0% in the following characteristics:

- Age groups,
- Audiogram type

This comparison of percentages is not an indication of strict statistical significance; it is provided simply to draw your attention to the respective characteristics of your client and respondent populations.

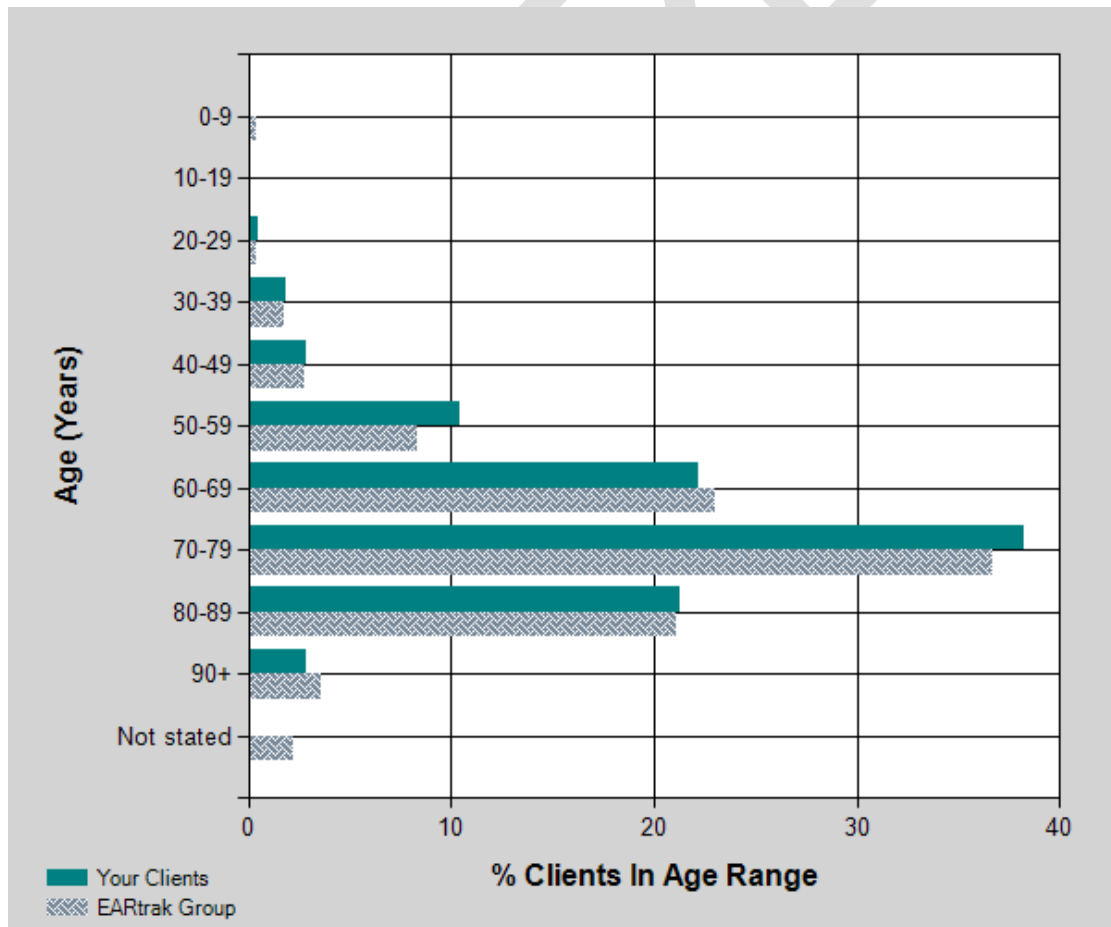
The data also show that your clinic profile differs from the EARtrak Group in some areas, demonstrating your unique client profile:

- More male and fewer female clients
- More clients with high frequency hearing loss, more clients with moderate hearing loss and more clients with steeply dropping high frequency hearing loss
- Higher fitting rate of Binaural
- More clients with Mid-Range hearing aids and more clients with Basic hearing aids
- Fewer clients with BTE hearing aids, more clients with BTE - Open hearing aids, more clients with BTE - RIC hearing aids and fewer clients with BTE - Standard hearing aids
- Higher referral rate from Workplace

## 1.1 Age

**Table 1.1.1 Age: Total Clients vs EARtrak Group**

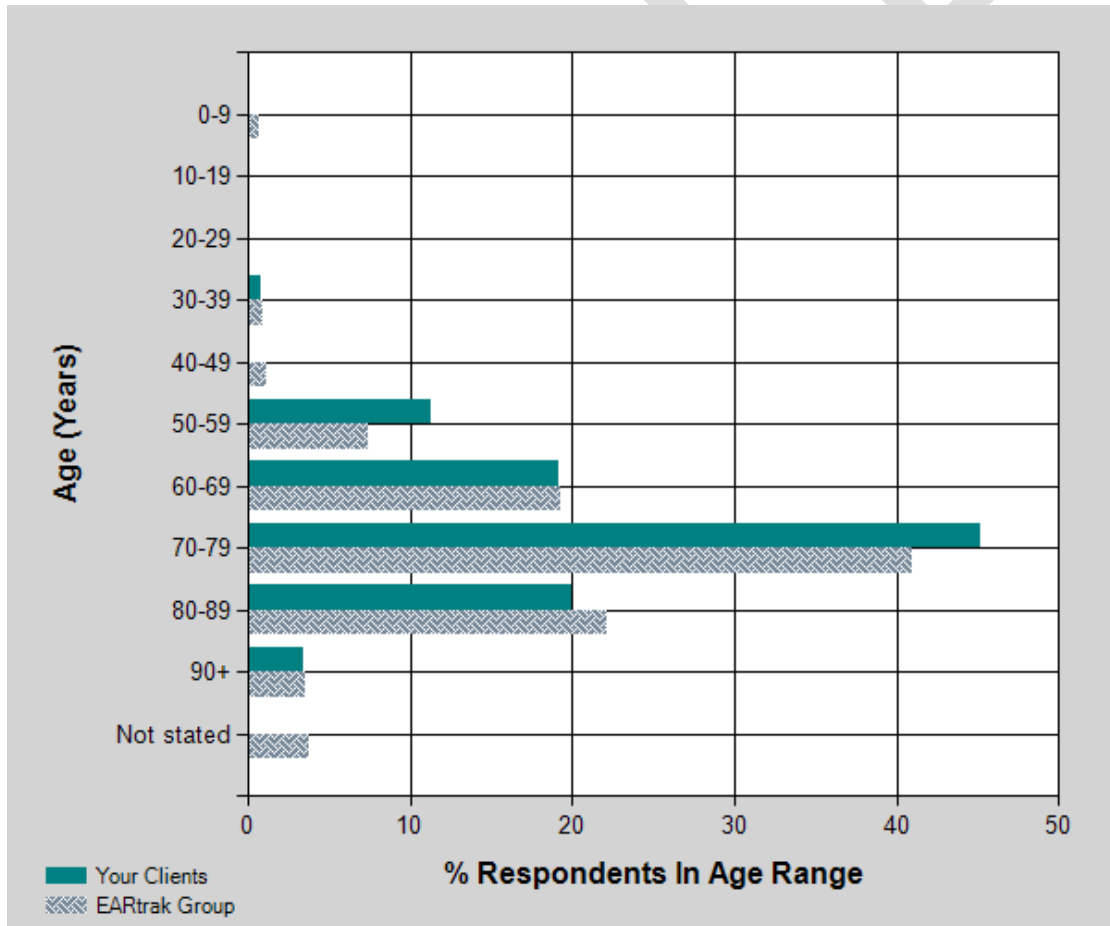
Age	Your Clients		EARtrak Group
	n	%	%
0-9	0	0.0	0.4
10-19	0	0.0	0.0
20-29	1	0.5	0.4
30-39	4	1.9	1.8
40-49	6	2.8	2.7
50-59	22	10.4	8.3
60-69	47	22.2	23.0
70-79	81	38.2	36.7
80-89	45	21.2	21.1
90+	6	2.8	3.5
Not stated	0	0.0	2.2
<b>Total</b>	<b>212</b>	<b>100.0</b>	<b>100.0</b>



**Figure 1.1.1 Age: Total Clients vs EARtrak Group**

**Table 1.1.2 Age: Respondent Group vs EARtrak Group**

Age	Your Respondents		EARtrak Group
	n	%	%
0-9	0	0.0	0.7
10-19	0	0.0	0.0
20-29	0	0.0	0.0
30-39	1	0.9	1.0
40-49	0	0.0	1.2
50-59	13	11.3	7.4
60-69	22	19.1	19.3
70-79	52	45.2	41.0
80-89	23	20.0	22.1
90+	4	3.5	3.6
Not stated	0	0.0	3.8
<b>Total</b>	<b>115</b>	<b>100.0</b>	<b>100.0</b>

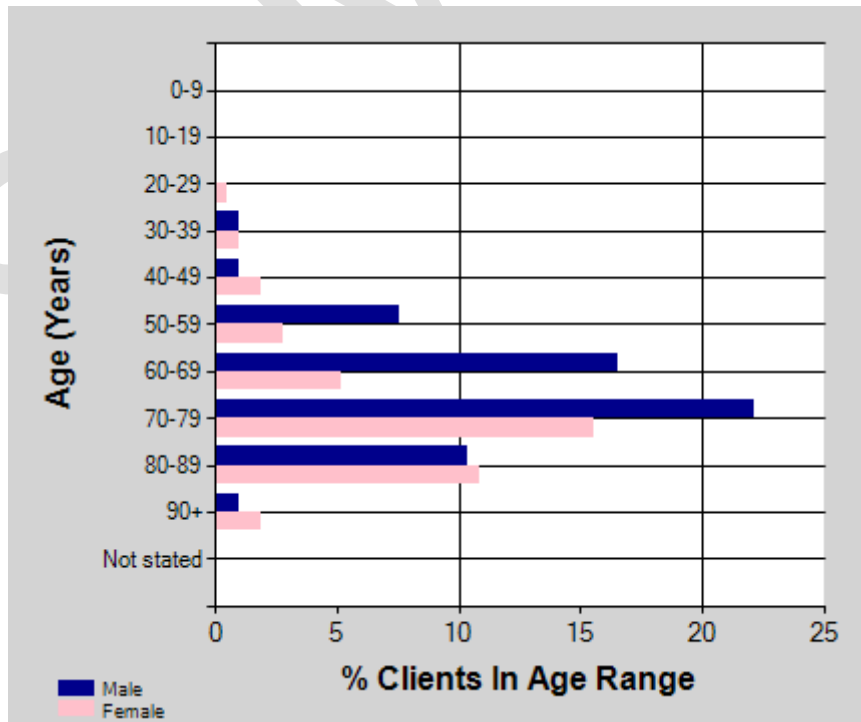


**Figure 1.1.2 Age: Respondent Group vs EARtrak Group**

## 1.2 Gender

**Table 1.2.1 Gender: Total Clients, by age group, vs EARtrak Group**

Age	Your Clients						EARtrak Group		
	F n	M n	NS n	F %	M %	NS %	F %	M %	NS %
0-9	0	0	0	0.0	0.0	0.0	0.1	0.3	0.0
10-19	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
20-29	1	0	0	0.5	0.0	0.0	0.3	0.1	0.0
30-39	2	2	0	0.9	0.9	0.0	0.7	1.1	0.0
40-49	4	2	0	1.9	0.9	0.0	1.6	1.1	0.0
50-59	6	16	0	2.8	7.5	0.0	3.8	4.5	0.0
60-69	11	35	0	5.2	16.5	0.0	9.5	13.3	0.0
70-79	33	47	1	15.6	22.2	0.5	15.5	21.1	0.1
80-89	23	22	0	10.8	10.4	0.0	10.6	10.5	0.0
90+	4	2	0	1.9	0.9	0.0	2.3	1.2	0.0
Not stated	0	0	0	0.0	0.0	0.0	0.3	0.3	1.6
<b>Total: 211</b>	<b>84</b>	<b>126</b>	<b>1</b>						
<b>Total: 100.0%</b>				<b>39.6</b>	<b>59.4</b>	<b>0.5</b>			
<b>Total: 100.0%</b>							<b>44.7</b>	<b>53.4</b>	<b>1.8</b>

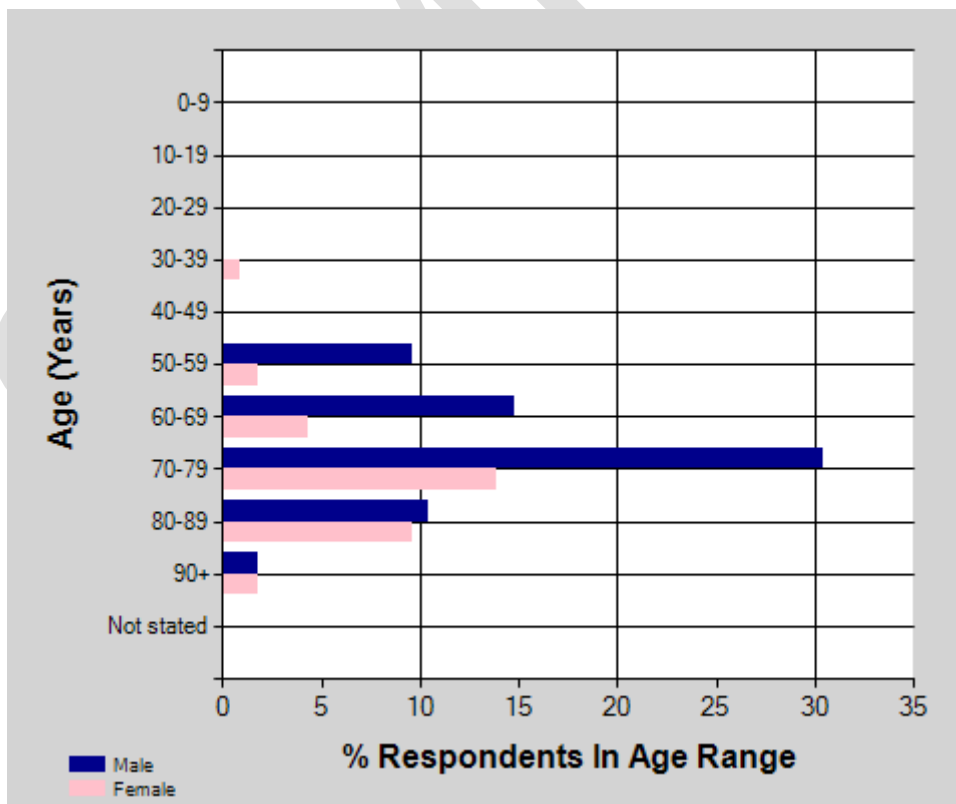


**Figure 1.2.1 Gender: Total Clients, by age group.**



**Table 1.2.2 Gender: Respondent Group, by age group, vs EARtrak Group**

Age	Your Respondents						EARtrak Group		
	F	M	NS	F	M	NS	F	M	NS
	n	n	n	%	%	%	%	%	%
0-9	0	0	0	0.0	0.0	0.0	0.2	0.5	0.0
10-19	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
20-29	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
30-39	1	0	0	0.9	0.0	0.0	0.2	0.7	0.0
40-49	0	0	0	0.0	0.0	0.0	1.0	0.2	0.0
50-59	2	11	0	1.7	9.6	0.0	2.9	4.5	0.0
60-69	5	17	0	4.3	14.8	0.0	8.1	11.2	0.0
70-79	16	35	1	13.9	30.4	0.9	16.7	24.0	0.2
80-89	11	12	0	9.6	10.4	0.0	11.2	11.0	0.0
90+	2	2	0	1.7	1.7	0.0	2.1	1.4	0.0
Not stated	0	0	0	0.0	0.0	0.0	0.5	0.5	2.9
<b>Total: 115</b>	<b>37</b>	<b>77</b>	<b>1</b>						
<b>Total: 100.0%</b>				<b>32.2</b>	<b>67.0</b>	<b>0.9</b>			
<b>Total: 100.0%</b>							<b>42.9</b>	<b>54.0</b>	<b>3.1</b>



**Figure 1.2.2 Gender: Respondent Group, by age group**

**Table 1.2.3 Response Rates:  
Total Clients Group by Age and Gender vs EARtrak Group**

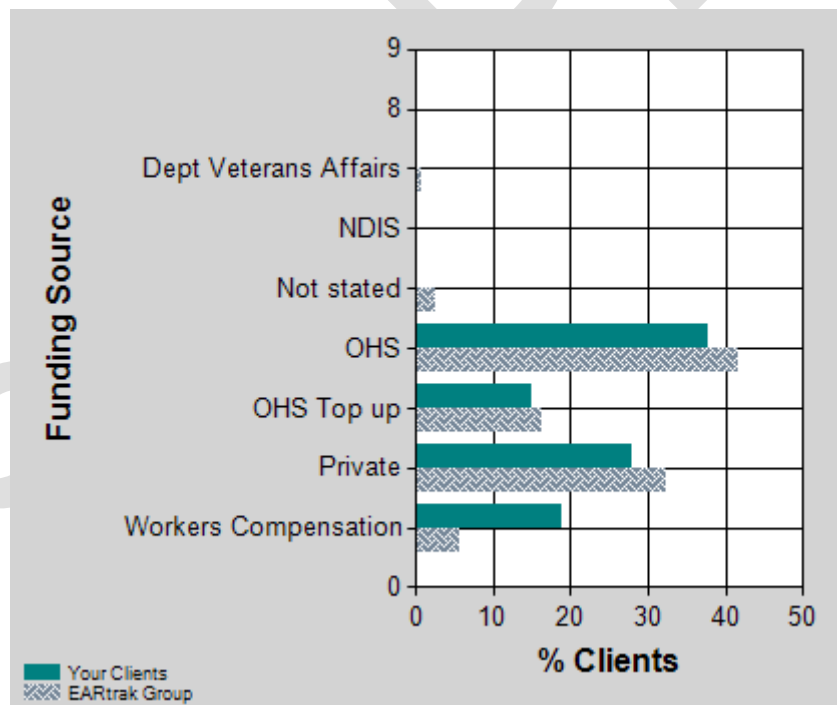
	Your Clients				EARtrak Group			
	F	M	NS	Total	F	M	NS	Total
Age	%	%	%	%	%	%	%	%
0-9	0.0	0.0	0.0	0.0	0.1	0.3	0.0	0.4
10-19	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
20-29	0.5	0.0	0.0	0.5	0.3	0.1	0.0	0.4
30-39	0.9	0.9	0.0	1.9	0.7	1.1	0.0	1.8
40-49	1.9	0.9	0.0	2.8	1.6	1.1	0.0	2.7
50-59	2.8	7.5	0.0	10.4	3.8	4.5	0.0	8.3
60-69	5.2	16.5	0.0	21.7	9.5	13.3	0.0	22.8
70-79	15.6	22.2	0.5	38.2	15.5	21.1	0.1	36.7
80-89	10.8	10.4	0.0	21.2	10.6	10.5	0.0	21.1
90+	1.9	0.9	0.0	2.8	2.3	1.2	0.0	3.5
Not stated	0.0	0.0	0.0	0.0	0.3	0.3	1.6	2.2
Client Rates	39.6	59.4	0.5					
EARtrak Rates					44.7	53.4	1.8	
Overall Rates				99.5				99.9

### 1.3 Funding Source

Note: A Funding source is shown only if there are data for that funding source in the EARtrak Group for the reporting period.

**Table 1.3.1 Funding Source: Total Clients vs EARtrak Group**

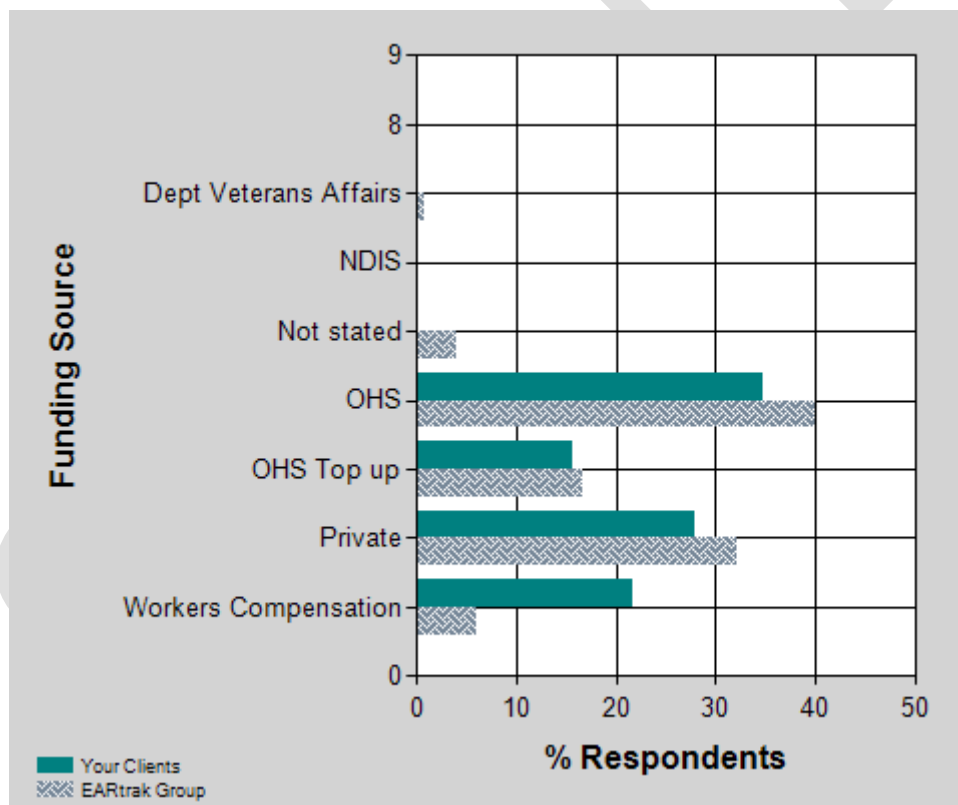
Funding Source	Your Clients						EARtrak Group		
	F	M	NS	F	M	NS	F	M	NS
	n	n	n	%	%	%	%	%	%
	0	0	0	0.0	0.0	0.0	0.1	0.0	0.0
Dept Veterans Affairs	0	0	0	0.0	0.0	0.0	0.1	0.5	0.0
NDIS	0	0	0	0.0	0.0	0.0	0.1	0.1	0.0
Not stated	0	0	0	0.0	0.0	0.0	0.5	0.5	1.6
OHS	41	38	1	19.3	17.9	0.5	21.1	20.5	0.1
OHS Top up	16	16	0	7.5	7.5	0.0	8.6	7.7	0.0
Private	26	33	0	12.3	15.6	0.0	14.0	18.3	0.0
Workers Compensation	1	39	0	0.5	18.4	0.0	0.1	5.6	0.0
<b>Total: 211</b>	<b>84</b>	<b>126</b>	<b>1</b>						
<b>Total: 100.0%</b>				<b>39.6</b>	<b>59.4</b>	<b>0.5</b>			
<b>Total: 100.0%</b>							<b>44.7</b>	<b>53.4</b>	<b>1.8</b>



**Figure 1.3.1 Funding Source: Total Clients vs EARtrak Group**

**Table 1.3.2 Funding Source: Respondent Group vs EARtrak Group**

Funding Source	Your Respondents						EARtrak Group		
	F	M	NS	F	M	NS	F	M	NS
	n	n	n	%	%	%	%	%	%
	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Dept Veterans Affairs	0	0	0	0.0	0.0	0.0	0.2	0.5	0.0
NDIS	0	0	0	0.0	0.0	0.0	0.2	0.0	0.0
Not stated	0	0	0	0.0	0.0	0.0	0.5	0.7	2.9
OHS	19	20	1	16.5	17.4	0.9	19.8	20.0	0.2
OHS Top up	7	11	0	6.1	9.6	0.0	9.0	7.6	0.0
Private	11	21	0	9.6	18.3	0.0	12.9	19.3	0.0
Workers Compensation	0	25	0	0.0	21.7	0.0	0.0	6.0	0.0
<b>Total: 115</b>	<b>37</b>	<b>77</b>	<b>1</b>						
<b>Total: 100.0%</b>				<b>32.2</b>	<b>67.0</b>	<b>0.9</b>			
<b>Total: 100.0%</b>							<b>42.6</b>	<b>54.0</b>	<b>3.1</b>

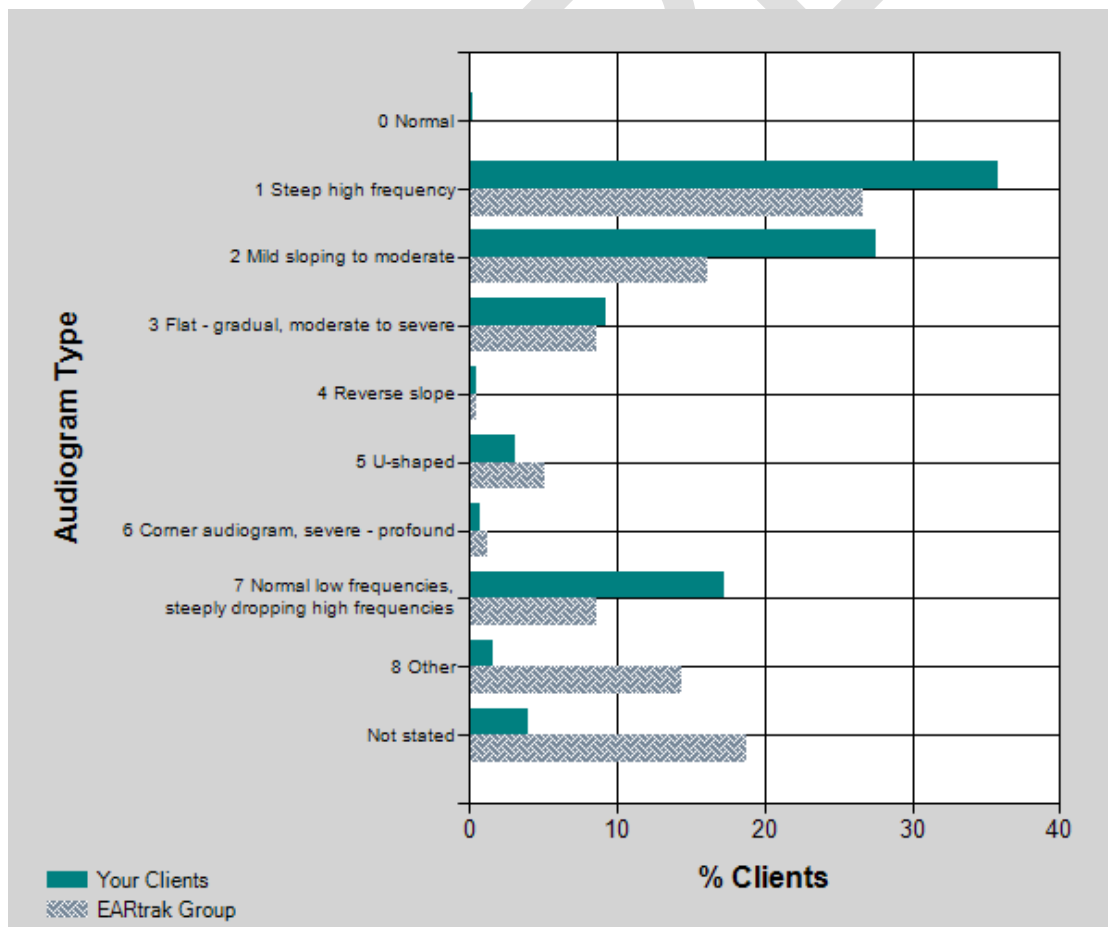


**Figure 1.3.2 Funding Source: Respondent Group vs EARtrak Group**

## 1.4 Hearing loss

**Table 1.4.1 Hearing loss: Total Clients vs EARtrak Group**

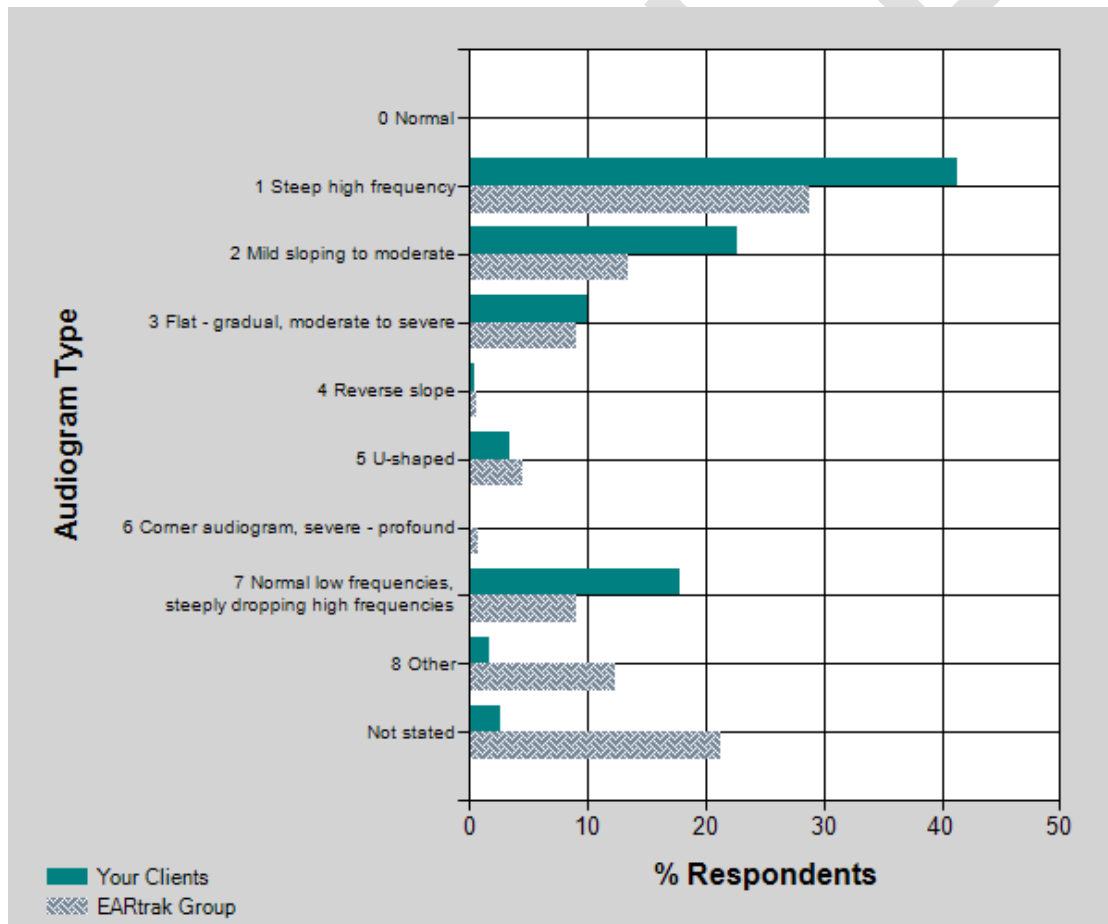
Audiogram Type	Your Clients		EARtrak Group
	n	%	%
0 Normal	1	0.2	0.1
1 Steep high frequency	152	35.8	26.6
2 Mild sloping to moderate	117	27.6	16.1
3 Flat - gradual, moderate to severe	39	9.2	8.6
4 Reverse slope	2	0.5	0.4
5 U-shaped	13	3.1	5.1
6 Corner audiogram, severe - profound	3	0.7	1.2
7 Normal low frequencies, steeply dropping high frequencies	73	17.2	8.6
8 Other	7	1.7	14.4
Not stated	17	4.0	18.8
<b>Total</b>	<b>424</b>	<b>100.0</b>	<b>100.0</b>



**Figure 1.4.1 Hearing Loss: Total Clients vs EARtrak Group**

**Table 1.4.2 Hearing loss: Respondent Group vs EARtrak Group**

Audiogram Type	Your Respondents		EARtrak Group
	n	%	%
0 Normal	0	0.0	0.1
1 Steep high frequency	95	41.3	28.8
2 Mild sloping to moderate	52	22.6	13.5
3 Flat - gradual, moderate to severe	23	10.0	9.1
4 Reverse slope	1	0.4	0.6
5 U-shaped	8	3.5	4.5
6 Corner audiogram, severe - profound	0	0.0	0.7
7 Normal low frequencies, steeply dropping high frequencies	41	17.8	9.1
8 Other	4	1.7	12.3
Not stated	6	2.6	21.3
<b>Total</b>	<b>230</b>	<b>100.0</b>	<b>100.0</b>



**Figure 1.4.2 Hearing loss: Respondent Group vs EARtrak Group**

## 1.5 Fitting Profile

Special Note: The data reported in this section relates to hearing aids, not to individual clients.

**Table 1.5.1a Fitting profile: Numbers of Total Hearing Aids**

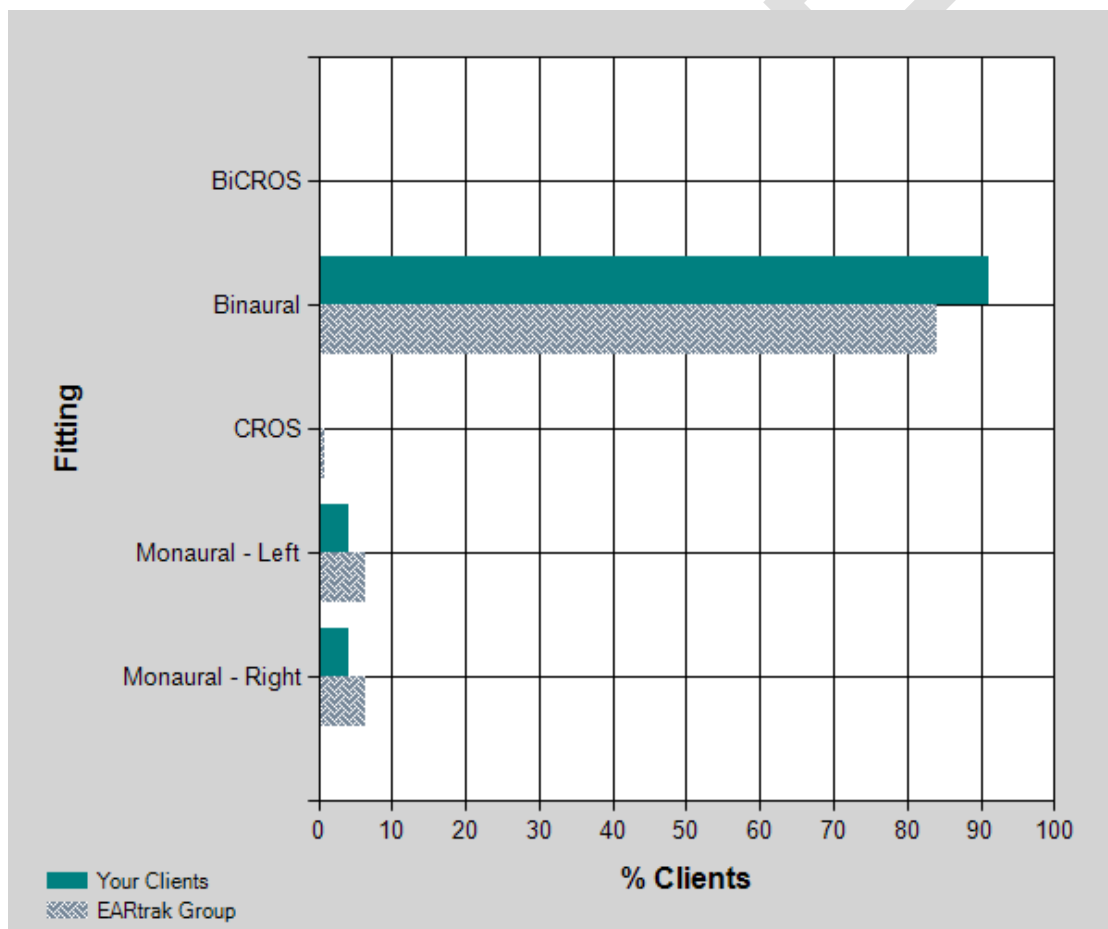
	Your Clients					
	Existing	New	Replacement	None	NS	Total
Fitting	n	n	n	n	n	n
BiCROS	0	0	0	0	0	0
Binaural	7	188	184	0	7	386
CROS	0	2	0	0	0	2
Monaural - Left	0	5	4	9	0	18
Monaural - Right	1	3	6	8	0	18
Other	0	0	0	0	0	0
NS	0	0	0	0	0	0
Total	8	198	194	17	7	424

**Table 1.5.1b Fitting profile: Percentage of Total Hearing Aids**

	Your Respondents					
	Existing	New	Replacement	None	NS	Total
Fitting	%	%	%	%	%	%
BiCROS	0.0	0.0	0.0	0.0	0.0	0.0
Binaural	1.7	44.3	43.4	0.0	1.7	91.0
CROS	0.0	0.5	0.0	0.0	0.0	0.5
Monaural - Left	0.0	1.2	0.9	2.1	0.0	4.2
Monaural - Right	0.2	0.7	1.4	1.9	0.0	4.2
Other	0.0	0.0	0.0	0.0	0.0	0.0
Total	1.9	46.7	45.8	4.0	1.7	100.0

**Table 1.5.1c Fitting profile: Percentage of EARtrak Group**

	EARtrak Group					
	Existing	New	Replacement	None	NS	Total
<b>Fitting</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>BiCROS</b>	<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>
<b>Binaural</b>	<b>6.1</b>	<b>38.1</b>	<b>29.4</b>	<b>0.2</b>	<b>10.3</b>	<b>84.2</b>
<b>CROS</b>	<b>0.0</b>	<b>0.4</b>	<b>0.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>
<b>Monaural - Left</b>	<b>0.3</b>	<b>1.4</b>	<b>1.3</b>	<b>3.1</b>	<b>0.4</b>	<b>6.5</b>
<b>Monaural - Right</b>	<b>0.1</b>	<b>1.5</b>	<b>1.3</b>	<b>3.2</b>	<b>0.4</b>	<b>6.5</b>
<b>Other</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total</b>	<b>6.5</b>	<b>41.7</b>	<b>32.6</b>	<b>6.5</b>	<b>12.7</b>	<b>100.0</b>



**Figure 1.5.1 Fitting profile: Total Hearing Aids vs EARtrak Group**



**Table 1.5.2a Fitting profile: Numbers in Respondent Group**

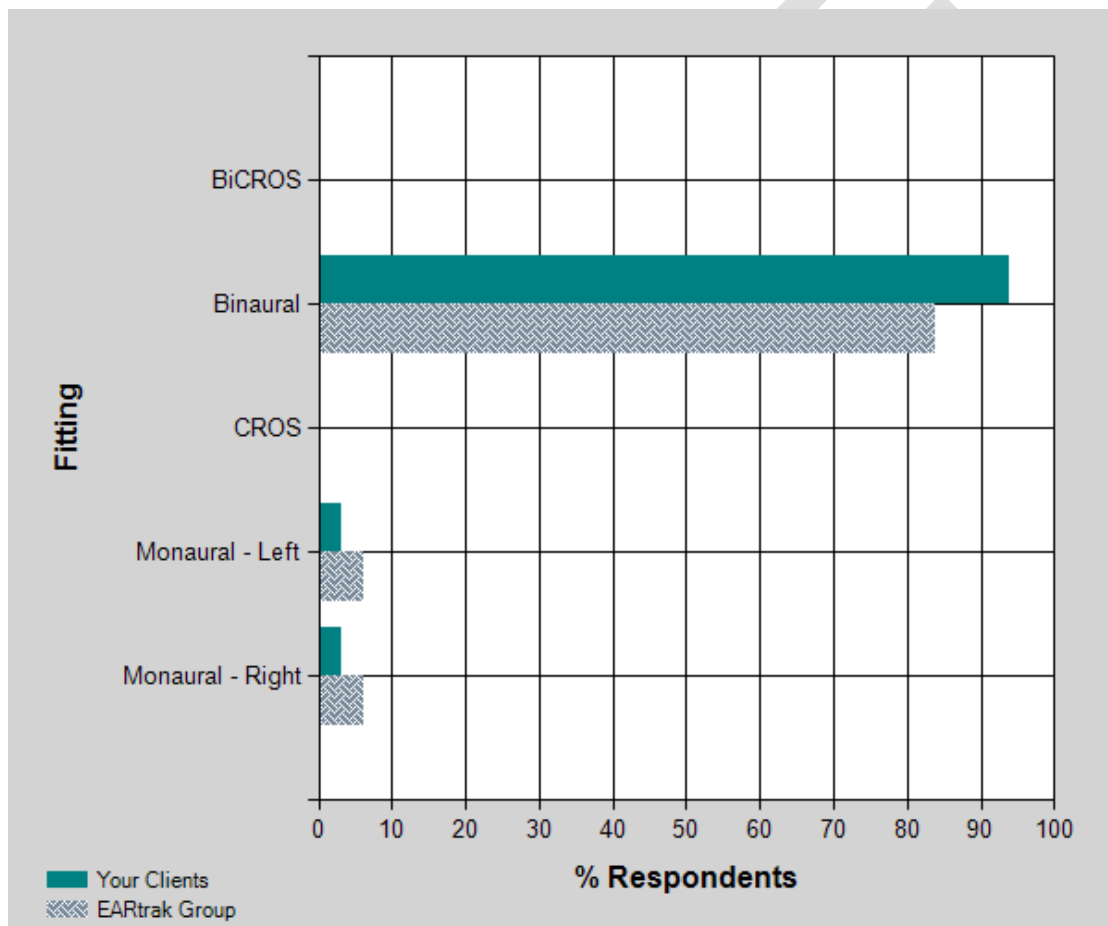
	Your Respondents					
	Existing	New	Replacement	None	NS	Total
Fitting	n	n	n	n	n	n
BiCROS	0	0	0	0	0	0
Binaural	6	94	111	0	5	216
CROS	0	0	0	0	0	0
Monaural - Left	0	3	2	2	0	7
Monaural - Right	1	1	1	4	0	7
Other	0	0	0	0	0	0
NS	0	0	0	0	0	0
Total	7	98	114	6	5	230

**Table 1.5.2b Fitting profile: Percentage in Respondent Group**

	Your Respondents					
	Existing	New	Replacement	None	NS	Total
Fitting	%	%	%	%	%	%
BiCROS	0.0	0.0	0.0	0.0	0.0	0.0
Binaural	2.6	40.9	48.3	0.0	2.2	93.9
CROS	0.0	0.0	0.0	0.0	0.0	0.0
Monaural - Left	0.0	1.3	0.9	0.9	0.0	3.0
Monaural - Right	0.4	0.4	0.4	1.7	0.0	3.0
Other	0.0	0.0	0.0	0.0	0.0	0.0
Total	3.0	42.6	49.6	2.6	2.2	100.0

**Table 1.5.2c Fitting profile: Percentage EARtrak Group**

	EARtrak Group					
	Existing	New	Replacement	None	NS	Total
Fitting	%	%	%	%	%	%
<b>BiCROS</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Binaural</b>	<b>5.7</b>	<b>35.0</b>	<b>32.3</b>	<b>0.2</b>	<b>10.6</b>	<b>83.9</b>
<b>CROS</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>
<b>Monaural - Left</b>	<b>0.5</b>	<b>1.3</b>	<b>1.3</b>	<b>2.5</b>	<b>0.6</b>	<b>6.2</b>
<b>Monaural - Right</b>	<b>0.1</b>	<b>1.3</b>	<b>1.0</b>	<b>3.3</b>	<b>0.4</b>	<b>6.1</b>
<b>Other</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total</b>	<b>6.3</b>	<b>37.9</b>	<b>35.3</b>	<b>6.1</b>	<b>14.4</b>	<b>100.0</b>



**Figure 1.5.2c Fitting profile: Respondent Group vs EARtrak Group**

## 1.6 Hearing aid details

Special Note: The data reported in this section relates to hearing aids, not to individual clients.

**Table 1.6.1 Hearing aid style: Total Clients and Respondent Group vs EARtrak Group**

Style	Your				EARtrak Group	
	Clients		Respondents		Clients	Respondents
	n	%	n	%	%	%
BTE	0	0.0	0	0.0	5.4	6.9
BTE - Open	105	25.8	51	22.8	17.0	15.9
BTE - RIC	180	44.2	116	51.8	36.4	38.2
BTE - Standard	70	17.2	40	17.9	23.2	22.8
CIC	23	5.7	8	3.6	4.4	3.3
CROS	1	0.2	0	0.0	0.1	0.0
IIC	0	0.0	0	0.0	0.7	0.6
ITC	23	5.7	9	4.0	5.9	5.1
ITE	5	1.2	0	0.0	1.2	0.5
Not stated	0	0.0	0	0.0	5.7	6.7
Open	0	0.0	0	0.0	0.1	0.0
<b>Total</b>	<b>407</b>	<b>100.0</b>	<b>224</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 1.6.2 Hearing aid manufacturer: Total Clients and Respondent Group**

Manufacturer	Your Clients		Your Respondents	
	n	%	n	%
Bernafon	2	0.5	2	0.9
Phonak	104	25.6	59	26.3
Siemens	4	1.0	4	1.8
Sivantos	6	1.5	2	0.9
Starkey	113	27.8	65	29.0
Unitron	158	38.8	82	36.6
Widex	20	4.9	10	4.5
<b>Total</b>	<b>407</b>	<b>100.0</b>	<b>224</b>	<b>100.0</b>

**Table 1.6.3 Hearing aid technology: Total Clients and Respondent Group vs EARtrak Group.**

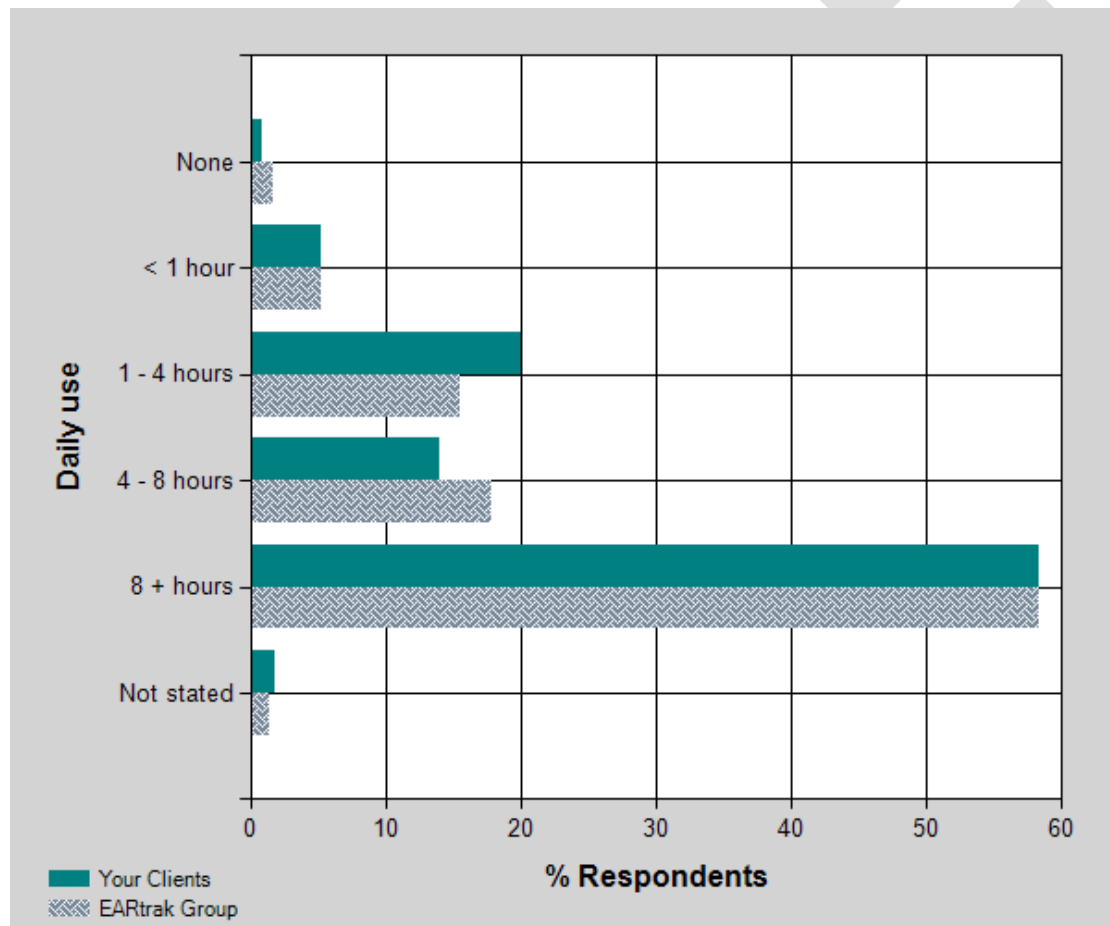
Technology	Your				EARtrak Group	
	Clients		Respondents		Clients	Respondents
	n	%	n	%	%	%
Mid-Range	94	22.2	51	22.2	15.9	16.8
High End	54	12.7	26	11.3	10.2	8.0
Basic-Enhanced	74	17.5	44	19.1	17.3	16.6
Basic	184	43.4	103	44.8	37.2	36.5
No fitting	17	4.0	6	2.6	6.6	6.2
<b>Total</b>	<b>424</b>	<b>100.0</b>	<b>230</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

SAMPLE

## 1.7 Daily hearing aid use

**Table 1.7 Daily use: Respondent Group vs EARtrak Group**

Daily Use	Your Respondents		EARtrak Group
	n	%	%
None	1	0.9	1.7
< 1 hour	6	5.2	5.2
1 - 4 hours	23	20.0	15.5
4 - 8 hours	16	13.9	17.9
8 + hours	67	58.3	58.3
Not stated	2	1.7	1.4
<b>Total</b>	<b>115</b>	<b>100.0</b>	<b>100.0</b>

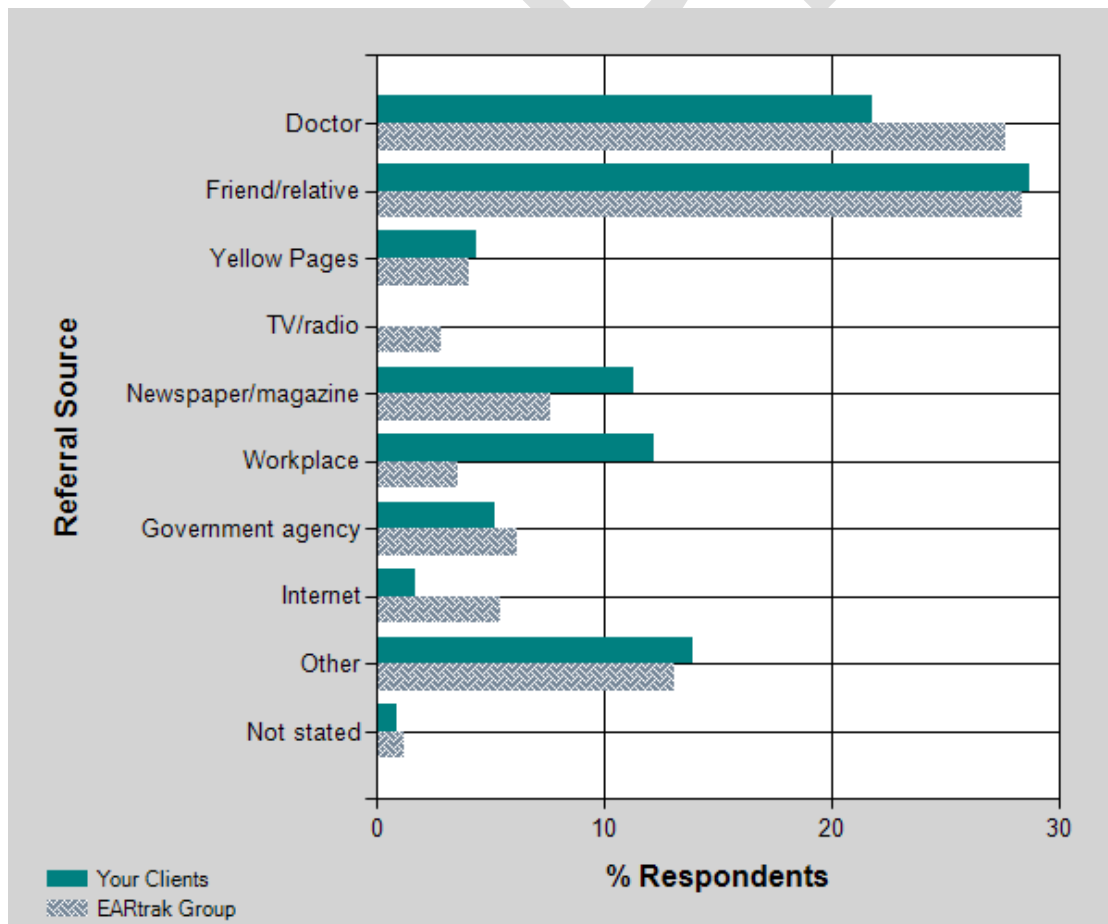


**Figure 1.7 Daily use: Respondent Group vs EARtrak Group**

## 1.8 Referral source (client report)

**Table 1.8 Referral source: Respondent Group vs EARtrak Group.**

Referral Source	Your Respondents		EARtrak Group
	n	%	%
Doctor	25	21.7	27.6
Friend/relative	33	28.7	28.3
Yellow Pages	5	4.3	4.0
TV/radio	0	0.0	2.9
Newspaper/magazine	13	11.3	7.6
Workplace	14	12.2	3.6
Government agency	6	5.2	6.2
Internet	2	1.7	5.5
Other	16	13.9	13.1
Not stated	1	0.9	1.2
<b>Total</b>	<b>115</b>	<b>100.0</b>	<b>100.0</b>



**Figure 1.8 Referral source: Respondent Group vs EARtrak Group.**

## 2. Satisfaction: Hearing aids

This section focuses on measures of client satisfaction with hearing aids using data obtained from the surveys from your Respondent Group.

### 2.1 International Outcome Inventory – Hearing Aids

**Table 2.1: IOI-HA – Your Respondents compared with the EARtrak Group.**

	Your Respondents		EARtrak Group	
	Mean	Standard Deviation	Mean	Standard Deviation
<b>Satisfaction sub-test</b>				
Q1 - Usage	4.3	1.0	4.3	1.0
Q2 - Degree of help	4.0	0.8	3.9	0.9
Q4 - Worth the trouble	4.3	0.9	4.3	0.9
Q7 - Enjoyment of life	4.0	0.8	4.0	0.9
Satisfaction sub-score (max 20)	16.5		16.4	
Satisfaction sub-score (%)	82.7%		82.2%	
<b>Residual difficulties sub-test</b>				
Q3 - Residual difficulty	3.7	0.8	3.7	0.9
Q5 - Activity interference	3.9	0.9	4.0	1.0
Q6 - Others affected	4.0	0.9	4.0	1.0
Residual difficulties sub-score (max 15)	11.7		11.7	
Residual difficulties sub-score (%)	77.8%		77.8%	
IOI-HA total score (max 35)	28.2		28.1	
IOI-HA total score (%)	80.3%		80.0%	
<b>Number of respondent surveys</b>	115			

## 2.2 Overall satisfaction and recommendations

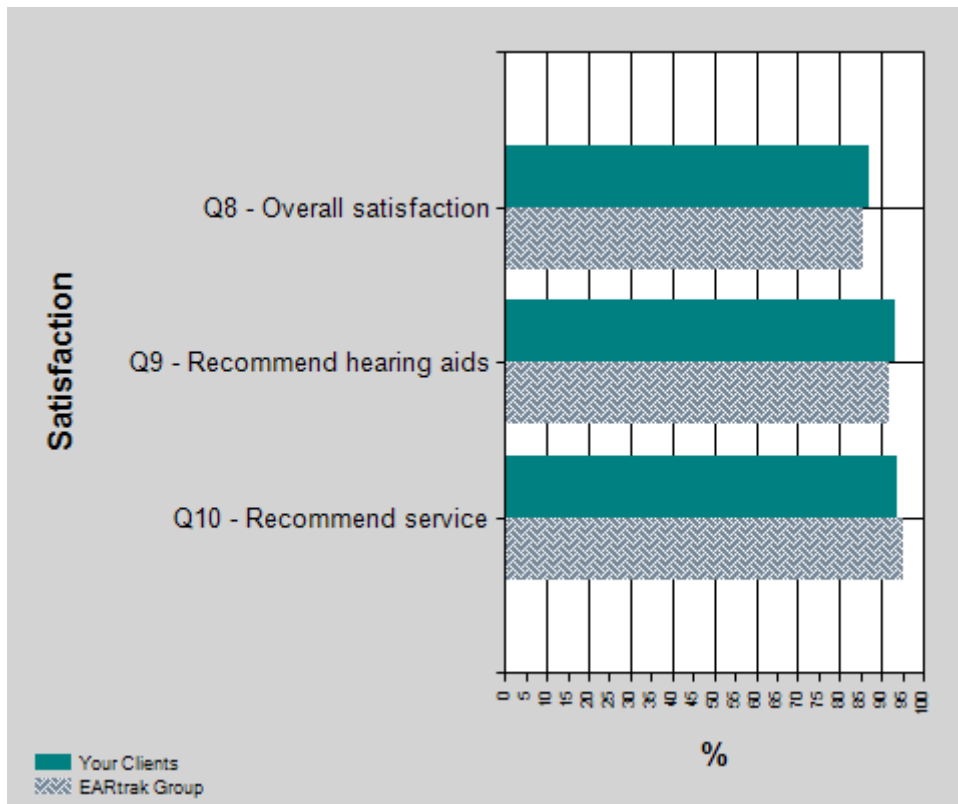
**Table 2.2.1: Overall satisfaction: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Q8. Overall satisfaction with hearing aids</b>			
Very Satisfied	42	36.5	36.0
Satisfied	58	50.4	49.5
Neutral	10	8.7	9.8
Dissatisfied	4	3.5	2.4
Very Dissatisfied	0	0.0	1.4
Not stated	1	0.9	1.0
<b>Respondent surveys</b>	<b>115</b>	<b>100.0</b>	<b>100.0</b>

**Table 2.2.2: Recommendations: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Recommendations</b>			
<b>Q9. Would you recommend hearing aids?</b>			
Yes	107	93.0	91.7
Not sure	7	6.1	6.7
No	0	0.0	1.0
Not stated	1	0.9	0.7
		100.0	100.0
<b>Q10. Would you recommend your service provider?</b>			
Yes	108	93.9	95.2
Not sure	6	5.2	3.3
No	0	0.0	0.7
Not stated	1	0.9	0.7
<b>Respondent surveys</b>	<b>115</b>	<b>100.0</b>	<b>100.0</b>





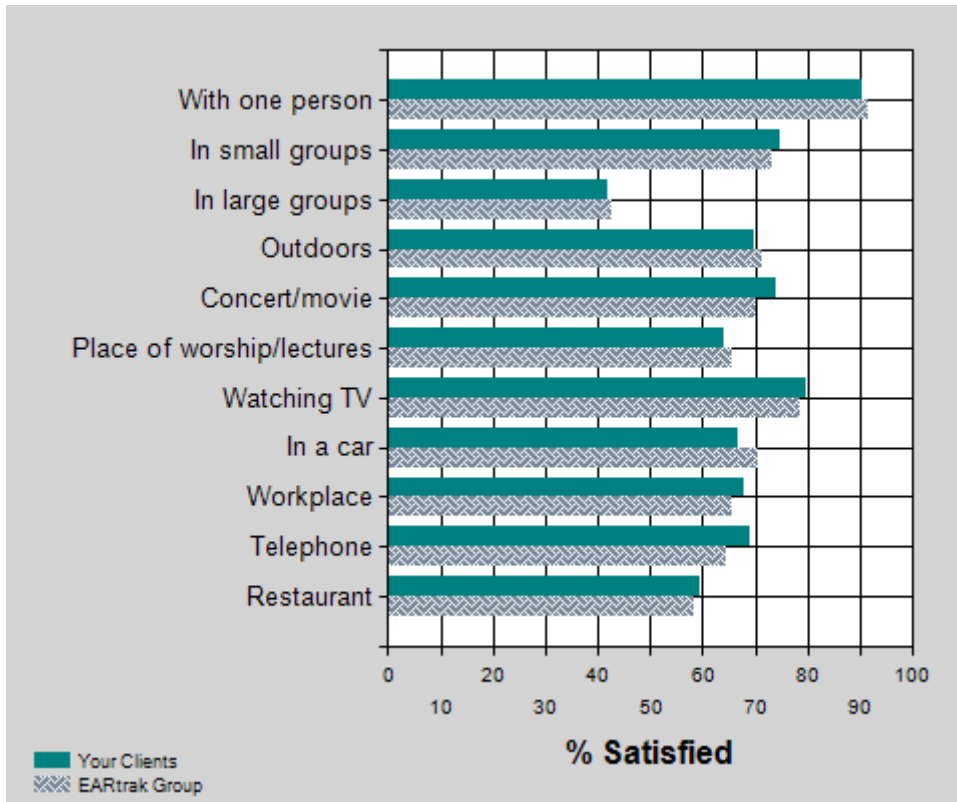
**Figure 2.2.1: Overall satisfaction: Your Respondents vs EARtrak Group**

SAMPLE

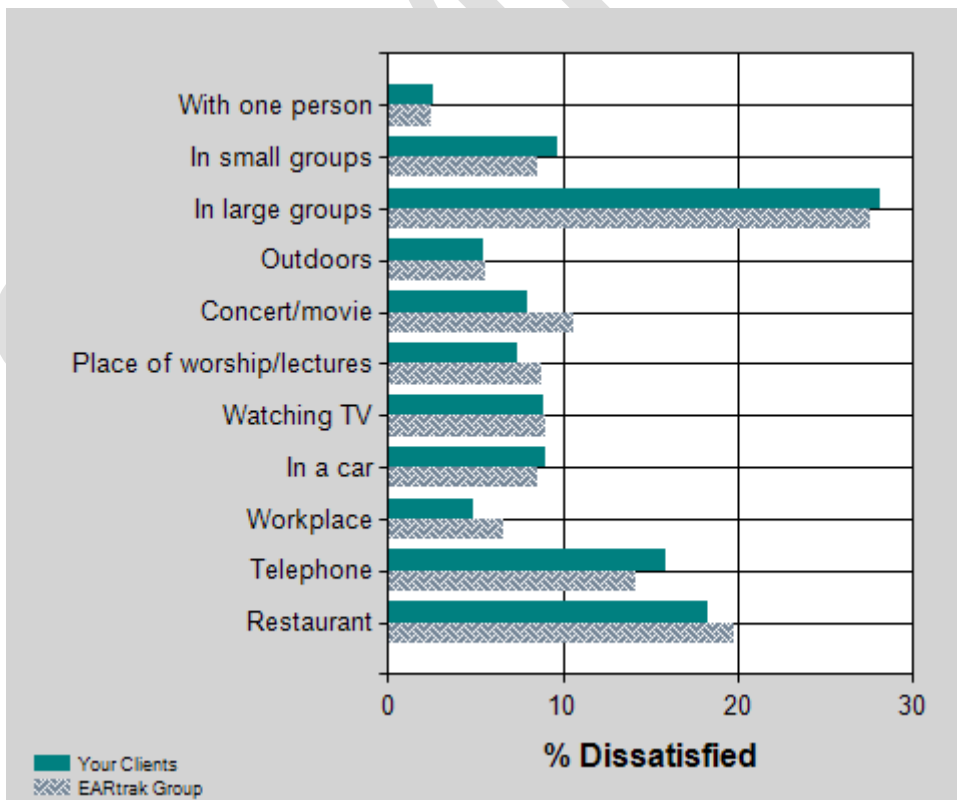
## 2.3 Listening situations

**Table 2.3.1 Satisfaction listening situations – summary:  
Your Respondents vs EARtrak Group**

Listening situation		Satisfied		Dissatisfied	
		Your Respondents	EARtrak Group	EARtrak Group	Your Respondents
With one person	n	103			3
	%	90.4%	91.6%	2.5%	2.6%
	N	114			
In small groups	n	85			11
	%	74.6%	73.2%	8.6%	9.6%
	N	114			
In large groups	n	46			31
	%	41.8%	42.8%	27.6%	28.2%
	N	110			
Outdoors	n	76			6
	%	69.7%	71.5%	5.6%	5.5%
	N	109			
Concert/movie	n	74			8
	%	74.0%	70.3%	10.7%	8.0%
	N	100			
Place of worship/lectures	n	52			6
	%	64.2%	65.4%	8.7%	7.4%
	N	81			
Watching TV	n	90			10
	%	79.6%	78.7%	9.0%	8.8%
	N	113			
In a car	n	74			10
	%	66.7%	70.7%	8.6%	9.0%
	N	111			
Workplace	n	42			3
	%	67.7%	65.4%	6.6%	4.8%
	N	62			
Telephone	n	78			18
	%	69.0%	64.3%	14.1%	15.9%
	N	113			
Restaurant	n	62			19
	%	59.6%	58.1%	19.7%	18.3%
	N	104			
Number of clients surveyed		115			
Mean situations satisfied		68.8%	68.4%		
Individual practice range		54.5 - 91.9%			



**Figure 2.3.1 Satisfaction with listening situations – summary: Your Respondents vs EARtrak Group**



**Figure 2.3.2 Dissatisfaction with listening situations – summary: Your Respondents vs EARtrak Group**

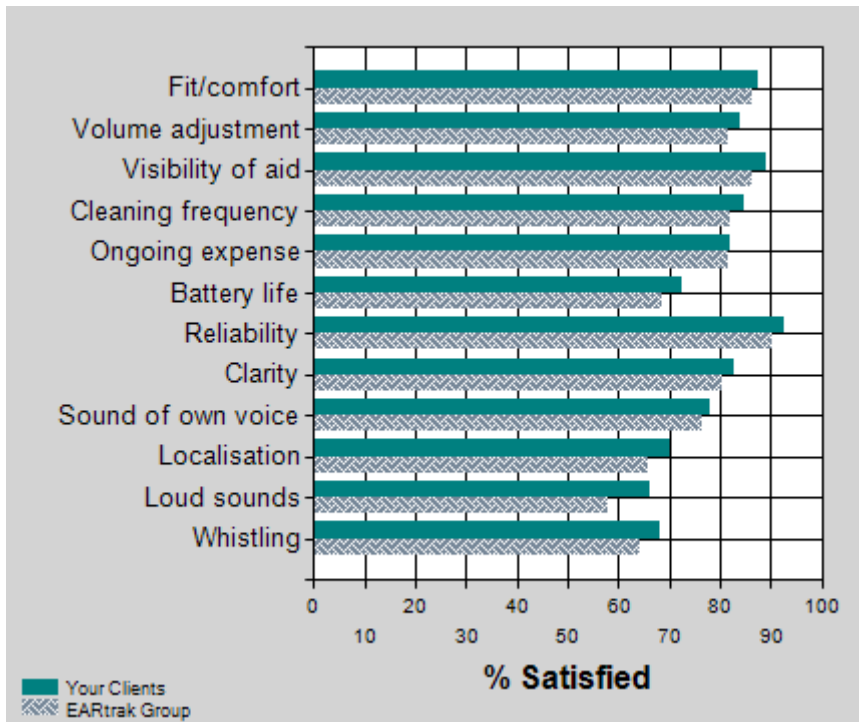
**Table 2.3.2 Satisfaction with listening situations – detail:  
Your Respondents vs EARtrak Group**

Listening situation	No Response	Not relevant	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
With one person	1	0	1	2	8	57	46
	0.9%	0.0%	0.9%	1.7%	7.0%	49.6%	40.0%
	1.7%	1.4%	1.0%	1.4%	5.7%	48.6%	40.2%
In small groups	1	0	1	10	18	64	21
	0.9%	0.0%	0.9%	8.7%	15.7%	55.7%	18.3%
	1.9%	1.2%	1.9%	6.4%	17.6%	51.9%	19.0%
In large groups	2	3	11	20	33	38	8
	1.7%	2.6%	9.6%	17.4%	28.7%	33.0%	7.0%
	1.9%	2.4%	9.5%	16.9%	28.3%	33.8%	7.1%
Outdoors	3	3	2	4	27	52	24
	2.6%	2.6%	1.7%	3.5%	23.5%	45.2%	20.9%
	2.4%	3.3%	1.2%	4.0%	21.7%	49.8%	17.6%
Concert/movie	6	9	3	5	18	51	23
	5.2%	7.8%	2.6%	4.3%	15.7%	44.3%	20.0%
	6.9%	10.5%	1.9%	6.9%	15.7%	40.5%	17.6%
Place of worship/lectures	14	20	2	4	23	33	19
	12.2%	17.4%	1.7%	3.5%	20.0%	28.7%	16.5%
	10.7%	18.3%	1.2%	5.0%	18.3%	30.5%	16.0%
Watching TV	2	0	2	8	13	60	30
	1.7%	0.0%	1.7%	7.0%	11.3%	52.2%	26.1%
	2.1%	2.9%	2.6%	6.0%	11.7%	48.8%	26.0%
In a car	2	2	1	9	27	56	18
	1.7%	1.7%	0.9%	7.8%	23.5%	48.7%	15.7%
	2.4%	3.3%	1.9%	6.2%	19.5%	46.4%	20.2%
Workplace	21	32	1	2	17	33	9
	18.3%	27.8%	0.9%	1.7%	14.8%	28.7%	7.8%
	21.2%	28.6%	0.7%	2.6%	14.0%	23.8%	9.0%
Telephone	1	1	9	9	17	56	22
	0.9%	0.9%	7.8%	7.8%	14.8%	48.7%	19.1%
	2.1%	5.2%	5.0%	8.1%	20.0%	41.9%	17.6%
Restaurant	6	5	5	14	23	50	12
	5.2%	4.3%	4.3%	12.2%	20.0%	43.5%	10.4%
	5.5%	5.2%	4.3%	13.3%	19.8%	41.7%	10.2%

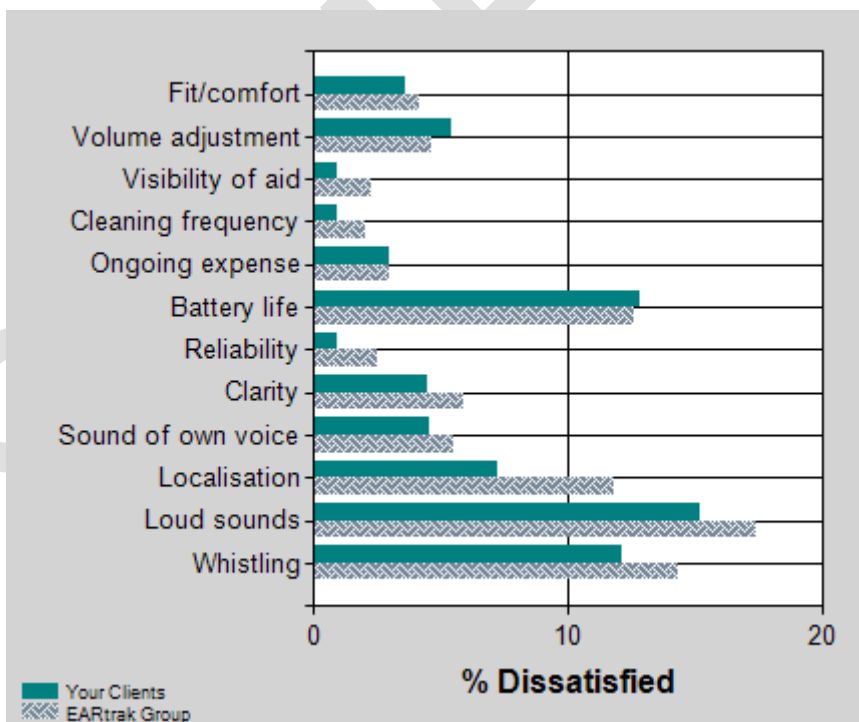
## 2.4 Hearing aid features

**Table 2.4.1 Hearing Aid Features – summary:  
Your Respondents vs EARtrak Group**

Features		Satisfied		Dissatisfied	
		Your Respondents	EARtrak Group	EARtrak Group	Your Respondents
Fit/comfort	n	98			4
	%	87.5%	86.5%	4.2%	3.6%
	N	112			
Volume adjustment	n	93			6
	%	83.8%	81.6%	4.7%	5.4%
	N	111			
Visibility of aid	n	99			1
	%	89.2%	86.5%	2.3%	0.9%
	N	111			
Cleaning frequency	n	95			1
	%	84.8%	82.0%	2.0%	0.9%
	N	112			
Ongoing expense	n	82			3
	%	82.0%	81.6%	3.0%	3.0%
	N	100			
Battery life	n	79			14
	%	72.5%	68.7%	12.6%	12.8%
	N	109			
Reliability	n	99			1
	%	92.5%	90.2%	2.5%	0.9%
	N	107			
Clarity	n	92			5
	%	82.9%	80.5%	5.9%	4.5%
	N	111			
Sound of own voice	n	86			5
	%	78.2%	76.6%	5.5%	4.5%
	N	110			
Localisation	n	77			8
	%	70.0%	65.6%	11.8%	7.3%
	N	110			
Loud sounds	n	74			17
	%	66.1%	57.7%	17.4%	15.2%
	N	112			
Whistling	n	73			13
	%	68.2%	64.4%	14.4%	12.1%
	N	107			
Number of clients surveyed		115			
Mean features satisfied		79.8%	76.8%		
Individual practice range		65.9 - 80.1%			



**Figure 2.4.1 Satisfaction with Hearing Aid Features – summary: Your Respondents vs EARtrak Group**



**Figure 2.4.2 Dissatisfaction with Hearing Aid Features – summary: Your Respondents vs EARtrak Group**

**Table 2.4.2 Hearing Aid Features – detail:  
Your Respondents vs EARtrak Group**

Features	No Response	Not relevant	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Fit/comfort	3	0	0	4	10	54	44
	2.6%	0.0%	0.0%	3.5%	8.7%	47.0%	38.3%
	3.3%	0.0%	1.4%	2.6%	9.0%	49.3%	34.3%
Volume adjustment	2	2	2	4	12	50	43
	1.7%	1.7%	1.7%	3.5%	10.4%	43.5%	37.4%
	6.0%	7.1%	1.2%	2.9%	11.9%	40.2%	30.7%
Visibility of aid	3	1	0	1	11	56	43
	2.6%	0.9%	0.0%	0.9%	9.6%	48.7%	37.4%
	2.9%	2.1%	0.7%	1.4%	10.7%	45.0%	37.1%
Cleaning frequency	2	1	0	1	16	71	24
	1.7%	0.9%	0.0%	0.9%	13.9%	61.7%	20.9%
	2.6%	1.9%	0.2%	1.7%	15.2%	53.1%	25.2%
Ongoing expense	5	10	1	2	15	46	36
	4.3%	8.7%	0.9%	1.7%	13.0%	40.0%	31.3%
	4.5%	7.6%	0.5%	2.1%	13.6%	41.7%	30.0%
Battery life	4	2	1	13	16	59	20
	3.5%	1.7%	0.9%	11.3%	13.9%	51.3%	17.4%
	3.6%	2.1%	1.7%	10.2%	17.6%	45.2%	19.5%
Reliability	6	2	0	1	7	58	41
	5.2%	1.7%	0.0%	0.9%	6.1%	50.4%	35.7%
	4.3%	1.0%	0.5%	1.9%	6.9%	50.0%	35.5%
Clarity	3	1	0	5	14	67	25
	2.6%	0.9%	0.0%	4.3%	12.2%	58.3%	21.7%
	3.3%	0.2%	1.4%	4.3%	13.1%	53.6%	24.0%
Sound of own voice	2	3	1	4	19	58	28
	1.7%	2.6%	0.9%	3.5%	16.5%	50.4%	24.3%
	3.1%	1.4%	1.0%	4.3%	17.1%	49.8%	23.3%
Localisation	4	1	1	7	25	57	20
	3.5%	0.9%	0.9%	6.1%	21.7%	49.6%	17.4%
	3.8%	1.4%	2.6%	8.6%	21.4%	42.9%	19.3%
Loud sounds	3	0	2	15	21	54	20
	2.6%	0.0%	1.7%	13.0%	18.3%	47.0%	17.4%
	3.6%	0.7%	3.3%	13.3%	23.8%	41.4%	13.8%
Whistling	3	6	3	10	21	50	23
	2.6%	5.2%	2.6%	8.6%	18.1%	43.1%	19.8%
	3.6%	6.7%	3.3%	9.5%	19.1%	38.4%	19.3%

### 3. Satisfaction: Service delivery and funding source.

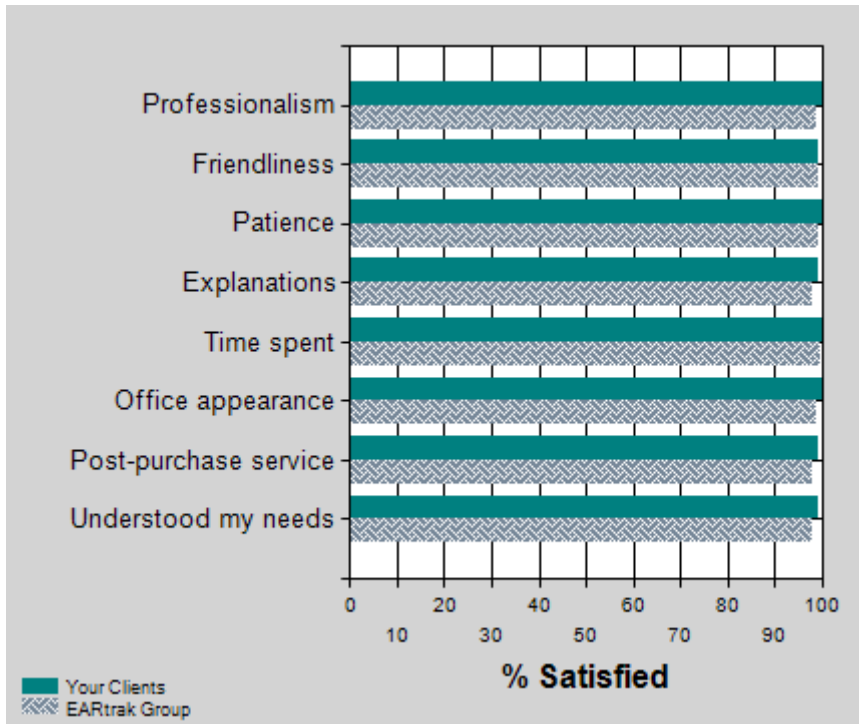
This section describes the satisfaction levels reported by Your Clients regarding the service they received. These satisfaction levels are compared to the EARtrak Group respondents.

#### 3.1 Satisfaction with Service Features

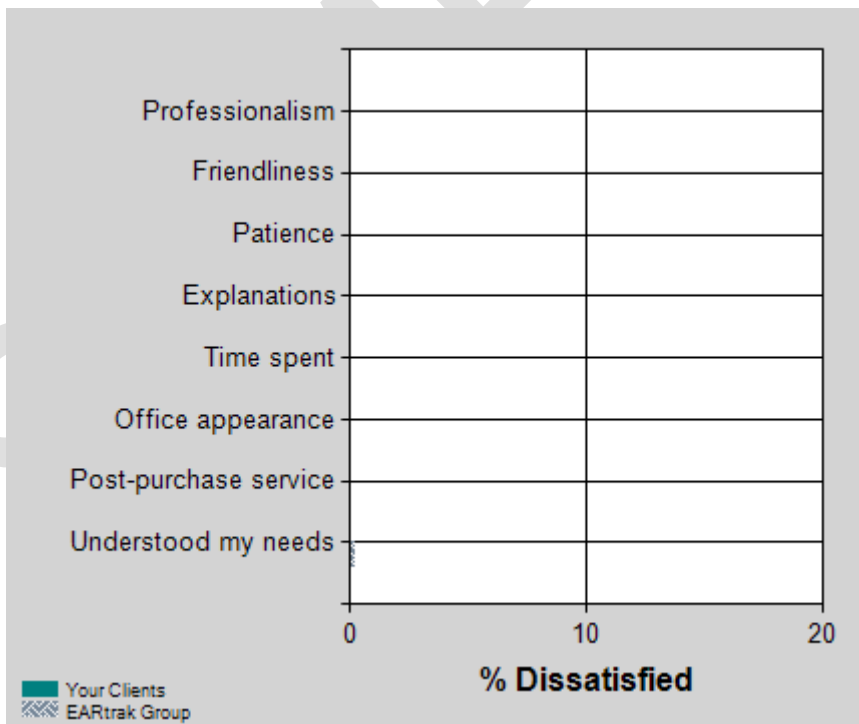
**Table 3.1.1 Service features – summary: Your Respondents vs EARtrak Group**

Features		Satisfied		Dissatisfied	
		Your Respondents	EARtrak Group	EARtrak Group	Your Respondents
Professionalism	n	113			0
	%	100.0%	99.0%	0.0%	0.0%
	N	113			
Friendliness	n	111			0
	%	99.1%	99.3%	0.0%	0.0%
	N	112			
Patience	n	113			0
	%	100.0%	99.3%	0.0%	0.0%
	N	113			
Explanations	n	112			0
	%	99.1%	98.1%	0.0%	0.0%
	N	113			
Time spent	n	113			0
	%	100.0%	99.5%	0.0%	0.0%
	N	113			
Office appearance	n	113			0
	%	100.0%	99.0%	0.0%	0.0%
	N	113			
Post-purchase service	n	112			0
	%	99.1%	97.8%	0.0%	0.0%
	N	113			
Understood my needs	n	112			0
	%	99.1%	98.0%	0.2%	0.0%
	N	113			
Number of clients surveyed		115			
Mean services satisfied		99.6%	98.8%		
Individual practice range		97.3 - 100.0%			





**Figure 3.1.1 Satisfaction with Service features – summary: Your Respondents vs EARtrak Group**



**Figure 3.1.2 Dissatisfaction with Service features – summary: Your Respondents vs EARtrak Group**

**Table 3.1.2 Service features – detail: Your Respondents vs EARtrak Group**

Features	No Response	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Professionalism	2	0	0	0	22	91
	1.7%	0.0%	0.0%	0.0%	19.1%	79.1%
	1.7%	0.0%	0.0%	1.0%	14.5%	82.9%
Friendliness	3	0	0	1	17	94
	2.6%	0.0%	0.0%	0.9%	14.8%	81.7%
	1.9%	0.0%	0.0%	0.7%	11.4%	86.0%
Patience	2	0	0	0	16	97
	1.7%	0.0%	0.0%	0.0%	13.9%	84.3%
	1.7%	0.0%	0.0%	0.7%	12.9%	84.8%
Explanations	2	0	0	1	22	90
	1.7%	0.0%	0.0%	0.9%	19.1%	78.3%
	1.9%	0.0%	0.0%	1.9%	16.7%	79.5%
Time spent	2	0	0	0	19	94
	1.7%	0.0%	0.0%	0.0%	16.5%	81.7%
	1.7%	0.0%	0.0%	0.5%	15.7%	82.1%
Office appearance	2	0	0	0	14	99
	1.7%	0.0%	0.0%	0.0%	12.2%	86.1%
	2.1%	0.0%	0.0%	1.0%	13.8%	83.1%
Post-purchase service	2	0	0	1	18	94
	1.7%	0.0%	0.0%	0.9%	15.7%	81.7%
	2.4%	0.0%	0.0%	2.1%	15.5%	80.0%
Understood my needs	2	0	0	1	19	93
	1.7%	0.0%	0.0%	0.9%	16.5%	80.9%
	2.4%	0.2%	0.0%	1.7%	15.2%	80.5%

### 3.2 Satisfaction levels by funder

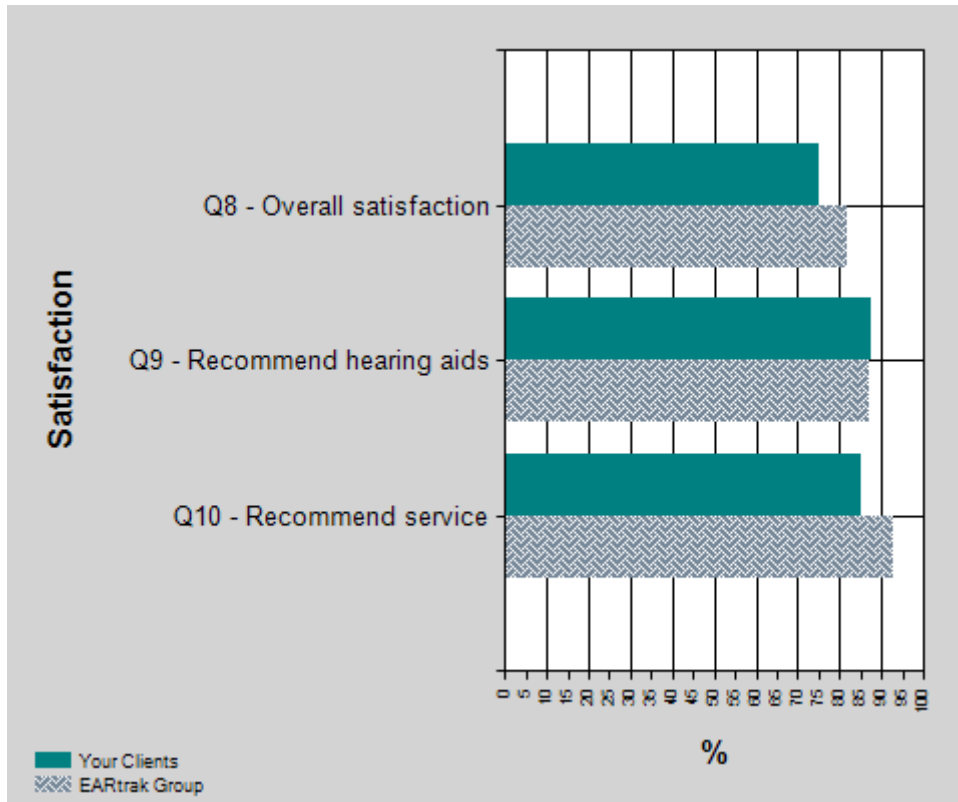
Comparisons in this section are only reported for the funding sources reported by your practice, where the total number of clients reporting the funding source is 10 or more. If your practice does not use some of the funding source categories, it is not compared with the EARtrak Group in this/these categories. If this is the case, the EARtrak Group total will be less than 100%.

**Table 3.2.1 Satisfaction and Funding source - OHS: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Q8. Overall satisfaction with hearing aids</b>			
Very Satisfied	15	37.5	32.1
Satisfied	15	37.5	49.4
Neutral	6	15.0	13.7
Dissatisfied	3	7.5	2.4
Very Dissatisfied	0	0.0	1.2
Not stated	1	2.5	1.2
Respondent surveys	40	100.0	100.0

**Table 3.2.2 Recommendations and Funding source - OHS: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Recommendations</b>			
<b>Q9. Would you recommend hearing aids?</b>			
Yes	35	87.5	86.9
Not sure	4	10.0	10.1
No	0	0.0	1.8
Not stated	1	2.5	1.2
		100.0	100.0
<b>Q10. Would you recommend your service provider?</b>			
Yes	34	85.0	92.9
Not sure	5	12.5	5.4
No	0	0.0	0.6
Not stated	1	2.5	1.2
Respondent surveys	40	100.0	100.0



**Figure 3.2.1 Satisfaction and Funding source - OHS: Your Respondents vs EARtrak Group**

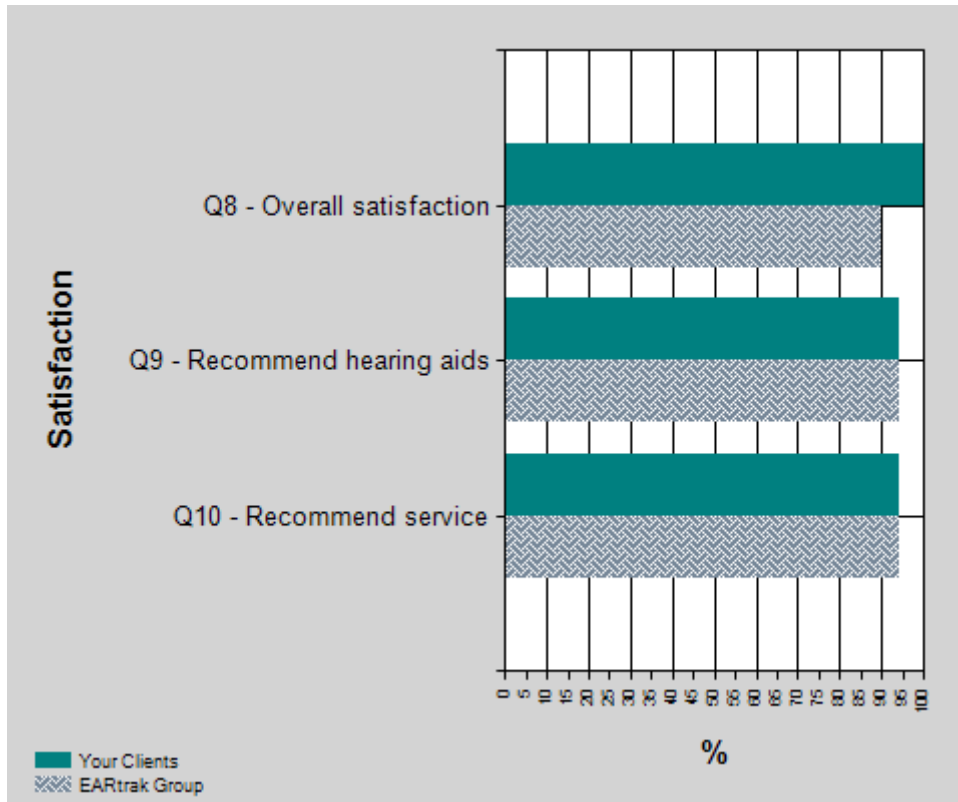
SAMPLE REPORT

**Table 3.2.3 Satisfaction and Funding source - OHS Top up: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Q8. Overall satisfaction with hearing aids</b>			
<b>Very Satisfied</b>	<b>6</b>	<b>33.3</b>	<b>38.6</b>
<b>Satisfied</b>	<b>12</b>	<b>66.7</b>	<b>51.4</b>
<b>Neutral</b>	<b>0</b>	<b>0.0</b>	<b>2.9</b>
<b>Dissatisfied</b>	<b>0</b>	<b>0.0</b>	<b>1.4</b>
<b>Very Dissatisfied</b>	<b>0</b>	<b>0.0</b>	<b>4.3</b>
<b>Not stated</b>	<b>0</b>	<b>0.0</b>	<b>1.4</b>
<b>Respondent surveys</b>	<b>18</b>	<b>100.0</b>	<b>100.0</b>

**Table 3.2.4 Recommendations and Funding source - OHS Top up: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Recommendations</b>			
<b>Q9. Would you recommend hearing aids?</b>			
<b>Yes</b>	<b>17</b>	<b>94.4</b>	<b>94.3</b>
<b>Not sure</b>	<b>1</b>	<b>5.6</b>	<b>5.7</b>
<b>No</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
<b>Not stated</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
		<b>100.0</b>	<b>100.0</b>
<b>Q10. Would you recommend your service provider?</b>			
<b>Yes</b>	<b>17</b>	<b>94.4</b>	<b>94.3</b>
<b>Not sure</b>	<b>1</b>	<b>5.6</b>	<b>5.7</b>
<b>No</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
<b>Not stated</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
<b>Respondent surveys</b>	<b>18</b>	<b>100.0</b>	<b>100.0</b>



**Figure 3.2.3 Satisfaction and Funding source - OHS Top up: Your Respondents vs EARtrak Group**

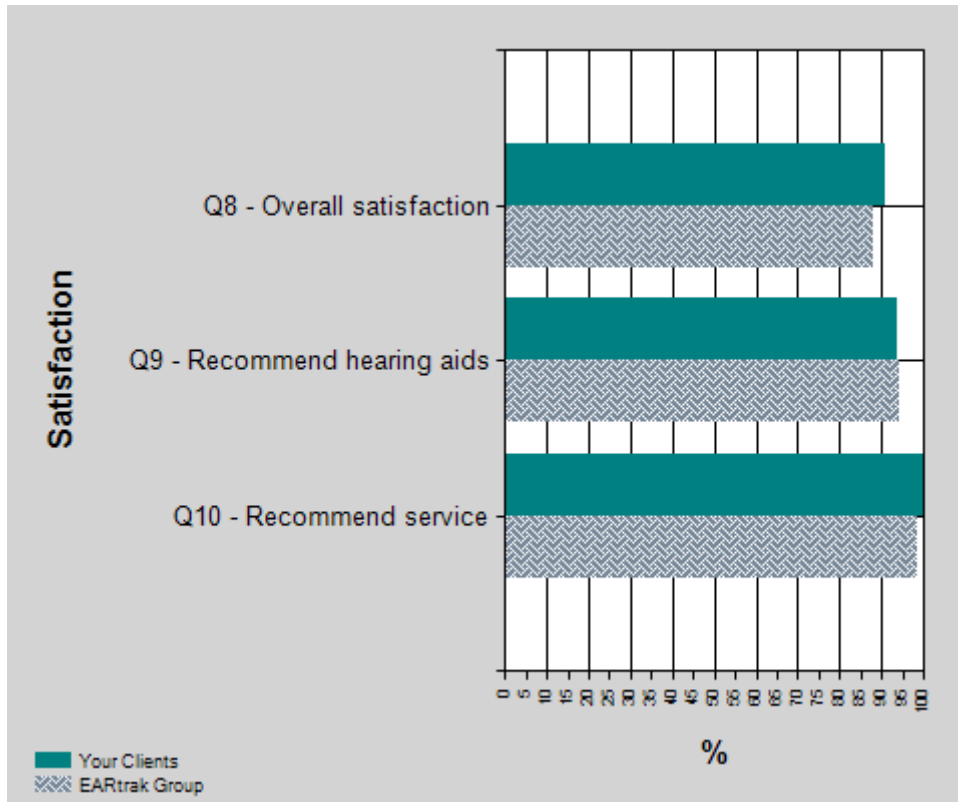
SAMPLE REPORT

**Table 3.2.5 Satisfaction and Funding source - Private: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Q8. Overall satisfaction with hearing aids</b>			
<b>Very Satisfied</b>	12	37.5	37.0
<b>Satisfied</b>	17	53.1	51.1
<b>Neutral</b>	2	6.3	8.1
<b>Dissatisfied</b>	1	3.1	3.0
<b>Very Dissatisfied</b>	0	0.0	0.7
<b>Not stated</b>	0	0.0	0.0
<b>Respondent surveys</b>	32	100.0	100.0

**Table 3.2.6 Recommendations and Funding source - Private: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Recommendations</b>			
<b>Q9. Would you recommend hearing aids?</b>			
<b>Yes</b>	30	93.8	94.1
<b>Not sure</b>	2	6.2	5.2
<b>No</b>	0	0.0	0.7
<b>Not stated</b>	0	0.0	0.0
		100.0	100.0
<b>Q10. Would you recommend your service provider?</b>			
<b>Yes</b>	32	100.0	98.5
<b>Not sure</b>	0	0.0	0.0
<b>No</b>	0	0.0	1.5
<b>Not stated</b>	0	0.0	0.0
<b>Respondent surveys</b>	32	100.0	100.0



**Figure 3.2.5 Satisfaction and Funding source - Private: Your Respondents vs EARtrak Group**

SAMPLE REPORT



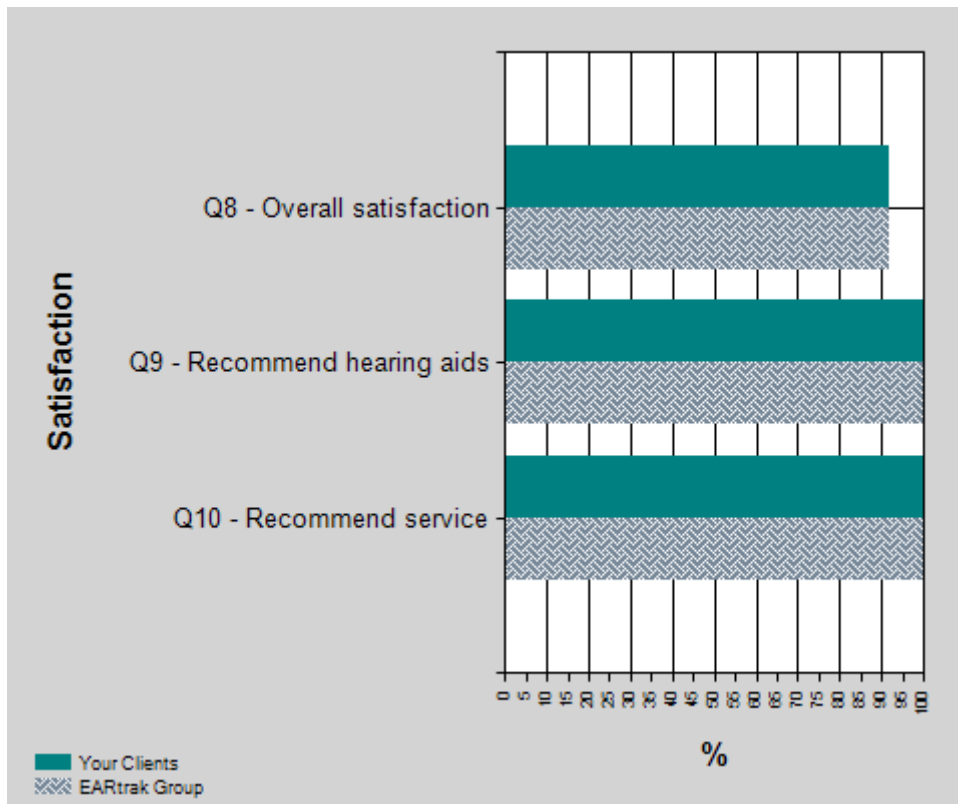
**Table 3.2.7 Satisfaction and Funding source - Workers Compensation:  
Your Respondents vs EARtrak Group**

Note: In this reporting period this practice was the only one to report clients using this funding source. Therefore the practice details and the EARtrak Group details are the same.

	Your Respondents		EARtrak Group
	n	%	%
<b>Q8. Overall satisfaction with hearing aids</b>			
<b>Very Satisfied</b>	9	36.0	36.0
<b>Satisfied</b>	14	56.0	56.0
<b>Neutral</b>	2	8.0	8.0
<b>Dissatisfied</b>	0	0.0	0.0
<b>Very Dissatisfied</b>	0	0.0	0.0
<b>Not stated</b>	0	0.0	0.0
<b>Respondent surveys</b>	25	100.0	100.0

**Table 3.2.8 Recommendations and Funding source - Workers Compensation: Your Respondents vs EARtrak Group**

	Your Respondents		EARtrak Group
	n	%	%
<b>Recommendations</b>			
<b>Q9. Would you recommend hearing aids?</b>			
<b>Yes</b>	25	100.0	100.0
<b>Not sure</b>	0	0.0	0.0
<b>No</b>	0	0.0	0.0
<b>Not stated</b>	0	0.0	0.0
		100.0	100.0
<b>Q10. Would you recommend your service provider?</b>			
<b>Yes</b>	25	100.0	100.0
<b>Not sure</b>	0	0.0	0.0
<b>No</b>	0	0.0	0.0
<b>Not stated</b>	0	0.0	0.0
<b>Respondent surveys</b>	25	100.0	100.0



**Figure 3.2.7 Satisfaction and Funding source - Workers Compensation: Your Respondents vs EARtrak Group**

SAMPLE REPORT

## 4. What can you learn from this Report?

You can now manage what you have measured.

Congratulations on your commitment to improving hearing service delivery. Measuring your client outcomes using the EARtrak process is an important expression of this commitment. Clinics that use a mailed survey to measure client opinion have at least 10% higher levels of client satisfaction (MarkeTrak, 2000).

This report documents the demographic profile of your clinic and your clients' opinions of the effectiveness of your products and services.

When interpreting the results, it is important that you take into account any differences between your clinic's demographic profile and the profile of the EARtrak Group.

Your demographic profile allows you to identify the unique characteristics of your client population. This may be important for you in deciding which segments may need to be targeted for marketing activity.

Comparison of your client outcomes in the specific areas of hearing aid performance and service delivery gives you valuable information to help improve your services. You can now identify your particular strengths, and areas where your performance could be improved.

Your *strengths* are in the areas where your client *satisfaction* is above the average for the EARtrak Group. These results validate the effectiveness of your hearing aid selection, fitting and counselling procedures, and can be used to promote the value of your service.

Any *weaknesses* can be identified in areas where your client *dissatisfaction* is above the average for the EARtrak Group. These are opportunities for improvement. You should examine these areas to determine if modification of your clinical procedures or staff training might improve client outcomes.

By continuing to use the EARtrak survey process in your clinic you will be able to monitor the effects of any changes you may make. This process of measuring performance, modifying procedures and monitoring the effect of the changes is Continuous Quality Improvement, and will drive your clinic to increased success.

Want to know more?

Contact EARtrak: [outcomes@eartrak.com](mailto:outcomes@eartrak.com)

## Appendix A

The EARtrak process was developed in 2001 by Ear Associates Pty Ltd, an Australian business support group. The project was created and led by Susan Clutterbuck, a clinical audiologist in Victoria, Australia.

The EARtrak project enables your clinic to

- Systematically measure the effectiveness of your services
- Compare your performance with relevant standards set by your peers
- Use these comparisons to improve service delivery.

### Development of the EARtrak Process

EARtrak comprises

1. A survey tool with 15 questions, sourced from international materials *and*
2. A process of administration to maximize client input into the measurement of satisfaction with both hearing aids and services.

The International Outcome Inventory – Hearing Aids (IOI-HA) is embedded in the survey. Other items relate to Overall satisfaction and to perceived referral source. Three question groups relate to client satisfaction with the performance of their hearing aids in different listening situations, their satisfaction with various hearing aid features, and their satisfaction with service delivery. These items are derived from, and comparable to those used by Dr Sergei Kochkin in his sequential surveys of hearing aid use in the USA (MarkeTrak).

A pilot study was performed in Australia in 2001. EARtrak surveys were sent to 411 clients of five independent hearing care clinics in the Ear Associates business group. The surveys were returned to an independent research consultant (Janet Doyle, PhD, Janet Doyle & Associates). A response rate of 64% was obtained. Responses to the pilot process established the validity of the tool and the method demonstrated a positive acceptance of the process in everyday clinical practice.

### Method

Clients are invited to complete the EARtrak survey six months after hearing aid fitting. The survey may be completed on-line, or on a printed form. If the client chooses to complete the printed survey, a reply-paid envelope is supplied for return of the survey to EARtrak. Clients who do not respond after three weeks are sent a reminder, encouraging them to complete the survey.

Clinics send coded data information describing the client (age, hearing-loss, funding source) and hearing aid details. The data consultant links these details with the client responses to the surveys through unique client identification numbers, allocated by the clinic. The consultant compiles a confidential report for each clinic, which compares that clinic's demographic profile and client outcomes with aggregated data from all clinics participating in the EARtrak process in that country.

## Results

The results of the EARtrak project have been presented at a number of scientific forums:

- American Academy of Audiology
- Audiological Society of Australia
- Australian College of Audiology
- Europäische Union der Hörgeräteakustiker.
- New Zealand Audiological Society

Details of presentations may be viewed on the EARtrak website [www.eartrak.com](http://www.eartrak.com) or you may contact [outcomes@eartrak.com](mailto:outcomes@eartrak.com)

## Contacts

[outcomes@eartrak.com](mailto:outcomes@eartrak.com)

## Appendix B

The IOI-HA was developed at an international workshop on Self-Report Measures in Audiological Rehabilitation (Cox et al, 2000\*). It was designed to provide a core set of questions which would enable international comparison of data from different clinical service delivery models. The seven items tap into client perceptions about daily use (Q1), benefit (Q2), residual hearing difficulty (Q3), satisfaction (Q4), remaining activity limitations (Q5), impact on others (Q6) and quality of life (Q7). Five-point scales are used for each item, with higher scores representing better outcomes.

There are two sub-sets – four items form the satisfaction sub-test (maximum score 20), and three items form the residual activities sub-test (maximum score 15). The 7 items have a maximum score of 35.

The mean is the arithmetical average of the responses – that is, they have been added and divided by the total number of responses. The standard deviation shows by how much the majority of respondents vary from the mean.

For easier comparison, the sub-test and total scores have been converted into percentages.

\*Cox R, Hyde M, Gatehouse S, Noble W, Dillon H, Bentler R, Stephens D, Arlinger S, Beck L, Wilkerson D, Kricos P, Gagne J-P, Bess & Halberg L. Optimal outcomes measures, research priorities, and international cooperation. *Ear & Hearing*, 21, 106S – 115S, 2000.