

Supplemental material, Mui et al., "Hearing Health Care Stakeholders' Perspectives on Teleaudiology Implementation: Lessons Learned During the COVID-19 Pandemic and Pathways Forward," *AJA*, https://doi.org/10.1044/2023_AJA-23-00001

Supplemental Material S5. Teleaudiology survey for hearing health care industry partners.

Welcome page

A warm welcome from the Hearing and Tinnitus Research Innovation Group at Flinders University, Adelaide, Australia.

We have developed this short survey to understand how teleaudiology (i.e., use of telecommunications and digital technology to provide access to audiological services for clients who are not in the same location as the clinician) is currently perceived by stakeholders involved in hearing healthcare including the general public, hearing healthcare clinicians, Audiology students, academics, and industry partners. Your opinions are extremely helpful for improving the existing hearing healthcare service delivery model and increasing the accessibility of hearing healthcare in the future.

This survey takes around 15 minutes to finish. If you are above 18 years old, we would value your response.

Please note that this survey is intended for industry partners.

Please click the arrow to read the participant information sheet.

Participant Information Sheet

PARTICIPANT INFORMATION SHEET

Study Title: "Perspectives of Hearing Healthcare Stakeholders Towards Teleaudiology"

What is this research about?

In late 2019, a novel strain of coronavirus primarily affecting the respiratory system

emerged (COVID-19). By early 2020, the situation had developed into a pandemic. In accordance with social restrictions and safety guidelines, most of the face-to-face audiological services were disrupted. In an attempt to provide continued care, some clinical practices started using/increased the use of teleaudiology to overcome such pandemic-related challenges.

It has been more than two years since the start of the pandemic and we want to understand how teleaudiology is currently perceived by stakeholders involved in hearing healthcare including the general public, hearing healthcare clinicians, Audiology students, academics, and industry partners and use this information to guide new, improved and accessible hearing healthcare.

This project is supported by Flinders University.

What will I be asked to do?

Complete a short (15 minutes) online survey.

What benefit will I gain from being involved in this study?

You will be providing a valuable contribution to scientific knowledge in this area. This knowledge will help educate future research and decisions made regarding improving current hearing healthcare. You will also have the option to register your interest to receive information via email about future research you may be eligible to take part in.

Will I be identifiable by being involved in this study?

No identifying information will be published, only collated responses will be presented. All information and results obtained in this study will be stored in a secure way, with access restricted to researchers listed below.

Are there any risks of discomforts if I am involved?

We do not expect the survey questions to cause any harm or discomfort to you. However, if you experience feelings of distress as a result of participation in this study, you can exit the survey at any time with no penalty. You can also contact the following services for support:

- Lifeline – 13 11 14, www.lifeline.org.au

- Beyond Blue – 1300 22 4636, www.beyondblue.org.au

What will happen with the results of the study?

Results from this study will be published in scientific journals, presented at conferences and a short summary of outcomes will be published on the Flinders University website. However, the privacy and confidentiality of individuals will be protected at all times. You will not be named, and your individual information will not be identifiable in any research products without your explicit consent. No data will be shared or used in future research projects without your explicit consent.

How do I agree to participate?

Participation is voluntary. You are free to exit the survey at any time prior to completion with no effect or consequences. If you agree to participate, please read, and agree to the consent form on the next screen.

Thank you for taking the time to read this information sheet.

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This research study has been approved by the Flinders University Human Research Ethics Committee (Project ID: 2857). For queries regarding the ethics approval of this study, or to discuss any concerns of complaints, please contact the Executive Officer of the committee via telephone on +61 8201 3116 or email human.researchethics@flinders.edu.au

Participant Consent Form

CONSENT STATEMENT

1. I have read the participant information provided (previous screen).
2. I am 18 years or older.
3. Details of the study, study outcomes and risks have been explained to my satisfaction.
4. I understand that:
 - Participation is entirely voluntary, and I am free to exit the survey at any time with no effect or consequences.
 - I may not directly benefit from taking part in this research.
 - While the information gained in this study will be published as explained, my individual information will remain confidential.
 - Only the researchers on this project will have access to my research data and raw results.

Do you agree to participate in this research survey? By clicking yes, you agree to the above consent statement.

- ☐ Yes, I would like to participate in the survey
- ☐ No

Introduction

Introduction

Teleaudiology is defined as “the use of telecommunications and digital technology to provide access to audiological services for clients who are not in the same location as the clinician” (Audiology Australia, 2020). It includes the delivery of all kinds of

audiological services via digital means such as phone calls, video calls, internet/smartphone applications (apps), emails, text messages, online instant messaging, and websites.

Demographics

What is your age? (Years)

What is your gender?

☐ Male

☐ Female

☐ Other - please specify

Which country are you currently living in?

Which company are you working in?

What position are you working in?

☐ Manager

☐ Product specialist

☐ Other - please specify

How long have you been working in this position? (Years)

Knowledge

Do you know what teleaudiology is?

☐ Yes

☐ No

Please describe what teleaudiology means to you:

Products & services

What teleaudiology products does your company provide? (Select all that apply)

- ☐ Equipment for otoscopy/video-otoscopy
- ☐ Smartphone/computer apps for otoscopy/video-otoscopy
- ☐ Equipment for hearing screening
- ☐ Smartphone/computer apps for hearing screening
- ☐ Equipment for diagnostic hearing assessments (pure-tone audiometry and speech testing)
- ☐ Smartphone/computer apps for diagnostic hearing assessments (pure-tone audiometry and speech testing)
- ☐ Equipment for tympanometry and acoustic immittance testing
- ☐ Equipment for otoacoustic emission testing
- ☐ Hearing aids that can be fitted and finetuned remotely
- ☐ Smartphone/computer apps for hearing aid fitting and finetuning
- ☐ Cochlear implants that can be fitted and finetuned remotely
- ☐ Smartphone/computer apps for cochlear implant fitting and finetuning
- ☐ Assistive listening devices that can be fitted and finetuned remotely
- ☐ Smartphone/computer apps for assistive listening device fitting and finetuning
- ☐ Smartphone/computer apps for tinnitus management
- ☐ Smartphone/computer apps for auditory training program
- ☐ Teleaudiology appointment platforms
- ☐ Other - please specify
- ☐ None of the above

How frequently do you provide support to clinicians regarding your company's teleaudiology products?

- ☐ Never
- ☐ Seldom
- ☐ Sometimes
- ☐ Often
- ☐ Always

How positive is the clinicians' feedback on your company's teleaudiology products?

- ☐ Very negative
- ☐ Slightly negative
- ☐ Neutral
- ☐ Slightly positive
- ☐ Very positive

Which teleaudiology products received most positive feedback and what was the feedback?

Which teleaudiology products received most negative feedback and what was the feedback?

How confident are you in training clinicians to use teleaudiology products?

- ☐ Very unconfident
- ☐ Slightly unconfident
- ☐ Neutral
- ☐ Slightly confident
- ☐ Very confident

If your company provides teleaudiology products, how confident will you be in training clinicians to use those products?

- ☐ Very unconfident
- ☐ Slightly unconfident
- ☐ Neutral
- ☐ Slightly confident
- ☐ Very confident

What can be done to improve teleaudiology product promotion and clinical uptake?

To what extent do you agree with this statement: I think teleaudiology products should be promoted and used more often.

- ☐ Strongly disagree
- ☐ Slightly disagree
- ☐ Neutral
- ☐ Slightly agree
- ☐ Strongly agree

Why do you think teleaudiology products shouldn't be promoted and used more often?

Why do you think teleaudiology products should be promoted and used more often?

Teaching

Have you been invited to teach/train students on teleaudiology?

- ☐ Yes, and I accepted the invitation - please specify institution names
- ☐ Yes, and I rejected the invitation - please specify institution names
- ☐ No

Which aspects of teleaudiology did you teach/train the students?

Why did you reject the invitation?

How interested will you be if you are invited to teach/train students on teleaudiology?

- ☐ Very uninterested
- ☐ Slightly uninterested
- ☐ Neutral
- ☐ Slightly interested
- ☐ Very interested

Why are you uninterested in teaching/training students on teleaudiology?

How confident are you in teaching/training students on teleaudiology?

- ☐ Very unconfident
- ☐ Slightly unconfident
- ☐ Neutral
- ☐ Slightly confident
- ☐ Very confident

Anything else

Is there anything else you would like to share regarding teleaudiology?

- ☐ Yes - please explain
- ☐ No

Further contact

Would you be interested to further discuss your views and comments on teleaudiology with a member of the research team in a short one-on-one online chat?

- ☐ Yes
- ☐ No

Please provide an email address for us to contact you. (By answering this question, you consent to being contacted via email by the research team listed in the participant information sheet.)

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