



CONSTANCE
BROWN
HEARING
CENTERS
cbrown.org

Welcome to Constance Brown Hearing Centers!
 Won't you join us on a tour to learn about our services
 and the people we served in 2013.
 Take a glimpse at a day in the life of our audiologists.

It's the 1st Monday of the month when we hold our **free Hearing Aid Cleaning Clinic**. These cleaning clinics always keep us busy because regardless of where people purchased their hearing aids, our audiologists inspect the listening devices and perform a deeper clean using specialty tools. Regular maintenance keeps hearing devices working at their full potential.

In 2013, a monthly average of 83 people came to our free Hearing Aid Cleaning Clinics.

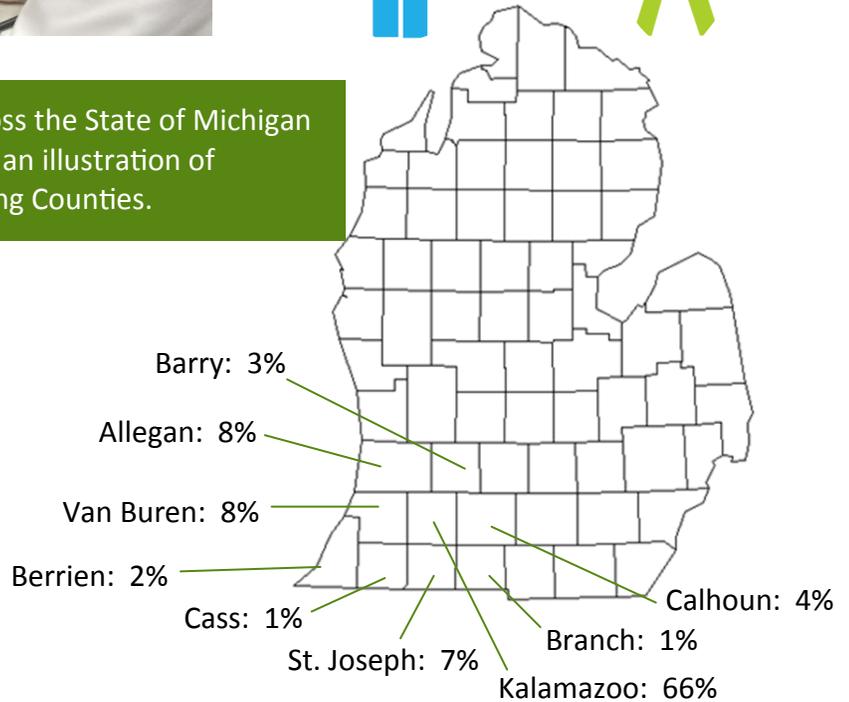


Constance Brown Hearing Centers bears the name of a prominent local resident who had experienced hearing loss. She left the bulk of her estate to the Kalamazoo Community Foundation to establish a nonprofit hearing center. With support from the Kiwanis Club of Kalamazoo, Constance Brown Hearing Centers was founded in 1942.

Of those served in 2013:



Patients come from across the State of Michigan for our services. Here is an illustration of patients from surrounding Counties.



Our audiologists have received advanced degrees in the field of audiology, are licensed through the State of Michigan, and are certified by the American Speech, Language, and Hearing Association. All of our Audiologists keep up-to-date on technology and training through continuing education.

All of us at Constance Brown Hearing Centers believe in providing the best hearing healthcare to help people stay connected to their world.

Even with our waiting room filled with people, we still see patients for other appointments. Today, we are seeing Matthew, a baby who was born three weeks early. Matthew did not pass the **newborn hearing screening** at the hospital so he was referred to us for a rescreening test. His mother brings him to our "baby room" where his audiologist connects electrodes to his head and puts a small ear phone in his ear. She is testing how well Matthew hears the sounds required for speech and language development. The results show that he will need assistance to hear soft sounds and conversational speech. Even at this young age, Matthew can be fit with high-tech digital hearing instruments.



Early diagnosis and intervention of hearing loss in infants and children can significantly impact a child's speech and language development as well as social and emotional health. If a hearing loss is found, early intervention for your child can start right away.

Constance Brown Hearing Centers is 1 of 17 Certified Centers of Excellence for Pediatric Audiology.

302 newborn hearing screenings were performed at Constance Brown Hearing Centers in 2013, and 84 hours of newborn hearing screening oversight took place at Borgess Medical Center.

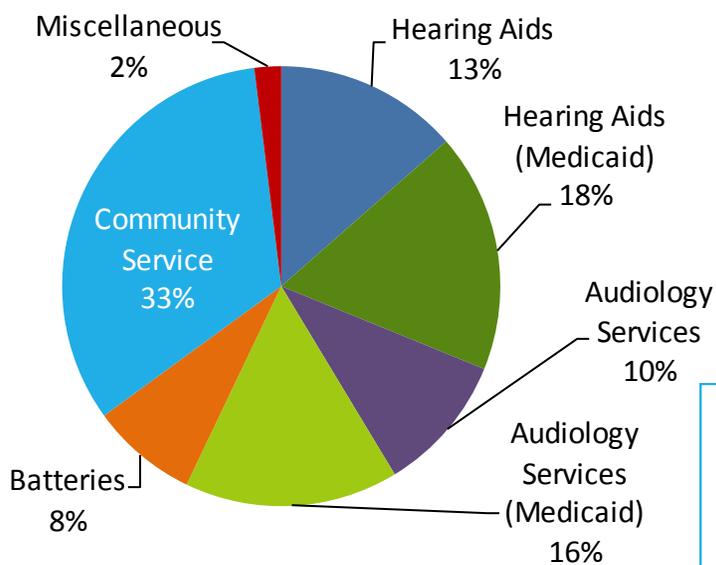
Down the hallway, 4-year old Amber is with her audiologist. Unlike Matthew, Amber passed her newborn hearing screening, but at two years old, she was not interacting with her parents like she did before. Her pediatrician referred her to us. In a hearing booth especially designed for children six months to five years old, Amber's audiologist discovered she was missing the higher pitch sounds that are needed to understand speech. When her first hearing instrument was placed in her ear, she immediately started hearing sounds. She tugged on her audiologist's coat to put the other one in her ear.

Today, Amber is picking out new colors for her soft ear pieces (that will match her new purse). Children typically get new ear molds every three months to keep up with their growing body.



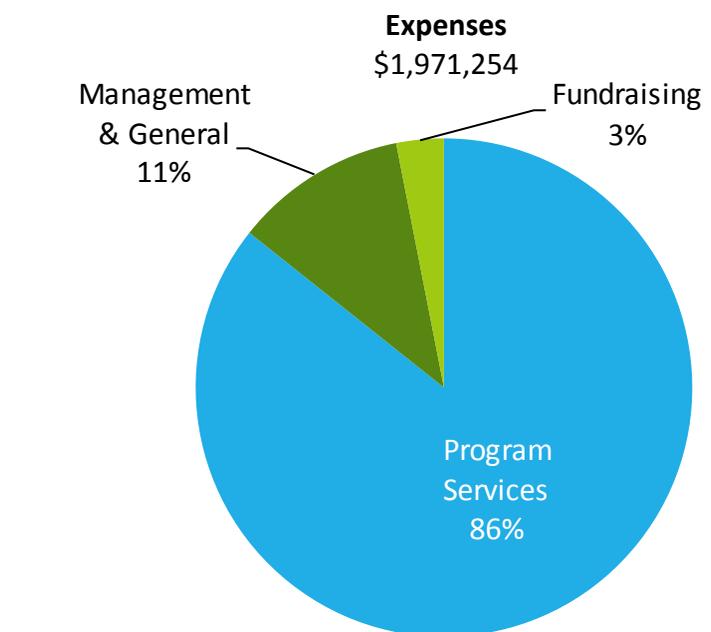
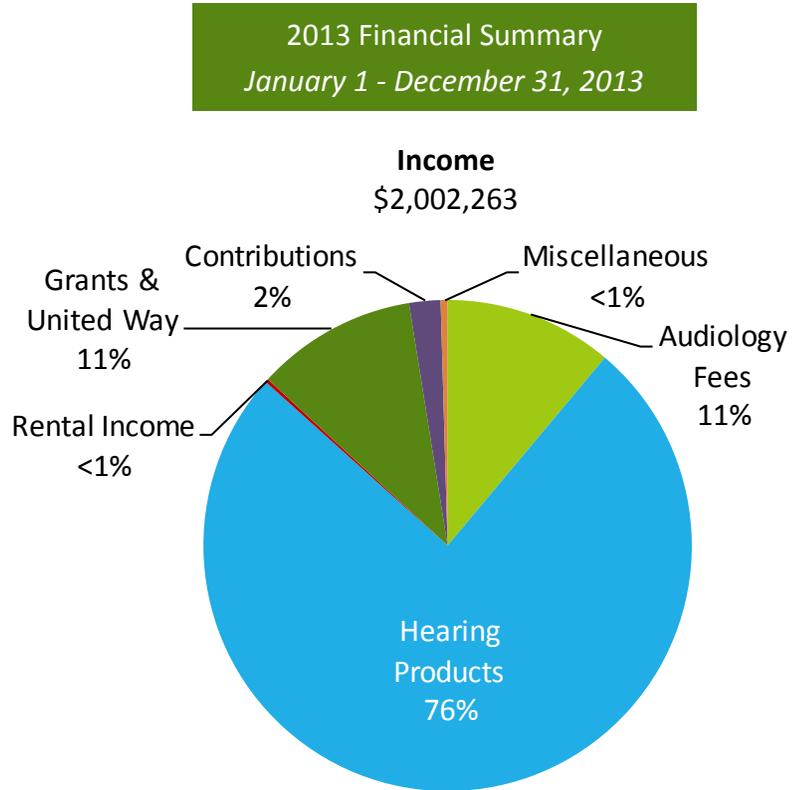
Since being fit with listening devices, Amber's speech is improving and she is enrolled in a preschool class for the hearing impaired. Next year, she will be mainstreamed into a regular kindergarten class.

Of all the patients seen in 2013, 390 were children 0-5 years old, and 282 were youth ages 6-18 years of age.



Our Clinical Trial program allows patients the opportunity to trial a new hearing aid for two weeks at no cost, following a complete hearing evaluation.

66% of people who trialed a hearing device, purchased devices as a result. 30% of clinical trial participants realized an improvement in hearing and purchased after the first two weeks.



We offer a sliding fee scale for patients who cannot afford the full cost of services. In 2013, our helping adjustments totaled \$476,607.

In another room, Tim, a 62-year old who works in an office type setting, recently started to realize that he has trouble understanding people in restaurants. This is especially difficult because work meetings often take place in public, social settings. He is afraid of being seen as "old" or starting to "lose it." Like Amber, Tim needs the higher pitch sounds louder so he can gain back speech understanding. He is trying out a high-tech digital hearing instrument that is very small and discreet. So far, so good. He is amazed how clear everything sounds.

3,077 patients were seen in 2013 (667 ages 19-62; 1,738 ages 63 & older), with 5,709 diagnostic procedures performed.

For privacy purposes, the pictures of patients do not represent their actual stories.