

Welcome to Constance Brown Hearing Centers, where personalized service and technology meet.

Our 2016 annual report shares patient stories that show why an audiologist is the recommended choice for your hearing healthcare.

DID YOU KNOW?

A diagnostic hearing evaluation performed by an audiologist is recommended every 2 years after the age of 45, or sooner if there is a family history of hearing loss or a medical condition such as diabetes, heart disease, or if the person is taking medications that cause hearing loss.



When I noticed in my early 30s that my hearing was changing, I began having my hearing tested every few years. When asked if there was a family history, I recalled my mother and aunt both had hearing loss, more so in one ear. After results of my hearing evaluations showed no improvements, I learned I had a hereditary condition that, in my particular case, could be corrected with surgery. After two surgeries in my left ear I showed an improvement, but continued to notice difficulty understanding speech in certain situations. Now that I have my hearing aids, I hear more clearly, especially in meetings and in difficult listening environments. I didn't realize how much I was still missing even after surgery. I am also able to stream my cell phone calls and music directly to my hearing aids, which eliminates the need for headphones.

- Eric

DID YOU KNOW?

Hearing aids are high-tech digital devices that need to be small enough to fit comfortably in an ear and stable enough to wear all day. The cost of hearing aids depend on the level of technology your particular needs require. Hearing aid technology is, in some ways, only as good as the professional's knowledge of fitting those devices.



It was strongly suggested to me that I needed hearing aids. So I went to have a hearing test and was told I had hearing loss. I was given a high-end hearing aid to try for a few weeks. Wow! When I first put them in I heard what I had been missing. My world became full of sounds that were crisper and cleaner. The volume of the TV went down, as did the frustration level of family, friends and co-workers. But, I did not buy that set of hearing aids. Instead I bought cheaper hearing aids with less technology and over time realized that these did not help me hear as well as the other ones. Bottom line, I should have listened to my audiologist - and why? They know how to read test results, adjust hearing aids to your specific needs, and recommend what will be best for you. My other advice is to get the highest technology available if it is recommended. The difference is real, and you'll still be appreciating all that technology brings long after you've forgotten the incremental cost difference. - Greg

OUR HISTORY

Our centers bear the name of Constance Brown, a local resident who experienced hearing loss. When she died, the bulk of her estate was left to the Kalamazoo Community Foundation to assist other residents who were hard of hearing. Under the auspices of the Kiwanis Club of Kalamazoo, Constance Brown Hearing Centers opened in 1942 and continues today, fulfilling Constance Brown's wishes.



It has only been in the past few years that I noticed I was having trouble with my hearing. In thinking back to my childhood, I remembered that some of my relatives seemed to have trouble hearing particular people's voices. Those relatives would have been about my current age, so I made the connection that I was likely having the same changes in my hearing. After an appointment at Constance Brown Hearing Centers, it was determined that my hearing was in the normal range for my age. I was greatly relieved, and am following my audiologist's recommendations about regular hearing tests in the future and keeping vigilant about using hearing protection. To me, regular hearing testing would seem to be preventative and/or diagnostic care, and prevention is the best thing when it comes to keeping your hearing. It is hard to imagine what your life will be like in 30 years, but good hearing should be a part of it. Be diligent about hearing protection every day so it will be there when you want it.

- Neil

WHY AN AUDIOLOGIST

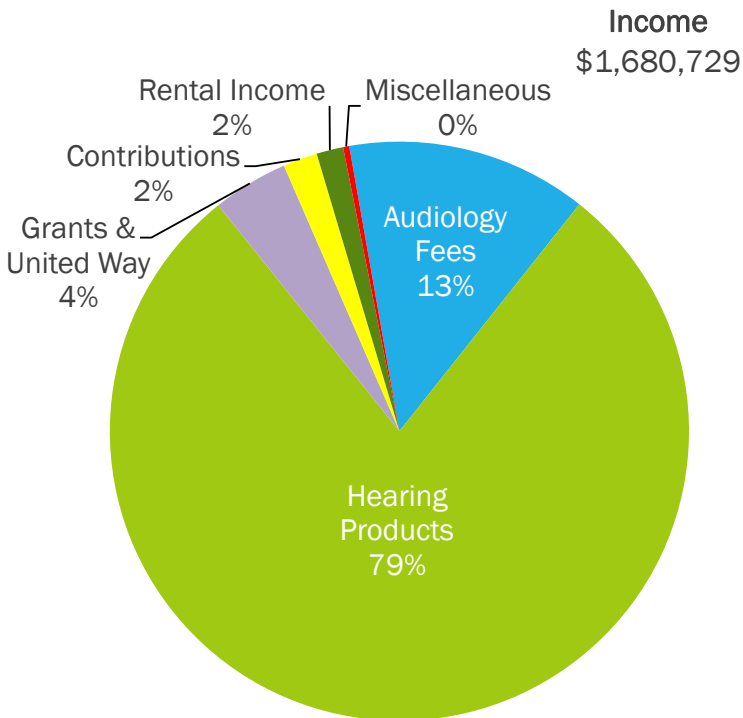
Audiologists are hearing healthcare specialists who are licensed by the state and complete annual requirements to maintain licensure and certification. Audiologists hold either a Master's or a Doctorate degree in Audiology. They have been trained to provide complete diagnostic testing, make appropriate referrals, and properly choose and fit hearing aids. All audiologists at Constance Brown Hearing Centers are also certified with the American Speech Language and Hearing Association (ASHA).

DID YOU KNOW?

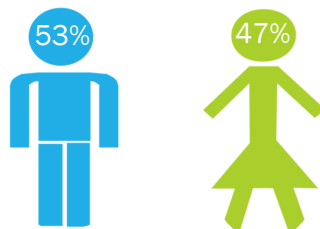
It is estimated that anywhere between 1 and 3 babies per 1,000 births in the U.S. are born with a hearing loss. A newborn who does not pass a hearing screening has a potential developmental emergency, and should be referred to a pediatric audiologist for diagnostic testing and intervention.

Constance Brown Hearing Centers performed
180 newborn hearing screenings

2016 Financial Summary
January 1 - December 31, 2016



Of those served in 2016:

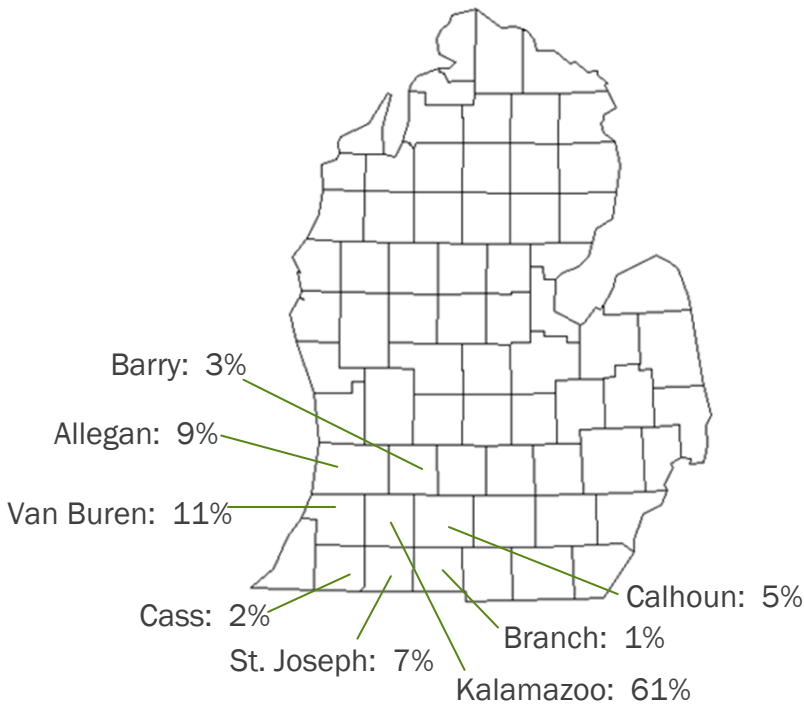


3,014 patients were seen in 2016
(1,164 new patients)

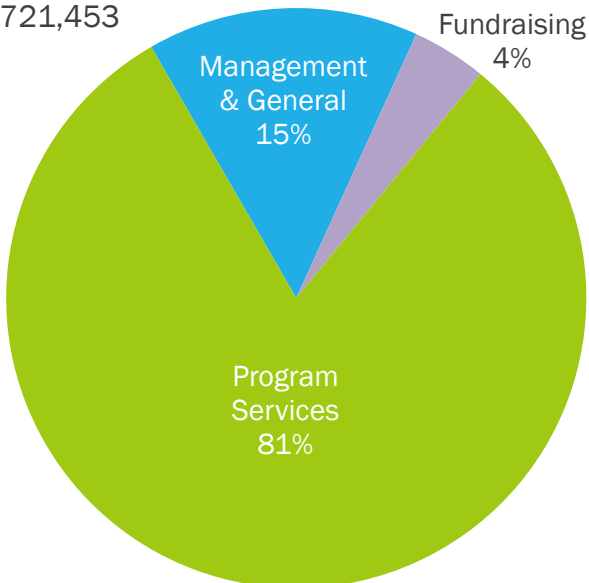
5,884 procedures were performed
(e.g. hearing tests, hearing aid checks, ear mold impressions and more)

- 418 children, ages 0-5
- 247 youth, ages 6-18
- 649 adults, ages 19-62
- 1,700 older adults, ages 63 & up

Patients come from across the State for our services

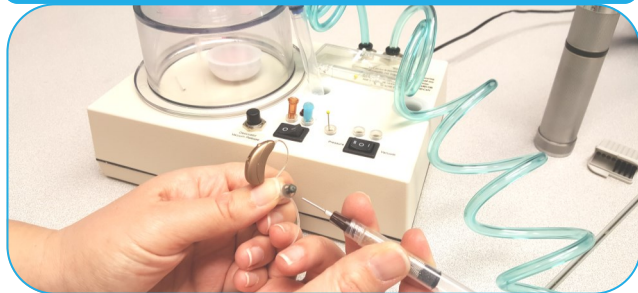


Expenses
\$1,721,453



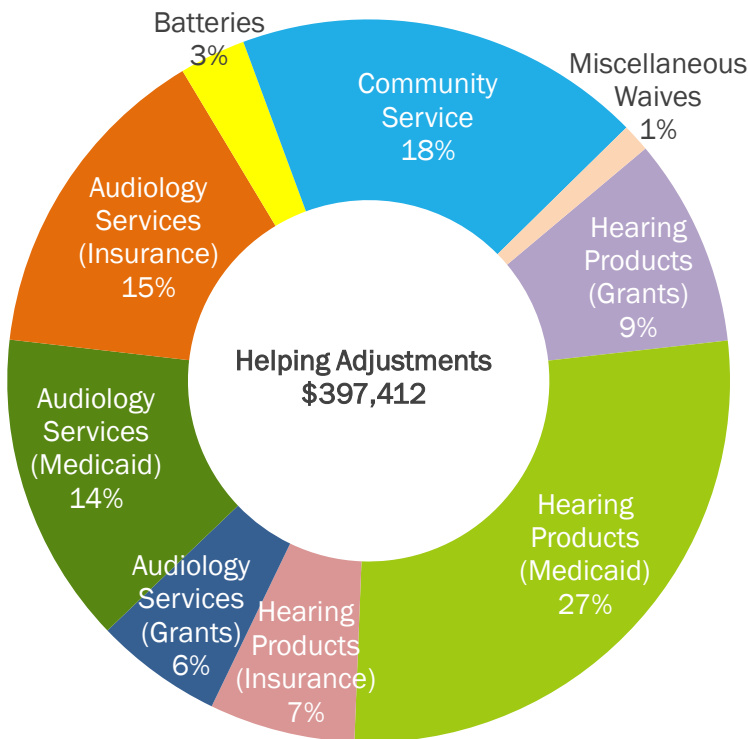
DID YOU KNOW?
Because hearing aids are worn in your ears - one of the harshest environments for electronics - regular cleaning and maintenance is essential for prolonging the life of hearing aids.

Each month, an average of **86** people came to our free Hearing Aid Cleaning Clinics



65% of people who participated in our clinical trial purchased hearing aids as a result

A sliding fee scale is offered to patients who cannot afford the full cost of services. In 2016, such helping adjustments totaled \$397,412



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