



**46th Annual Tri-State Convention  
March 1 - 4, 2018  
Hyatt Regency Lake Washington - Renton, Washington**

**Many top-quality education seminars are being offered and our exhibit hall will be full of exhibits. In addition, check out the fun social events planned for your enjoyment.**

**WELCOME RECEPTION**

Join us as the Tri-State participants gather to meet and greet before the event. All the crew of Tri-State and sponsoring exhibitors want to welcome you to our 46th Annual convention by enjoying some wine, micro beers and appetizers at 8:00pm Thursday night.

**SILENT AUCTION / LIVE AUCTION**

Do you have a hidden talent you want to share? Bring it and donate to the silent or live auction. Pick up some super colossal deals on items you need or want for your office. Donated items will be on display in the Exhibit Hall with a silent auction bid sheet. Bidding will be brisk and the highest bid will take home the item or certificate. Money collected will benefit all of us by allowing Tri-State to keep our registration fees as low as possible.

**HOTEL INFORMATION**

The Hyatt Regency Lake Washington 1053 Lake Washington Blvd N, Renton, WA 98056, has set up a web-based reservation site called "Passkey", it is an electronic reservations interface that is customized for our event. Go to: <https://aws.passkey.com/event/49305218/owner/48972374/home> Click on "Attendee" for guest type, then follow the prompts to make a reservation. Room rates are: \$159 Standard King. \$169 Standard 2 Queen beds. \$189 Partial Lake View. Hotel phone number is 425-203-1234, if you call be sure to inform them that you are with the Tri-State Hearing Convention & ask for our group rate. To insure the group rates reservations must be made no later than February 7, 2018. Reserve early to secure the best room rate and selection.

**PARKING**

A discounted rate of \$15 per day for valet parking is the only option available, at this time, due to the construction of the parking garage.

**AIRPORT TRANSPORTATION TO & FROM THE HOTEL**

Transportation to and from Sea-Tac Airport is available via Taxi, Lyft and Uber. The fees for round trip transportation will vary depending on the mode you select.

**EXHIBIT HALL CLASS SESSION G**

You will receive credit after asking 3 questions to each participating exhibitor. They will give you the answer and you will write them in your book, you will then receive a signature on the back of your book, it must be completed and turned into a proctor to receive credit. **You will not be allowed to leave the exhibit hall during this class.**

## Miscellaneous Information

Two delegates represent each state:

Idaho: Robert Shepard  
208-883-0731  
133 N Van Buren  
Moscow, ID 83843

Pam Hays  
208-882-5536  
307 S Main Street  
Moscow, ID 83843

Oregon: Don Cloutier  
541-343-1091  
1142 Willagillespie Rd Ste 20  
Eugene, OR 97401

Chris Gustafson  
503-580-0418  
1024 Baker Street  
McMinnville, OR 97128

Washington: Brenda Haltom  
360-452-2228  
830 E 8<sup>th</sup> Street  
Pt Angeles, WA 98363

Keith Wilson  
253-759-3555  
1311 S Union Ave Ste 102  
Tacoma, WA 98405

Executive Director and Tri-State's official mailing address:

Tammy Wilson  
7616 139<sup>th</sup> Street Ct E  
Puyallup, WA 98373

Phone: 253-208-5841  
Email: [TriStateHHPCon@gmail.com](mailto:TriStateHHPCon@gmail.com)  
Website: [TriStateHearingConvention.org](http://TriStateHearingConvention.org)

Please check the Tri-State website for updated information: [www.TriStateHearingConvention.org](http://www.TriStateHearingConvention.org).

Follow us and share our page on Facebook: <https://www.facebook.com/Tri-State-Hearing-Convention-119814514762069/>

We have made every attempt to reach all providers, please help us by sharing this information with your colleagues. Thank you!

## **2018 Convention Highlights**

### **Thursday, March 1, 2018**

3:00pm – 8:10pm Registration Office Open  
6:00pm – 8:00pm Education Seminar Session: A  
8:00pm – 9:00pm Welcome Reception

### **Friday, March 2, 2018**

7:30am – 6:30pm Registration Office Open  
8:00am Welcome Coffee  
8:30am – 10:30am Education Seminar Session: B  
10:30am – 10:45am IHS Presentation  
11:00am – 12:00pm State Society Meeting  
12:30pm – 1:30pm Luncheon  
1:45pm – 3:45pm Education Seminar Session: C1 & C2  
4:00pm – 6:00pm Education Seminar Session: D

### **Saturday, March 3, 2018**

7:30am – 6:00pm Registration Office Open  
8:00am Welcome Coffee  
8:30am – 10:30am Education Seminar Session: E  
10:45am – 12:45pm Educational Seminar Session: F  
12:45pm – 2:00pm Luncheon  
2:00pm – 6:00pm Exhibit Hall open  
2:00pm – 4:00pm Educational Seminar Session: G in Exhibit Hall  
4:00pm – 6:00pm Hors d'oeuvres, wine & microbrew in Exhibit Hall  
5:00pm Live Auction & closure of Silent Auction tables

### **Sunday, March 4, 2018**

9:30am Board of Directors Meeting

### **Information Regarding Continuing Education Credits for State Licensing**

Each hour in class equals one credit. Most classes offered are two hours in length for two credits.

Approved by International Hearing Society's educational division, IHS. Approved by the State of Oregon Licensing Board. A total of 14 hours of credit is available at this convention.

### **Registration Policies**

Your enjoyment of the convention will be enhanced by clearly understanding our policies and avoiding any misunderstandings.

1. We do not allow any guest admissions to our classes.
2. We offer a discount to all State Society members, make sure you have your membership dues paid to your state treasurer prior to registering as a member. We will check current ID, OR & WA membership lists prior to the convention. Your hours for continuing education will be withheld until correct fees are paid. No refunds will be offered by Tri-State for changes in your membership status after your registration is submitted.
3. The Exhibit Hall is open to guests at no charge Saturday from 2:00 – 6:00pm, however, a guest badge, available at the registration desk, is required for entry. Food and beverage is not included with a guest pass. Food & beverage tickets are included in each convention package. Guests and one-day participants check the registration form for meal package prices. Please pre-register to allow for proper planning.
4. A fee of \$5.00 per seminar change will be charged at the convention. Please, help us minimize the confusion by selecting your seminars carefully the first time.
5. A late fee of \$40.00 will be assessed for registrations postmarked after February 7, 2018 and for all on site registrations received after February 7, 2018. Mail registration with a check or register on line using your credit card. Please register early to avoid extra fees and help us with our pre-planning.
6. Tri-State will not issue refunds for registration fees unless notification is 14 days prior to the start of the convention.

### **Directions:**

1. Make hotel reservations by February 7, 2018. To insure best room and price selection, reserve your room as early as possible.
2. Fill out registration form, select educational seminars, mail, & include fees or register on line at [tristatehearingconvention.org](http://tristatehearingconvention.org)
3. Add \$40 if you register on line or mail after February 7, 2018

# 2018 EDUCATIONAL SEMINARS

## Course Descriptions

**THURSDAY – March 1, 2018**

**6:00pm - 8:00pm 2 HOURS IHS AND OREGON APPROVED**

Session A: **Speech In Noise: From Evaluation to Validation**

**Instructor:** Wendy Switalski AuD, Sr. Market Development Manager, Otometrics/Audiology Systems

**Description:** Both prior to and following the use of hearing instruments, the greatest hearing difficulties that our clients report involve understanding speech in background noise environments. Providers have a great tool in Speech-In-Noise testing, which is now readily available and often integrated into instrumentation. This presentation will provide an overview of speech-in-noise tests and highlight the ease of administration.

A secondary focus will be on the need for post-fitting validation procedures, which often include speech-in-noise testing. These measures are sometimes overlooked in the fitting process, with the focus more commonly placed on hearing instrument programming, real-ear verification and counseling. It is just as important to assess the actual benefit that the patient receives, which is measured in the validation process.

**FRIDAY – March 2, 2018**

**8:30am – 10:30am 2 HOURS IHS AND OREGON APPROVED**

Session B: **Family Centered Care**

**Instructor:** Christopher W. Bailey, Specialty Business Manager Phonak, LLC.

**Description:** This course discusses the involvement of the family member through the patient journey with an initiative to better serve our patients and their families. The course uses real life clinical situations along with a broad research on the topic and measurable results for patient care relative to hearing care professionals.

**1:45pm – 2:45pm 1 HOUR IHS AND OREGON APPROVED**

Session C1: **Infection Control in the Hearing Aid Office**

**Instructor:** Tammy L. Miller, Director of Training, Costco Wholesale

**Description:** This course will provide a review of the importance of precautionary work practice controls to minimize the spread of infectious disease in the hearing aid office. Common myths and misconceptions will be addressed as well as best practices for protecting hearing healthcare professionals and the patients/clients they serve from risk.

**2:45pm – 3:45pm 1 HOUR IHS AND OREGON APPROVED**

Session C2: **Captioned Telephone Service 101**

**Instructor:** Hansen Phangia, National Accounts Manager, CaptionCall

**Description:** Participants will be able to identify eligibility requirements from the FCC to receive a captioning phone. Participants will be able to demonstrate the functionality of the CaptionCall phone, CaptionCall Mobile and CaptionCall service. Participants will be able to discuss how to submit a Professional Certification form.

**FRIDAY – March 2, 2018 continued**

**4:00pm – 6:00pm 2 HOURS IHS AND OREGON APPROVED**

Session D: **Innovate with Empathy to Improve Hearing Healthcare**

**Instructor:** Aaron C. Jones, AuD, MS, CCC-A, Director of In-clinic Success, Unitron

**Description:** The rapidly changing healthcare landscape requires that hearing healthcare providers re-think the way they do business. Forces like managed care, over-the-counter competition and healthcare consumerism are inexorable. But providers can thrive by using ‘design thinking’, which is based on empathy, to deliver their services and products in a highly patient-centered way. This proven approach to product innovation is equally applicable to innovation in hearing healthcare services. Patients, hearing healthcare providers and their businesses can all benefit from design thinking.

**SATURDAY - March 3, 2018**

**8:30am – 10:30am 2 HOURS IHS AND OREGON APPROVED**

Session E: **Worried About Un-Bundling?: Learn How To Turn Your Services Into Products Customers Want**

**Instructor:** Tina M. Soika, President, American Hearing Associates

**Description:** Whether you decide to bundle or un-bundle, you will be called upon more and more frequently to provide and charge for services which are not bundled into the sale of a hearing aid. This course will explore how to charge for those services, how to think about those services, and about how to present those services in a way that makes them more appealing to customers.

**10:45am – 12:45pm 2 HOURS IHS AND OREGON APPROVED**

Session F: **The Inside Scoop on the External Ear**

**Instructor:** Chris Gustafson, AAS, ACA, BC-HIS

**Description:** The attendees will have a better understanding of what they are seeing while examining the external ear and learn the terms associated with the anatomy. Being able to identify any “red flags” for referral and learn about the acoustics of the external ear and how that applies to fitting hearing aids.

**2:00pm – 4:00pm 2 HOURS IHS AND OREGON APPROVED**

Session G: **Passport to Better Hearing**

**Instructors:** Manufacturer Representatives

**Description:** The Passport to Better Hearing will have specific questions provided by the manufacturer’s representatives for the class participants to ask and get the answers in regards to new technology.

*You will need a class card to receive the Passport Book. The participants are not allowed to leave the exhibit hall during the two-hour class. The rules for CEU’s will be followed like all other class.*

**2018 TRI-STATE CONVENTION  
REGISTRATION**

NAME \_\_\_\_\_

CO. NAME \_\_\_\_\_

*Please be sure fill out address and additional information on the back of this page.*

**FULL CONVENTION PACKAGE INCLUDES:**

Educational seminars, Thursday welcome party, coffee breaks, one-Friday luncheon ticket, exhibit hall admission, one-Saturday lunch ticket and three-drink tickets.

**CHOOSE ONE:**

2018 State Society Member \$325.00 ..... \$ \_\_\_\_\_

Standard Registration (Non-Member price) \$395.00 ..... \$ \_\_\_\_\_

Student Registration (no CEU's) \$75.00 ..... \$ \_\_\_\_\_

**INDIVIDUAL SEMINAR PRICES:**

For individual seminars, please select your seminars from the list on back of page and calculate the fees below. I will be attending # \_\_\_\_\_ classes @ \$55.00 each..... \$ \_\_\_\_\_

DISCOUNT: Group rate 5-10 attendees less 15% **Only on FULL registration packages.** \$ \_\_\_\_\_ -

**ADDITIONAL MEAL TICKETS:** Indicate meals your guest will attend, number of tickets and calculate the fees. Include fees with this registration.

Guest meal package \_\_\_\_\_ # of tickets @ \$60.00 per package..... \$ \_\_\_\_\_

Friday Lunch..... \_\_\_\_\_ # of tickets @ \$35.00 per ticket ..... \$ \_\_\_\_\_

Saturday Lunch.... \_\_\_\_\_ # of tickets @ \$35.00 per ticket ..... \$ \_\_\_\_\_

Fri Refreshments.. \_\_\_\_\_ # of tickets @ \$5.00 per ticket ..... \$ \_\_\_\_\_

**Late Fee: Add \$40.00 if this registration is submitted after Feb 7, 2018.**..... \$ \_\_\_\_\_

**TOTAL AMOUNT ENCLOSED**..... \$ \_\_\_\_\_

*Make checks payable to:* Tri-State Hearing Convention. If you are paying by credit card, we prefer you register on line to protect your financial information.

I want to pay by credit card, please have the Tri-State Executive Director call me to process my payment. \_\_\_\_\_

*Your name and phone number.*

*Please be sure to fill out additional information on the back of this page.*

**EDUCATIONAL SEMINAR SELECTION**

*Only select if you are registering for individual classes. Full registrations are automatically registered into each class.*

**THURSDAY – March 1, 2017**

6:00pm – 8:00pm      Session A: [ ]

**FRIDAY – March 2, 2017**

8:30am – 10:30am      Session B [ ]

1:45pm – 2:45pm      Session C1 [ ]

2:45pm – 3:45pm      Session C2 [ ]

4:00pm – 6:00pm      Session D [ ]

**SATURDAY – March 3, 2017**

8:30am – 10:30am      Session E [ ]

10:45am – 12:45pm      Session F [ ]

2:00pm – 4:00pm      Session G [ ]

There will be a \$5 charge at the convention per seminar change.

PHONE NUMBER \_\_\_\_\_

E-MAIL \_\_\_\_\_

MAILING ADDRESS for Certificate \_\_\_\_\_

IHS requires the last four digits of your SOCIAL SECURITY #\*\*\*\*-\*\*-\_\_\_\_\_

GUEST NAME: \_\_\_\_\_

List any special meal requirements or dietary restrictions for all attendees: \_\_\_\_\_

Mail Registration To:  
**Tri-State Registration**  
**7616 139<sup>th</sup> Street Ct E**  
**Puyallup, WA 98373**

Phone 253-208-5841 E-mail: [tristatehhpcon@gmail.com](mailto:tristatehhpcon@gmail.com)

\*\*Please make a copy of this form for your records.