### IHS Continuing Education Test

1. **“Auditory training” can be defined as:**
   - A: Any tool or exercise that helps in patient satisfaction
   - B: Formal listening activities whose goal is to optimize the activity of speech perception
   - C: The same as Aural Rehabilitation
   - D: None of the above

2. **COSI stands for:**
   - A: Cost of Supplemental Information
   - B: Caring Out Standards Implied
   - C: Client Oriented Scale of Improvement
   - D: This is not a real thing

3. **When can the COSI be used?**
   - A: Pre-fitting
   - B: During Fitting
   - C: Post-fitting
   - D: Throughout the whole process

4. **Auditory training apps and games:**
   - A: Are designed for children
   - B: Can increase visual-auditory speech comprehension
   - C: May be fun, but serve little purpose in helping patients
   - D: Have not been shown to provide clinically significant

5. **Having a clear Care Plan:**
   - A: Allows the patient to understand the process of learning to hear again
   - B: Adds more paperwork but little advantage
   - C: Is only important for patients with more difficult needs
   - D: Is an excellent validation and verification tool

6. **Utilizing the COSI in the post-fitting phase:**
   - A: Is redundant and unnecessary
   - B: Allows the fitting to be verified
   - C: Is a way to fill up time in a follow up appointment
   - D: Allow the fitting to be validated

7. **Which tool can be used to verify the fitting?**
   - A: Speech mapping
   - B: Speech in noise testing
   - C: COSI
   - D: A and B

8. **Which is not a questionnaire that is designed to be used pre - and post-fitting?**
   - A: COSI
   - B: APHAB
   - C: DOSO
   - D: A and B

9. **A key to patient satisfaction in the pre-fitting process is:**
   - A: Setting realistic expectations
   - B: Not asking to many questions
   - C: Engaging the 3<sup>rd</sup> party
   - D: A and C

10. **A hearing loss simulator:**
    - A: Is designed to show the patient what hearing loss is like
    - B: Is designed to show the 3<sup>rd</sup> party what hearing loss is like
    - C: Is designed to show how hearing aids help with hearing loss
    - D: Is designed to help in the Post-Fitting process

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### How to Increase Patient Satisfaction

Name ____________________________
Address __________________________
City ____________________________ State/Province ________ Zip/Postal Code ________
Email ____________________________
Office Telephone ____________________ Last Four Digits of SS/S# __________
Professional and/or Academic Credentials
Please check one: □ $29.00 (IHS member) □ $59.00 (non-member)
Payment: □ Check Enclosed (payable to IHS)
Charge to: □ American Express □ Visa □ MasterCard □ Discover
Card Number ____________________________ Exp Date __________
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### ANSWER SECTION

(Circle the correct response from the test questions above.)

1. A B C D 6. A B C D
2. A B C D 7. A B C D
3. A B C D 8. A B C D
5. A B C D 10. A B C D