

EXECUTIVE SUMMARY



The ability to communicate is something that many of us take for granted. The faculty, staff, and students at the Memphis Speech and Hearing Center (MSHC) work tirelessly to change the lives of people who seek to improve their speech, language, hearing, communication, and related functions. Last year MSHC celebrated its 75th anniversary of providing quality communication healthcare services to the mid-south.

MSHC at the University of Memphis is the experiential learning laboratory for the School of Communication Sciences and Disorders (CSD). It is also an incubator for innovative clinical services and programs. Faculty see patients and clients, supervise students, develop programs, and engage in clinical research. Tenure-track faculty often recruit research participants at MSHC. MSHC sees patients and clients of all ages for a wide range of speech, language, hearing, and communication needs. MSHC was part of the motivation for the 1988 state designation of the School of Communication Sciences and Disorders as an Accomplished Center of Excellence for research and treatment of those with communicative disorders.

Between January and December 2023, clinical faculty completed more than 5,300 appointments, more than 6,000 procedures, and supervised more than 11,486 student training hours.

To improve patient experiences and clinical education, MSHC leadership undertook the enormous effort of adopting a new and integrated system for scheduling, electronic records, and billing this past year. The Directors of Clinical Education worked closely with the Dean, the MSHC practice manager, the billing coordinator, and the School business officer to ensure that not only did a new, more efficient system get put in place, but that graduate students in audiology and speech-language pathology continued to receive necessary training hours. The official separation from Methodist Le Bonheur was August 10, 2023. There is still some learning to be done, but we are very please with our new partners, MICA/IMS.

We are extremely appreciative of the patience and grace extended to us by our patients and referral sources. The administrative team was recognized in fall 2023 by the University for their efforts.

In the coming year, we expect to see some growth in the area of vestibular/balance research, as well as new pediatric group programs. We hope to see more pediatric cochlear implant patients. The expertise of the clinical faculty is unparalleled in the mid-south area.

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Mission

To provide high-quality and innovative services in the prevention, diagnosis, and treatment of communication disorders to residents of all ages in Memphis and surrounding areas; to provide educational and training opportunities to both clients and their families; and to provide clinical education opportunities for future professionals working with communication disorders.

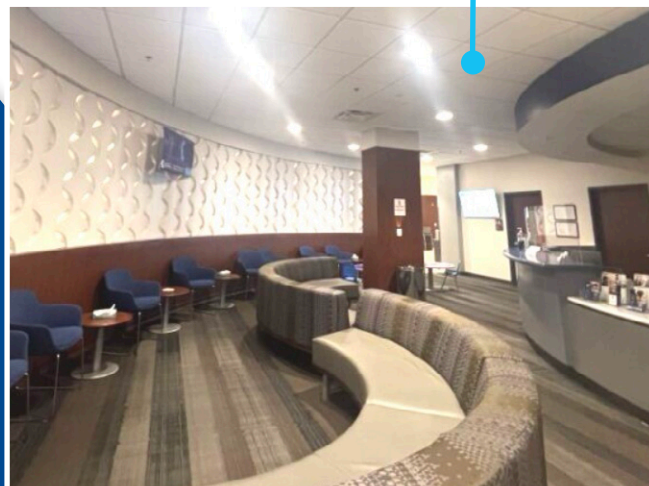


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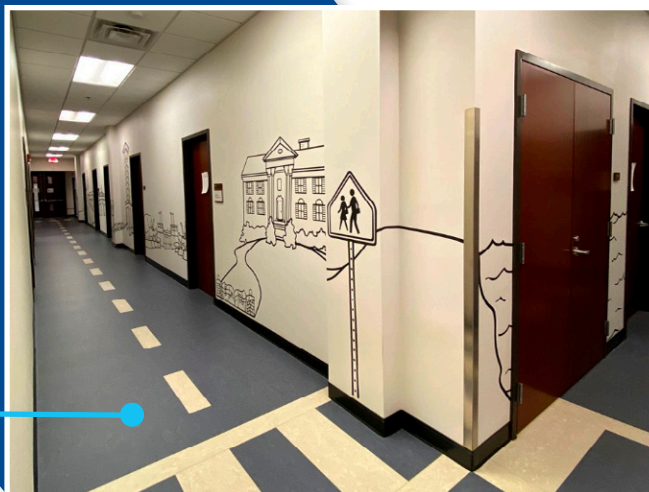
FACILITIES

MSHC
Lobby



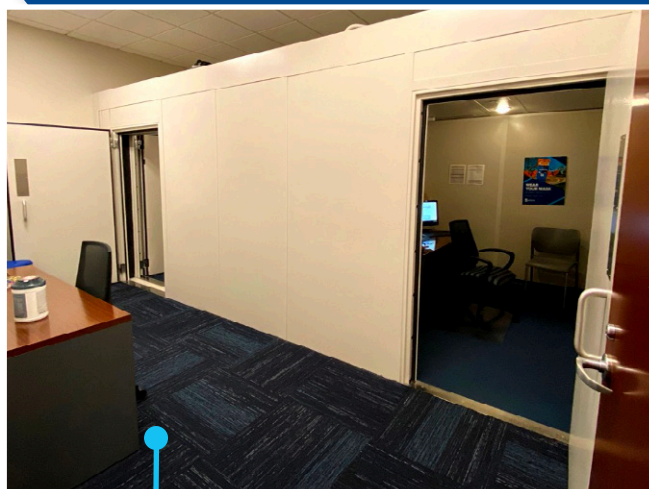
The Memphis Speech and Hearing Center occupies approximately 15,000 square feet on the first floor of the Community Health Building. The audiology clinic has six fully-equipped sound suites, four hearing aid fitting rooms, two rooms for electrophysiology testing, two hearing screening rooms, two cochlear implant rooms, and a vestibular room with a rotary chair for balance testing.

There is a designated hearing aid work room and an infection control room as well. For speech-language pathology services, there are five large therapy rooms and 23 smaller rooms. The rooms are designed and equipped specifically for use with adults or children. The larger rooms have observation rooms adjacent to them for families or other observers.



MSHC
Hallway

Additionally, several pediatric rooms exit to a playground in the back of the building. An instrumentation room contains equipment for speech measurement—for both acoustic and motor metrics. A videostroboscopy unit, purchased with support from the Canale Foundation, is located in this space. Many of the therapy rooms are equipped with cameras and microphones, which connect to a central system for recording sessions. Recordings are used by supervisors and students for education and feedback opportunities. Separate infection control rooms and space for storage and materials are maintained by both audiology and speech-language pathology. Most rooms have sinks. The two professions share family counseling rooms, file rooms, business offices, and a large reception area.



One of six sound suites
for audiological testing

Administrative

Linda Jarmulowicz,
CSD Dean and
MSHC Director

Marci Ingram-Jackson
Medical Billing
Coordinator

Hanna Beth Scott, AuD
Practice Manager

Office Associates
- Carissa Richardson
- Destini Whitmore*
- Cathy McDonald*

Student Assistants
- Abigail O'Connor
- Kathy Ha
- Katilyn White
- Joyce McCormick

Le Bonheur Partners
- Danielle Keeton
- Director, Outpatient
- Rehab &
Developmental
Services
- Sheila Climer
- MSHC Operations
coordinator

Audiology

Jennifer P. Taylor, AuD
Director of Clinical
Education in Audiology

Eileen Smith, AuD*
Casandra Banks, AuD
Matthew Hollis, AuD
Jordan Alyse Coffelt, AuD
Hannah Beth Scott, AuD

VA contract:
(p/t) Jeannine Mayo, AuD

Speech-Language Pathology

Justine Springs, MA*
Co-Director of Clinical
Education in Speech-
Language Pathology

Julie Marshall, MA
JoClaire Merrill, MA
John Sandidge, MA
Vicki Haddix, MS

(p/t) Darlene Winters, MA
(p/t) Amy Nabors, MA
(p/t) Casey Hansen, MA
(p/t) Cille Heehs, MA

Katherine Mendez, MA*
Co-Director of Clinical
Education in Speech-
Language Pathology

Head Start Screenings:
(p/t) Cille Heehs, MS
(p/t) Demi Yaffe, MA
(p/t) Kelli Williams, MA
(p/t) Erin Butterick, MA
(p/t) E. Laurence, MS
(p/t) D. Bush, MA

Aphasia Bootcamp
(p/t) Tawni Ballinger, MA
(p/t) Kelli Owens, MA
(p/t) Caroline Royal-
Evans, MS



In 2023, seven audiologists and eighteen speech-language pathologists (both full- and part-time) saw patients and supervised students in the MSHC. They were supported by a practice manager, medical billing coordinator, two office associates, and several student workers.

STAFFING

SPEECH-LANGUAGE

PATHOLOGY

SERVICES AND PROGRAMS

Adult Services	Pediatric Services
Adult speech, language, and cognition <ul style="list-style-type: none"> - Post-brain injury, stroke, disease - Testing and treatment - Dementia counseling - Individualized rehab and maintenance plans 	Language testing and treatment <ul style="list-style-type: none"> - Individualized testing and treatment programs - High-need diagnostic areas: selective mutism, autism, complex etiologies
Swallowing Disorders Rehabilitation	Executive function
Aphasia rehabilitation <ul style="list-style-type: none"> - Aphasia Boot Camp: Intensive summer rehabilitation - Aphasia programs throughout the year 	Spanish/bilingual language evaluations
Clinical Voice and Vocal Health Program <ul style="list-style-type: none"> - Professional voice users - Clinical voice disorders - Diagnosis and treatment 	Alternative/Augmentative Communication <p><i>For people who may need devices to help them communicate</i></p> <ul style="list-style-type: none"> - Evaluations - Device selection - Family Training and counseling
Gender affirming voice therapy	Reading/Literacy and Language <ul style="list-style-type: none"> - Diagnosis and therapy - K-5 Intensive Summer Reading program
Fluency/stuttering programs	Hanen Program <ul style="list-style-type: none"> - Early intervention parent training
Alternative/Augmentative Communication <ul style="list-style-type: none"> - Evaluations - Therapy & Training 	Speech/stuttering <ul style="list-style-type: none"> - Testing and treatment - Individualized programs
Accent modification	Speech Sound Disorders <ul style="list-style-type: none"> - Evaluation and intervention - Phonological delays and disorders - childhood apraxia of speech
Aural Rehabilitation <ul style="list-style-type: none"> - Adults post-CI activation 	



For more information on specific programs, please see our website:
<https://www.memphis.edu/mshc/services/>



AUDIOLOGY

Auditory processing evaluation and treatment

- For children exhibiting attention, learning, or language problems
- Aural Rehabilitation for Interaural Asymmetry (ARIA) may be indicated

Newborn hearing evaluations

- Non-invasive brainstem measurements of sound sensitivity
- Participation in Early Detection of Hearing Impairment (EHDI) Network

Hearing screening & evaluations

- Puretone, tympanometry, otoacoustic emissions

Evaluation and fitting for hearing aids

- Testing, diagnosis, referrals as needed
- Hearing aid fitting, programming, and counseling
- Hearing aid bank of 'loaner' devices

Hearing Aid on-call appointments

Veteran/Military evaluations

Mid-South Cochlear Implant Program

- Adult and pediatric evaluations, activations, and programming
- Counseling for families and caregivers
- Aural rehab services coordinated with speech-language pathology

Vestibular/Balance evaluations

- Dizziness, stroke, concussion, aging-related balance concerns
- On site rotary chair
- Testing, diagnosis, and referral

Adult audiologic/aural rehabilitation

- Training and counseling with devices (hearing aids or implants)

Hearing protection and hearing conservation

- Musicians, physical plant workers

Tinnitus evaluations and counseling

Lions Club and Church Health Programs



CONTRACTS AND GRANTS

1

Head Start Screenings/Porter Leath

MSHC provides speech-language and hearing screenings for children ages 3 to 5 years of age, through a contract with Porter-Leath. Six SLPs and numerous students provided screenings between January and December 2023, completing 1,323 screenings.

2

Veterans Hearing Program

MSHC provides comprehensive hearing healthcare to veterans through contracts with the US Department of Veteran's Affairs.

3

University of Memphis

MSHC provides services to any University of Memphis student in need the services it offers. Additionally, MSHC provides hearing healthcare to both University Physical Plant employees and to Sound Fuzion musicians from the Rudi E. Scheidt School of Music.

4

Mid-South Lions Hearing Program

MSHC works with the Mid-South Lions club to help bring affordable hearing healthcare to its members.

<https://www.midsouthlions.org/services/>

5

Church Health: Hearing Healthcare Program

MSHC collaborates with Church Health to provide hearing healthcare services to underserved and uninsured patients in the Mid-South area. Donations to the School allow MSHC to provide hearing aids and related services to Church Health patients at a very low or no cost to the patient.

6

Donor-Sponsored Programs

A generous donation allowed MSHC to see many cochlear implant patients. 237 cochlear implant appointments were completed, most of those with adults. Clinicians performed 15 cochlear implant initial stimulations, 10 cochlear implant sound processor upgrades, and 2 bone-anchored device initial stimulations.

Donor funds also were used to help patients afford intensive treatment in the 2023 summer Aphasia Boot Camp. This program runs for four weeks, five mornings a week. Patients are paired with student clinicians for both individual and group sessions. The progress that these patients make, even years after a stroke, is astounding.



Clinical Faculty in Audiology: (L to R)
Drs. Casandra Banks,
Jordan Alyse Coffelt,
Jennifer Taylor,
Hannah Beth School,
Jeanette Mayo,
Matt Hollis

PARTNERS AND EVENTS

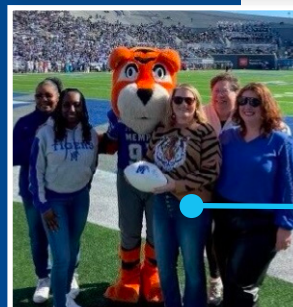
7 Tigers Ascending to Excellence Award

Saturday, November 18, 2023, the MSHC administrative team was awarded the Tigers Ascending to Excellence Award from the President's Office at a Memphis Tigers football game.

In 2023, the clinic adopted new medical billing and records systems to improve their ability to serve clients and patients. The work of the MSHC administrative team to adopt these new systems was recognized. Administrative team members: Marci Ingram-Jackson, Catherine McDonald, Carissa Richardson, Dr. Hannah Beth Scott, Justine Springs, Dr. Jennifer Taylor.



Dr. Jennifer P. Taylor, Director of Clinical Education in Audiology with Pouncer



MSHC Administrative Team and Pouncer

8 MSHC Open House

The Memphis Speech & Hearing Center's Board of Directors and the School of Communication Sciences and Disorders hosted a reception on November 30, 2023 to feature the current and future work being carried out by our clinicians in the community.

During the reception, attendees participated in a tour offered by MSHC clinicians and CSD research faculty to explain their current services and lines of research.



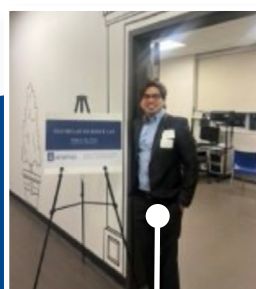
Dr. Miriam van Mersbergen, Voice, Emotion, & Cognition Lab



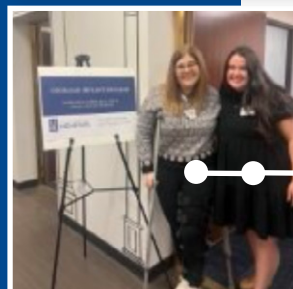
Dr. Kim Oller, Origins of Language Lab



Co-Directors of Clinical Education in SLP, Katherine Mendez and Justine Springs



Dr. Raghav Jha, Vestibular Research



Dr. Jordan Alyse Coffelt and student, CI services

BOARD OF DIRECTORS MEMPHIS SPEECH AND HEARING CENTER, INC.



The mission of the MSHC, Inc. Board of Directors is:
To support the efforts and programs of the Memphis Speech and Hearing Center
and the School of Communication Sciences and Disorders to make communication
services accessible to all.

Mark Cary

President/Acting Treasurer
Senior VP, FHN Financial

Dr. Boyd Gillespie

Chair, UTHSC Dept of Otolaryngology

Matt Warren

Vice President
Engineering Design Manager,
Diversified Conveyors International

Deborah Harris

Regional Manager for
Exceptional Children
and Health Services,
Shelby Co. Schools

Colleen Canale

Secretary
Community Advocate

Dr. Jennifer P. Taylor

Director of Clinical Education in
Audiology, MSHC

Elizabeth Martin

Speech-language Pathologist;
Junior League of Memphis

Frances Breland

Administrative Associate and
Assistant to the Dean

Deborah Townsend

Partnership & Training Coordinator,
A Step Ahead Foundation

Dr. Linda Jarmulowicz

Director, MSHC

Anne Conrad

Attorney; Community advocate

As a continued source of support and advocacy, the MSHC, Inc. Board of Directors assists clients who have financial barriers to communication health through the Client Assistance Program (CAP).

These funds allow clients to receive services and purchase necessary devices, such as hearing aids and communication devices.

Applications for CAP are available at the MSHC reception desk and can be found on our website:

memphis.edu/mshc/about/cap.php.



CLIENT ASSISTANCE PROGRAM



Over the past five years, the Client Assistance Program has distributed nearly \$210,000 to 285 patients needing services.



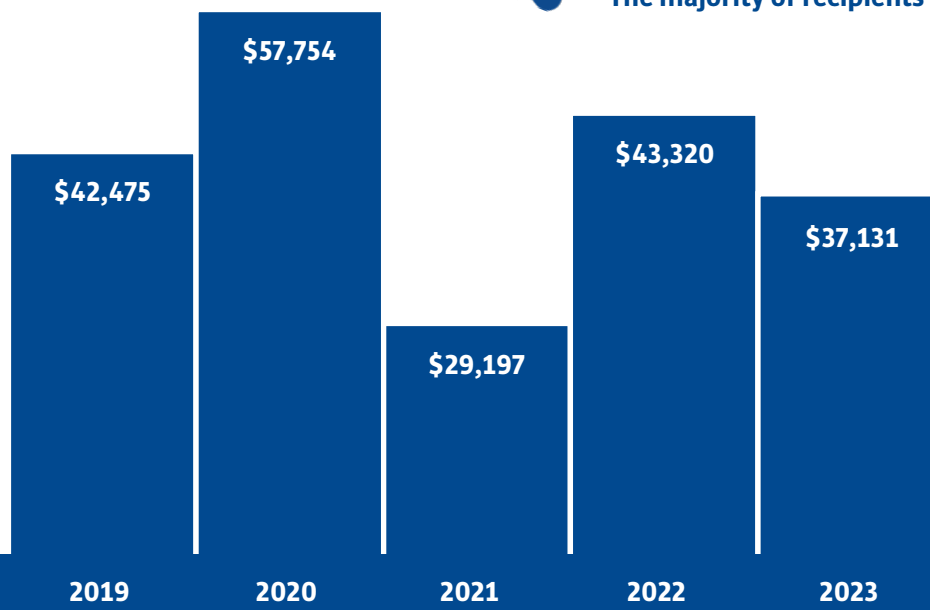
Between 80% and 90% of applicants typically qualify for CAP assistance.



Last year, more than 80% of those receiving CAP assistance received coverage had half or more of their out of pocket charges covered by CAP.



CAP recipients can receive between 20% and 80% of their expenses covered by CAP. The majority of recipients receive 80%.



CAP APPLICATIONS:



SUPPORT THE SCHOOL:



LIONS CLUB:



"A huge 'thank you' from our family. The work you have done has been truly life changing for our family. We never thought aphasia would be a part of our lives, but we are so grateful that you have helped us navigate this new world."

- Aphasia Boot Camp family member

"I wanted to let you know how much I appreciate all the help and concern you and your students showed us. Your recommendations helped tremendously."

- Swallowing patient/family

"The Client Assistance Program (CAP) made it possible for our son to continue therapy. Early intervention is essential, and it wouldn't have been possible for us to give our son the good start he deserves without the CAP assistance. Now we are back on our feet financially and can pay for it ourselves. Thank you CAP, and thank you MSHC!"

- CAP recipient and therapy family

"I have been able to regain my singing voice and restore my throat muscles after thyroid surgery. My singing voice is improving."

- Voice Patient

"My wife has worn hearing aids for 13 years, the last 3 those supplied by your institution. Our audiologist's professionalism is unexcelled, her care and patience and intent on having us both satisfied is unequalled."

- Hearing aid user/family member

"The Client Assistance Program made the difference between me replacing my lost hearing aid or going without hearing. I would never have been able to afford it without assistance due to losing my job during COVID."

- CAP recipient and hearing aid user

"I can hear better than I could since getting my 1st set of hearing aids in 2002. I am grateful for your assistance and want you to know that I will be forever indebted to you and your assistant. Thank you for helping me hear better than I have for 20 years!"

- CAP recipient and hearing aid user

"From the moment we came everything was at ease. Our speech pathologist listens to my concerns, validates me as a parent, loves and laughs with me, and educates me."

- Speech-language therapy parent

"I can hear better than I could since getting my 1st set of hearing aids! I will be forever indebted to your audiologist and students for their help!"

- Hearing aid user

"The program helped my sister to get the help she needed. Insurance isn't always enough and she could not budget to handle anymore but she needed help. Y'all were there to help her. And you did it without shaming her and that is important in life."

- CAP recipient and aphasia client

Hearing from MSHC patients is a reminder of why the work we do is so important. Our clients frequently note the quality of services and the benefit of client support.

PATIENT VOICES