

Center for Speech and Hearing

FY2021 Report

I. Community Impact

a. Persons Served

- i. The Center provided assessment or intervention services to 35 individuals in the summer 2020 semester, 76 individuals in the fall 2020 semester, and 71 individuals in the spring 2021 semester.
- ii. Clients came from 2 different states (Missouri and Illinois)
 1. Within Missouri, clients represented 11 different counties.
 2. The Center conducted 2,414 sessions in FY21.
 - a. Summer 2020: 303 sessions
 - b. Fall 2020: 991 sessions
 - c. Spring 2021: 1,120 sessions
- iii. Due to the COVID-19 pandemic, screening opportunities were significantly limited. A modified employee wellness screening opportunity was offered in the fall 2020 semester.
- iv. In the summer 2020 semester, the Center offered 100% of sessions via telepractice due to the COVID-19 pandemic.
- v. In the fall 2020 and spring 2021 semesters, the Center operated using a hybrid model, with 40% of sessions provided via telepractice in the fall, and 35% of sessions provided via telepractice in the spring.
- vi. The Center created a new virtual program, Cognitive Stimulation Therapy Group, for adult residents of Cape Girardeau County ages 65+ to provide homebound or isolated individuals with opportunities for cognitive enrichment. This program was funded by a grant received by the Senior Citizens' Services Fund Board.
- vii. The Center continued its virtual LOUD Crowd® throughout the pandemic, serving persons with Parkinson's Disease.
- viii. The Center continued its transportation program with the Center's vehicle, driven by a licensed student worker. The program transported two clients regularly during the fall 2020 and spring 2021 semester. Participation increased to 5 clients at the start of the summer 2021 semester. This program was provided to clients at no additional cost.

II. Experiential Learning Opportunities

- a. Students provided in-person and telepractice individual and group intervention and assessment services at the Center for Speech and Hearing. External placement opportunities within the community were limited due to COVID-19 restrictions.
- b. The Center purchased licenses for 18 graduate students for a simulated patient platform called *Simucase*. This platform allowed students to work through case studies with simulated patients based on real cases, oftentimes with real videos representing the client.

III. Financial Review

- a. The Center was expected to earn \$20,000 in revenue generated by assessment and intervention services. Actual earnings through May 2020 were: \$29,843
 - i. Summer 2020: \$2,940
 - ii. Fall 2020: \$12,950
 - iii. Spring 2021: \$14,365
- b. The Center completed the pilot phase of the Funding for Results Grant, totally \$14,766 in internal grant funding from 2018-2020. In November 2020, the Center initiated the implementation phase and was awarded \$14,080 for year one (2021).
- c. The Center was awarded \$15,914.75 in external grant funding, and over \$8,500 worth of training and materials.
 - i. Parkinson Voice Project grant: \$8500 in training materials for students and faculty
 - ii. United Way Community Partnership Grant: \$2,456.75
 1. This money contributed towards supporting the [Sliding Scale fee schedule discounts](#).
 - iii. Senior Services Tax Fund: \$13,458.00
- d. For FY21, a total of **\$13,145** was discounted based on income-based discount qualification.
 - i. Summer 2020: \$2715 (50 therapy sessions, 4 evaluations provided at no cost to community members; 107 sessions were discounted).
 - ii. Fall 2020: \$5,110 (163 therapy sessions, 3 evaluations provided at no cost to community members; 178 sessions were discounted).
 - iii. Spring 2021: \$5320 (230 therapy sessions, 1 evaluation provided at no cost to community members; 251 sessions were discounted).
- e. In FY21, we initiated the implementation phase of the Funding for Results Grant for Health Information Technology in Clinical Education (awarded in November of 2020). We continued to expand usage of Clinic Note, an electronic medical record system (first implemented in fall 2019). The use of Clinic Note will continue through FY23.

IV. Goal Reporting

- a. The Center will strive to generate \$20,000 in revenue.
 - i. This goal was **MET**, thanks to an efficient and effective telepractice program that maintained robust provision of services in spite of the ongoing pandemic. Revenue also increased as community services were severely limited. This meant that students and supervisors spent more time in revenue-generating activities within the Center for Speech and Hearing.
- b. The Center will contribute \$8,341 to the administrative assistant's salary.
 - i. This goal was **MET**, as the Center exceeded the threshold for anticipated revenue. The Senior Citizens' Services Fund Board grant provided additional funding to support the Center's ability to contribute to the administrative assistant's salary.

- c. The Center will develop the Language Stimulation lab in Room 107, once COVID-19 restrictions have been lifted.
 - i. This goal is **in progress**. The Center collaborated with the Catapult, which is a creative collaboration between several departments at the University. Students and faculty at Catapult worked to develop a concept throughout the fall 2020 and spring 2021 semesters. In spring 2021, they submitted a final concept, which was then submitted to Facilities Management for review. Based on this meeting, some elements from the design concept were not able to be achieved or needed revisiting. Purchasing for non-structural, therapeutic materials is in progress.
- d. The Center would like to start a monthly free community screening day where students provide speech, language, or hearing screenings to members of the community. This would be a walk-in event held one-time per month for individuals of any age.
 - i. This goal was put **on hold** due to concerns over safety given COVID-19. However, if safety risks can be mitigated, the Center would like to pursue conducting this event in FY2022.
- e. The Center would like to further diversify the range of clinical experiences that it offers to students. Currently there are established group opportunities supporting experiences with AAC, cognitive-communication disorders, and voice disorders. The Center will pursue additional opportunities to serve individuals with hearing loss, fluency disorders, aphasia, and other underserved populations in our region.
 - i. This goal is **in progress**. All in-person group programs in the community (Horizons Enrichment Center, Ratliff Care Center) were suspended due to safety concerns during the COVID-19 pandemic. Several other initiatives were developed or continued in their place:
 1. The Center launched a virtual Cognitive Stimulation Therapy program for senior adults in Cape Girardeau county so that seniors could safely access cognitive enrichment and therapeutic services during the COVID-19 pandemic. The Center collaborated with multiple departments including Nursing, Communication, the EDvolution Center, and Communication Disorders, to provide participants with 8 guest lectures specific to topics related to cognition and aging.
 2. Dr. Misty Tilmon initiated a collaboration with Southeast Hospital to provide consultative device support with augmentative and alternative communication (AAC) equipment for individuals receiving end-of-life care in spring of 2021. Two students participated in a pilot experience with this program. The students and Dr. Tilmon were able to provide viable communication via an eye-gaze device for a patient receiving end-of-life care at Southeast Hospital.
 3. The Center expanded student access to simulated patients via the subscription to Simucase. Instructors of academic courses were able to embed simulations into their coursework to enhance connections between theory and practice. Students were able to experience much greater variety by having access to this resource, as there are over 80 cases available across all nine disorder areas within the scope of

practice of SLP, and over 20 cases within the scope of audiology. Dr. Jayanti Ray provided a significant amount of service to the Center and Department by supervising students wanting to complete cases outside of academic and clinical assignments.

4. The Center continued to provide voice services to individuals with Parkinson's disease via the program SPEAK OUT!® and its companion group program, LOUD Crowd®. Students received training and opportunities to participate in individual or group therapy.

V. FY2022 Goals

a. In-Progress from FY21

- i. The Center will develop the Language Stimulation lab in Room 107, once COVID-19 restrictions have been lifted.
- ii. The Center would like to further diversify the range of clinical experiences that it offers to students. Currently there are established group opportunities supporting experiences with AAC, cognitive-communication disorders, and voice disorders. The Center will pursue additional opportunities to serve individuals with hearing loss, fluency disorders, aphasia, and other underserved populations in our region.
 1. The Center will plan to resume community screening services with local/regional parochial and charter schools, safety permitting.
 2. The Center will plan to resume local community group therapy programs with local care centers, safety permitting.

b. New for FY22

- i. The Center will strive to earn \$25,000 in revenue for FY22.
 1. Anticipated losses due to an increase in services provided out in the community will be offset by a small fee increase for in-house therapy services for those who do not qualify for income-based discounts, pending approval.
- ii. The Center will contribute \$8,500 to the administrative assistant's salary.
- iii. The Center would like to start a monthly no-cost community screening day where students provide speech, language, or hearing screenings to members of the community. This would be a walk-in event held one-time per month for individuals of any age.