

CURRICULUM VITAE

JANET HILES BRETT

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PROFESSIONAL EXPERIENCE

- 2012-Current **Doctor of Audiology/President & Owner** **Hanover Audiology** (Mechanicsville, VA)
- Established Hanover County only private audiology practice, serving Mechanicsville and surrounding communities
 - Offering professional and personalized hearing health care for all ages
 - Perform practice management responsibilities, including:
 - Practice (business plan, marketing plan, risk management, and loss prevention)
 - Personnel Management (Human Resources: interviewing, hiring, payroll, annual evaluations, safety and training)
 - Marketing (print, direct mail and digital design and advertising)
 - Accounting (accounts receivables and payables, loan)
 - Primary diagnostic responsibilities include basic, comprehensive, and advanced audiometry (TEOAE, DPOAE, and ABR), impedance measurements (tympanometry, stapedial reflexes and reflex decay), and related hearing aid procedures for all populations.
 - Secondary clinical responsibilities include BAHA® evaluations, tinnitus loudness/pitch matching, evaluations, counseling and management.
 - Comprehensive rehabilitative services, including hearing aid assessment, selection, delivery, orientation, dispensing and follow-up care
 - Independent site for occupational hearing conservation (baseline/annual hearing testing and hearing loss prevention education) and sale of hearing protection devices (custom earplugs, electronic ear pieces for hunters, and in-the-ear monitors for musicians)
 - Compassionate care offered in the comfort of patient's home or rehabilitative facility/hospital
 - Affiliated with Commonwealth ENT as clinical audiologist (May 2013-current)
- 2002-2012 **Clinical & Dispensing Audiologist** **Virginia ENT Associates, P.C.** (Richmond, VA)
- Primary diagnostic responsibilities include basic, comprehensive, and advanced audiometry (TEOAE, DPOAE, ABR, VNG & ECoG), positional testing and canalith repositioning maneuvers, impedance measurements, and related hearing aid procedures for all populations.
 - Secondary responsibilities include BAHA® evaluations, Middle Ear Implant candidacy evaluations, tinnitus evaluations, counseling and management.
 - Tertiary responsibilities include follow-up newborn hearing screenings in compliance with the Virginia Department of Health, EHDI program protocols and providing clinical supervision of graduate audiology student interns.
 - Appointed and currently serving as a proctor representing the Department of Professional Occupational Regulation (DPOR) for the Hearing Aid Specialist practical examination.
 - Develop and expand hearing aid dispensary, through physician referral, word-of-mouth, direct mail marketing, and open house events; increased hearing aid revenues by 388% in the first year and grew the practice from one audiology provider to three providers by the fifth year.
 - Proficient with all major and most minor brands and models and their associated proprietary programs and/or NOAH3 based software applications.

- Expanded strong referral base through professional association with members and/or representatives of the local chapter of HLA-GR, DRS, VDDHH, CVLHAB and HearNow.
- Prescribe, dispense, and service extensive variety and styles of analog and digital signal processing hearing aids, including assistive listening devices, to all age groups.
- Developed and implement grassroots program for Industrial Audiology/Hearing Conservation Services. Ongoing maintenance of key accounts having 50-100 employees.
- Accomplished in providing sensitive patient care and personalized service for all age groups, including the multi-handicapped, developmentally delayed and senescent.
- Extensive experience in delivering associated patient consultation and counseling to all age groups, particularly the adult and geriatric populations.

1999-2002

Senior Audiologist

VCUHS/MCV Hospitals & Physicians (Richmond, VA)

- Diagnostic responsibilities include basic and comprehensive audiometry, impedance measurements, and related hearing aid procedures (HAE, HAF, HAC, EMI, Real Ear & other verification tools, such as aided soundfield measurements, COSI and APHAB).
- Conducted in-patient evaluations by bedside, such as hearing screenings, hearing aid checks, OAE and related services for all hospital departments, including N/P/ICU.
- Provided supervision and hands-on training for graduate audiology student interns.
- Designed and conducted instructional lectures related to the subjects of Hearing Loss, Amplification and Aural Rehabilitation for ENT residents and medical students.
- Prescribed, dispensed and serviced extensive variety and styles of analog, disposable and digital hearing aids, including a variety of tinnitus maskers.
- Proficient with all major and most of lesser known brands and models and associated proprietary programs and/or NOAH2-based software applications.
- Maintained solid professional relationship with industry leaders and representatives.
- Established comprehensive aural rehabilitation and follow-up programs for patients.
- Developed low-cost, aggressive marketing campaign through extensive community outreach activities and direct mail programs, leading to word-of-mouth and self-referrals, which results in over 300% increase in hearing aid revenues after the first year of hire and a steady 75-85% increase in revenues for each succeeding year.
- Collaborated with office manager to manage accounts receivables/payables, control hearing aid/supply inventory, establish/meet budget goals and maintain excellent patient relations

1998-1999

Field Representative

Starkey Laboratories, Inc. (Eden Prairie, MN)

- Actively promoted the company, its products and services.
- Maintained customer contact with hearing aid accounts in VA, WV and DC.
- Organized, distributed, and demonstrated current and new hearing technologies and peripherals to audiologists and other hearing health care professionals.
- Assisted in the organization and participation of open houses, education programs and seminars for the hard-of-hearing end-consumer and their families.

1994-1998

Account Manager

Oticon, Inc. (Somerset, NJ)

- Actively promoted the company, its products, support personnel, programs and services.
- Served as front line between the company and its customers.
- Maintained customer contact with 1640+ accounts in KY, TN, NC, VA, MD, DE, and DC.
- Organized and distributed new product information. Provided training and certification on products and software. Provided assistance in marketing services, such as: open houses, direct mail, consumer education seminars, newspaper and Yellow Page advertising.
- Exhibitor at national, regional conferences/conventions, and local workshops/seminars.

- 1992-1994 **Clinical & Dispensing Audiologist** **Carter and Rollins, MD, PC** (Atlanta, GA)
- Administered routine and diagnostic evaluations, including impedance measurements, REAL Ear, ABR, ENG, and CAP evaluations in a busy multi-ENT office setting.
 - Assisted nursing staff by obtaining patient history and vitals for physicians.
 - Provided extensive patient counseling and aural rehabilitation services.
 - Managed most aspects of hearing aid retail sales, including record/bookkeeping.
- 1991-1992 **Field Sales Representative** **Siemens Hearing Instruments, Inc.** (Piscataway, NJ)
- Maintained customer contact with 1000+ accounts in MS, AL, GA, TN, NC and SC.
 - Prepared and distributed new product information; provided product demonstrations and training. Assisted in customer marketing activities and exhibited at conventions.
- 1988-1991 **Audiologist/Center Manager** **AHAS/HEARx, Ltd.** (Atlanta, GA)
- Administered routine and diagnostic audiometric evaluation in medical (hospital and private ENT office), retail and industrial settings. Dispensed wide variety of conventional and programmable hearing aids and Assistive Listening Devices (ALDs).
 - Developed and executed a hearing conservation program for AL-PAK, Inc.
 - Attended modification workshops, pediatric assessment training programs and ENG seminars.
 - Promoted to Center Manager in February 1991; additional duties included management of all administrative operations of a hearing aid dispensary.

EDUCATION

- A.T. STILL UNIVERSITY/Arizona School of Health Sciences (Mesa, AZ) August 2011
- **Doctor of Audiology** (GPA: 4.0)
- VIRGINIA COMMONWEALTH UNIVERSITY (Richmond, VA) December 2001
- Completed graduate coursework in **Gerontology** (GPA: 3.9)
- NATIONAL EDUCATION CENTER (Atlanta, GA) May 1993
- Completed coursework in **Medical Assisting**
- AUBURN UNIVERSITY (Auburn, AL) August 1988
- **Master in Communication Disorders** (GPA: 3.85)
- VANDERBILT UNIVERSITY MEDICAL CENTER/ Bill Wilkerson Hearing & Speech Center May 1988
- Graduate Audiology Externship
- AUBURN UNIVERSITY (Auburn, AL) December 1986
- **Bachelor of Science in Education (Speech Pathology)**

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

- Author of AAA poster presentation entitled: "Ototoxicity: Audiologists' Role," a case study and review of the role of an audiologist in the evaluation, follow-up and management of hearing loss due to ototoxicity.
- Monthly columnist for Richmond chapter of Self-Help for the Hard-of-Hearing (SHHH) newsletter entitled: "Ask the Audiologist." (2002-2003)
- Faculty presenter at the 1st Annual Conference for the Deaf and Hard-of-Hearing; moderated panel of experienced hearing aid users. (2001)

- Faculty presenter at several professional and medical symposiums, including the 9th Annual G. Douglas Hayden Otology Symposium. (2001)
 - Topic: “Amplification in Children.”
- Faculty presenter at the 2nd Annual Otolaryngology for the Non-Otolaryngologist symposium. (2001)
 - Topic: “Advances in Hearing Aids.”
- Co-Author of AAA poster entitled: “Neurofibromatosis II: Clinical Implications,” a case study investigating the role of an audiologist in the diagnosis and management of NFII.
- Faculty presenter at the 1st Annual Otolaryngology for the Non-Otolaryngologist symposium.
- Guest Speaker at University of Virginia, for graduate course on Aural Rehabilitation. (2000)
 - Topic: Hearing Aids and Assistive Listening Devices (ALDs).

COMMUNITY ACTIVITIES

- Guest Speaker and conducted hearing screenings at the Mary Woods Community.
 - Topic: “Hearing Loss & Advances in Hearing Aids”
- Participated in the following:
 - Health Fair, sponsored by Bon Secours Health System at Memorial Regional Medical Center (MRMC). (2002-2005).
 - Health Fair, hosted by the Hermitage assistive living community (2001).
 - Health Fair, sponsored by the Richmond Community Senior Center (1999)
 - Health and Wellness Fair, sponsored by the Tuckahoe YMCA (1999).
- Guest Speaker at the following venues:
 - Williamsburg chapter of Self-Help for the Hard-of-Hearing monthly meeting (2002).
 - Health & Wellness Fair, sponsored by the Shepard Center (2001).
 - Three Chopt Presbyterian Church (2001).
 - Richmond chapter of the Self-Help for the Hard-of-Hearing monthly meeting (2000-2002).
 - Local radio station (AM800) on issues pertaining to hearing loss and the latest in hearing aid technology and benefits (1999).
- Professional volunteer, offering free hearing screening and audiological consultations:
 - SHHH National Hearing Screening Day (2001).
 - Health & Fitness Day, sponsored by the Richmond Senior Center (2001).
- Surveyed over 30 assistive living communities and nursing homes in the greater Richmond area (including Petersburg, Hopewell, Amelia, Ashland and Mechanicsville), regarding in-service training for nursing staff on hearing loss/hearing aids and availability of related audiological services for residents (2001).
- Participant/volunteer for National Hearing Screening Day for SHHH (2000).

CONTINUING EDUCATION

- American Academy of Audiology (AAA) 26th Annual Convention (2014). Registered coursework:
 - Audiologists as Expert Witnesses
 - Tinnitus Management Fundamentals
 - Hearing and Active Aging: Auditory, Cognitive and Social Factors
- Attended the following online workshops, sponsored by the American Academy of Audiology (2009):
 - Life is On: Hearing Aids & Cell Phones – Can You Hear Me Now?
 - Correlations in Vestibular Test Findings
 - High-End Technology: Because Your Patient is Worth It

- American Academy of Audiology (AAA) 18th Annual Convention (2006). Registered coursework:
 - Marketing for Audiologists in All Practice Settings
 - Improving Assessment & Management of Vestibular Disorders
 - The A to Z of a Successful Hearing Aid Operation
 - The Adult Patient: Assessment, Management and Treatment
 - Didactic & Hands-on with VEMP

- American Academy of Audiology (AAA) 17th Annual Convention (2005). Registered coursework:
 - Amplification in Infants & Young Children: Start to Finish
 - Grand Rounds in Balance Function Testing
 - Effectively & Efficiently Incorporating ASSR in Your Clinic
 - Hearing & Cognitive Change in the Aging Adult: Understanding Rehabilitation
 - Effects of Lead & Mercury Exposure on the Auditory System
 - Neuro-otologic History & Physical Exam of the Dizzy Patient
 - The Art of Interpersonal Persuasion in Professional Practice
 - Practice Management: Personal & Practice Valuation
 - “Real World” Hearing Aid Fitting: Managing Patient Expectations
 - A New Treatment for Benign Paroxysmal Positional Vertigo
 - Managing Your Practice: A Step-by-Step Blueprint for Success

- Regional workshops, sponsored by Starkey Laboratories, Widex, Inc., and Oticon, Inc., pertaining to Advanced Hearing Technologies and Pediatric Amplification Protocols (2004).

- 9th Annual Human Link Conference, sponsored by Oticon, Inc. (2003).

- Attended the following online workshops, sponsored by the American Academy of Audiology (2003):
 - Hearing Aids & Digital Cell Phones: Providing Answers to Your Patient’s Questions
 - Audiologic Rehabilitation for Children with Unilateral Hearing Loss

- Attended local, regional and national conferences and conventions, including the American Academy of Audiology (2002) 14th Annual Convention and select manufacturer’s workshops. Registered coursework:
 - Business Metrics: Measuring Your Practice Performance
 - Making Sense of the Business of Audiology
 - The Key to Successful Physician Marketing
 - A Multi-Dimensional Model for Hearing Aid Recommendations
 - Hearing Health & Alzheimer’s Disease: Preparing for the Deluge
 - Audiological Evaluation & Management of Tinnitus
 - A Practical Demonstration of Tinnitus Management
 - Forensic Audiology: Assessment of the Patient/Litigant
 - Musicians & the Prevention of Hearing Loss
 - The Hearing Care Profession: A System in Transition

- Attended local, regional and national conferences and conventions, including AAA, 13th Annual Convention and the Academy of Dispensing Audiologists (ADA) Annual Convention. (2001).

- Attended local, regional and national conferences and conventions, including AAA, 12th Annual Convention, the 7th Annual Appalachian Spring Conference (on “Aging and the Auditory System”), 6th Annual Human Link Conference (sponsored by Oticon, Inc.) and other select manufacturer’s workshops and seminars. (2000).
 - Attended symposium sponsored by Starkey Laboratories, Inc. that addressed:
 - Advances in hearing aid research on digital amplification
 - Verification strategies
 - Marketing to mature audiences

- Attended various local, regional and national conferences and conventions, including AAA, ASHA (American Speech-Language and Hearing Association), SHHH, ADA, ARA (Audiology Resource Association), Southern Audiological Association and International Hearing Society. (1995-1999).
- Attended numerous workshops related to pediatrics, amplification, advanced technologies, marketing and business management. (1988-1999).

PROFESSIONAL MEMBERSHIPS/LICENSURES

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| • American Academy of Audiology (AAA) | <i>Charter Member (since 1986)</i> |
| • American Speech-Language-Hearing Association (ASHA) | <i>Member (since 1988)</i> |
| • Academy of Rehabilitative Audiology (ARA) | <i>Member (since 2000)</i> |
| • American Auditory Society (AAS) | <i>Member (since 2001)</i> |
| • Educational Audiology Association (EAA) | <i>Member (since 2001)</i> |
| • National Hearing Conservation Association (NHCA) | <i>Member (since 2005)</i> |
| • Speech and Hearing Association of Virginia (SHAV) | <i>Member (since 2001)</i> |
| • Virginia licensure in Audiology | <i>(since 1996)</i> |
| • Virginia licensure in Hearing Aid Dispensing | <i>(since 1996)</i> |

REFERENCES

- Available upon request