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Heuser Hearing Institute  
Heuser Hearing & Language Academy

**2020**  
**Impact Report**

# CEO MESSAGE

## Welcome!

We are very proud to share our second annual impact report with you. Heuser Hearing Institute (HHI) has been giving children and adults across our community access to sound and language for more than 72 years.

In a year brimming with unprecedented challenges related to COVID-19, we honored the HHI legacy by continuing to provide essential services and care for our community through the generous support of donors, volunteers and HHI's dedicated staff.

The words 'thank you' feel too small to describe our deep gratitude for the resources, trust, resilience and patience shown to HHI by all of our supporters, staff, students and patients during what was the most difficult year any of us can remember.

We're looking forward to a new year, confident that as long as we work together, we can overcome any obstacle.

Together we will continue providing award-winning curriculum, therapy and hearing care to deaf and hard of hearing students and patients for many years to come.

As you read this report, we hope you'll feel the same sense of pride and excitement we do when you see just what your investment in our mission achieved in 2020. Thank you for your continued support and belief in the work of HHI. We couldn't do it without you.

Sincerely,

Brett Bachmann  
CEO, Heuser Hearing Institute



# COVID CAN'T STOP GOOD

## Ryann's Story

"Sixteen years ago, I was a healthy, twenty-something, beginning my career as an attorney. Out of the blue, I found myself falling out of my chair at work because my world was spinning. That was the first of many episodes of BPPV (Benign Paroxysmal Positional Vertigo).

Until four years ago, the episodes only occurred every year or two, and although they were intense and overwhelming, they only lasted a few days, and then my life would go back to normal. However, four years ago was the last time I had a 'normal' day. But now, instead of being a twenty-something, I'm a thirty-something, married mother of two little boys.

I went from having a vertigo episode every couple of years to having them every month, which, as a stay-at-home mother, has made life for myself and my family very challenging, to say the least.

I was going from the ENTs for testing to PT for treatments, regularly, and yet I was never returning to 'normal.' There was always this lingering feeling of being 'off,' and as soon as a vertigo episode was ending, another one was beginning. Finally, after a few years of this back and forth, it was clear that I needed additional help. I needed to find a place that knew what to do with my seemingly complicated case. That's when I finally found the Heuser Hearing Institute's Balance Center.

From my first appointment at Heuser, I began to breathe a bit easier. These folks really knew what they were talking about when it came to all things dizzy. It wasn't going to be an easy fix, but they knew what they were doing. The testing they were able to do was more specific and more advanced than anything I'd had done at the numerous ENT offices over the years. They seemed to understand exactly what I was going through and wanted to find answers as much as I did, which was such a relief. To know that they were as invested as I was in getting me better was an absolute gift.

After several months of nonstop vertigo, which was pretty much impossible to treat, the doctors at Heuser discovered that I was suffering from a PLF (Perilymph Fistula), which was treatable by surgical repair and also responsible for the constant vertigo. They work closely with a surgeon who sees many PLF patients, so they were able to refer me to his clinic, all the while continuing to treat me for vertigo.

I am now six weeks post-operative after having the PLF repaired. And although I'm still recovering from surgery and my vertigo story is not quite over, I'm absolutely confident with my team at Heuser that I'm closer than I've ever been at regaining my life and just getting back to normal. I will forever be grateful for their kindness, care and expertise."

***"These folks really knew what they were talking about when it came to all things dizzy."***



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# PROUDLY SERVING KENTUCKIANA AND SURROUNDING AREAS **SINCE 1948**

**68%** OF PATIENTS  
are white/non-Hispanic

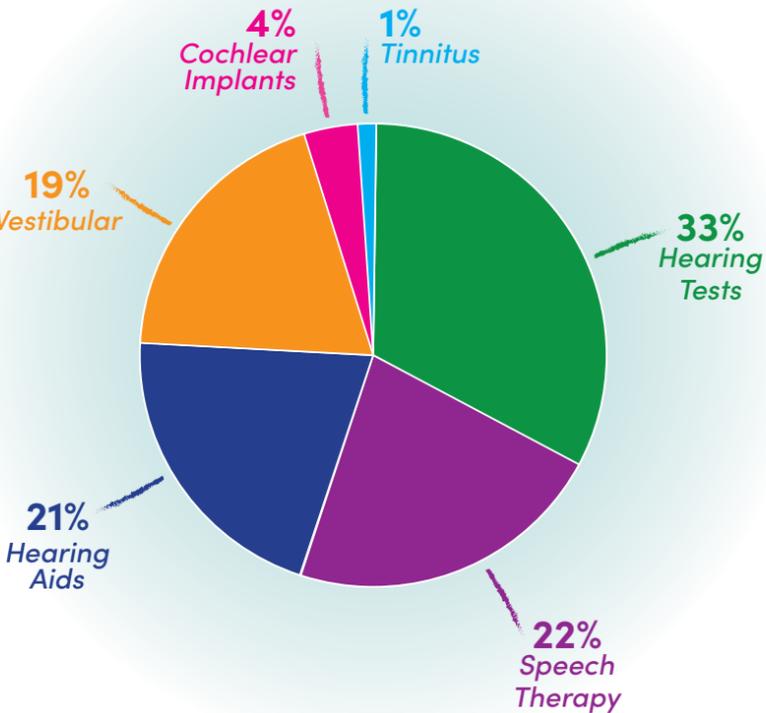
**12%** OF PATIENTS  
are African American or Black

**4%**  
are Hispanic

**16%** OF PATIENTS  
declined to respond  
or not available

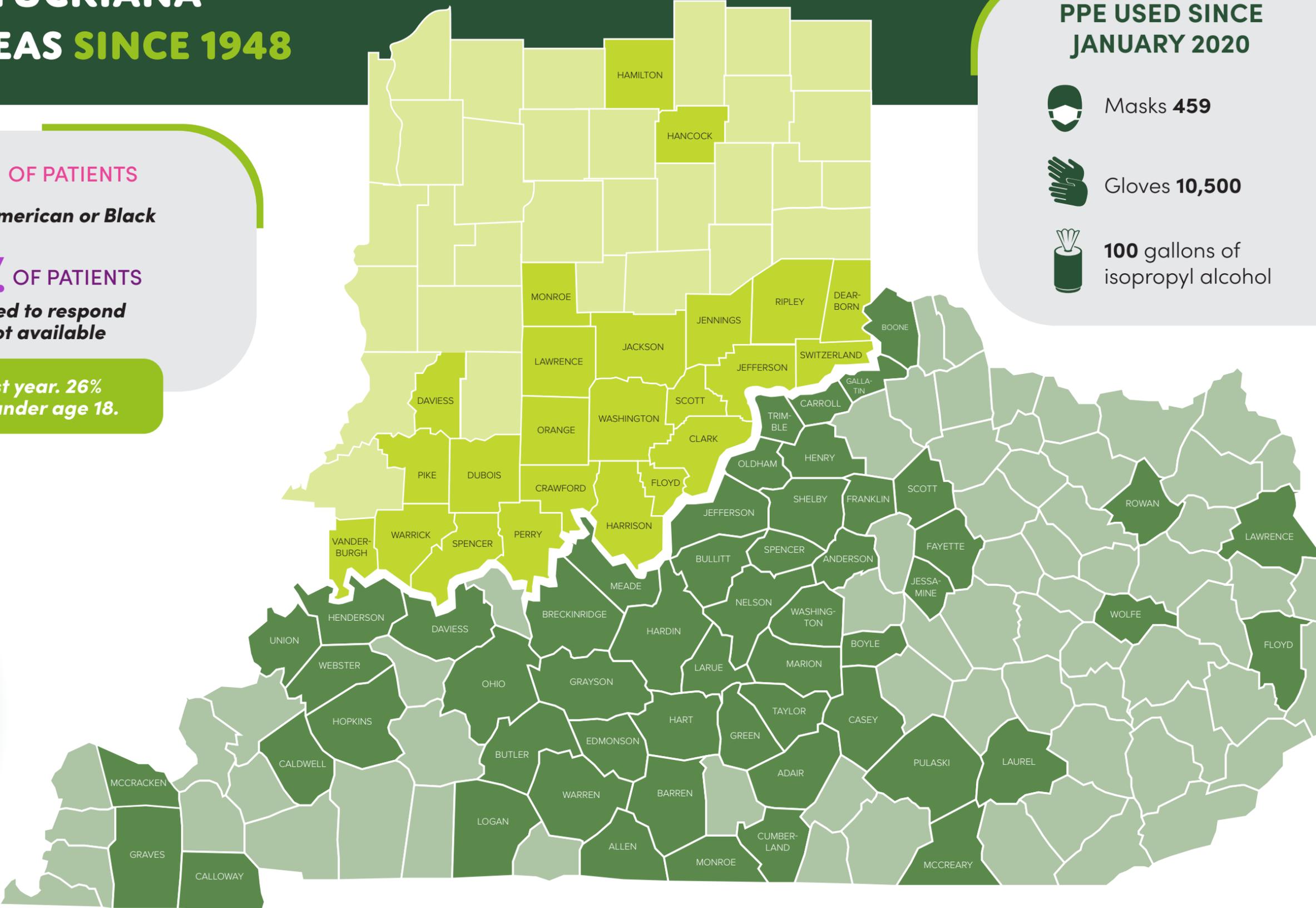
**6,200** PATIENTS were treated last year. 26% of patients are under age 18.

### Programs by # of appointments



### PPE USED SINCE JANUARY 2020

- Masks **459**
- Gloves **10,500**
- 100** gallons of isopropyl alcohol



# COVID CAN'T STOP GOOD

## Lila's Story

Lila is one of our students at Heuser Hearing & Language Academy, our school for children who are deaf or hard of hearing. Lila has hearing loss and wears a device called a bone-anchored hearing aid. During the school year, our students receive free audiology services every day. This includes a daily hearing aid check, repair of broken devices, replacement of batteries and hearing testing.

When we closed the Academy in March following Governor Beshear's orders, we created a curbside program where parents could still receive free audiology services for their child. The battery door on Lila's bone-anchored hearing aid broke, and the battery would not stay in place, causing her to be without sound.

If Lila were in school, we would have made the repair within 20 minutes and had her back on air immediately. With school being closed, Lila's mom Ashley was able to take advantage of the curbside service, and we repaired Lila's device.



## Jaelyn and Isiah's Story

"My name is Jaelyn Price, and my son, Isiah Mack was helped by Heuser Hearing Institute during the COVID-19 pandemic. On April 23, my son stuck a sucker stick in his ear. I was able to call Heuser and get an emergency appointment. When I arrived at the appointment, the staff was amazing to my son and me.

After Dr. Angie Beach examined Isiah, she suspected he had a perforated eardrum. Dr. Angie referred us to an ENT immediately for management. The staff was amazing; they helped me get scheduled with an ENT and get Isiah started on antibiotic drops for his ear.



**"I am so thankful to Heuser for everything they were able to do for Isiah. Had they not been open, I don't know what I would've done."**

## Dr. Courtney Snider's Story



"I had a baby come into Heuser who had failed his newborn hearing screening and needed additional testing. He was crying, and we weren't able to get him to settle down.

For the testing to be successful, he needed to be asleep. I didn't want to have to refer him to the hospital to be sedated for the test, especially with COVID and everything going on. So, mom said,



**"I know he can fall asleep in the car!" So, what I did was say, 'Let's do it!'**

**I put on all of my personal protective equipment, and we got in her car with the baby and drove all around Old Louisville while I was completing the test.** Luckily enough, the baby was able to fall asleep, and we completed the testing. The greatest news of the day is that the baby passed his hearing test and does not have hearing loss."



# H



**TOGETHER,** we can do so much to help children and adults with hearing loss in our community. Your ongoing support gives the gift of sound and language to children and their families.



**For more information** on how your support can help children and adults with hearing or speech challenges, visit [www.thehearinginstitute.org](http://www.thehearinginstitute.org) or contact Shannon Kiselbaugh, Director of Philanthropy, at [shannonk@thehearinginstitute.org](mailto:shannonk@thehearinginstitute.org) or **(502) 371-9939**.



**DID YOU KNOW?** During the school year, our students receive free audiology services every day. This includes a daily hearing aid check, repair of broken devices, replacement of batteries and hearing testing.



Follow us!





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[www.thehearinginstitute.org](http://www.thehearinginstitute.org)

## 2019-2020 IMPACT REPORT

SUPPORTED BY:

