

## **Psi Iota Xi Workshops Final Reports: Introductory Comments**

Jan C. Colton  
*University of Illinois*

Over the past two years, the Academy of Rehabilitative Audiology and Psi Iota Xi Sorority have jointly sought to determine needs of hearing-impaired consumers so that this information could be disseminated to members of the hearing health care team. It was hoped that such information would more clearly delineate issues which the consumers believed were most vital and, subsequently, lead to the provision of more complete service.

To this end, Psi Iota Xi Sorority provided funding for workshops held in various locations nationwide. The following reports provide summaries of these workshops.

In reviewing the final reports, certain trends become obvious; some were expected and others were not. From the standpoint of organizing the workshops, it was difficult to involve physicians, and it was also difficult to get the "average" hearing-impaired person to attend the workshops to state his/her views. Further, some of the health care representatives were regional rather than local people who perhaps did not have a good working knowledge of the specific area or the people of that area. Finally, some technical difficulties emerged (such as camera flexibility) which were not anticipated.

Consumers voiced concerns relative to the costs of amplification and other communication devices (e.g., TTYs and captioning equipment), in-services for school personnel, and a wide variety of social concerns. Two of the most vital points raised by consumers were as follows:

1. They often seem to receive conflicting information from professionals.
2. Public information relative to audiologists and the services they provide is most definitely lacking.

Each workshop area presented several unique concerns; however, the major trends were remarkably similar from New York to Minnesota to Texas.

The workshops have been completed, but the major work is just beginning. We, as audiologists, must synthesize the information gleaned from these workshops and attempt to provide, at least on a local level, viable solutions to the legitimate needs and problems expressed.