Dusty Jessen, AuD, CCC-A, has been practicing audiology since 2001. She spent 2 years in a hospital setting, 15 years in an ENT clinic, and is now the proud owner of a private practice in Littleton, Colorado. Jessen’s passion revolves around patient education and counseling. In 2014 she wrote and published a patient handbook, “5 Keys to Communication Success,” which is now the backbone of the 5 Keys Communication auditory rehabilitation program. Jessen has published many articles on the topic of auditory rehabilitation and has spoken for state and national conferences around the world about the critical importance of keeping patient education and counseling at the forefront of our treatment plans in order to shift the focus back to our professional services and set ourselves apart from the commodity options available to patients today.

Financial Disclosures:

- Owner of 5 Keys Communication, and receives profits from sales
- Financial compensation from ASHA for this presentation

Nonfinancial Disclosures:

- No nonfinancial relationships to disclose