

Establishing Relationships in Inherited Cases

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The Need For Establishing Relationships

Many clinics are seeing a shortage of Deaf Educators and qualified service providers, resulting in reallocations of caseloads and staff. Families are required to adjust to new service providers as well as adjusting to the diagnosis of hearing loss. These changes can create a sense of instability and distrust of providers. Recognizing this problem, it is essential to explore tools to create relationships of trust to provide best practice care. Establishing open communication early maximizes effectiveness later.

Tips and To Dos

1

Review a Comprehensive Case History

- Perform a file review including audiological notes and records, previous assessments and session notes.
- Give each family time to update any new information not previously documented.

Why It Matters- A thorough review allows the new team to see any trends that have aided in successful intervention. This also helps create a whole picture that parents can update verbally, filling in possible gaps of information not written down or documented.

2

Use past case notes as a starting point, not as a “tell all.”

- Review past sessions and identify set-ups that have been successful and what goals have been mastered.
- Recognize that case notes are a snapshot and by no means inclusive of all important information.

Why it Matters- Focusing on the path ahead allows a child to move past a case note definition and facilitates needed changes in therapy for a child's new environment. Transitions can create opportunities where children can demonstrate readiness for new targets in their new setting.

3

Set aside dedicated time to discuss parent perception of progress.

- Ask what has worked well and what has not.
- Use active listening and reflective questions such as “What are you most excited for? What worries you?” Avoid interrupting and judgement as families share their viewpoints.

Why It Matters- Taking the time to understand a family's goals and purpose in intervention allows a team to aid in progress, not divert it. Repeating this process often fosters trust and a clear direction for the team.

4

Define roles and expertise.

- Share with families where your depth and expertise is.
- Encourage families to share their expertise. Demonstrate your respect and need for their perspectives in planning for their child's support by sharing their child's goals and interests.

Why It Matters- When team members are aware of each other's depth and breadth, they are able to coordinate for greater success. This also allows teams to know when to reach to outside resources for help.



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