

CHILDHOOD HEARING LOSS QUESTION PROMPT LIST

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What is the QPL?

- Developed by an international working group (English et al., 2017)
- To support family-centered care and engage parents
- Available on Phonak website

<https://www.phonakpro.com/us/en/resources/counseling-tools/family-centered-care/fcc-children/family-centered-care-qpl.html>

Implementing Family-Centered Care in Early Intervention for Children with Hearing Loss: Engaging Parents with a Question Prompt List

A new tool for engaging more families in a child's hearing management and development.

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The authors have developed a Question Prompt List (QPL) that can be used by audiologists to encourage families to engage in both fact-based and adjustment-based questions during audiology appointments. The impetus for developing this QPL was to facilitate more family-centered practices in early intervention.

Editor's Note: As detailed in a June 23, 2017 Hearing Review online news article, Phonak has convened an international expert panel to provide recommendations for Pediatric Family-Centered Audiological Care, marking an expansion of the Phonak Family-Centered Care (FCC) initiative launched in October 2015. The FCC pediatric panel, chaired by Dr Kris English, includes a select group of experts who believe that, in order to provide optimal patient consulting and treatment, audiological care must shift to emphasize both patient and family involvement during the entire treatment process as a means to enhance the value of hearing care services.

Family-Centered Care (FCC) has long been promoted as best practice in the provision of hearing healthcare services for children who are deaf or hard-of-hearing and their families.^{1,2} Although there is some

variation in the definition of researchers and clinicians, the in the field of early intervention who are deaf or hard-of-hearing following 10 best practice principles applied:

- 1) Early, timely, equitable access
- 2) Family-provider partnership
- 3) Informed choice and decision-making
- 4) Family, social, and emotional support
- 5) Family-infant interaction
- 6) Use of assistive technology and alternative communication means of communication
- 7) Qualified providers;
- 8) Collaborative teamwork;
- 9) Progress monitoring; and
- 10) Program monitoring.³

In many ways, the early, timely and equitable access to services for families



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Holle Aungst, AuD, is the Coordinator of Pediatric Audiology at Head and Neck Institute, Children's Hospital of Philadelphia; **Jane R. Madell, PhD**, is a pediatric audiologist, speech-language pathologist, LSLS and hearing specialist, and consults nationally and internationally on managing hearing in children; **Mary Pat Moeller, PhD**, is Director of the Center for Childhood Deafness, Language and Learning at Boys Town National Research Hospital in Omaha, Neb; **Josephine Marriage, PhD**, is the Director of CHEAR (UK), and is a Clinical Scientist in audiology and registered hearing aid dispenser.

Carol Flexer, PhD, LSLS Cert AVT, is a Distinguished Professor Emeritus of Audiology at the University of Akron; **Christine Jones, AuD**, is the Director of the Phonak Audiology Research Center (PARC) in Warrenville, Ill.

4 sections / 32 questions

Childhood Hearing Loss Question Prompt List (QPL) for Parents

Many parents have questions or concerns about their child's hearing loss that they want to discuss with their audiologist. During busy clinic visits, parents may forget to ask their questions. Parents like you helped create this question sheet to help parents get the information and support they are looking for. The questions on this list are organized by topic. Some questions may matter more to you than others.

If you find it helpful, you can use this list to help you remember what to ask. Circle the questions you are interested in, or write down your own questions before your clinic visit. Plan to ask your most important questions first. You can keep using this question list for as long as you like.

I. Our Child's Diagnosis

1. What kind of hearing loss does my child have?
2. Why does my child react to some sounds?
3. Are there tools to help me and others experience what hearing is like for my child?
4. Will my child's hearing get better/worse over time?
5. Do hearing aids fix hearing loss in the way glasses fix vision problems?
6. How do you and my family decide what technology, if any, is right for my child?
7. Is it likely that my child's speech will be affected?
8. We often feel overwhelmed with the decisions we have to make. Can you help us prioritize these decisions?
9. Are there related medical concerns I should know about?
10. Why is it recommended that we see a geneticist?

Diagnosis	Will my child's hearing get better/worse over time?
Family Concerns	What should I be looking for at home to know if my child is making appropriate progress?
Management	How do I keep the hearing aids on my child?
Support Systems	Can I meet other parents?

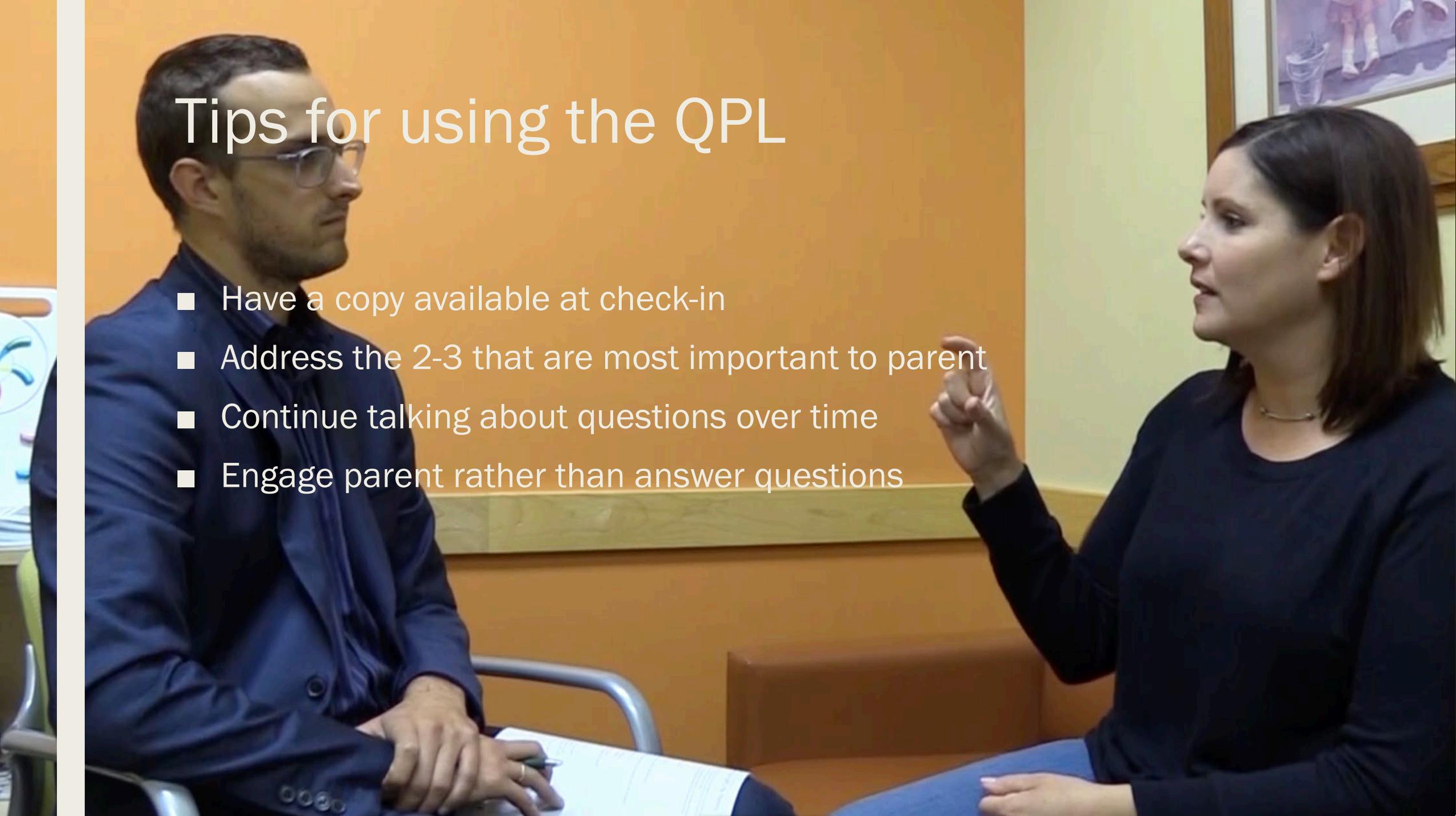
Benefits



- Opportunity to voice needs/concerns
- Opens up dialogue for areas that might not otherwise have been raised
- Opportunity to expand/target support

Tips for using the QPL

- Have a copy available at check-in
- Address the 2-3 that are most important to parent
- Continue talking about questions over time
- Engage parent rather than answer questions



Tips for when to use the QPL

- Recent hearing loss diagnosis
- Family is new to you
- To help open up dialogue
- During transitional times



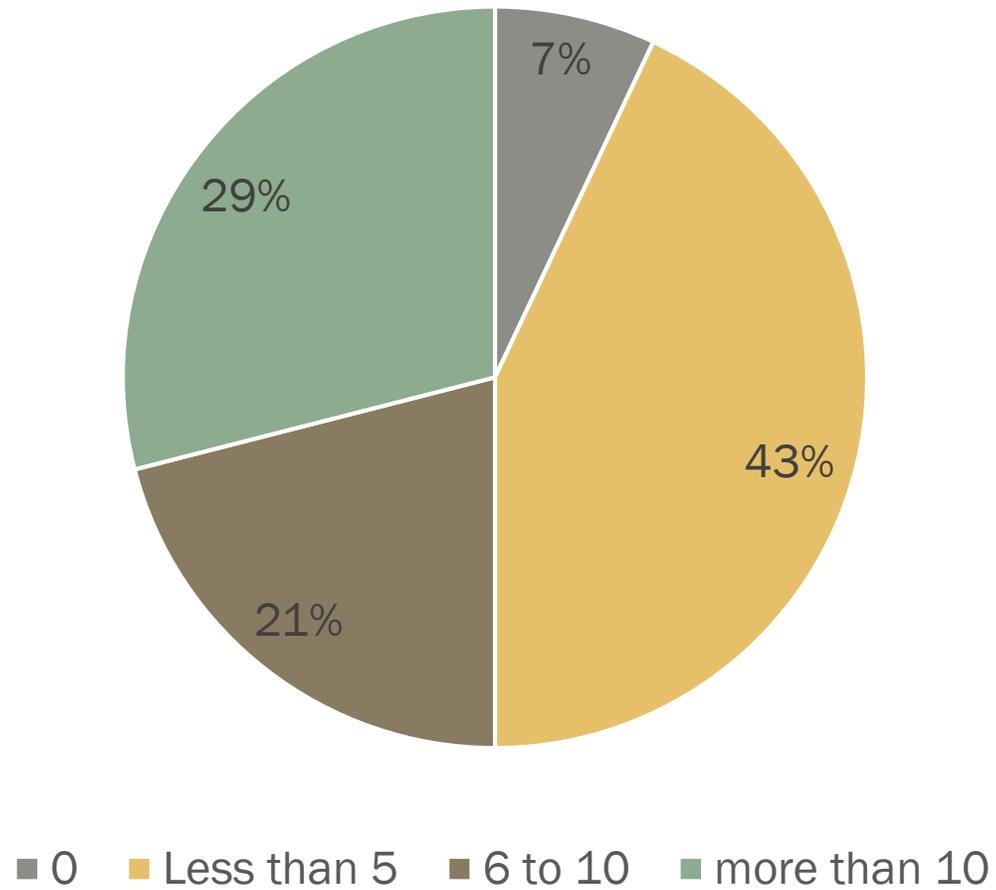
Extent of Parent Agreement
(1=strongly disagree to 5=strongly agree)

M Range

QPL is easy to understand	4.57	4-5
QPL is relevant to parents/families	4.43	3-5
QPL was helpful to me to use	4.36	3-5
I would like to use the QPL again	3.86	1-5
I would recommend the QPL to others	4.43	3-5

**WHAT
PARENTS ARE
SAYING...
PRELIMINARY
DATA (N=14)**

Minutes spent talking about the QPL with the audiologist



Question Prompt List for Audiologists

Childhood Hearing Loss Question Prompt List (QPL) for Parents

Many parents have questions or concerns about their child's hearing loss that they want to discuss with their audiologist. Encouraging parents may "forget" to ask their questions. Parents (or any caregiver) should use this question prompt list to help them get the information they are looking for. The questions on this list are organized by topic. Some questions may matter more to you than others.

If you have a hearing loss, you may wish to help you remember what to ask. Consider this information as an additional resource, in order to help you remember what to ask. For to get your most important questions, this list can help you get the most out of your hearing loss.

Use these questions:

1. What kind of hearing loss does my child have?
2. Why does my child need to wear hearing aids?
3. How does hearing loss affect my child's learning and behavior?
4. Will my child's hearing get worse over time?
5. Do hearing aids help my child hear better in the classroom?
6. How do you and the hearing loss affect my child's learning and behavior?
7. Is it likely that my child's speech will be affected?
8. Are there any other medical conditions I should know about?
9. Why is it recommended that we see a geneticist?

Questions to Ask the Audiologist



RESOURCES ON HEAR TO LEARN WEBSITE

WWW.HEARTOLEARN.ORG



QUESTIONS/COMMENTS



THANK YOU!