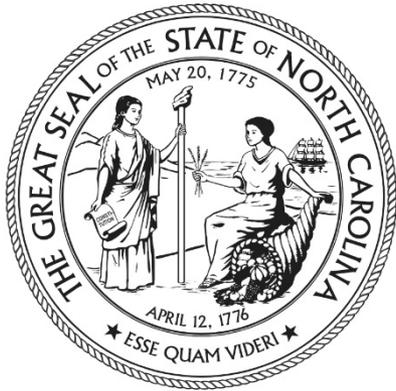


NC Department of Health and Human Services

Connecting with Pediatric Audiologists through Outreach, Training, Education and Collaboration



North Carolina Early Hearing Detection and Intervention (EHDI) Program

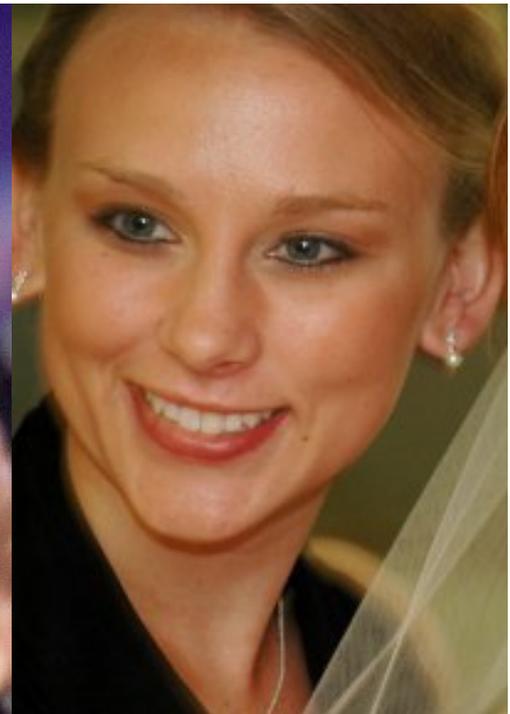
2019 EHDI Annual Meeting
March 5, 2019

Presenters

Emily Burt, Au.D.

Johnnie Sexton, Au.D.

Jenna Rankin, Parent Partner



Learning Objectives

- **Participants will be able to describe different ways to connect with pediatric audiologists.**
- **Participants will be able to describe educational materials that may be used when working with pediatric audiologists.**
- **Participants will be able to describe the importance of sensitivity training for pediatric audiologists.**

NC EHDI Program

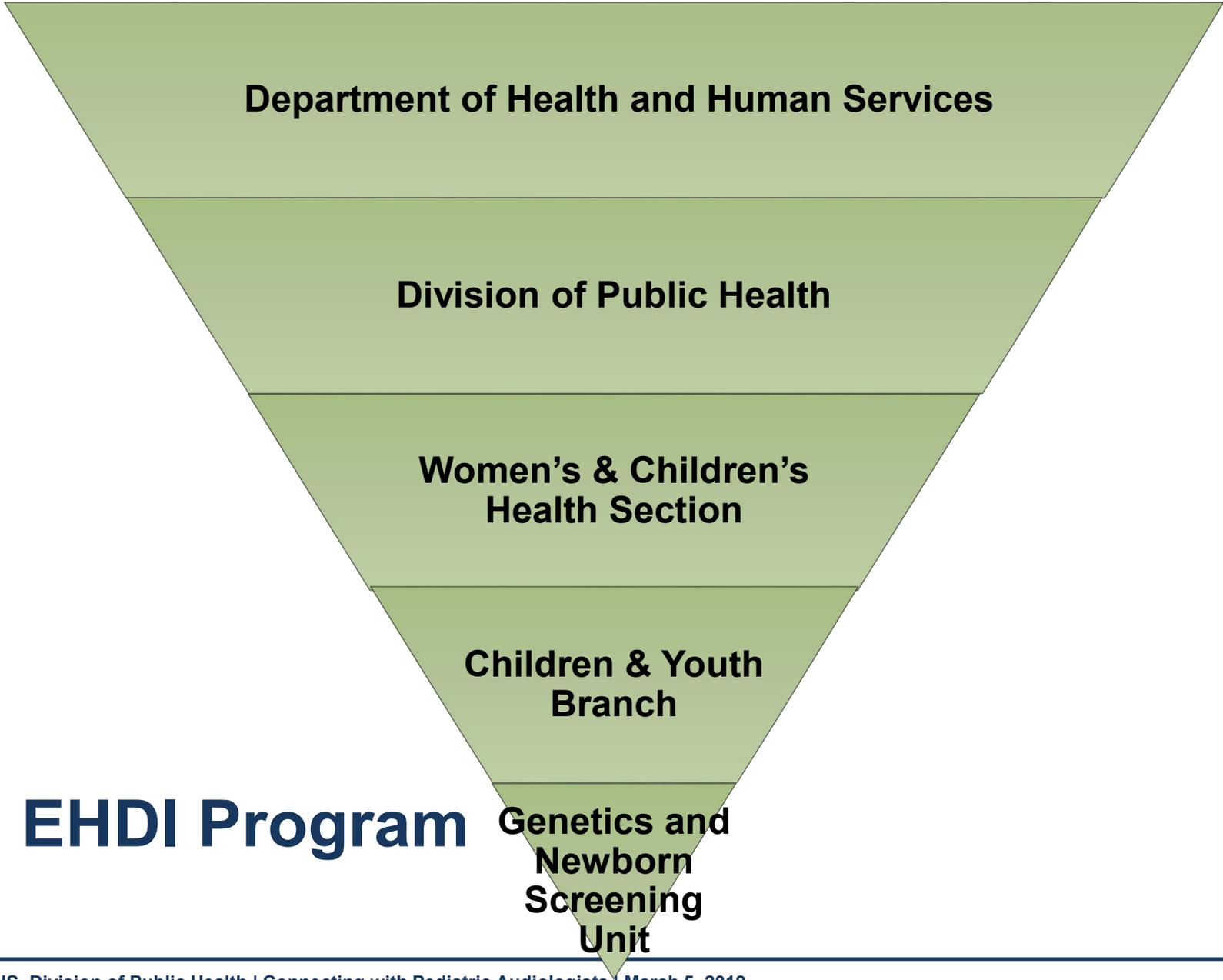
- **Supports, promotes, and monitors the newborn hearing screening, diagnosis and intervention process.**
- **Provides consultation, technical assistance, education and training to birthing facilities, audiologists, early intervention providers, primary care providers and other service providers.**
- **Supports families by connecting them to the available resources.**

EHDI Timeline

1 = Screening AND rescreening by one month

3 = Diagnosis by three months

6 = Intervention and amplification by six months



Department of Health and Human Services

Division of Public Health

**Women's & Children's
Health Section**

**Children & Youth
Branch**

**Genetics and
Newborn
Screening
Unit**

NC EHDI Program

EHDI Team

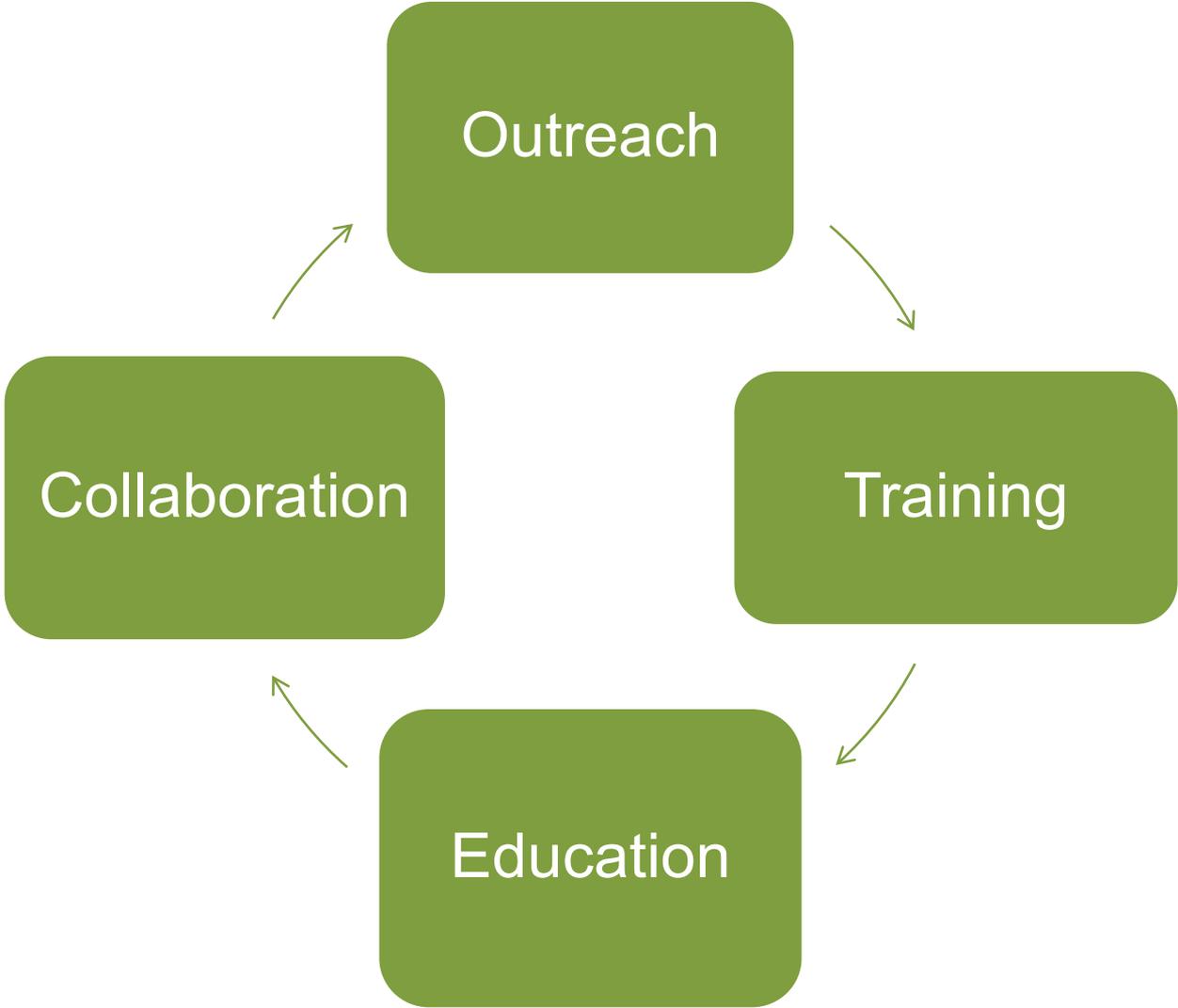


- **EHDI Coordinator**
- **10 Regional Consultants**
- **Data Manager**
- **Parent Consultant**
- **HRSA Grant Project Coordinator**
- **Tracking and Follow-up Coordinator**
- **Administrative Assistant**

NC Pediatric Audiologists

- **31 facilities in NC on Approved Diagnostic Site List plus 2 facilities in border states (Virginia and South Carolina)**
- **Audiology facilities agree to follow the diagnostic protocols disseminated by NC EHDI.**
- **List is available on the NC EHDI website, www.ncnewbornhearing.org, given to primary care providers and birthing facilities.**

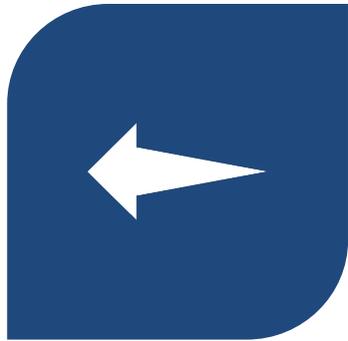
NC EHDI Program Highlights





OUTREACH

Outreach Activities



**NC EHDI
REGIONAL
CONSULTANTS**

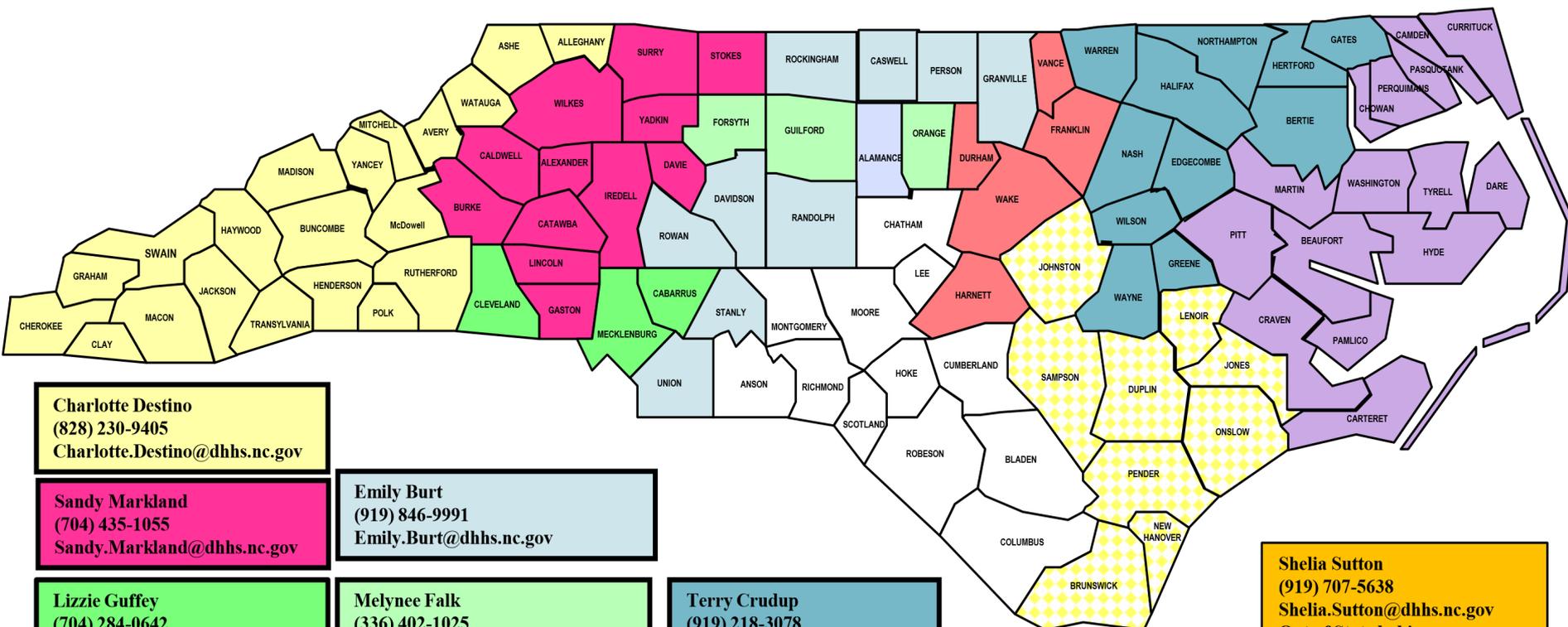


**CONSULTATION
AND TECHNICAL
ASSISTANCE**



**QUALITY
ASSURANCE
REPORT**

NC EHDI Regional Consultants



Charlotte Destino
 (828) 230-9405
 Charlotte.Destino@dhhs.nc.gov

Sandy Markland
 (704) 435-1055
 Sandy.Markland@dhhs.nc.gov

Lizzie Guffey
 (704) 284-0642
 Lizzie.Guffey@dhhs.nc.gov

Morgan Moore
 (828) 478-2879
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Emily Burt
 (919) 846-9991
 Emily.Burt@dhhs.nc.gov

Melynee Falk
 (336) 402-1025
 Melynee.Falk@dhhs.nc.gov

Terry Crudup
 (919) 218-3078
 Terry.Crudup@dhhs.nc.gov

Erin Dickens
 (919) 605-1741
 Erin.Dickens@dhhs.nc.gov

Linda Bowen
 (252) 916-1492
 lbowen@arhs-nc.org

Shelia Sutton
 (919) 707-5638
 Shelia.Sutton@dhhs.nc.gov
 Out of State babies

Debby Peckham
 (919) 218-6347
 Debby.Peckham@dhhs.nc.gov

SOURCE: <https://www.ncnewbornhearing.org/files/NC-EHDI-CountyMap-092718.pdf>

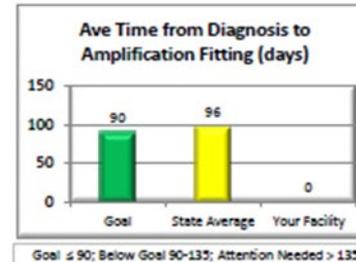
Regional Consultants

Provide consultation, technical assistance, education and training to birthing facilities, **audiologists**, early intervention providers, primary care providers and other service providers.



Support families by connecting them to the available resources.

Diagnostic Quality Assurance Report



This graph counts all patients for whom you did the Complete EHD diagnostic evaluation. For the subset of those who received amplification (from you or others), it calculates the number of days from the diagnosis to the amplification fitting. The average of that time over these patients is shown in the graph, compared to State Average and Goal. Zero indicates no patients in this category received amplification in this time period.

Two procedural choices that we believe influence your success in meeting the national goal of diagnosis by 3 months, are Number of Appointments used to obtain diagnosis and Reporting Results in Hearing Link.

The Number of Appointments to reach diagnosis is important because something like half of patients drop out of the process with each additional appointment required. Additional appointments also stretch out the time to diagnosis.

Reporting Results in Hearing Link is important because prompt reporting activates patient followup by the regional EHD consultants. They help bring the patients back in to complete diagnosis.

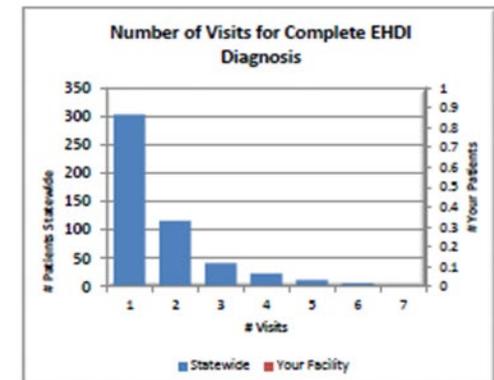
The following two metrics show how your practice is doing in these areas. All data in this section is from Hearing Link.

Results Reported Within 5 Days (In compliance with 15A NCAC 21F.1204)

Within 5 days for half or more	Within 5 days for less than half
unknown Unknown (3)	

Interpretation: Audiologists on the left enter their results into hearing link within 5 days at least 50% of the time. Those on the right do so less than half the time. The number in parentheses is the number of diagnostics done by that audiologist.

Number of Apts Required



Interpretation: The wide blue bars show the state wide distribution (left axis). The narrow red bars show your facility's distribution (right axis). Comparing the shapes of the two distributions reveals if you are using more or fewer appointments to arrive at a diagnosis than average.

Date data pulled from Hearing Link: 11/12/2018
Date Report Printed: 12/5/2018

TRAINING



On-line On Demand Hearing Link Training

Hearing Link Website

<https://wcs.ncpublichealth.com>



NC EARLY HEARING DETECTION AND INTERVENTION PROGRAM (EHDI)

Hearing Link Audiologist Training Module



Diagnostic Summary

File Edit View History Bookmarks Tools Help

Hearing Link NC DHHS x +

https://wcstraining.ncpublichealth.com/diagnosticTest.do?action=saveTest Search

Diagnostic Results Summary for Cutie Pie (Tracking Status: Do Not Track)

Logged in: Training Audiologist (If you are not Training Audiologist click [here.](#))

Home Preferences Add Patient Search Patient Log Out ?

New Diagnostic Result

Performed By	Date Performed	Ear	Hearing Deficit	Deficit Type	Amplification	Designation	Edit
Training Audiologist	06-30-2015	right	Confirmed	Sensorineural	Recommended	Complete EHD1 Diagnostic Evaluation	
Comment: Paternal grandfather has hearing loss since birth. Tymps WNL AU, OAE's absent AU. HA's recommended following medical clearance. HAF pending Medicaid authorization. Family signed Permission for Referral today.							
Training Audiologist	06-30-2015	left	Confirmed	Sensorineural	Recommended		
Comment: Paternal grandfather has hearing loss since birth. Tymps WNL AU, OAE's absent AU. HA's recommended following medical clearance. HAF pending Medicaid authorization. Family signed Permission for Referral today.							

[Return](#)

29 min 15 sec until auto logout. ?

[Version Info](#)

Copyright © 2002-2014 NCDPH

Sensitivity Training for Targeted Audiences

- **Collaboration between The CARE Project & NC EHDI**
- **Core message:**
 - Sensitivity to family emotional journey
- **Audiences**
 - Newborn Hearing Screening Technicians
 - Audiologists



Sensitivity Training Content

- **Hearing Loss Facts**
- **Speech and Language Development**
- **EHDI 1-3-6 Goals**
- **Essential Role of Hearing Screener and Audiologist**
- **Stages of Grief**
- **Sharing “Refer” Results With Families – Hit the Pause Button**

Stages of Grief

CARE Sensitivity Pilot

Stunned
Traumatized
Upset
Numb

Jolted
Hysterical
Thrown a curve ball
Blown away

 **SHOCK**

Parents are stunned because what they are hearing
doesn't fit in with their vision of having a baby.

12:45

1:11 PM
1/9/2019

Sharing “Refer” Results

Hit the Pause Button

- Interact with the parents to determine what **THEY** need
- Some need more time than others to process
- Don't leave them hanging
- Always follow up
- Let the parents have time to process before bombarding with more and more information

Don't leave the parents hanging
with no closure and no plan.

Sample of Training

Full training is available on YouTube: [NC EHDH + The CARE Project Sensitivity Training](#)

Results

More than 92% of the respondents agreed that the training gave them practical ways to share the results with families



774 NC hearing screeners registered to take the training



64/88 (73%) of NC birthing facilities had at least one hearing screener register for the training.



1,056 views of training – YouTube



EDUCATION

Education Opportunities

Permission
for Referral
Form

Early
Intervention
Program
Description
Fact Sheet

Tune into
Hearing
e-Updates

Permission for Referral Form

Permission for Referral

 Last Name First Name M.I. Date of Birth

North Carolina has several agencies that assist children with diagnosed hearing loss and their families. Each individual agency can best explain the details of the services they offer and answer questions for you as you make informed choices about accepting or declining services for your child. You have the right to accept or decline any of the services at any time. The signed Permission for Referral must be on file in order for these agencies to contact your family.

The agencies you accept will contact you to tell you more about their services. Please indicate below if you accept or decline the referral to each agency:

Child's Age - Birth to 3 years

BEGINNINGS for Parents of Children Who are Deaf/Hard of Hearing ACCEPT or DECLINE
 Infant-Toddler Program (Part C Lead Agency) ACCEPT or DECLINE
 EDIS (must live on a military base) Ft. Bragg/Camp LeJeune (please circle) ACCEPT or DECLINE
 Early Learning Sensory Support Program-Hearing Impaired ACCEPT or DECLINE

Child's Age - 3 years to 21 years

BEGINNINGS for Parents of Children Who are Deaf/Hard of Hearing ACCEPT or DECLINE
 Local Education Agency (Public Schools) ACCEPT or DECLINE
 School for the Deaf Eastern/Western (please circle) ACCEPT or DECLINE

I hereby authorize _____ to release audiological evaluation results and contact
 (Audiologist/Audiology Facility)

information to the North Carolina Division of Public Health for the purpose of completing referrals to the agencies accepted above. I further authorize _____ to release audiological results upon
 (Audiologist/Audiology Facility)

request to the agencies accepted above for the purpose of assisting the agency to understand my child's hearing loss. I further authorize each of the above accepted agencies to release eligibility, enrollment, withdrawal, assessment, and educational plan information upon request to the North Carolina Division of Public Health for the purpose of program evaluation and coordination of care related to my child's hearing loss.

I understand the terms of this release, the need for the information, and that there are statutes and regulations protecting the confidentiality of the information. I acknowledge that this consent is voluntary and is valid until such request is fulfilled. I further understand that I may revoke my consent by giving written notice to the agency with authority to release the information, except to the extent that action based on this consent has already been taken.

Witness _____	Signature of Patient, Parent, or Legally Appointed Representative _____
Language Spoken in Home: _____	Date Signed _____
Phone: _____	Mother's (Parent's or Guardian's) Printed Name _____
Alternate Phone: _____	Address _____
Email Address: _____	City, State, Zip _____
Child's Doctor: _____	County of Residence _____

FAX a copy of the completed form AND audiological report AND otological clearance to:
 Marcia Fort, AuD, North Carolina Division of Public Health
 (919) 870-4881

Revised October 2017

<https://www.ncnewbornhearing.org/files/PermissionforReferral-FINAL-October2017.pdf>

Early Intervention Program Description Fact Sheet

Who Else Can Help My Child?

Any amount of hearing loss can affect a child's speech, language, social, emotional, and educational development. It's important to take advantage of early intervention services to help your child be as successful and on target as they can be.

*Many early intervention services are free of charge.

By signing the "Permission for Referral" form, you are allowing the following agencies to contact you about their services. Signing this form does NOT automatically enroll you in their services. Talk to your audiologist about a referral to these agencies.

- 1. Infant-Toddler Program:** (birth-3 years old) <http://www.bearly.nc.gov/>
The North Carolina Infant-Toddler Program (ITP) provides services for the development of infants and toddlers with special needs, and their families. These services are provided through your local Children's Developmental Services Agency (CDSA). Evaluation and service coordination are free.
A child and family may receive supports and services if the child is:

 - up to 3 years old and has a developmental delay or established condition including hearing loss

Early Learning Sensory Support Program for Children with Hearing Impairments (ELSSP-HI): <http://www.ncelssp.com/elssp-hi.html>
Once you accept services through the CDSA, you should let your Service Coordinator know that you are interested in having a teacher of the deaf and hard of hearing work with you and your child. They will work on listening skills and language development. These services are different than speech therapy services. **If you decline CDSA services, ELSSP cannot contact you to work with you and your child.
- 2. BEGINNINGS for Parents of Children who are Deaf or Hard of Hearing:** (birth-21 years old) www.ncbegin.org
BEGINNINGS is a non-profit organization that help parents understand the needs of children who are deaf or hard of hearing. They support families as they make decisions about their child, and they assist parents during the early decision-making stages and throughout their educational career.
- 3. Local Education Agency:** This refers to your child's school or school system if your child is home schooled.
- 4. NC School for the Deaf:** (birth-22 years old) <https://www.ncsd.net>
A public-school opportunity for deaf or hard of hearing students as a residential or day student at one of two NC campuses, one in Morganton, and one in Wilson. Designed to provide a language rich environment supported by sign language and other communication methods to satisfy each student's learning and social needs.

*For more information on early intervention services for your child please contact the North Carolina Early Hearing Detection and Intervention Program (EHDI) at 919-707-5631 or toll-free at 1-866-431-7434.



Tune Into Hearing e-Updates

General Topic Areas:

Top Stories

Advisory Committee Updates

Partner Spotlight

Family Corner

Data Findings

EHDI Team

Upcoming Highlights

North Carolina Early Hearing Detection and Intervention (EHDI) Program

TUNE INTO HEARING EHDI e-UPDATE

Volume 4 Issue 1
Summer 2018

EHDI GOALS

- 1 Complete Hearing Screening by **one month** of age
- 3 Complete Diagnostic Evaluation by **three months** of age
- 6 Start Early Intervention by **six months** of age

INSIDE THIS ISSUE

- [TOP STORIES](#)
- [TURN IT TO THE LEFT!](#)
- [ADVISORY COMMITTEE UPDATE](#)
- [PARTNER SPOTLIGHT](#)
- [FAMILY CORNER](#)
- [EHDI TEAM NEWS](#)
- [UPCOMING HIGHLIGHTS](#)
- [RESOURCES & LINKS](#)

TOP STORIES

EHDI Bill Passes
North Carolina Hands and Voices
PACL Training
EHDI National Meeting

COLLABORATION



EHDI Advisory Committee

The purpose of the EHDI Advisory Committee is to guide the development, coordination and quality evaluation of community-based EHDI programs.

NC EHDI Advisory Committee Membership

State agencies

University Training Programs

Family support organizations

OPTION schools

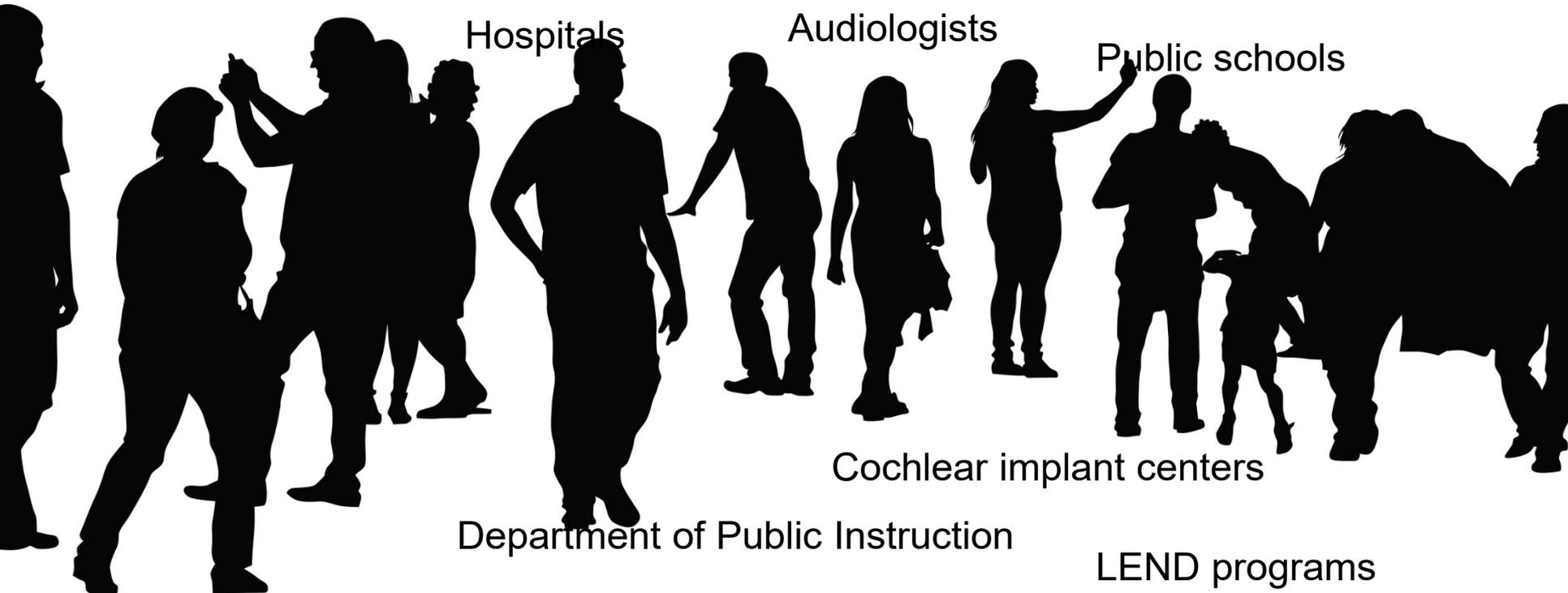
State audiology associations

Parent Partners

Hospitals

Audiologists

Public schools



Cochlear implant centers

Department of Public Instruction

LEND programs

Schools for the Deaf

Associations for the Deaf

Non-profit organizations

Intervention providers

Learning Communities

Purpose: Pediatric health care professionals come together to create a partnership with family members to develop and implement innovative strategies aimed at increasing pediatric health care providers' knowledge and participation of EHDI.





Jenna Rankin, Parent Partner

Photo credit: Children & Youth Branch

Parent Partner

- Passionate about hearing loss
- Willingness to share experiences with others
- Advocate
- Member of the EHDI Advisory Board



QUESTIONS?

emily.burt@dhhs.nc.gov

johnnie@thecareproject.com

jenna.rankin@gmail.com