

# The Missing Link:

## Utilizing Parent Stories to Impact Quality Measures in Michigan's EHDI 1-3-6 Program

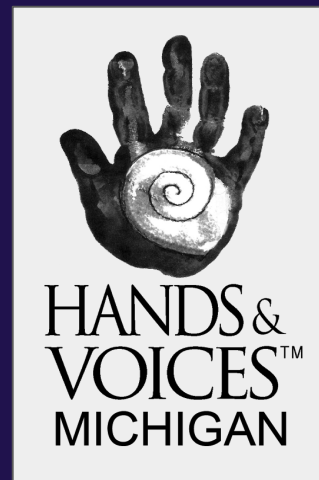
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# Michigan EHDI and Collaborative Partnerships

- Historical partnerships with stakeholders since inception in 2001
- Development of public health/community-based collaborations with universities, hospitals, providers and professionals
- Parent/EHDI program collaboration for over 15 years with evolution of 1-3-6 national goals
- Facilitate education/internships for university students and research

## EHDI Goals

- **Goal 1:** All newborns are screened for hearing loss no later than 1 month of age.
- **Goal 2:** All infants who do not pass the screening will have a diagnostic hearing evaluation no later than 3 months of age.
- **Goal 3:** All infants with a hearing loss are enrolled in early intervention services no later than 6 months of age.

## Parent Support

- Michigan Hands & Voices™ Guide By Your Side™ Program
- Parent 1-3-6 program
- Incorporate parent perspective



## Newborns and Their Families

**Provide better outcomes for Michigan newborns and young children with hearing loss. Research shows that early identification of hearing loss and enrollment in intervention services may lead to significant benefits in childhood development. Language and speech development in infants and children helps them acquire skills that are important to literacy success, which is why hearing screens are so important.**

## Provider/Community Development

- Implement Best Practice Guidelines state-wide
- Ensure that educational and presentation materials are available
- Collaborate with stakeholders to ensure meeting EHDI goals

[www.michigan.gov/ehdi](http://www.michigan.gov/ehdi)

## Program Outcomes

- Ensure National Goals and Objectives are being met
- Develop needs assessments
- Implement quality improvement strategies
- In 2017, 167 Michigan babies were identified with a hearing loss.



## Follow-up

- Assist providers and families to ensure babies receive follow-up
- Monitor data and trends
- Provide birth hospital technical assistance



# MICHIGAN HANDS & VOICES™

## Guide By Your Side™

Parent Guides visit with families of identified children.



Events

Meet & Greets

Legislation

Newsletters

## ASTra™

Advocacy Support & TRAINing



HANDS &  
VOICES™  
MICHIGAN

## Deaf/Hard of Hearing Guides

DHH Guides at Events



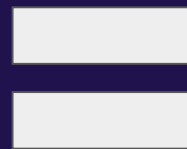
Parents give back meaningfully: Share Stories. Improve Systems.

# The Missing Link

**EHDI quantitative reports  
and best practices**



**“Customer” stories**



**Improved medical and educational services**

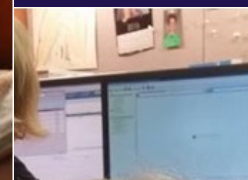
## 1-3-6 Structure

- Parent recruitment and training
- Building relationships with birthing hospitals, regional audiologists and EHDI
- Follow up
- Future state:
  - Branching into the three and six month initiatives
  - Structured evaluation and feedback
  - Collecting more data on impact of the program

# Telling the Parent Story

## The Story

- Share experience of birth and newborn screening with a brief update on where the child is today
- Share pictures to help the audience connect to the story
- **Big picture** - Focus on those brief moments of performing the test, and how the delivery of those results impacts a family's journey



# Qualitative Results

## The Impact

- Such awesome feedback given - parent stories always get great follow-up questions.
- Consider the power of one family's story reaching a multitude of providers who will be performing screenings on innumerable numbers of babies!



# Quantitative Results

## **Study Inclusion - 7 hospital sites**

1. Hospital in the State of Michigan
2. Well baby nursery population
3. Uses Automated Auditory Brainstem Response (A-ABR) system to screen infant hearing

## **Study Sequence:**

1. Pre-training survey (10 questions)
2. In-service training with consultant and parent liaison
3. Post-training survey - online 4 weeks later (same 10 questions)

## **Findings:**

Collected 92 pre-surveys, 28 post surveys

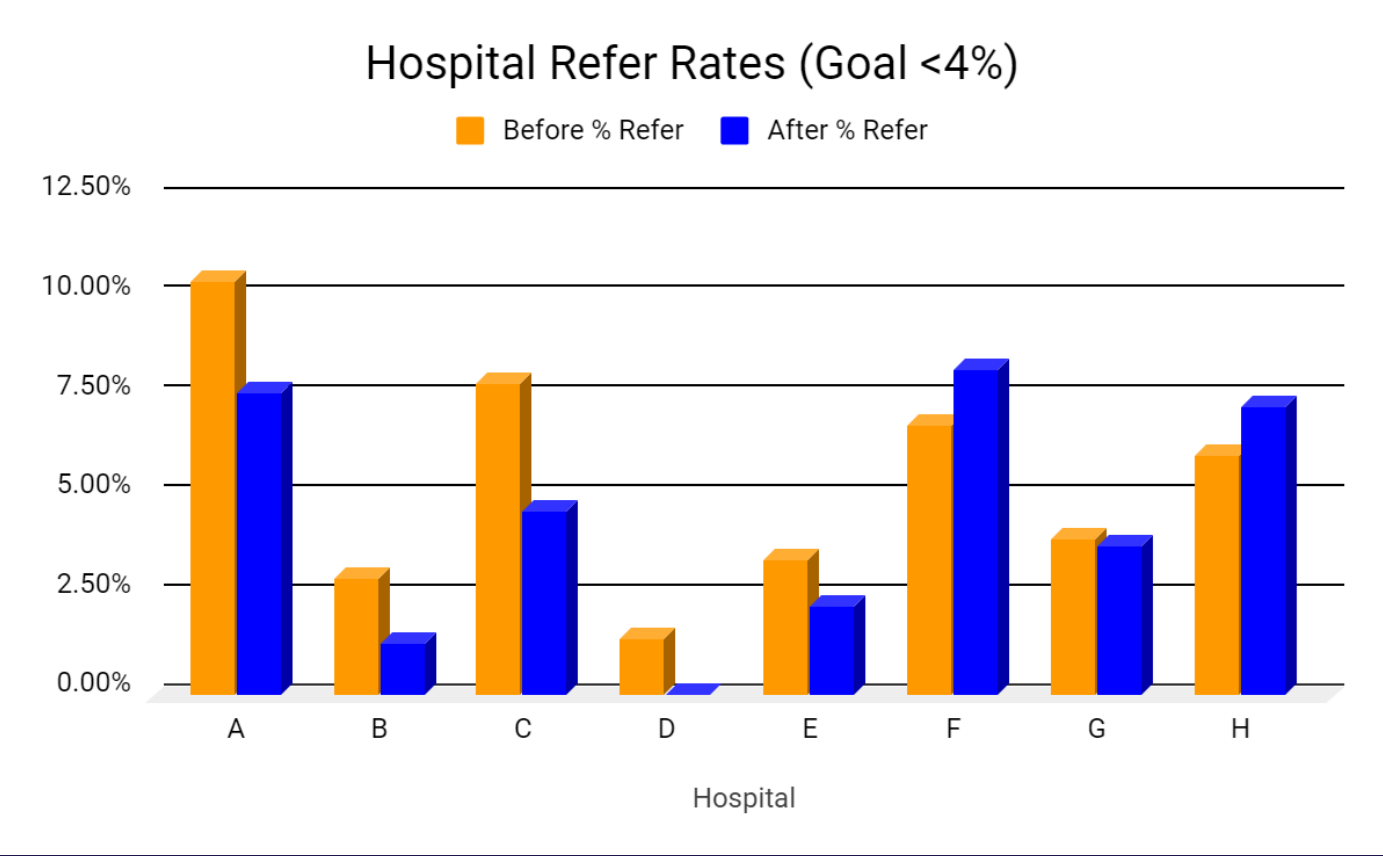
10 points total

Average score of all pre-surveys: 7.14

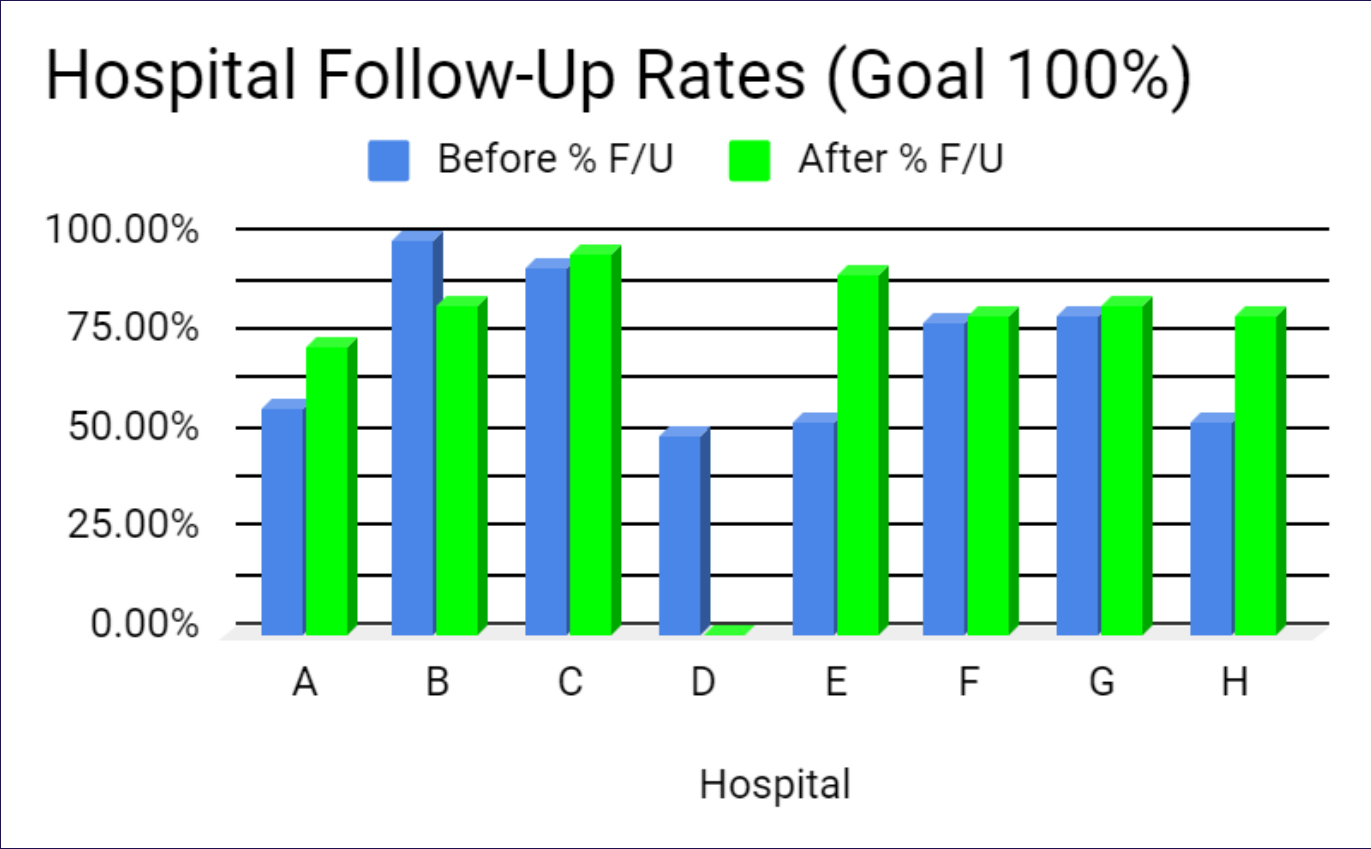
Average score of 28 pre-surveys: 7.61

Average score of 28 post-surveys: 7.67

# Hospital Quarterly Statistics



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# Stand Out Stats

| Hospital | Before %<br>Refer | After %<br>Refer | Before %<br>F/U | After %<br>F/U |
|----------|-------------------|------------------|-----------------|----------------|
| A        | 10.40%            | 7.60%            | 57.14%          | 73.08%         |
| C        | 7.86%             | 4.60%            | 92.50%          | 96%            |
| E        | 3.37%             | 2.23%            | 53.33%          | 90.91%         |
| H        | 6.04%             | 7.24%            | 53.33%          | 80.85%         |

## Components that have an effect on stats:

- Employee retention / turn-around
- Inconsistent AABR training, peer-to-peer
- Lack of knowledge checks or refresher courses/training

# Feedback

- Having a family that has gone through this experience was great
- Very interesting. Can relate to daily work. Personal story drove message home.
- Personal story really accentuated the importance of follow-up
- Enjoyed having a parent share her experiences.
- Great presentation. Loved the speaker who shared actual life experiences.
- Good information. Liked the added extra speaker with the story.
- Informative. Enjoyed hearing personal story.
- Very informative and appropriate, great information. Love the parent perspective. Great information and tools to help parents and info to help nurses.
- Bringing parent to tell her story was excellent.
- Very informative. Parent was very good.
- Great topic with relevant information. [The parent's] story was inspiring and eye-opening.

Thank you!

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