

Parent Perspectives on Multidisciplinary Care

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background

- Healthcare for children with developmental disabilities can be provided through different team approaches [1, 2].



Figure 1: Team approaches for healthcare provision [2]

- A multidisciplinary team model has been advocated for, and endorsed by, stakeholders in pediatric hearing healthcare [3, 4, 5].
- Family-centered healthcare demands that families provide input regarding the care of their children [4]; however, very little is known about how families perceive their experience in multidisciplinary team models for hearing healthcare.

Research Questions

- Does a multidisciplinary team clinic appointment meet the needs of families of children with hearing loss?
- Are families processing all the information provided during a multidisciplinary team appointment?

methods

Process

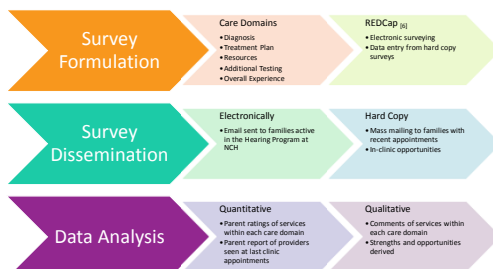


Figure 1: Examples of survey questions in the Overall Experience, Diagnosis, and Treatment Plan care domains.

My Overall Experience	Not Applicable	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My child's appointment met all of their needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided at my child's appointment was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child's hearing team listened to my child's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided at my child's hearing team appointment was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child's hearing team listened to my child's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided at my child's hearing team appointment was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child's hearing team listened to my child's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided at my child's hearing team appointment was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child's hearing team listened to my child's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided at my child's hearing team appointment was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

results

Respondents

Survey Dissemination	Date(s)	Number Distributed	Number Responded	Response Rate
In-person Hearing Clinic	November to December 2016	89	19	21%
REDCap Survey (Electronic)	December 2016	350	38	11%
Mailing	January to February 2017	500	53	10.8%
Totals		939	110	11.7%

Table 1: Survey dissemination methods with number distributed, number responded, and response rate.

Parent Ratings

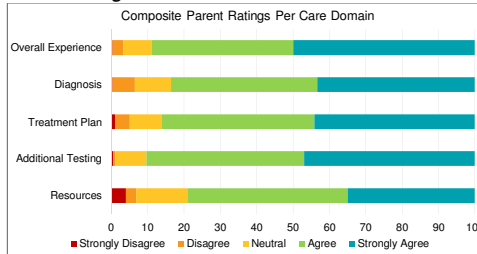


Figure 2: Composite parent ratings for each care domain.

Parent Report of Providers Seen in Clinic

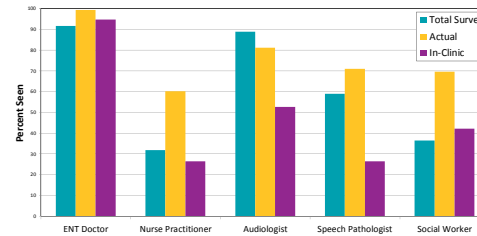


Figure 3: Parental report of providers seen at last appointment (N=110). Actual average derived by a random sample of clinic visits over a one year period (N=138), and parental report parsed by in-clinic responses (N=19).

Qualitative Data Themes

- Strengths**
- Enough time with providers
 - Gained good information regarding diagnosis and treatment of their child's hearing loss
 - Wanted to be able to have services completed in one appointment
 - Services had improved over the past 5-10 years

Opportunities

- Overwhelmed by amount of information shared
- Too many providers with a revolving door- would prefer meeting with the entire team at once
- Too much information shared too early in the process
- Lack of school resource information
- No need to meet with all providers at every appointment

discussion

- Parent satisfaction for each care domain was very high.
 - Qualitative data defining strengths was consistent with quantitative data.
- Many families did not realize or did not remember which provider evaluated their child during their last clinic visit.
 - This may reflect a memory effect; however, results of in-clinic surveys revealed worse recall of providers despite the recency of the clinic appointment.
 - This is consistent with counseling literature suggesting families are limited in their capacity to retain information provided during medical appointments. [7]
- Despite high family satisfaction, a multidisciplinary team clinic appointment may not provide families with the experience professionals intend for them to have.
- Future work could focus on investigating modern models for multidisciplinary or interdisciplinary care that provide an integrated experience with less information loss to families.

references

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