



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

The Power of Yet: Strengths-Based Coaching & Co-Treating

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the little
place for big
miracles of
sound &
speech

CHILDREN'S COCHLEAR
IMPLANT CENTER



Our Mission

To maximize hearing access for optimizing communication potential.

- *Provide quality services to children and their families regardless of their ability to pay*
- *Empower parents and families to be primary teachers and advocates*
- *Coach professionals in the skills and knowledge to serve children with hearing loss*



What is the
Power of “Yet”?

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

"Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged"

"I can either do it, or I can't"

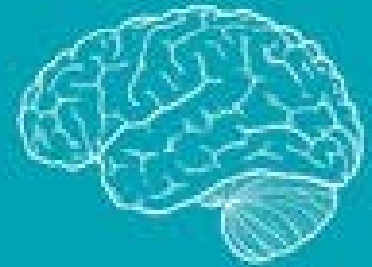
"My potential is predetermined"

"When I'm frustrated, I give up"

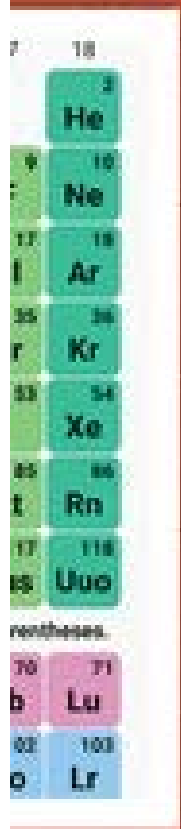
"Feedback and criticism are personal"

"I stick to what I know"

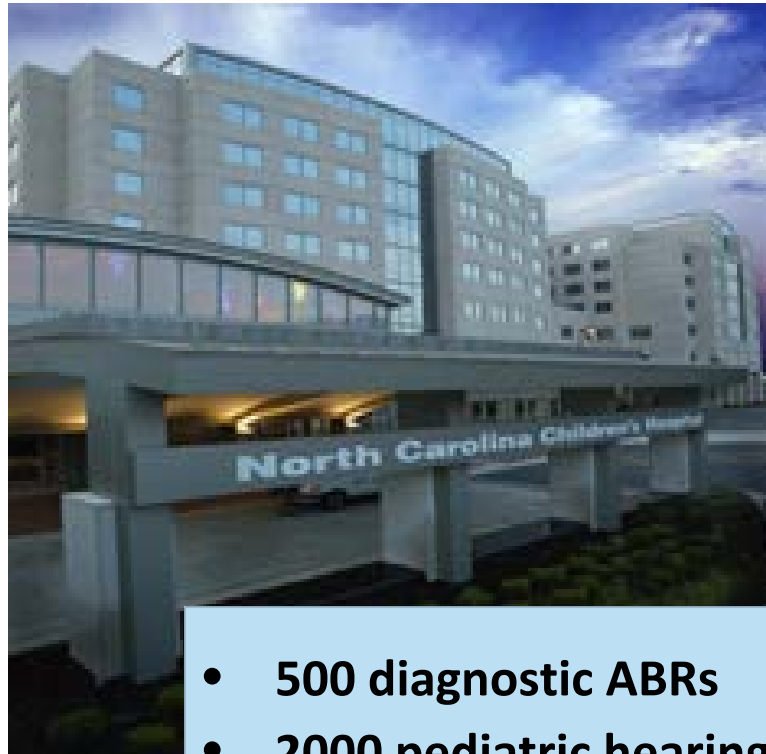
THE POWER OF **YET**



I can't do this...*yet.*
This doesn't work...*yet.*
I don't know...*yet.*
It doesn't make sense...*yet.*
I don't get it...*yet.*
I'm not good at this...*yet.*



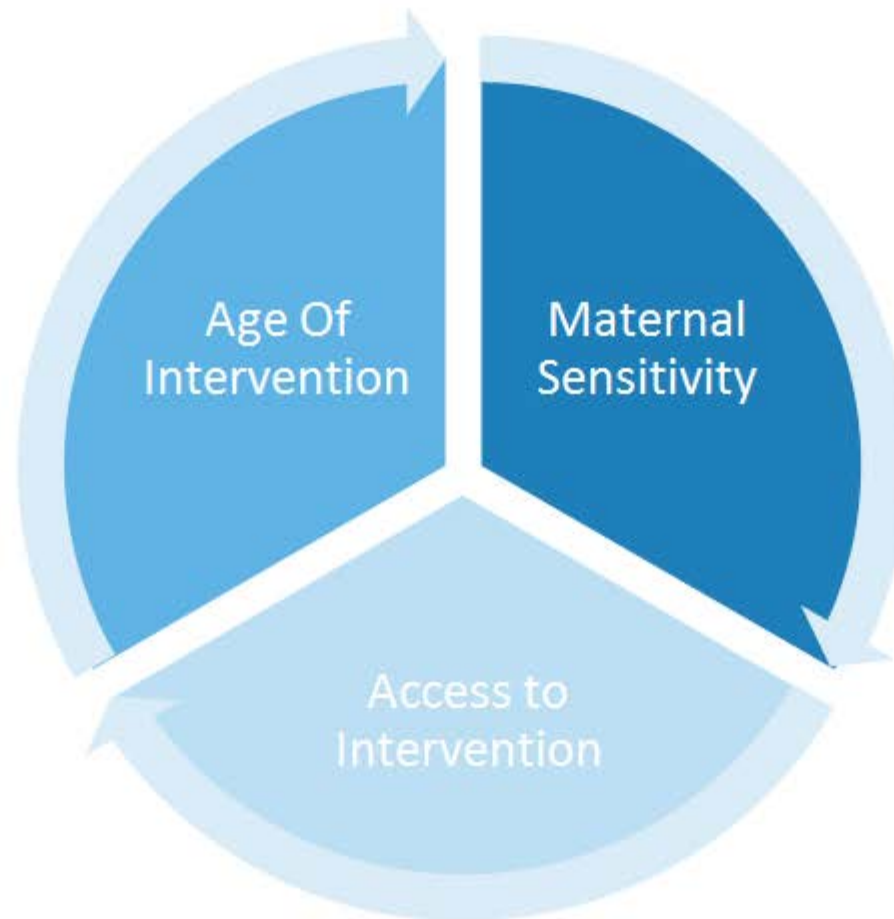
Pediatric Hearing Programs at UNC



- 500 diagnostic ABRs
- 2000 pediatric hearing aid patients
- Over 1200 children implanted
- 130 new implants a year
- 803 active CI pediatric patients



Getting to the Next Level of Outcomes



How Can UNC **Expand Patient Care?**

- Co-Treat Model
 - Engaging Parent Task Force
- Strengths-Based Coaching with Professionals





The Use of Strengths-Based Coaching

Appreciative
Inquiry

Adult Learning
Theory



The Use of
Strengths
Based
Coaching

Non-Violent
Communication

Positive
Psychology

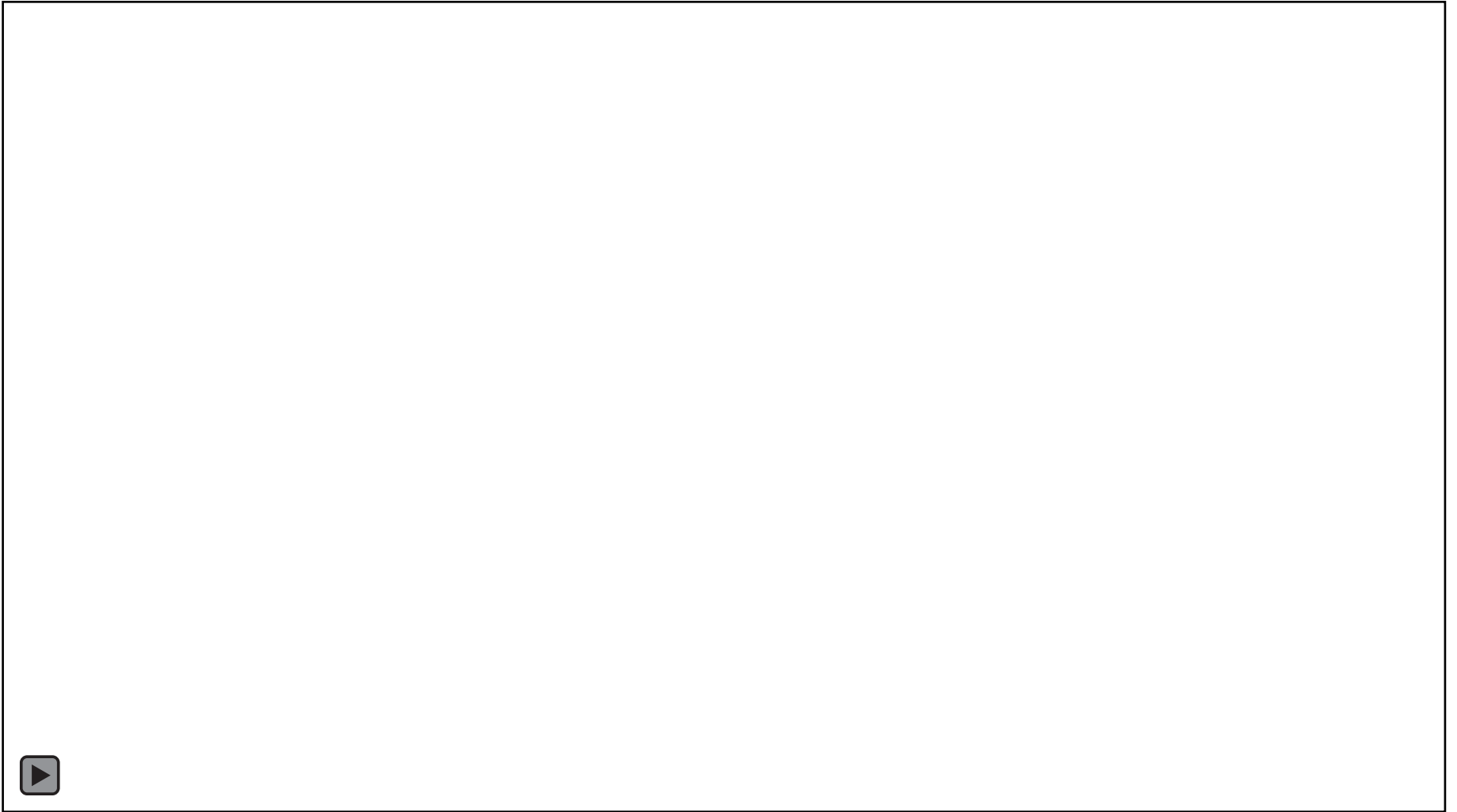
listen to
understand

not to say
something back in return.

What Would Happen If We Listened?

“Being heard is so close to being loved that for the average person, they are almost indistinguishable.”

- David W. Augsberg



- <https://www.youtube.com/watch?v=-4EDhdAHrOg>

To
Celebrate

LISTEN

To
Empathize

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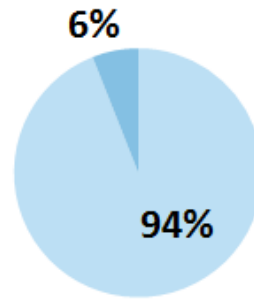


What is Co-Treating?

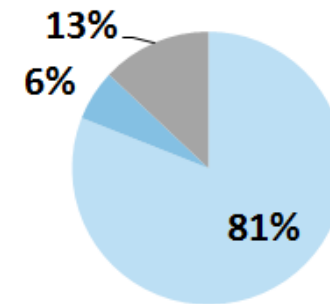


Expanding Patient Care

In-Clinic/ Tele-Therapy



In-Clinic/ Tele-Therapy + Co-Treat



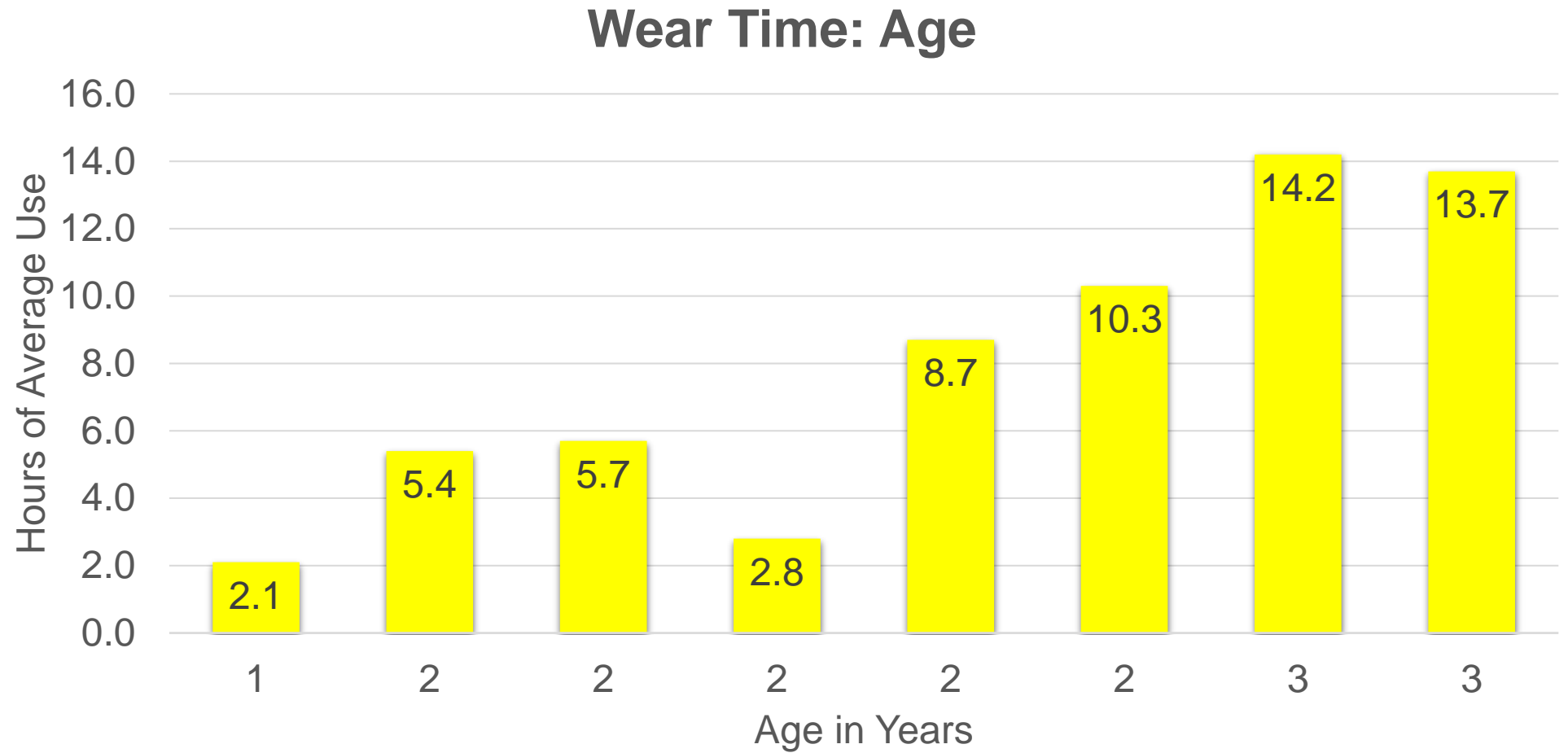
803 Active Patients/ 51 Receiving Direct Therapy / 120 Co-Treat/
166 Coaching

Co-Treating Success

- 12 month old, normally developing
- No Response ABR (no measurable thresholds)
- Normal MRI
- Unilateral cochlear implant at 14 months
- After 9 months, average wear time 2 hours
 - Limited progress with speech & language development
- Co-treating implemented in appointments
 - Listening goals identified
 - Wear time discussed
 - Speech evaluation recommended
 - Co-treating emphasized the need for EI services



Co-Treating Success



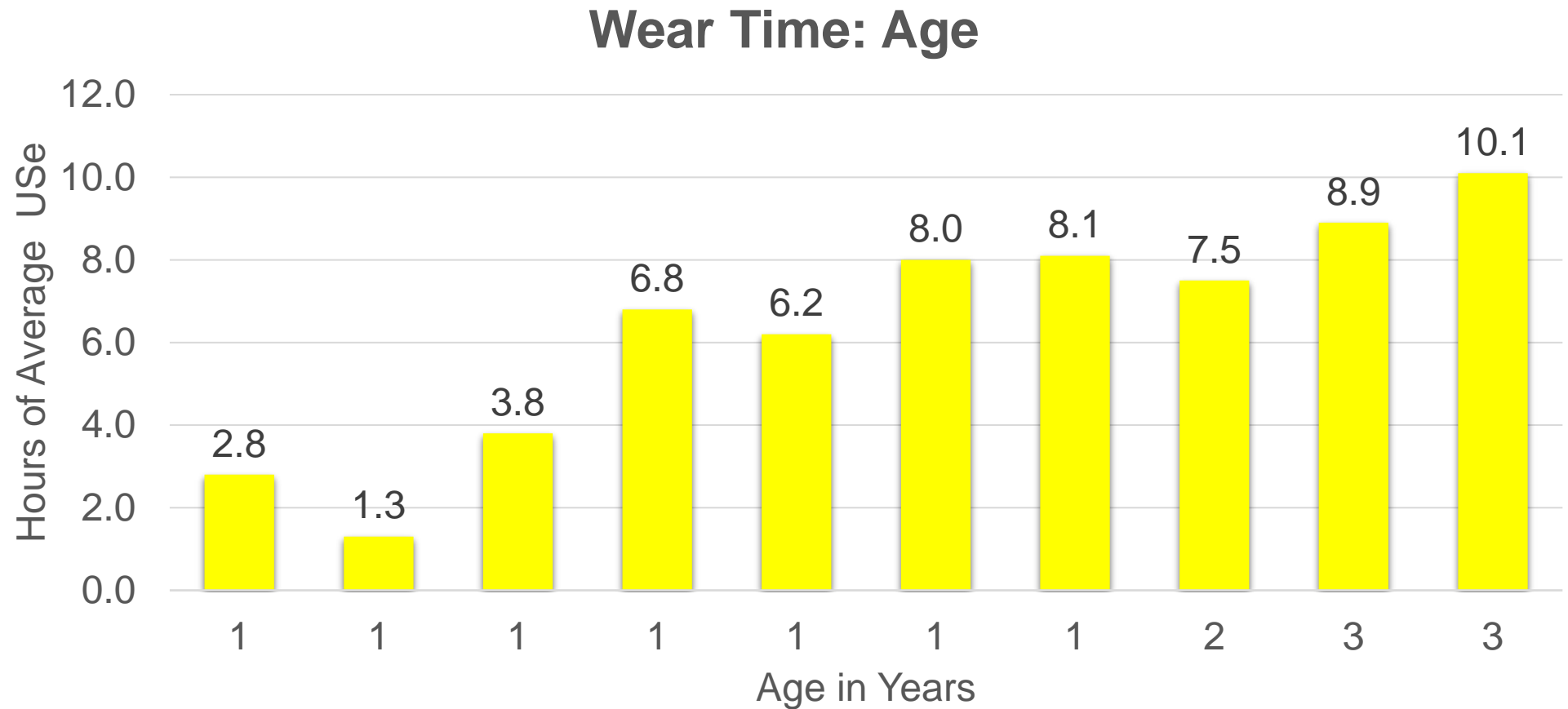
Gagnon, 2017

Co-Treating Success

- Female born at 27 weeks
- Prolonged NICU stay with ototoxic medications, hyperbilirubinemia
- Normal MRI
- While motor control is delayed, trunk and head control is strong
- In addition to co-treating during visits, tele-therapy services were established



Co-Treating Success



How Can UNC **Expand Patient Care?**

- Co-Treat Model
- **Engaging Parent Task Force**
- Strengths-Based Coaching with Professionals



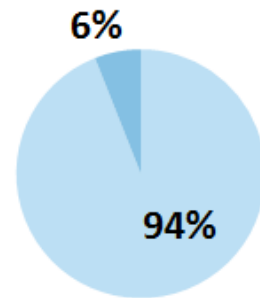
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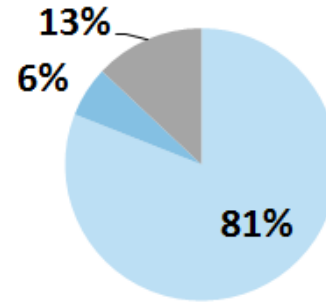


Expanding Patient Care

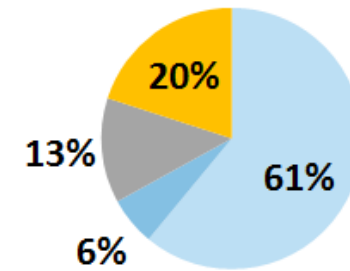
In-Clinic/ Tele-Therapy



In-Clinic/ Tele-Therapy + Co-Treat



In-Clinic/Tele-Therapy + Co-Treat + Coaching

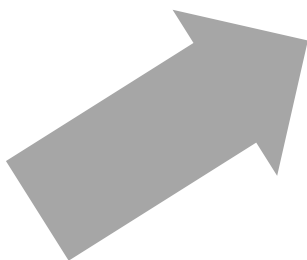


803 Active Patients/ 51 Receiving Direct Therapy / 120 Co-Treat/
166 Coaching

9
Districts



66
Professionals



540 Kids
with
Hearing
Loss

Functional Listening Index- Pediatric 1.1 (FLI-P)

The Shepherd Centre; Sydney, Australia



Functional Listening Index

Child's First Name:

Surname:

Birth Date:

Gender:

Staff Member:

Phase 1: SOUND AWARENESS

	Record Date Consistently Observed (if date is unknown, record date of birth)
To wear hearing devices during all waking hours	
To show an involuntary response to sound	
To search for the source of a sound	
To attend to voice with interest	
To begin to localise sound, although may be inconsistent	
To attend to talking/singing for a couple of minutes	
To consistently detect all The Seven Sounds at close range	
To show an awareness response to a range of Learning to Listen Sounds through listening alone	

Functional Listening Index (FLI)

Patient Overview Med-Surg Audiology Speech-Language Financial FLI/Co-treat S&L Graphs SP Graphs Wear Time

Phase 1 Phase 2 Phase 3 Phase 4 Phase 5 Phase 6

Today's Listening Condition: CI + CI

Enter FLI Score: 35

Number of Cotreat sessions: 7

Opted out

Sound Awareness

	Date	Age in Months
To wear hearing devices during all waking hours	11/1/2016	14.166667
To show an involuntary response to sound	11/1/2016	14.166667
To search for the source of a sound	11/1/2016	14.166667
To attend to voice with interest	11/1/2016	14.166667
To begin to localise sound, although may be inconsistent	11/1/2016	14.166667
To attend to talking/singing for a couple of minutes	11/1/2016	14.166667
To consistently detect all The Seven Sounds at close range	11/1/2016	14.166667
To show an awareness response to a range of Learning to Listen Sounds through listening alone	11/1/2016	14.166667
To respond to whispered voiceless phoneme through listening alone e.g. 'p... p...' and 'h...h...'	11/1/2016	14.166667

Number of observed listening skills by age of child n=310

Listening skills observed (from checklist of 60 items)

Age in Months

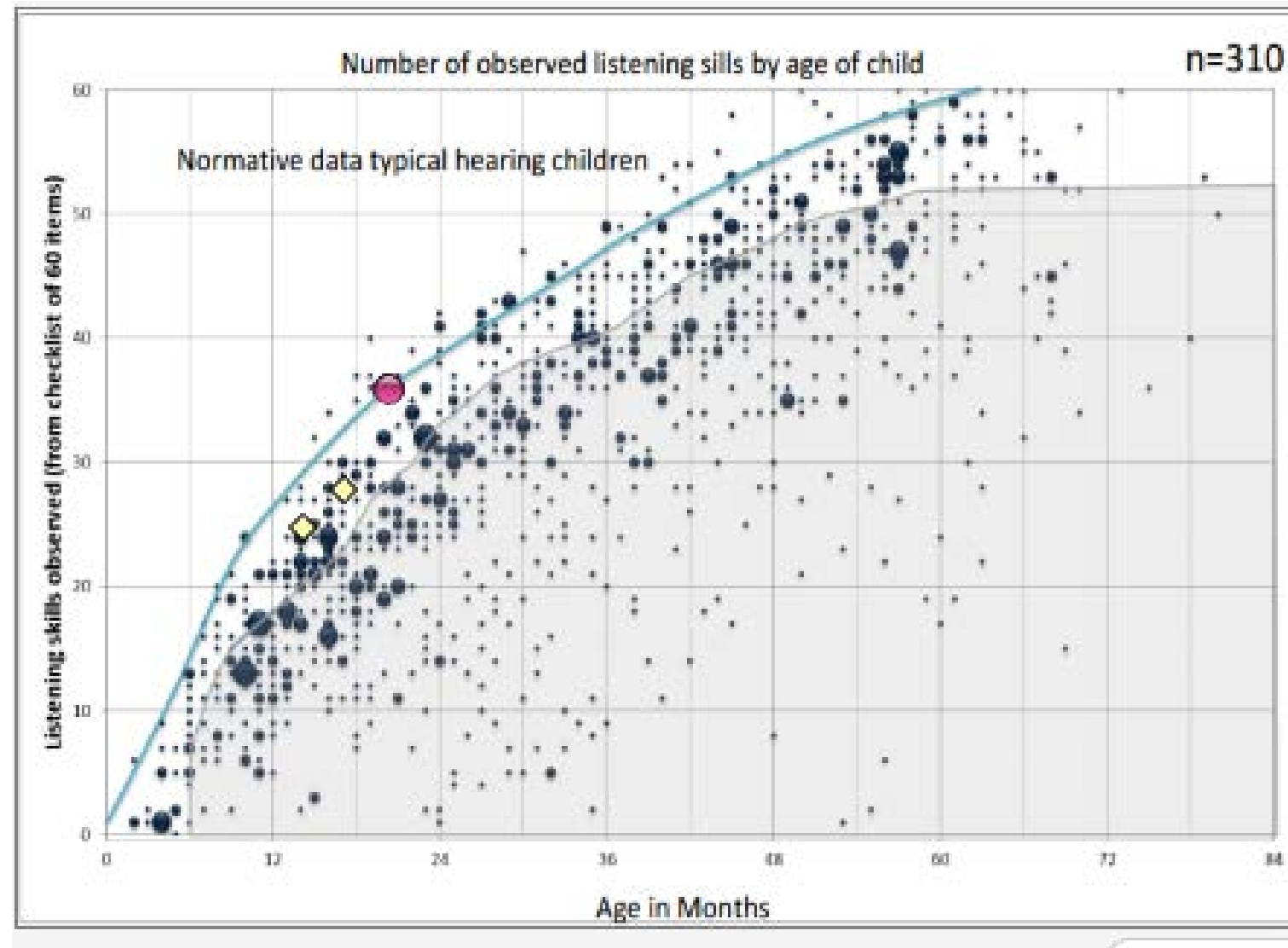
Normative data typical hearing children

5/2/2017

Co-Treated Today

Mom reported that she is responding to environmental sounds at home

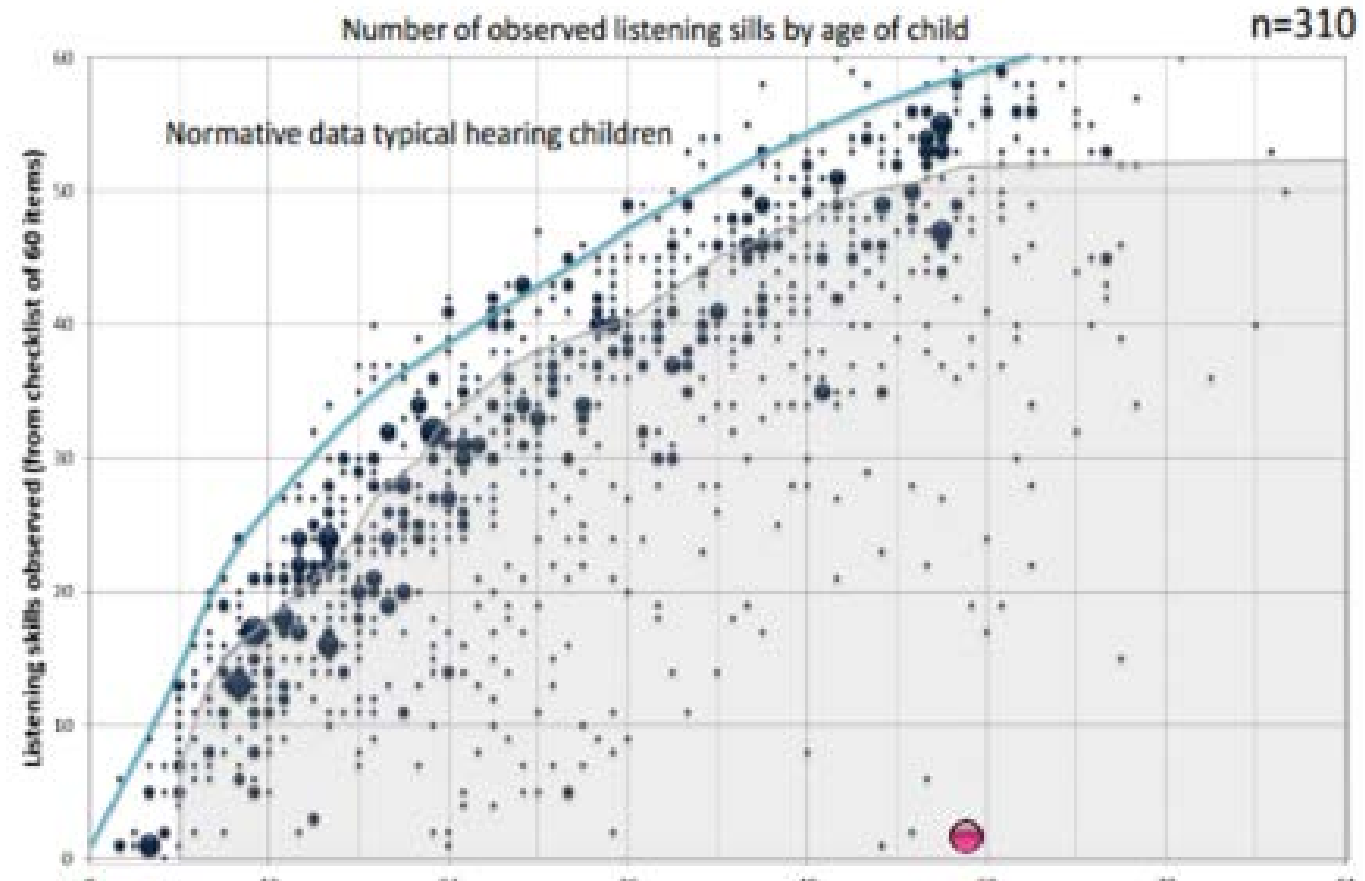
Functional Listening Index (FLI)



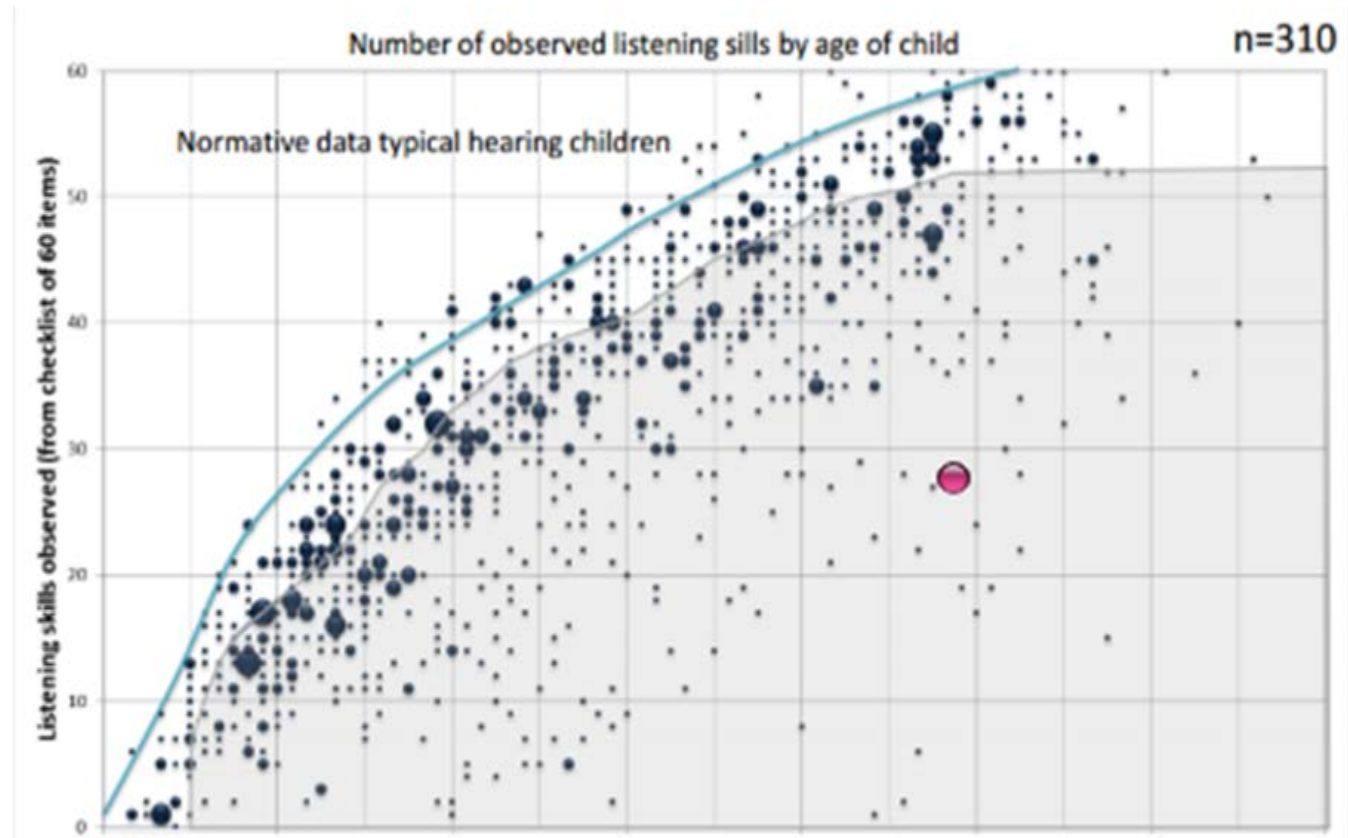


Case-Study

Baseline Before Coaching



Case-Study 8 Months Later



Resources

- Gagnon, Erika. Using Strengths Based Coaching with Parents to Impact Device Wear Time in Pediatric Patients. Poster presented at: American Cochlear Implant Alliance Annual Meeting; 2018 March 7-11, Washington, DC
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LET'S BRAINSTORM



Thank You

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