



Virtual Services Supporting
Families, Teams and
Partner Agencies

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Listen and Talk

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LEARNING OBJECTIVES

- 1: Identify the benefits for using virtual technology across various programs in your agency.
- 2: Describe the potential value and improved effectiveness when using virtual meeting to collaborate with team members both within your agency and between partner agencies.
- 3: Analyze how your program can initiate and/or broaden your scope of services and collaboration using virtual technology.



VIRTUAL EXPERIENCE

- Virtual Home Visits for 8 years
- Combine VHV with live visits
- 4+ county area
- Range of frequency
- Large number of teams





SERVICES IN WASHINGTON

- Most Early Intervention Agencies are Non-Profits
- All counties, cities and school districts are autonomous
- No Family Resource Coordinators (FRC) in D/HH programs
- Teaming IS Essential

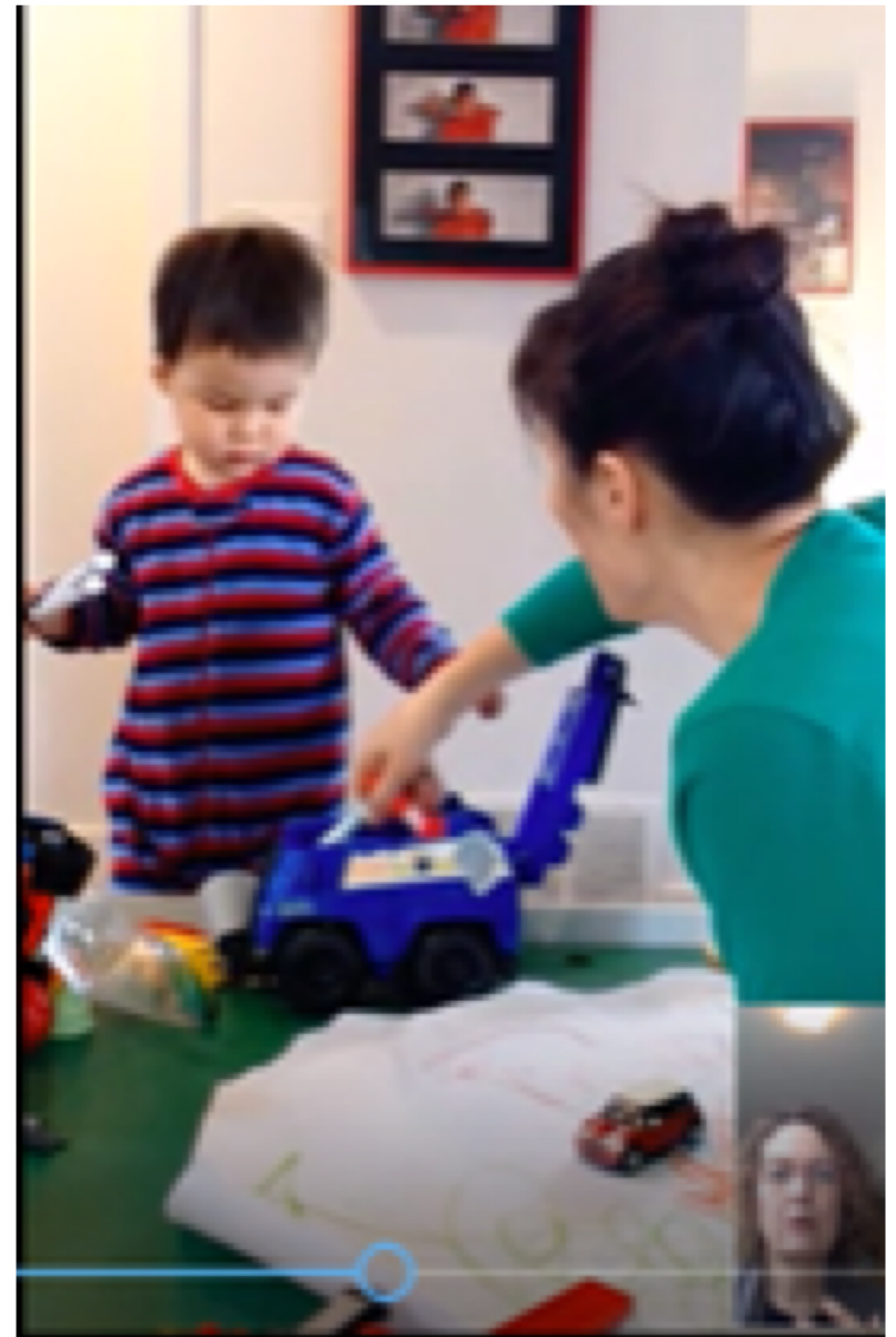




TEAMING GOAL

Be Present!

But.....





KEY MESSAGE

Connection
Collaboration
Communication



IT'S A TOOL!

- Increased availability for teaming
- Staff support
- Decrease cancellations
- Non English Language accessibility





Teaming Between Agencies

- Increase meeting participation
- Increase accessibility to specialist
(audiologists, consultants, etc.)
- Joint services with professionals
- Minimal Notification





Teaming Benefits for Families

- Increase accessibility to specialist
- Joint services with professionals
- Reduce number of professionals in the home
- Reduce number of sessions per week/month





Benefits for Parent Participation

Increase access for group support meetings:

- Music and Movement
- Parent Toddler Group

A screenshot of a Zoom meeting. The main window displays a slide titled "Literacy Milestones: Birth to 18 months" with a list of bullet points. On the right side, there is a vertical strip of smaller video thumbnails showing other participants in the meeting.

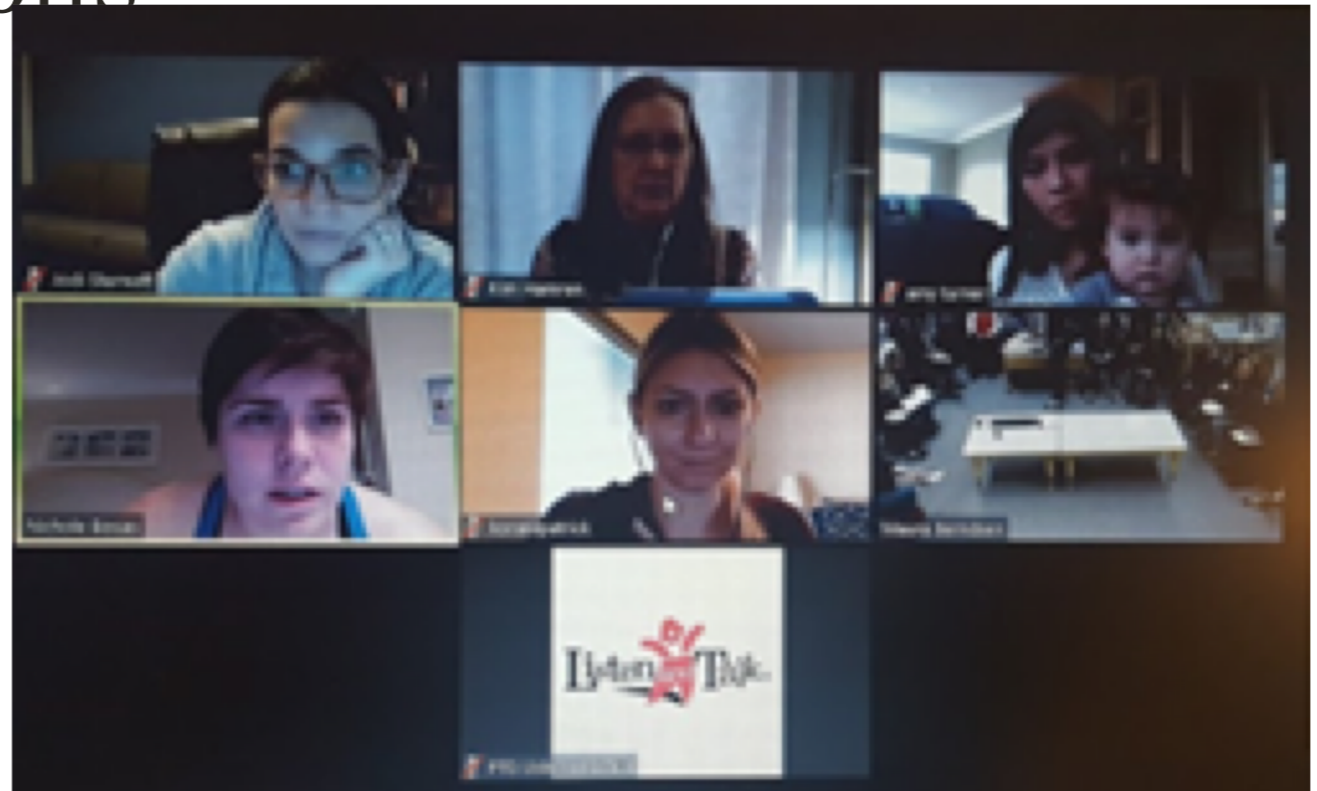
**Literacy Milestones:
Birth to 18 months**

- Prefers images with high contrast and large shapes/patterns
- Attends to faces more than objects
- Physically explores and manipulates objects
- Responds to child-directed speech
- Establish joint attention (i.e. pointing)
- Receptive language is higher than expressive language
- Enjoys concept, rhythmic and themed texts



STAFF SUPPORT

- Decrease cancellations
- Staff meetings
- Mentoring
- Collaboration
- Transitioning family assignments
- Supervisor/Peer joining meetings





INTERPRETING SUPPORT

- Decrease travel time/decrease program cost
- Consistent interpreter benefiting provider and family
- Reduce cancellations by translator
- Reduce dependence on translator





Family feedback



We would have no way to access this level of expertise without using virtual visits.

It has made scheduling possible when it wouldn't be otherwise. We are so thankful.

..we keep our appointments most of the time by virtual services which was really helpful for me because we could keep track of all what was going on with Jessica.



FRC Feedback: Advantages

- Increases flexibility for scheduling and coordination, decreases cancellations.
- We found the opportunity to connect virtually extremely beneficial when we held the ifsp review and transition conference. Being able to ask clarifying questions in the moment instead of having to research answers and report back to team members later was a major advantage. This is a great option when distance or scheduling prohibits in person attendance.
- Improves meeting timelines for completing reviews, etc.
- Because virtual provides for more flexibility with scheduling, more family members have been able to participate in the early intervention process.



Deaf/Blind Specialist Feedback

1. When possible establish trust with in-person connection
2. Team members must be comfortable with technology involved
3. The more concrete the task to be accomplished, the easier. The more abstract the task, the harder.
4. Short duration with agreed upon focus (e.g. review the audiogram, update on health /communication, questions about Part B transition)



Virtual Challenges

- Setting up equipment /technology
- Unexpected connectivity issues
- Voice cancellation can slow down conversations
- Can feel impersonal and less collaborative



OUR TELE AUDIOLOGY PRACTICE

- Supporting B-3 therapy
 - Provide clarity on:
 - Diagnosis/Etiology/Prognosis
 - Clinical process
 - Audiology follow-up schedule
 - Amplification technology timeline
 - Support the use of amplification technology:
 - What to expect
 - Maintenance skills
 - Troubleshooting skills



Virtual Audiology Feedback



- Convenience (no lost time for travel)
- Comfort of being at home
- One-on-one time to ask questions
- Felt supported for:
 - clinical process
 - setting expectation
 - planning for the next step



KEY MESSAGE

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Communication



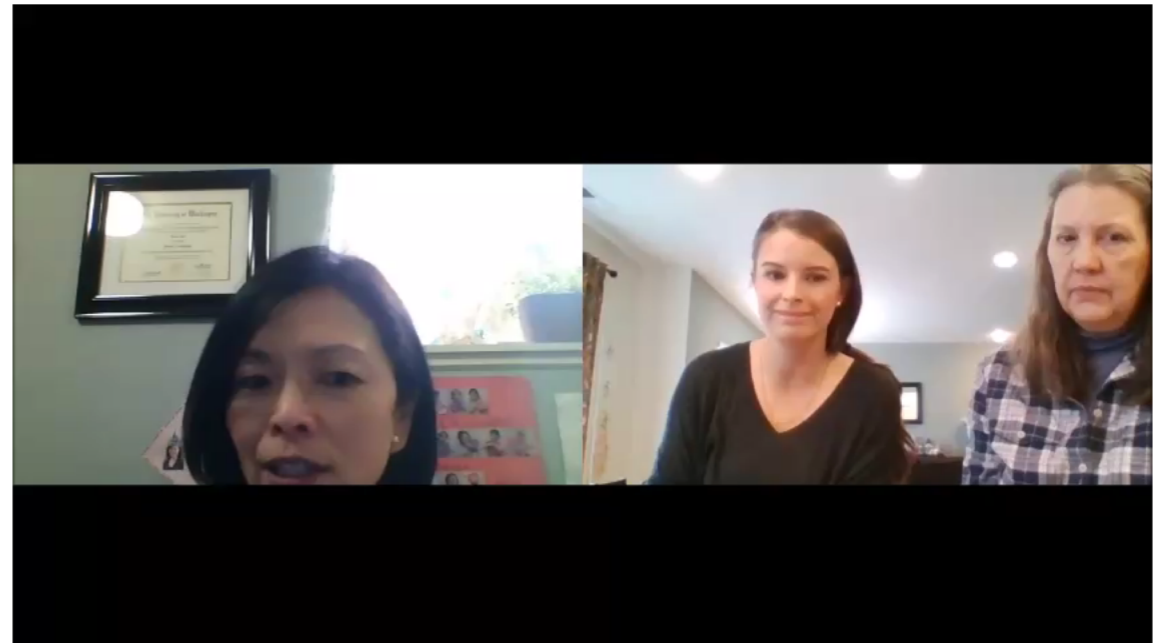
OTHER VIRTUAL OPPORTUNITIES

- How do you use virtual technology to provide services?
- How would you like to build more virtual service provision in your program?



Video Clips

Virtual Audiology



Interpreting
Home visit



RESOURCES / REFERENCES



<http://www.infanthearing.org/telehealth/index.html>



<https://www.hearingfirst.org>



<http://listeningandspokenlanguage.org>



<http://www.listentalk.org/>



<http://www.asha.org/>



Thank You

For more information, please visit our website at

www.listentalk.org