



**EAR
INSTITUTE**

CHILDREN'S HEARING PROGRAM

UNDERSTANDING & ADDRESSING BARRIERS TO PEDIATRIC HEARING HEALTHCARE

A SOCIAL WORK AND AUDIOLOGICAL PERSPECTIVE

ANNA FOWLER, BA
AMY TORRES, LCSW
IVETTE CEJAS, PHD

UHealth | **EAR**
UNIVERSITY OF MIAMI HEALTH SYSTEM | **INSTITUTE**
CHILDREN'S HEARING PROGRAM



ANNA FOWLER, BA



AMY TORRES, LCSW

LEARNING OBJECTIVES

IDENTIFY 3
BARRIERS TO
PEDIATRIC
AUDIOLOGICAL
CARE.

LEARNING OBJECTIVES

**IDENTIFY 3
BARRIERS TO
PEDIATRIC
AUDIOLOGICAL
CARE.**

**DESCRIBE 2
STRATEGIES TO
MITIGATE BARRIERS
TO RECEIVING TIMELY
AUDIOLOGICAL CARE.**

LEARNING OBJECTIVES

**IDENTIFY 3
BARRIERS TO
PEDIATRIC
AUDIOLOGICAL
CARE.**

**DESCRIBE 2
STRATEGIES TO
MITIGATE BARRIERS
TO RECEIVING TIMELY
AUDIOLOGICAL CARE.**

**RECOGNIZE
DIFFERENCES IN
SEEKING HEARING
HEALTHCARE IN
MINORITY
POPULATIONS.**

UHealth | **EAR INSTITUTE**
UNIVERSITY OF MIAMI HEALTH SYSTEM
CHILDREN'S HEARING PROGRAM



PSYCHOLOGY

SOCIAL WORK



AUDIOLOGY

**AUDITORY VERBAL
THERAPY**

EDUCATION

UNIVERSITY OF MIAMI EAR INSTITUTE

PHYSICIANS

Fred Telischi, MEE, MD
Simon Angeli, MD
Juan Chiossone, MD
Christine Dinh, MD
Adrien Eshraghi, MD, MSC
Michael Hoffer, MD
Vivek Kanumuri, MD
Xue Zhong Liu, MD, PhD

SPATIAL LAB RESEARCHERS

Hillary Snapp, AuD, PhD
Sandra Prentiss, PhD
Sebastian Ausili, PhD

BIOMEDICAL SCIENTISTS

Suhrud Rajguru, PhD
Esparanza Bas, PhD
Jorge Bojorquez, PhD

RESEARCH COORDINATORS

Christina Sarangoulis
Kristine Harris

AUDIOLOGISTS

Meredith Holcomb, AuD
Jordan McNair, AuD
Chrisanda Sanchez, AuD
Tina Stern, AuD
Thais Toledo, AuD
Sandra Velandia, AuD
Brianna Kuzbyt, AuD
Victoria Ledon, AuD
Sergio Guerreiro, AuD
Samantha Espinal, AuD
Michelle Coppola, AuD
Emily Suarez, AuD
Aliana Romero, AuD

FELLOWS & EXTERNS

Leena Asfour, MD, Neurotology Fellow
Stefania Goncalvez, MD, Neurotology Fellow
Amanda Tolen, BS/BA, Audiology Extern
Sarah Goltsman, BS, Audiology Extern
Melissa Lorquet, BS, Audiology Extern
Anna Fowler, BA, Audiology Extern
Tatiana Magana, Psychology Extern
Melissa Hernandez, Psychology Extern

PSYCHOLOGISTS

Ivette Cejas, PhD
Jennifer Coto, PhD

SPEECH LANGUAGE PATHOLOGISTS

Domitille Lochet, SLPD, LSLS
Mylene Azan, SLP
Alina Lopez, MS, LSLS
Lynn Miskiel, MS, LSLS

EDUCATIONAL SPECIALIST

Alex Mestres, MEd

SOCIAL WORKER

Amy Torres, MSW/LCSW

CLINICAL SUPPORT

Maria Izquierdo
Robert Sanchez
Jacob Teller
Elaine Reyes
Steven Calle
Natalia Torres
Micaela Stavrinos
Felipe Garay Jr.



Children's
Hearing
Program

UNDERSERVED¹

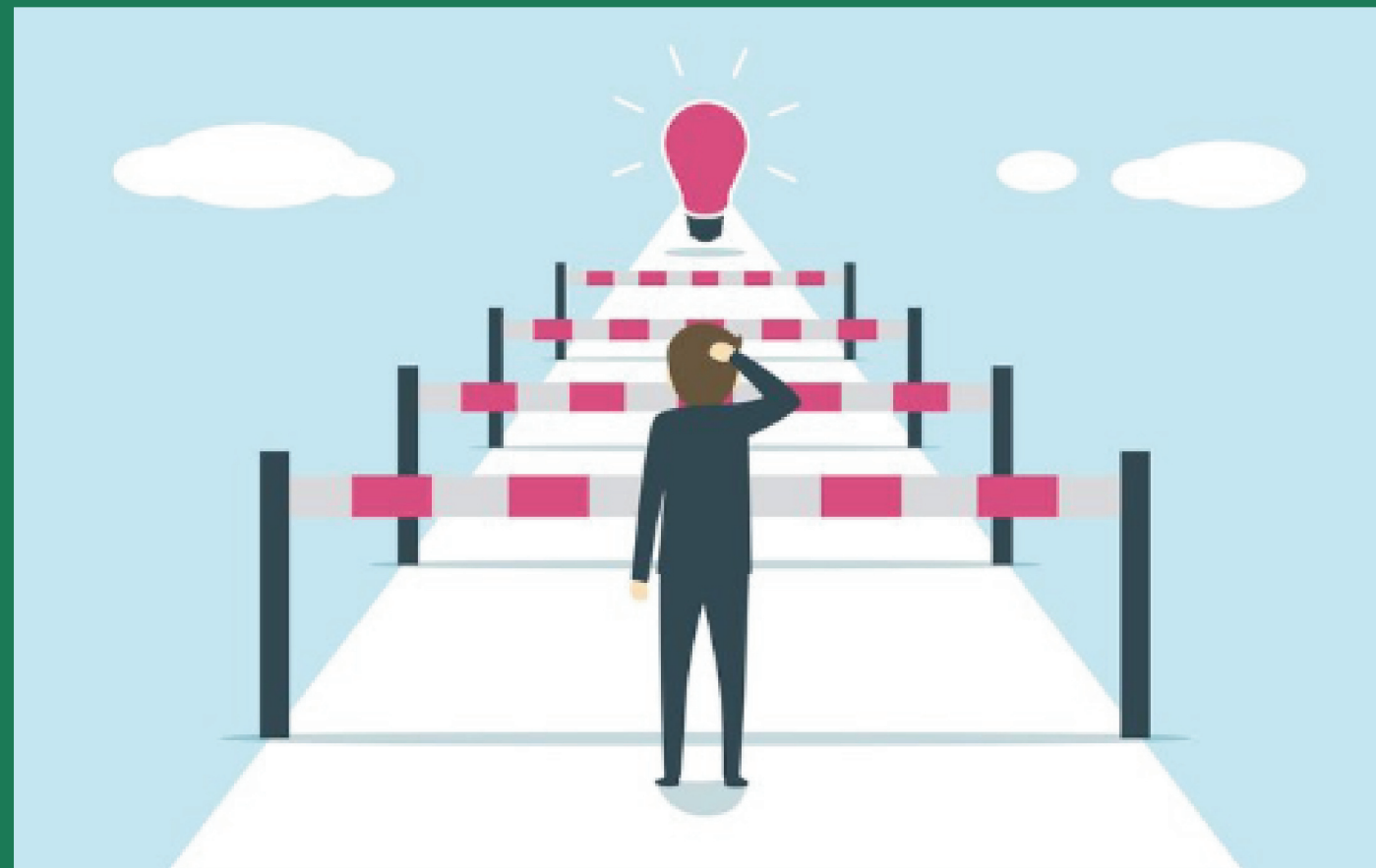
- Individuals:
 - from racial and ethnic minority backgrounds
 - from disadvantaged backgrounds
 - with limited English proficiency
 - from underserved geographic areas (rural or urban)
 - with specific developmental disabilities



UNDERSERVED

- Access to hearing health services remains limited for underserved populations, exacerbating disparities in the identification, diagnosis, and management of hearing-related issues among children^{3, 4, 5}
- These children face significant delays in the diagnosis and treatment of hearing loss²





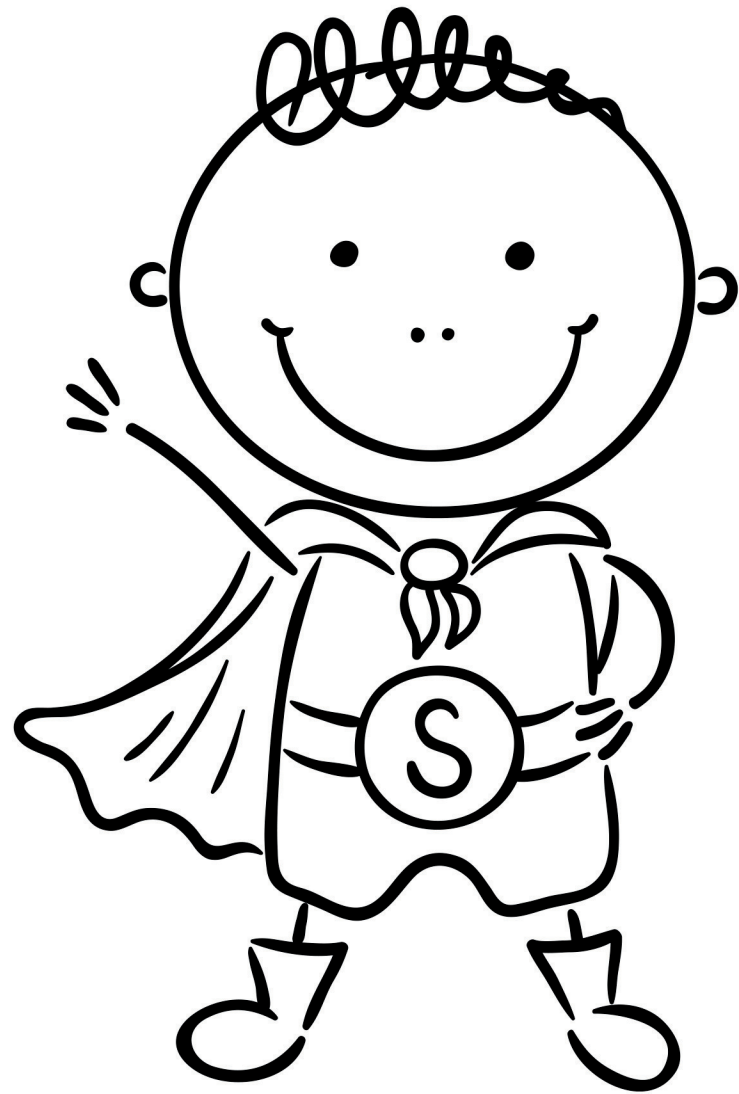
TREATMENT BARRIERS

- Health literacy
- Language & cultural differences
- Transportation
- Access to care/services
- Financial difficulties
- Social/emotional challenges

SUPER HEAR-O



SUPER HEAR-O



Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



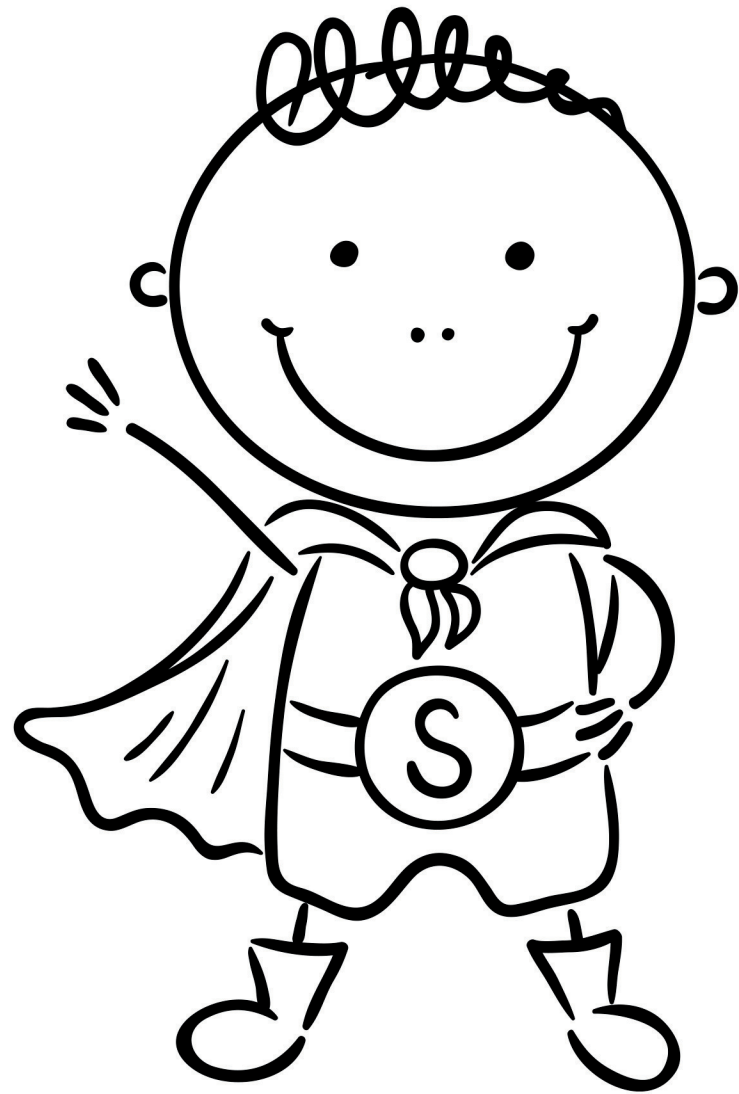
Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



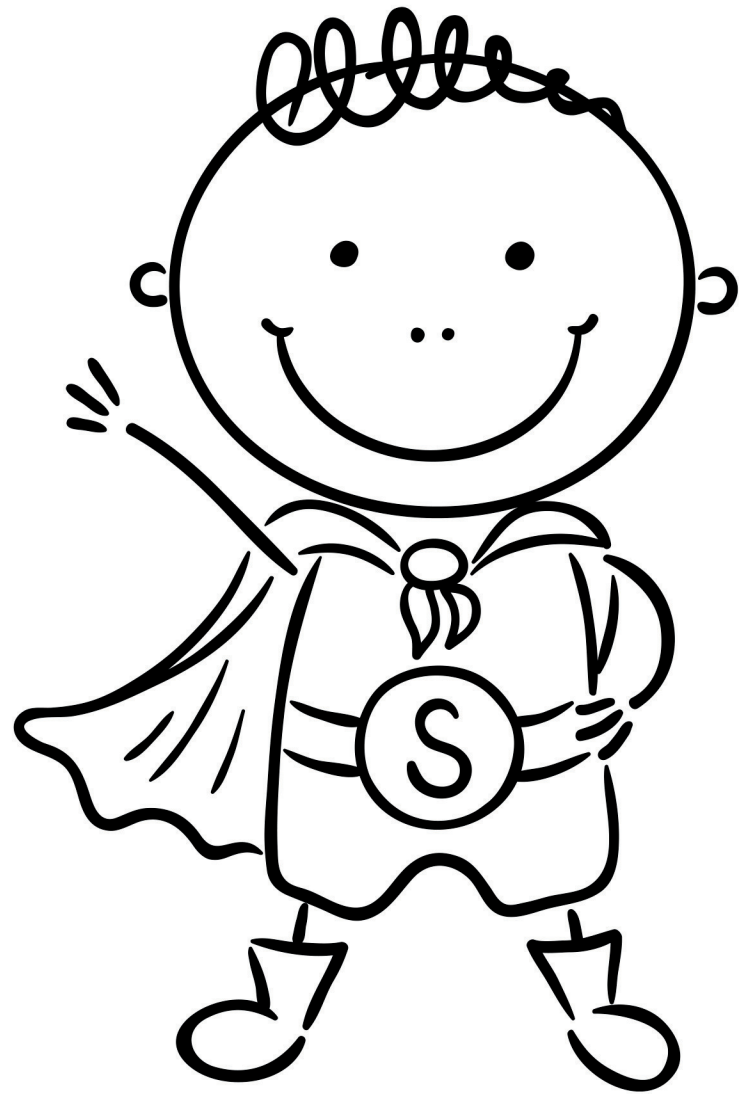
Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



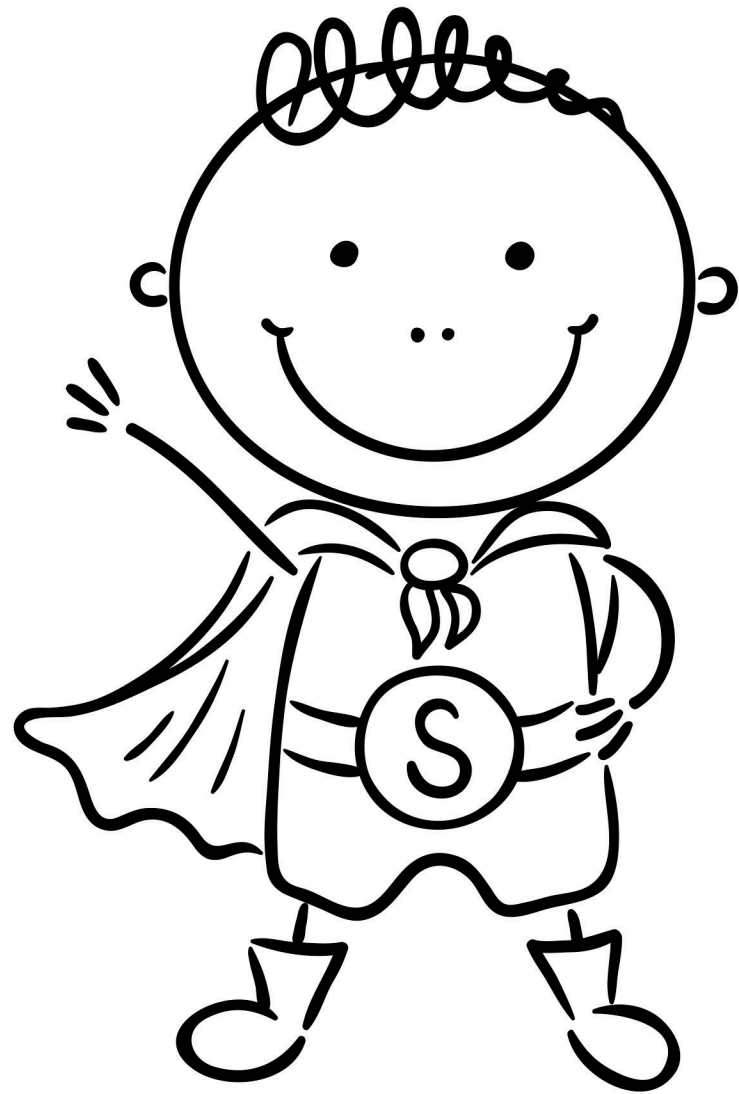
Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

SUPER HEAR-O



Our 5 year old Super Hear-o has been diagnosed with bilateral moderate sensorineural hearing loss after a failed school hearing screening. He is the first person to be diagnosed with hearing loss in his family and close circle. His family reported that he has a history of delayed speech, difficulties communicating his needs, and is struggling in school. His family migrated to the U.S. about 3 years ago and language barriers do exist. In the area he currently resides, access to healthcare is minimal. His parents work full time so he is cared for by his grandmother who does not drive. His mother also suffers from untreated postpartum depression after the birth of his younger brother.

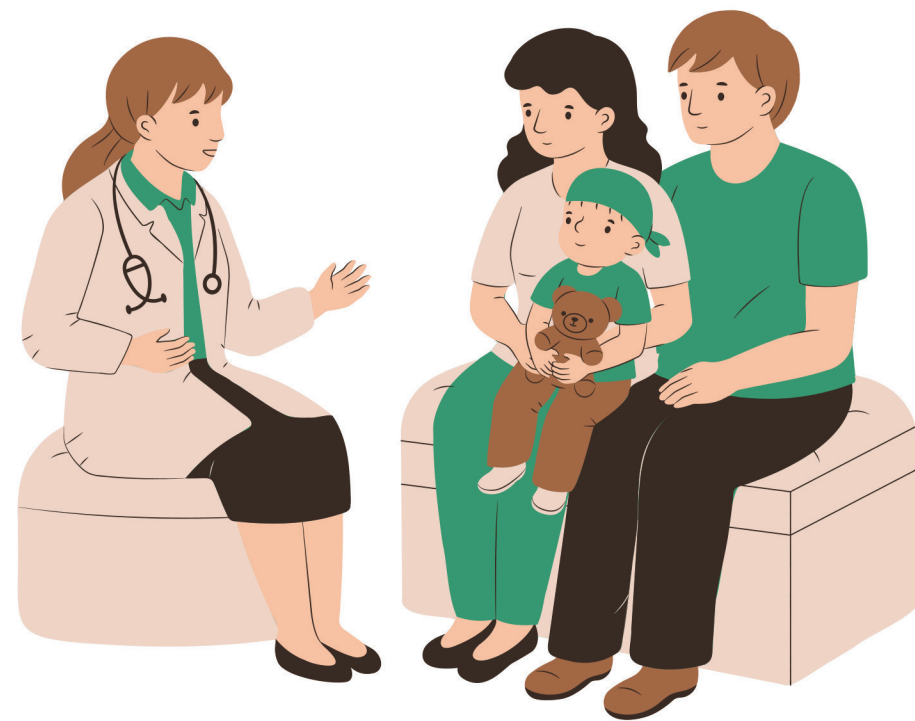
UNDERSTANDING & ADDRESSING THE BARRIERS



HEALTH LITERACY

BARRIER

First person to be diagnosed with hearing loss



SOLUTIONS

- Visuals/Pamphlets
- Peer to peer support
- Advocacy skills
- Accessible medical information
- “Meeting families where they are”

LANGUAGE & CULTURE

BARRIER

Family migrated to the U.S. about 3 years ago and language barriers do exist

SOLUTIONS

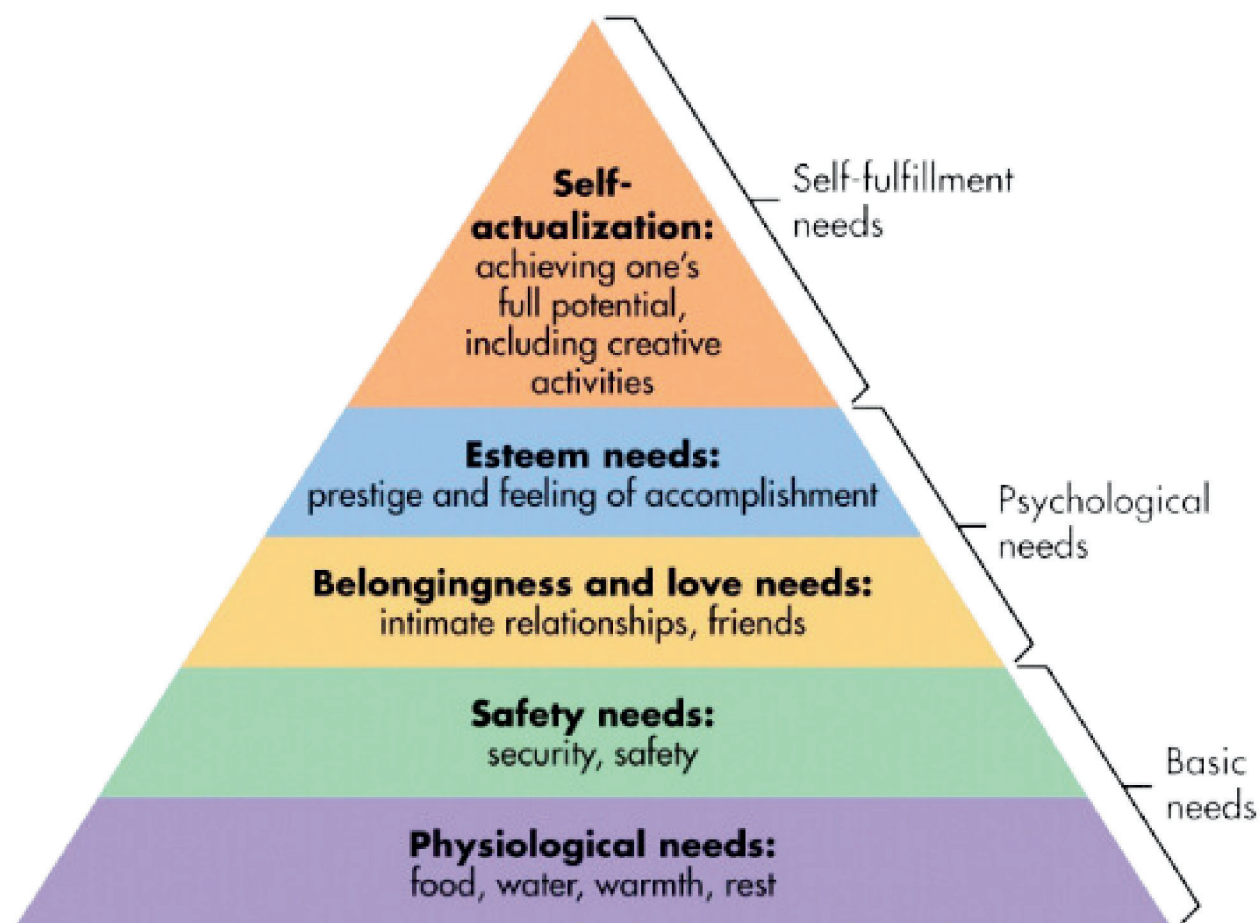
- Inclusive language
- Interpreters/translators
- Cultural awareness



FINANCIAL

BARRIER

Parents work full time



MASLOW'S HIERARCHY OF NEEDS⁶

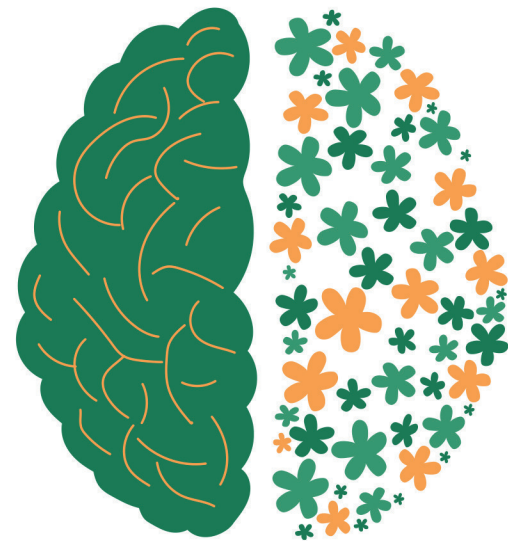
SOLUTIONS

- Food/clothing banks
- Affordable housing resources
- Rental assistance
- Grants
- Community programs

SOCIAL/EMOTIONAL

BARRIER

Mother suffers from untreated postpartum depression



SOLUTIONS

- Support groups
- Mentoring programs
- Mental health services
- Community events



ACCESS TO CARE/SERVICES

BARRIER

Access to healthcare is minimal



SOLUTIONS

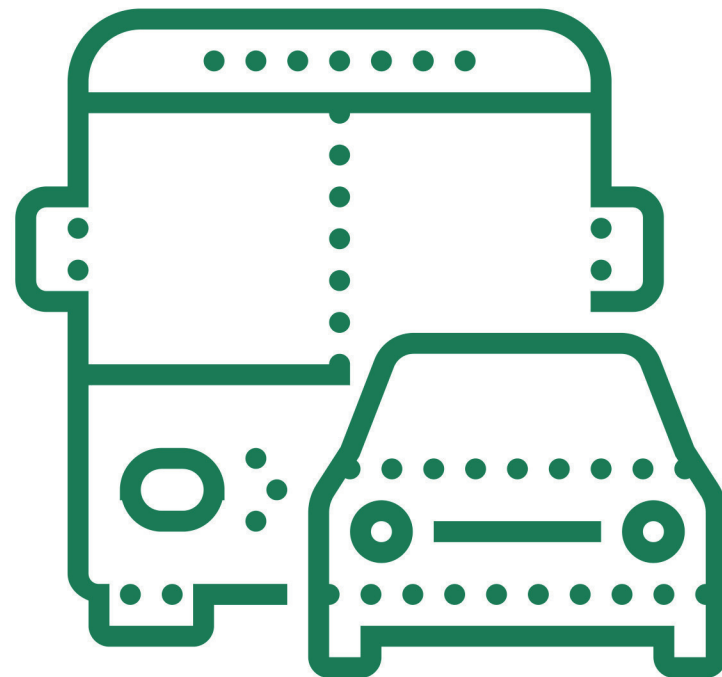


- Insurance options
- Accessible scheduling
- Remote services

TRANSPORTATION

BARRIER

Grandmother does
not drive



SOLUTIONS

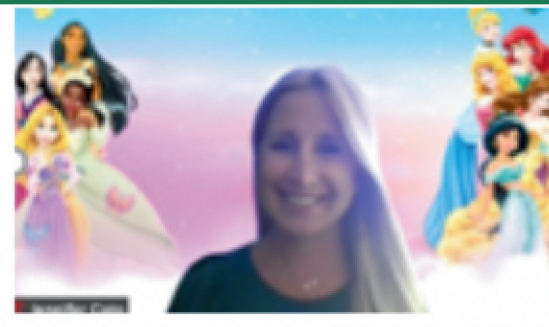
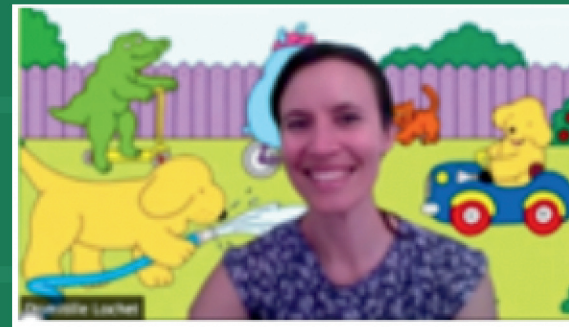
- Medicaid transport
- Ride-share apps
- Metro/bus pass
- Community programs

CO-TREATING WITHIN APPOINTMENTS

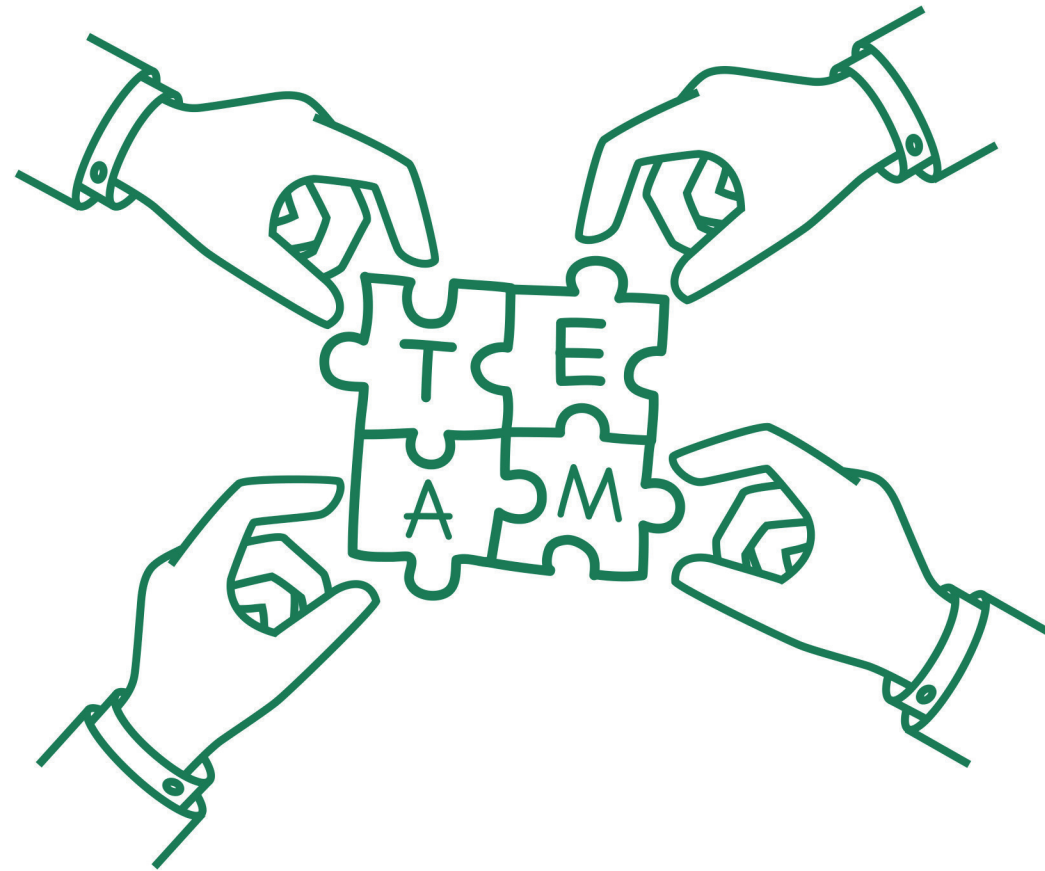


CO-TREATING

OUTSIDE OF APPOINTMENTS



**NO INTERDISCIPLINARY TEAM?
NO PROBLEM.**



1

**KNOW WHEN TO
REFER**

Social Worker

Mental
Health

Social Worker

Treatment
Barriers

Social Worker

Community
Resources

Psychologist

Behavior/
Sensory
Processing

Psychologist/Social
Worker

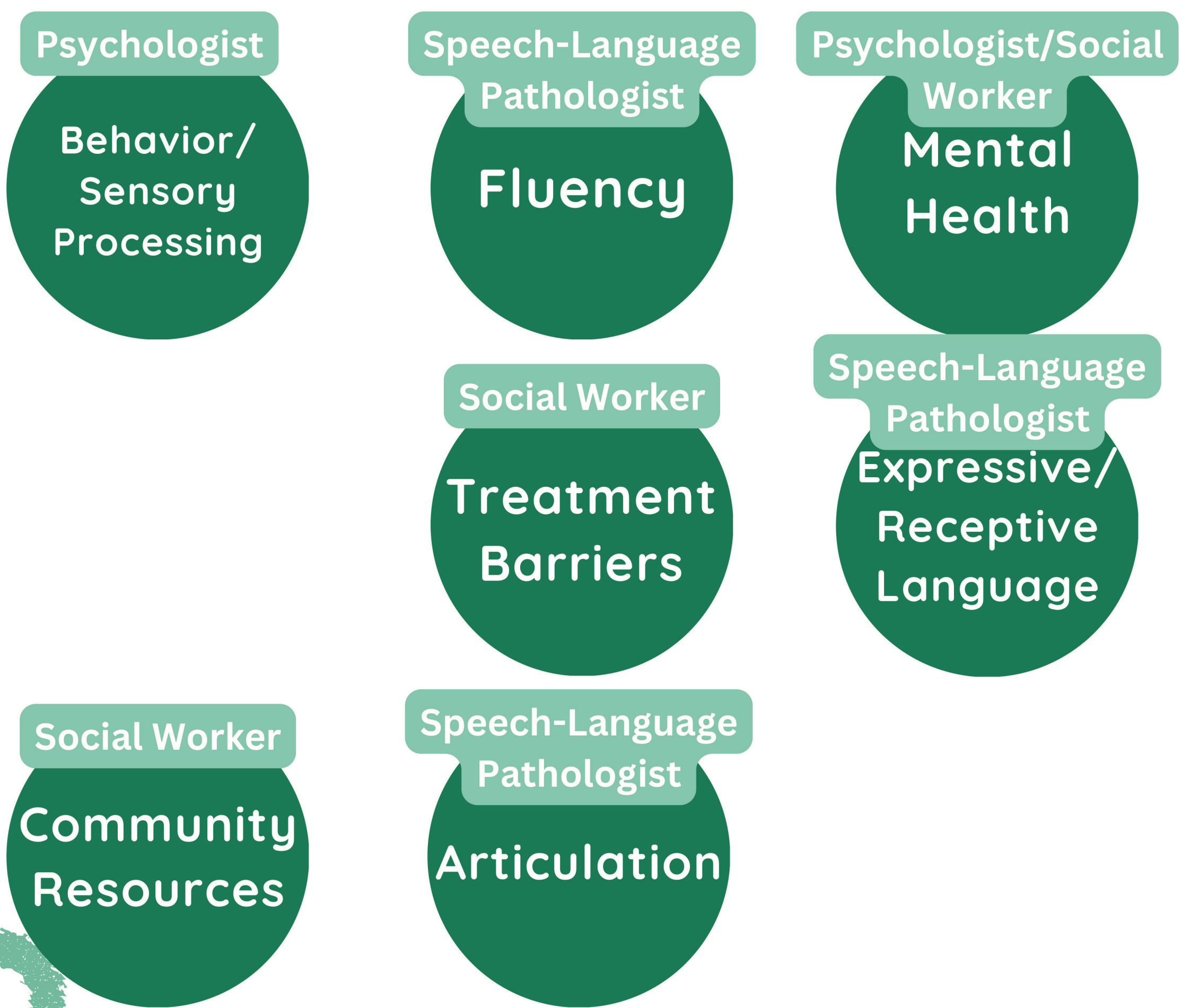
Mental
Health

Social Worker

Treatment
Barriers

Social Worker

Community
Resources



Psychologist
Behavior/
Sensory
Processing

Speech-Language
Pathologist
Fluency

Psychologist/Social
Worker
Mental
Health

Educational
Specialist
Academics

Social Worker
Treatment
Barriers

Speech-Language
Pathologist
Expressive/
Receptive
Language

Social Worker
Community
Resources

Speech-Language
Pathologist
Articulation

Educational
Specialist
School
placements

REFERRAL FORMS



REFERRAL INTAKE FORM:

Date: _____

Patient Name:
Patient DOB:

Parent/Guardian Name:
Phone Number:
Address:
Family size:

Reason for referral:

History & Needs:

Country of Birth:
Language(s):
Insurance status:

Medical

Formal medical diagnoses:

Audiology

Hearing loss suspected or confirmed:
Diagnosis of hearing loss:
 Bilateral
 Unilateral

Devices

Device manufacturer:
Fitting/implant month/year:
Country where devices were obtained:

Appointment goals:

Appointment needed:

- Audio**
- CI Programming**
- Hearing Aid Follow up**



REFERRAL FORM:

Date: _____

Patient Name:
Patient DOB:
Parent/Guardian Name:
Phone Number:
Address:
Family size:

Agency Name:
Contact Person:
Phone Number:
Referred by:

Reason for referral:

History & Needs:

Country of Birth:
Language(s):
Insurance status:

Medical

Formal medical diagnoses:

Audiology

Hearing loss suspected or confirmed:
Diagnosis of hearing loss:
 Bilateral
 Unilateral

Device Information

Fitting/implant month/year:
Country where devices were obtained:
Device manufacturer:

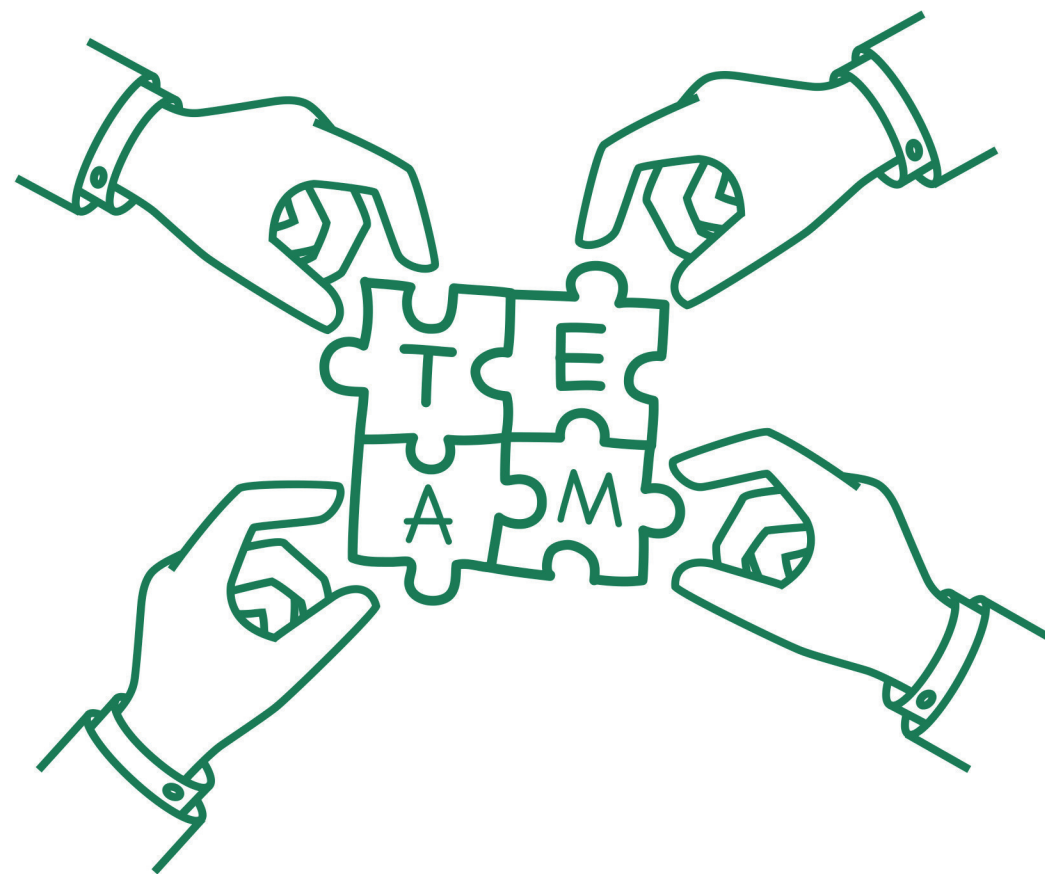
Amy Torres, LCSW

Children's Hearing Program

Clinical Social Worker

Clinical Research Center - UHealth Ear Institute
1120 NW 14 Street; 5th Floor
Miami, Florida 33136
P: (786)818-0054
F: (305) 243-1673

**NO INTERDISCIPLINARY TEAM?
NO PROBLEM.**



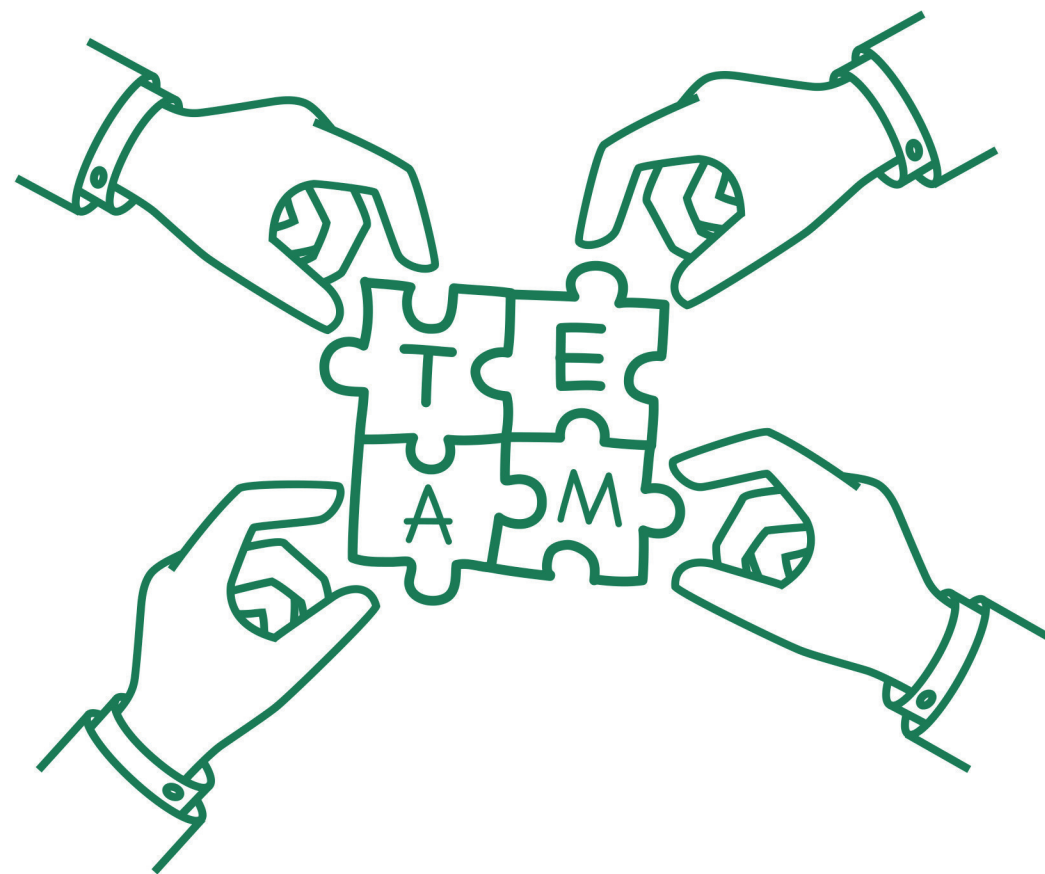
**1 KNOW WHEN TO
REFER**

**2 SHOW THE NEED FOR
COLLABORATION**

SHOWING THE NEED

- Advocate for your profession
- Form partnerships
- Utilize community resources
- Think internally... collaborate with other departments

**NO INTERDISCIPLINARY TEAM?
NO PROBLEM.**



**1. KNOW WHEN TO
REFER**

**2. SHOW THE NEED FOR
COLLABORATION**

3. RESOURCE BINDER

**REFERRAL
FORMS**

**COMMUNITY
RESOURCES**

**TRANSPORTATION
OPTIONS**

 **UHealth** | **EAR
INSTITUTE**
UNIVERSITY OF MIAMI HEALTH SYSTEM
CHILDREN'S HEARING PROGRAM

RESOURCE BINDER

WHAT TO INCLUDE:

ORGANIZATIONS

**FAMILY
SUPPORTS**

**COMMUNICATION
RESOURCES**



**THANK YOU
VERY MUCH**

ANNA FOWLER: AXF1907@MED.MIAMI.EDU

AMY TORRES: ART142@MED.MIAMI.EDU

REFERENCES

1. Legal Information Institute. (n.d.). 42 U.S. Code § 15002 - definitions. Legal Information Institute. <https://www.law.cornell.edu/uscode/text/42/15002#32>
2. Bush ML, Kaufman MR, McNulty BN. Disparities in access to pediatric hearing health care. *Curr Opin Otolaryngol Head Neck Surg*. 2017 Oct;25(5):359-364. doi: 10.1097/MOO.0000000000000388. PMID: 28665808; PMCID: PMC5973811.
3. Boss, E. F., Niparko, J. K., Gaskin, D. J., & Levinson, K. L. (2011). Socioeconomic disparities for hearing-impaired children in the United States. *Laryngoscope*, 12, 860–866. <https://doi.org/10.1002/lary.21460>
4. Nicholson, Nannette & Rhoades, Ellen & Glade, Rachel & Smith-Olinde, Laura. (2022). Impact of Social Determinants of Health on Early Hearing Detection and Intervention Screening/Diagnosis Outcomes. 7. 16-34.
5. Liu X, Rosa-Lugo LI, Cosby JL, Pritchett CV. Racial and Insurance Inequalities in Access to Early Pediatric Cochlear Implantation. *Otolaryngology–Head and Neck Surgery*. 2021;164(3):667-674. doi:10.1177/0194599820953381
6. Maslow’s Hierarchy of Needs. (n.d.). Peak Frameworks. Retrieved January 17, 2024, from <https://www.peakframeworks.com/post/maslows-hierarchy>.

