Understanding Barriers and Successes to Speech-Language Teletherapy for Deaf and Hard-of-Hearing Children

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About the Study

Understanding Barriers and Successes to Speech-Language Teletherapy for Deaf and Hard-of-Hearing Children

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D/HH Disparities

- 1 in 500 children are born D/HH which puts then at significant risk of speech or language delays

- Disparities in access related to income, insurance status, home language and geography

- Virtual speech therapy, "teletherapy," proposed to address those barriers

(N.d.). Retrieved from https://ohns.ucsf.edu/ccc/for-patients.

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PCORI Teletherapy Study

- Randomized controlled clinical trial with 210 participants

- Test whether providing access to teletherapy can reduce language disparity

(N.d.). Retrieved from https://ohns.ucsf.edu/ccc/for-patients.

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PCORI Teletherapy Study

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Introduction

PCORI
Teletherapy
Study

Quantitative
Analysis

Qualitative
Analysis
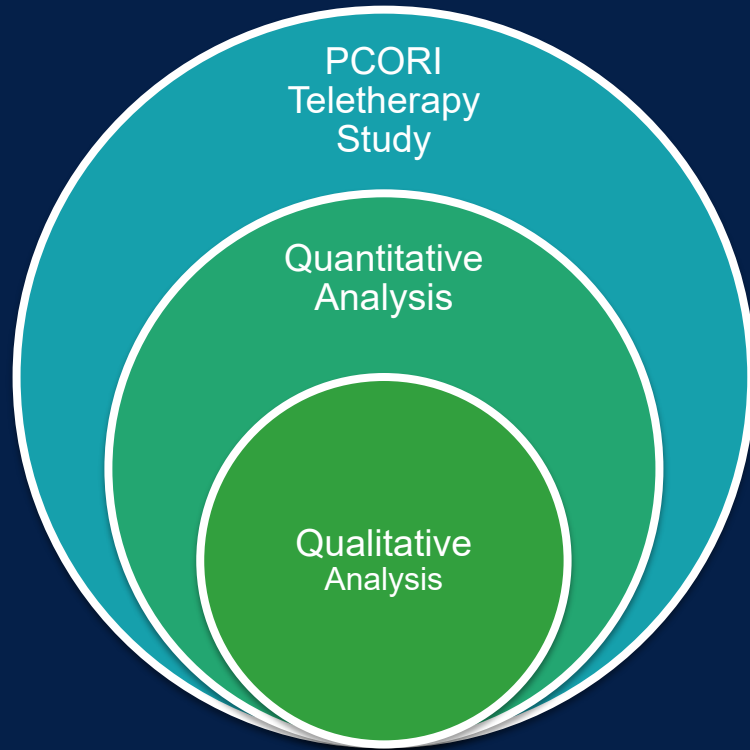
Study Aims

1. Characterizing the quality of supplemental teletherapy regarding families' satisfaction, their experience, and areas for improvement.

2. Our goal is to better understand what additional barriers families have to utilization of teletherapy.

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How can we approach understanding complex experiences within a diverse population?

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Our Participants

Participant Assignment in Teletherapy Study

Lower income D/HH patients were randomized to receive supplemental access to speech-language teletherapy in addition to usual care.

Rigorous and Representative

These families are a broad and representative group who can discuss their experiences with teletherapy.

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Interviews Numbers

Thus far, 53 families have been randomized to have access to supplemental speech teletherapy in the PCORI teletherapy study.

8

English Interviews
Completed

7

Spanish Interviews
Completed

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Interview Guide

How are your child's teletherapy sessions going?

What works well during teletherapy visits?

What doesn't work well, and you wish were changed?

What are your feelings towards the teletherapy providers and medical system in general?

Have these feelings changed since your child began teletherapy?

Has your child ever engaged in in-person speech therapy?

If so, how did that compare to teletherapy?

What aspects of in-person therapy would you like to see incorporated into teletherapy, and vice versa?

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Coding Process

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Determine Key Themes  →  Create a Flexible Coding Framework  →  Apply Codes to Interview Transcripts  →  Refine Coding Framework  →  Thematic Analysis
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Themes

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> "Seeing her [teletherapist] do those activities with him kind of gave me confidence to be able to practice with him, even when it wasn't teletherapy or at school."

— Interview Participant

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Theme Weighting

Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

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Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

- **Emphasis on Parent Learning**
- **Parent Engagement**
- **Parent Fatigue**

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Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

- **Emotional Support**
- **Navigation of Education System**
- **Navigation of Medical System**

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- **Child Cooperation During Teletherapy**
- **Child Not Participating During Teletherapy**
- **Child Responsiveness to In-Person Therapy**

Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

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- **Access to Physical Resources**
- **Appointment Convenience**
- **Childcare Coordination Eased**
- **Financial Barriers Eased**
- **Transportation Barriers Eased**

Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

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- **More Personal Relationship with Teletherapist**
- **Outside of Session Communication**
- **Teletherapy Being Impersonal**

Parent Involvement

Support from Teletherapist

Child Cooperation

Barriers to Access

Relationship with Teletherapist

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Selected Quotes

Child Cooperation
"When he's at home I think he's just comfortable and more willing to participate."

Concerns About Teletherapy
"I honestly thought I wasn't going to like video therapy, but I was willing to give it a try because we had no other options."

Parent Involvement
"It takes a lot of commitment from the parents to do teletherapy"

Support from Teletherapist
"Some sessions it was just the teletherapist answering all my questions. I was so lost in the beginning and initially felt very isolated."

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Case Studies

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"They're good - our therapist is amazing. However, I feel like it's more on me as a parent to be on top of those things that the therapist and I discuss.

If I was more on top of it, then my child would be progressing more. I'm a mother of five and it's just so much. It's a big part of the parent to be engaged and have the capacity to follow through, and that's what I've realized."

— Mother of child in teletherapy

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Case Study

It's Not Enough: The Call for Help

- 16 month old "Luke" is one of five kids

- Over the course of the first few months missed many sessions, frequently rescheduled, not properly prepared for sessions

- Mom initially was very skeptical of teletherapy, but noticed quick changes in child and truly saw the value

- Even though the benefit of the teletherapy is clear to mom, she still lacks the bandwidth to participate in sessions

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Case Study

The Distance Traveled for Therapy

- 3 year old male, "Julio" enrolled in teletherapy study when he was 12 months old

- Family moved from Napa down to Mexico

- Lack of SLPs in Mexico who worked with D/HH individuals

- Mom and J traveled across the border to attend teletherapy sessions back in San Diego

- Ultimately the trip became too much for them

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Effectiveness of Teletherapy Reassurance
Parent Self-Efficacy Concerns
Teletherapy Scheduling Challenges
Navigation of Medical System
Parent Confidence with DHH Dx
Teletherapy Effectiveness for DHH
Concerns about Teletherapy
Child Responsiveness to In-Person Therapy
Appointment Convenience
Financial Barriers Eased
Hesitancy about Exercises
Relationship with Teletherapist
Emotional Support
Teletherapy Lack of Utility for Diagnostics
Good Quotes
Child School Readiness
Emphasis on Parent Learning
Hands-on Demonstrations
Support from Teletherapist
Parent Engagement
Parent Fatigue
Initial Skepticism of Teletherapy
Childcare Coordination Eased
Parent Involvement
Teletherapy Being Impersonal
Teletherapist Insight
Negative Quote
Child Cooperation
Barriers to Access
Navigation of Education System
Realities of Teletherapy
Access to Physical Resources
More Personal Relationship with Teletherapist
Transportation Barriers Eased
Parent Education on DHH Dx
Child Cooperation During Teletherapy
Outside of Session Communication
Child Not Participating in In-Person Therapy

Positive Quote
Family Involvement
Child Not Participating During Teletherapy

Thank you!

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