



Indiana
Department
of
Health

BENDING WITHOUT BREAKING

Adapting EHDI Services to Meet
Families Where They Are

Indiana EHDI

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OUR MISSION:

To promote, protect, and improve the health and safety of all Hoosiers.

OUR VISION:

Every Hoosier reaches optimal health regardless of where they live, learn, work, or play.



Identifying Challenges and Implementing Strategic Solutions

THE PROBLEM

- *Barriers to follow-up* • *Loss to follow-up* • *Limited communication* • *Regional gaps*

STRATEGIES

Outpatient Hearing Screen Program

- *Faster confirmation* • *Improved 1–3 data*

Parent Response Form

- *Text + QR code* • *No PHI* • *Two-way communication*

Regional Coalitions

- *Local engagement* • *Health department partnerships*

IMPACT

- *Improved collaborations* • *Reduced unknowns* • *Improved data accuracy* • *Met families where they are*

Outpatient Rescreen

Why we needed to adapt: System pressure & family impact

- Historically state-wide **high referral rate** = system strain
- **Audiology capacity stretched** → long wait times for families and high # of no shows
- Concern about **over-referral vs. missed identification**
- Observed **outpatient confirmation models -national**
- **2025 milestone:** referral rate dropped **below 4% for the first time (4.7% to 3.7%)** and **reduced number of families through EHDI follow up system.**

System flexibility reduced pressure without compromising early identification.



Parent Response Form / PRF

The Context

- Families were already receiving text outreach from EHDI staff on state-issued phones
- Growing distrust from families of sharing PHI electronically
- Increased concern about scams, unknown numbers and government mistrust

The Response

Parent response form designed to:

- Provide an alternate, secure, family-controlled response
- Accessed through trusted entry points: Text link, state EHDI website, QR codes
- Message approved by IDOH Legal
- Avoid sharing PHI via text or phone

Built to increase trust, protect privacy, and meet families where they are.

QR Code & Link to PRF



<https://forms.office.com/g/8W5B6T1rc6?origin=lprLink>

Parent Response Form

This form was securely sent by the Indiana Department of Health. We sincerely appreciate your time and effort in completing it.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. Reference number from the text you received. (This reference number is also included on the upper left of all letters sent to you from the EHDI program.) *

Enter your answer

2. It was reported that your child did not pass the newborn hearing screening. Why was the follow-up hearing test not completed on your child? *

- Parental choice: We decided not to do this.
- Doctor's advice: Our doctor didn't recommend it.
- Transportation: We had trouble with getting there.
- Insurance/Cost
- Completed: We did the follow-up, and my child has normal hearing.
- Ongoing: attended one hearing test and further testing is still needed.
- We have moved out of Indiana.
- Other

3. If normal hearing was confirmed in both ears, please enter the appointment date so the Early Hearing Program can update your file.

Please input date (M/d/yyyy)



Parent Response Form by text message

SAMPLE TEXT SENT TO FAMILIES

“Hi! We are with the Indiana Early Hearing Program and are contacting you because your baby did not pass their newborn hearing screening.

Please fill out this brief parent response form to help us update your child’s information. No personal information is requested, but please include this reference number: [XXXXXXXX].

To complete the form, you can click on this link: Parent Response Form (<https://forms.office.com/g/8W5B6T1rc6>) or visit our website at hearing.in.gov.

Feel free to text me with any questions. Thank you!”

PRF on Letters-QR code

WHEN LETTERS WITH PRF ARE SENT

- Inconclusive audiology results (temporary conductive or undetermined)
- No-show for a scheduled audiology appointment
- Quarterly follow-up letters:
 - Outreach ongoing for one year or more
 - No documented follow-up
- Keeps a clear next step available for families at all times

Consistent access points help families re-engage when they are ready.

Stacy Allgeier

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317-233-1264

Parent Response Form	Formulario de Respuesta para Padres	Fòm Repons Paran	မိဘပြန်သွားဖောင်
English	Español	Kreyòl Ayisyen	မြန်မာဘာသာ
			

HOW PRF IS INCLUDED

- QR code included on mailed letters
- QR code embedded in staff email signatures:
 - EHDI Program staff & Parent Consultant
- Links to the secure Parent Response Form hosted on the state EHDI website
- Allows families to respond without needing to call or email

PRF on IN EHDI website



Home > Health Home > Maternal and Child Health

Families

- Group Prenatal Care
- Newborn Screenings
- EHDI - Early Hearing Detection and Intervention**
- Indiana Youth Advisory Board (IYAB)
- Hear Her Indiana
- Moms Helpline

Resources

Clinicians

Survivor Services and Resources

Early Childcare Providers

Women's Health

Data

Program Initiatives

Contact & Information

Early Hearing Detection and Intervention (EHDI)

Overview

Parent Response Form

Did you receive a text or letter from the Indiana Department of Health? Click [here](#) to submit a secure confidential response.

Formulario de respuesta de los padres

¿Recibió un mensaje de texto o una carta del Departamento de Salud de Indiana? Haga clic [AQUÍ](#) para enviar una respuesta segura y confidencial.

Fòm repons paran yo

Èske ou te resewva yon tèks oswa yon lèt nan men Depatman Sante Indiana a? Klike [ISIT](#) la pou soumèt yon repons konfidansyèl ki an sekirite.

မိဘတုံ့ပြန်မှုဖောင်

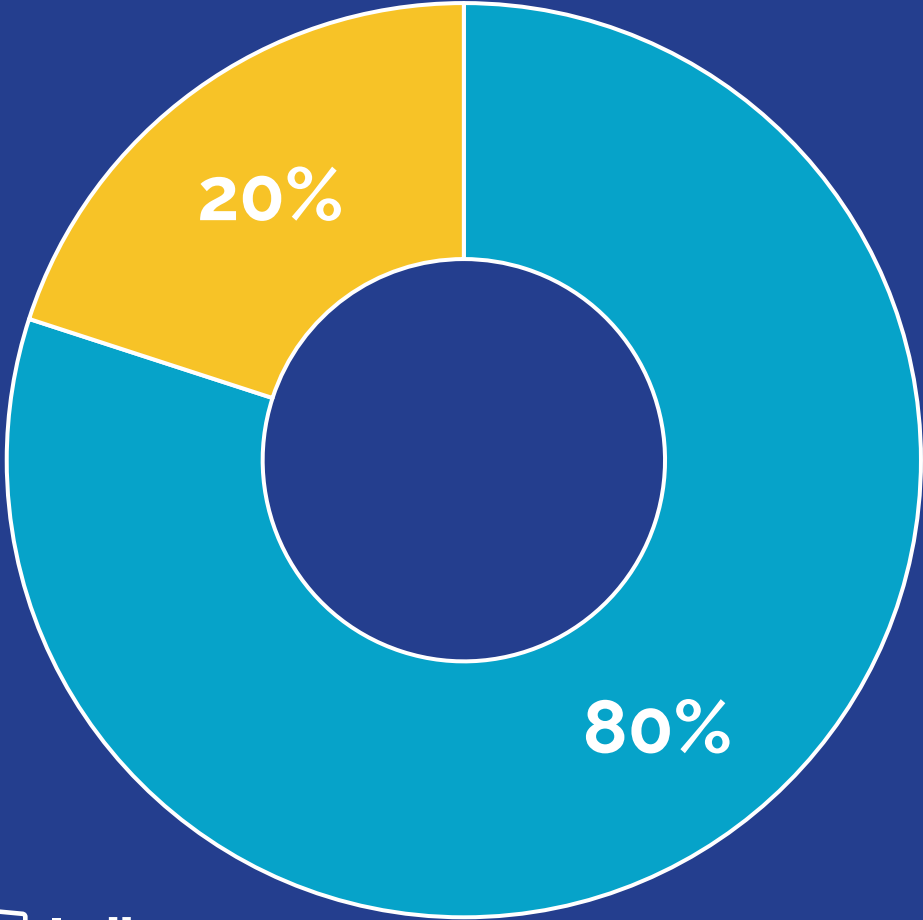
Indiana ကျန်းမာရေးဌာနမှ စာတို သို့မဟုတ် စာတစ်စောင်ကို သင်လက်ခံ ရရှိပါသလား။ လုံခြုံသောလျှို့ဝှက်တုံ့ပြန်ချက်ကိုတင်ပြရန် ဤနေရာကိုနှိပ်ပါ။

How Parent Response Data is Collected

Microsoft Forms Report Example

Date	Reference number from the text you received. (This reference number is also included on the upper left of all letters sent to you from the EHDI program.)	" It was reported that your child did not pass the newborn hearing screening. Why was the follow-up hearing test not completed on your child? "	"If normal hearing was confirmed in both ears, please enter the appointment date so the Early Hearing Program can update your file. "
4/17/25 13:12	9145552	Ongoing: attended one hearing test and further testing is still needed. ;	
4/18/25 0:02	8323964	Transportation: We had trouble with getting there.;	
4/18/25 10:08	9302613	The hospital told me he passed the hearing test in the hospital ;	12/20/24
5/5/25 13:36	9317563	Completed: We did the follow-up, and my child has normal hearing.;	4/7/25

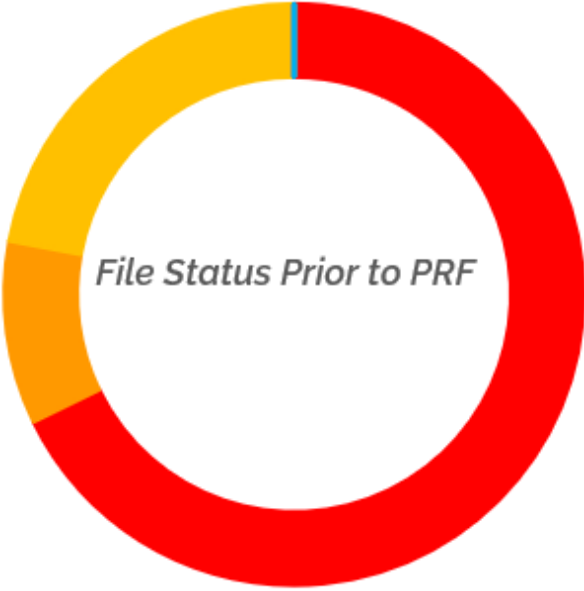
Response Source



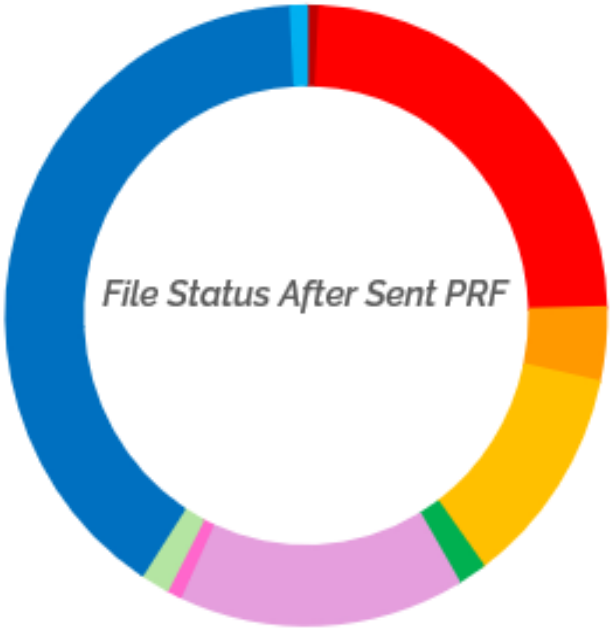
■ Text ■ Letter

IN EHDI initiated implementation of the PRF protocol in April 2025. By January 2026, we had obtained 135 completed responses following the distribution of the Parent Response Form through mailed correspondence and text-based outreach.

Is the PRF effective?



- Unresponsive 12
- Pending 80
- In Process 12
- In Process OM 26
- Diagnosed 0
- Decline Service 0
- Medically Fragile 0
- No Referral 0
- Passed 0
- Passed at Risk 0



- Unresponsive 1
- Pending 31
- In Process 5
- In Process OM 15
- Diagnosed 2
- Decline Service 20
- Medically Fragile 1
- No Referral 2
- Passed 52
- Passed at Risk 1

Localized Coalitions –

Why one statewide advisory board wasn't working

- Single advisory board located in **Indianapolis**
- Participation heavily weighted toward **Central Indiana**
- Travel and time barriers limited regional representation
- Discussions often **broad**, not region-specific
- Limited participation and dialogue



The New Model : Regional EHDI Coalitions

- Replaced the single advisory board with **regional coalitions**
- Coalitions organized by **geographic region**
- Meetings supported by **local health departments and providers**
- Focus on **local data, barriers, and solutions**
- Builds stronger relationships between:
 - Audiology and physician providers
 - Hospitals
 - Early intervention providers
 - Public health



Northwest Coalition : What We Built Together

Participation & Engagement - Three regional coalition meetings completed

Broad, cross-disciplinary participation:

- Parents of D/HH children
- Audiologists & SLPs
- Teachers of the Deaf
- Early Intervention & First Steps
- Local Health Departments
- Hospitals, nurses, and physicians

Key Outcomes

- Shared family engagement tools and strategies
- Identified regional barriers and training needs
- Strengthened partnerships across systems

Signature Project:

Developed a **regional pediatric provider resource list**

- Audiology, SLP, ENT, DHH Resources
- Shared with coalition participants, families and providers
- Designed as a **living document** with ongoing updates

Bending Without Breaking : Key Takeaways

- Flexibility strengthens EHDI systems without compromising standards
- Family-centered communication builds trust and improves data clarity
- Simple tools can produce meaningful system-level impact
- Regional collaboration turns insight into action
- Meeting families where they are improves outcomes for everyone

*Small shifts.
Clearer data.
Stronger
partnerships.*

Questions?

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