



## **Early Hearing Detection and Intervention Quality Improvement Project Family/Parent Discussion Guide**

### **Directions**

These questions and prompts will help your practice team facilitate the family/parent discussion regarding their experience with the newborn hearing screening and diagnostic process. This discussion will be held as pre-work for the Early Hearing Detection and Intervention Quality Improvement Project (EHDI). Each practice team will choose a family/parent within their practice to interview who either has an infant who did not pass their newborn hearing screen or has an infant that has been diagnosed with hearing loss. Practice teams will be asked to verbally share one lesson learned or surprising finding from these discussions during the in-person Learning Session on February 12. Specific responses to the questions below will not be shared as part of this project.

The family/parent should not feel obligated to answer all of the questions on this list and should understand that there are no right or wrong answers. Rather, the questions listed can be used as a guide to identify opportunities for improvement and to provide an understanding of the different aspects of the EHDI processes that are being analyzing in the context of this quality improvement project.

### **Question Set 1: Infants who did not Pass their Newborn Hearing Screen**

1. What do you recall from when you first found out that your baby did not pass their hearing screen?
2. What do you remember most about this time? What worried you? Did you trust these results?
  - a. Do you still have any concerns about your infants hearing?
3. Where did you go for information about what it meant to not pass the newborn hearing screen?
4. What role did we (the pediatrician's office) have in the next steps after your baby did not pass this screen
  - a. Did we help you with scheduling the follow up appointments?
  - b. Did we discuss the outcome of these appointments with you?
5. Was there more we could have done to support you during this time?

### **Question Set 2: Infants with Hearing Loss**

1. Can you describe your journey since your infant's hearing screen (see newborn hearing screening questions above for more specific questions)?
2. What do you recall about the diagnostic process and getting confirmation that your infant had hearing loss?
3. How many appointments did it require to get the confirmed diagnosis?
  - a. Did you trust these results?
  - b. Did we (the pediatrician's office) discuss the diagnostic results with you?
4. What challenges did you face in getting the information and support you needed after diagnosis?
  - a. Were you connected with any family support organizations (Hands & Voices)? How did you learn about Early Intervention and how old was your baby at the time?
5. What role did we (the pediatrician's office) have in your journey to diagnosis?
6. Thinking back on your journey, is there anything you wish our office helped you with more?