

## WORKPLAN

**Program Goal:** The goal of the program is to support the development of statewide programs and systems of care that ensure that deaf or hard of hearing infants, and young children up to 3 years of age receive appropriate and timely services that include hearing screening, diagnosis, and early intervention (EI) that optimize their language, literacy, and social-emotional development.

**AIM/ IMPACT 1:** To maintain a 95 percent screening rate of the number of infants that have completed a newborn hearing screen no later than 1 month of age.

Objective/Outcome 1.1: By March 2024, 65% of all newborns who did not pass, or who did not receive their newborn hearing screening, will have a rescreen and/or audiology appointment by one month of age.

Activities	Start Date	Estimated Completion Date	Lead Staff / Partner Support	Outcomes
1.1.1 Send letters with a positive message regarding newborn hearing screening to families that had no record of a hearing screening	4/1/2020	Ongoing Weekly	EHDI Program Coordinator I	Families of newborns who have not been screened will receive a positive message regarding hearing screening
1.1.2 A hospital report card will be created to replace the EHDI practice profiles to better communicate performance benchmarks to birthing facilities. This includes newborns who were missed or did not pass their screen.	8/1/2020	11/1/2020	EHDI Program Manager EHDI Program Coordinator I Research Analyst I Database Contractor	Screening performance benchmarks will be clearly communicated quarterly to birthing facilities

**AIM/ IMPACT 2:** To increase to 38%, the number of infants that have completed a diagnostic audiological evaluation no later than 3 months of age.

Objective/Outcome 2.1 By March 2023, 38% of all newborns who did not pass their newborn hearing screen will have an audiology appointment by three months of age.

2.1.1 Query the EHDI-IS integrated data system for infants who were referred and awaiting a diagnostic assessment	4/1/2020	Ongoing	EHDI Program Manager EHDI Program Coordinator I	Data on referred children awaiting diagnosis is available to the EHDI program to track the timeliness of diagnosis in Alaska
2.1.2 Contact birthing facilities on the status of their follow up efforts, and request updates to be made in the OZ system	4/1/2020	Ongoing	EHDI Program Manager	The OZ database is updated with the screening of children to reduce loss to documentation
2.1.3 Contact audiologists on the status of their exams, and request updates to be made in the OZ system	4/1/2020	Ongoing	EHDI Program Manager	The OZ database is updated with the diagnostic status of children to reduce loss to documentation
2.1.4 For those children who have not received a diagnosis, a fax is sent to the PCP for an update on the status of the child	4/1/2020	Ongoing	EHDI Program Manager EHDI Program Coordinator	Primary Care Providers are engaged in the follow-up process

**AIM/ IMPACT 3: To increase to 58%, the number of infants identified to be DHH that are enrolled in Alaska’s Early Intervention/Infant Learning (EI/ILP) program services by no later than 6 months of age.**

Objective/Outcome 3.1: To identify the three most common barriers to EI/ILP enrollment for DHH infants and their families by March 31st 2024.

Activities	Start Date	Estimated Completion Date	Lead Staff / Partner Support	Outcomes
3.1.1 Review the data from Center for Human Development (CHD) Parent Survey on parents of children with confirmed hearing loss to assess the barriers or reasons for non-enrollment.	6/1/2020	7/1/2020	EHDI Program Manager EHDI Program Coordinator QI Core Team EI/ILP	Meaningful parent data and comments will be available for analysis and to inform QI activities

			CHD	
3.1.2 Query the EHDI-IS integrated data system for infants diagnosed with hearing loss who have not enrolled in EI	8/1/2020	10/1/2020	EHDI Program Manager EHDI Program Coordinator	Regular data reports will be available to inform program follow up activities and QI processes
3.1.3 Develop and conduct PDSA with a cohort of infants diagnosed with hearing loss. Conduct a PDSA cycle test of an evidence based strategy for increasing enrollment by families.	11/1/2020	1/31/2021	EHDI Program Manager EI/ILP	Evidence based improvement strategies on increasing enrollment will be tested with Alaska's Early Intervention program
3.1.4 Evaluate results and identify effective strategies as PDSAs are completed	2/1/2021	4/1/2021	EHDI Program Manager EHDI Program Coordinator	Improvement measures will be tested, and their effectiveness will be evaluated.
3.1.5 Develop and implement a standardized protocol for increasing EI/ILP enrollment that incorporates data and effective strategies from QI measures	7/1/2021	1/1/2022	EHDI Program Manager EI/ILP QI Team	A tested, protocol will be implemented in partnership with EI/ILP that leads to a sustainable increase in the number of infants diagnosed with a hearing loss enrolled in early intervention by 6 months of age.
<b>AIM/ IMPACT 4: To increase by 20 percent from baseline the number of families enrolled in family-to-family support services by no later than 6 months of age.</b>				
<b>Objective/Outcome 4.1: All parents with a DHH diagnosed child will be offered Stone Soup Group (SSG) parent navigation services by March 2024.</b>				
<b>Activities</b>	<b>Start Date</b>	<b>Estimated Completion Date</b>	<b>Lead Staff / Partner Support</b>	<b>Outcomes</b>
4.1.1 Assemble a QI Core Group to examine EHDI-IS referral data to SSG and develop a hypothesis as to why families may decline Parent Navigation services.	10/1/2021	11/1/2021	EHDI Program Manager SSG	A data informed review of family support services with partners will lead to a better understanding of this support and inform improvement activities.

			QI Team	
4.1.2 SSG and EHDI, with technical assistance from Family Leadership in Language and Learning Center (FL3), will develop strategies to increase the number of families that receive family-to-family support.	11/1/2021	1/1/2022	EHDI Program Manager SSG FL3	Strategies to increase the use of Family Navigation support services will be identified with TA from family leadership experts and partners.
4.1.3 Develop and conduct a PDSA with Stone Soup to test a strategy that can increase enrollment in Parent Navigation services.	1/1/2022	3/1/2022	EHDI Program Manager SSG	Improvement strategies on increasing enrollment in Parent Navigation support services will be tested with the EHDI Family Support Agency.
4.1.4 SSG and EHDI program will meet quarterly to track progress toward measures and consult on any barriers to success	4--2020	Ongoing	EHDI Program Manager Unit Manager EHDI Program Coordinator SSG staff SSG Executive Director	Monitor ongoing progress towards goals
4.1.4 Evaluate results and identify effective strategies as PDSAs are completed	2/1/2022	4/1/2022	EHDI Program Manager SSG QI Team	Improvement measures will be tested, and their effectiveness will be evaluated.
4.1.5 Share data from the PDSA with the Advisory Committee and identify next cycle.	5/1/2022	6/1/2022	EHDI PM QI Team	Partners will be informed of family support improvement activities and able to meaningfully participate in further improvements.

**Objective/Outcome 4.2: By March 31, 2024, one Parent Survey will be conducted to gather information from the families of children who were referred for follow up on their newborn hearing screening and did not receive the recommended follow up.**

Activities	Start Date	Estimated Completion Date	Lead Staff / Partner Support	Outcomes
4.2.1 The Alaska CHD will conduct a Parent Survey of the families of children identified in the “Loss to Follow up category	4/1/2020	4/1/2021	CHD Research Staff EHDI Program Manager Parents of DHH Children	Families of children who are DHH will survey other families to collect relevant and useful parent information
4.2.2 CHD researchers will present the results of the Parent Survey to the EHDI Advisory Committee and other stakeholders groups.	7/1/2020	3/31/2020	CHD Research Staff EHDI Advisory Committee	Stakeholders will have a better understanding of Alaska family barriers to following up on screening referrals

**AIM/ IMPACT 5: To increase by 10 percent the number of families enrolled in DHH adult-to-family support services by no later than 9 months of age.**

**Objective/Outcome 5.1 5.1 By March 2023, 65% of Families with a diagnosed DHH child under 9 months old will be offered enrollment in DHH peer support services.**

Activities	Start Date	Estimated Completion Date	Lead Staff / Partner Support	Outcomes
5.1.1 The program will develop honorarium, protocol, and policies for Deaf Navigators or Guides.	4/01/2020	Ongoing	EHDI Program Manager EHDI Program Coordinator SSG	Peer Navigation or Guide services will be developed to further support families
5.1.2 SSG will recruit and train DHH parents or self-advocates who are interested in becoming peer mentors or guides. Guides will be trained using EHDI resources and a family navigation training developed by	4/01/2020	Ongoing	EHDI Program Manager EHDI Program Coordinator	A cadre of trained and supported EHDI Peer Guides will be available for families and agencies.

CHD for WCFH. Mentors will also have an option of participating in a Family Engagement Training funded by the Preschool Development Grant (PDG 0-5)			CHD SSG	
5.1.3 A referral from EHDI will be made to SSG for families of infants diagnosed with hearing loss for peer guide services.	4/15/2021	Ongoing	EHDI Program Manager EHDI Program Coordinator SSG	Families will be able to connect with peers who have specialized support training and specific EHDI experience and knowledge.

**AIM/ IMPACT 6: To increase by 10 percent, the number of health professionals and service providers trained on key aspects of the EHDI Program.**

Objective/Outcome 6.1: By March 31, 2024, three trainings will be developed and offered to health professionals and service providers on the key aspects of the EHDI Program.

Activities	Start Date	Estimated Completion Date	Lead Staff / Partner Support	Outcomes
6.1.1 The QI Core Team and Family Leaders will meet to identify the key topics and messages and appropriate venues for EHDI specific presentations	6/1/2021	9/30/2021	Family Leaders QI Team EHDI Program Manager EHDI National Technical Resource Center (NTRC)	Stakeholders will identify and assist in the development of EHDI specific trainings for health care providers
6.1.2 Educational presentations will be created specifically for a range of providers; PCP, EI/ILP, audiology clinics, hearing screeners	9/30/2021	11/31/2021	Family Leaders QI team and EHDI Program Manager	Accurate and relevant professional education will be available for professionals that are part of the EHDI process

			EHDI National Technical Resource Center (NTRC)	
6.1.3 Parent Leaders who are interested in delivering professional development presentations for EHDI providers and partners will receive technical assistance in creating a personalized presentation.	1/01/2022	06/01/2022	Family Leaders QI team and EHDI Program Manager FL3	Parents will have an opportunity to engage with and inform the EHDI system of providers on a family's challenges and successes during the process.
6.1.4 Parents, FL3, and EHDI National Technical Resource Center (NTRC) will collaborate to create positive, attractive culturally informed, medically accurate, messages for flyers, posters, websites or social media.	4/1/2020	7/1/2020	EHDI Program Manager FL3 NTRC Family Leaders	Partners will support the creation of EHDI public positive messaging materials which incorporate culturally appropriate messages
6.1.5 Collaborate with partners to test the effectiveness of the positive messaging materials at community events and other venues as identified by parent leaders.	7/1/2020	5/1/2021	EHDI Program Manager Family Leaders Advisory Committee Alaska Chapter of AG Bell Alaska Chapter of Hands and Voices Start-up	EHDI positive messaging materials on the importance of hearing screening for parents will be communicated to and evaluated by parents in local communities

