

## Appendix C

### Categorization of Audiologist Survey Open-ended Questions

*What do you think is working well in your state for families who have an infant or toddler (0-3) who is D/HH?*

1. Timely EI diagnosis (32)
  - a. "Earlier identification of those with hearing loss"
  - b. "tremendous improvement in the initial referral for diagnostic testing from the initial newborn screenings"
  - c. "I think we do great at tracking these infants and making sure they have received proper follow-up."
2. Timely access to EI (21)
  - a. "Ease of referral process that has been recently revised"
  - b. "Parents are contacted within days of diagnosis and start receiving services immediately."
  - c. "We do have a good number of children aged 0-3 enrolled in EI programs shortly after hearing loss diagnosis."
3. Effective EI services (25)
  - a. "The SKI HI program is working" they continue, "we don't have enough staff certified from their training facilities to proceed appropriately."
  - b. "Early Intervention services does a marvelous job."
4. Affordable EI (4)
  - a. "No cost approach is excellent."
  - b. "free services for those that need."
  - c. "Resources that are at financially appropriate based on income"
5. Family to family support (4)
  - a. "the availability of peer-to-peer support works well for those families that choose to be in contact with other families"
  - b. "Once a family gets connected with a deaf/heard of hearing supports, there are several excellent deaf mentors and teachers of the deaf who can support the family."
  - c. "Parent to parent support and resources through MN Hands and Voices."
6. Collaboration/Teaming (11)
  - a. "good collaboration between clinic audiologist and school audiologist and school audiologist"
  - b. "The audiologists within the AEA also have network relations with private audiologists which is helpful for the child as well as the family."
  - c. "Consultants, teachers and audiologists collaborate and work as a team."
7. Access to amplification (6)
  - a. "The EHDI funding for hearing aids and related services"
  - b. "being able to get hearing aids from EHDI program"
  - c. "funding resources for equipment is available if parent can find participating provider and will complete the forms necessary for approval"

***(Audiology survey, con't)***

***What challenges face families who have an infant or toddler (0-3) who is D/HH living in your state?***

- 1. Timely Intervention (10)**
  - a. "There have been cases of delayed diagnostic evals after a baby refers on the newborn hearing screening."
  - b. "Parents report delays in getting appts to providers and frustrations with the multi-stepped processes"
  - c. "Not knowing the services exist; EI not calling them back, EI providers cancelling or not showing up"
  - d. "Length of time it sometimes takes to get and ABR or referred for and ABR."
- 2. Limited access to specialized providers/therapy (55)**
  - a. "There are still a low number of providers in our area for audiology and speech pathology despite the growing population."
  - b. "Getting to or getting an adequate level of supports from a service provider who is knowledgeable about deafness/hearing loss appears a challenge."
  - c. "Having access to providers with experience with D/HH."
  - d. "Finding auditory verbal certified speech therapists."
- 3. Language barriers with providers (9)**
  - a. "Access to services in native languages."
  - b. "Access/availability to bilingual interventionists."
  - c. "There are enormous challenges for families who are non-English speaking in educating parents in all aspects of specialty service care for kids who are D/HH."
- 4. Funding difficulties for healthcare needs (26)**
  - a. "Finding the funds to pay for decent hearing aids."
  - b. Finding audiological services for the fitting of devices who take state aid insurance.
  - c. "Not able to afford FM system or wireless technologies because insurance doesn't cover it."
  - d. "Lack of consistent insurance coverage for assistive devices and community therapy."
- 5. Transportation to facilities(24)**
  - a. "Distance to receive full assessment/treatment."
  - b. "Distance from providers that accepts Medicaid/Medicaid replacement plans."
  - c. "Often do not have access to reliable transportation or do not have the money for gas to get to the appointment."
- 6. Parents needing training/help to know how to help their child (12)**
  - a. "Parents also lack sufficient training on equipment."
  - b. "Parental understanding of hearing loss and need for intervention, rehab, and using hearing aids."
  - c. "Lack of family support."