360 Degree Quality Assurance in Early Intervention: An Imperative Study in South Africa

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HI HOPES supports the family in the Western Cape, KZN, and Gauteng provinces.
THE TEAM OF EARLY INTERVENTIONISTS

PARENT ADVISOR

• Understands and Assesses Child and Family Needs
• Understands Family and Family Concerns/Strengths
• Offers the Family Information, Support, and Encouragement

DEAF MENTOR

• Interacts with child
• Interacts with parents
• Teaches about Deaf Culture/ is a language and role model

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ADVANTAGES OF HOME VISITS

- Home visits make it possible to reach isolated families
- Ideal for learning firsthand about the conditions the family faces day after day
- Learn about family structure, roles, and interrelationships

- Family is on their turf, not a strange place
- Family doesn’t have to dress up, get organized, drive to get to the appointment (especially if no transportation)
- The child is more comfortable in his or her own setting
PHILOSOPHY OF EARLY INTERVENTION

- Begins as close to birth as possible
- Is family-centered (not just child-centered)
- Takes place in the child’s natural environment
- Shares needed information with the family (unbiased)
- Results in a partnership between Parent Advisor and family

- Guided by ‘Informed Choice’
- Believes that Communication and language (in whatever mode is most appropriate for the child and family) are the heart of the program
# Program Growth

<table>
<thead>
<tr>
<th>Year</th>
<th>Families Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>32</td>
</tr>
<tr>
<td>Year 2</td>
<td>48</td>
</tr>
<tr>
<td>Year 3</td>
<td>134</td>
</tr>
</tbody>
</table>
## Family Demographics

### South Africa

<table>
<thead>
<tr>
<th></th>
<th>Gauteng</th>
<th>KwaZulu Natal</th>
<th>Western Cape</th>
<th>Free State</th>
<th>Mpumalanga</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>130</td>
<td>1</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mixed Race</td>
<td>6</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Indian</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>White</td>
<td>37</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

- Black: 148 (69%)
- Coloured: 12 (5%)
- Indian: 12 (6%)
- White: 42 (20%)
Hearing Screening

Birth Hearing Screening Offered
- Yes: 86%
- No: 14%

Birth Hearing Screening Conducted
- Yes: 77%
- No: 23%
Health Services

- Gauteng
  - Year 1
  - Year 2
  - Year 3
- Cape
  - Year 3
- Natal
  - Year 3

Public

Private
Type of Hearing Loss

- **Gauteng**
  - Year 1
  - Year 2
  - Year 3
- **Cape**
  - Year 3
- **Natal**
  - Year 3

**Graph**

- **Bilateral**
- **Unilateral**
Type of Hearing Loss

- Sensorineural
- Conductive
- Mixed
- Auditory Neuropathy
- Undetermined
Additional Disabilities

- Yes: 79%
- No: 21%
Additional Disability Types

- CP+vision
- Delayed Development
- Multiple Disabilities
- CP
- Balance
- Hypothyroidism
- Epilepsy
- Cleft Palate
- Cardiac/Lung
- Neurological Disorder
- Physical
Amplification

- Hearing Aids
- Cochlear implants
- BAHA
- BAHA and hearing Aid
- Cochlear implant candidates
- Refused Amplification
Communication Choice

- Spoken Language: 63%
- Sign Language: 37%

- 37% Total Communication
- 22% Oral
OUTCOMES

• Child Outcomes
  ▪ Development
  ▪ Transitioning to school
  ▪ Opportunities & Access

• Family Outcomes
  ▪ Services received
  ▪ Empowered

• Community Outcomes
  ▪ Local communities
  ▪ Professional community
Monitoring the Progress

• Quality Assurance Program to assess and monitor Interventionist in the home
  ▪ Mentoring
  ▪ Upgrade training
• Assessing the infants and children
• Parent Satisfaction Survey
• E-survey of professionals in the field
Improvement of 1.4 months in RECEPTIVE language and 1.1 months in EXPRESSIVE language for each month, however for children where intervention begins before 6 months of age there is an improvement of 1.5 months in receptive language and 1.2 months in expressive language.
The Impact of HI HOPES

- Families are supported and empowered
- The aim of ‘Typical Development’ is being achieved
- Children are school ready when transitioning into Education System

- Equipping & Empowering Local communities (sustainability)
- Employing a large workforce (demographically representative)
Family Outcomes
Family Outcomes

• keep up the good work...there is such a noticeable difference in parents that come to our school that have been through the HI HOPES programme and those that have not.....the HI HOPES moms are always so well informed!!!!! Thank you
Hi Hopes has been the most incredible part of our Journey with Teghan's Deafness. Networking with other deaf people, Meeting parents in the same, Invaluable sounding board for all those frustrating moments, Continual Information and advice on how to do anything and everything for my little man. Interaction with all the support team that I have ENT, Audiologists, Speech Therapists, OT's, Nursery School…

These are just some of the benefits that we have received from your support. I shudder to think how we would have managed without this support and pray that these services will continue for as long as we need it. Your energy, dedication, warmth and commitment is inspiring.

Thank you for everything
Community Outcomes

• Aware
• Informed
• Inclusive
• Undiscriminatory
CHANGING ROLES IN SERVICE DELIVERY

- Child
- Nurse Physician
- Social Worker
- Early Interventionists
- OT PT SLI
- Audiologist/ENT
CHANGING ROLES IN SERVICE DELIVERY

Audiologist/ENT → Nurse Physician

OT PT SLI → Family Child

Social Worker → Early Interventionists
Other Outcomes

- Create awareness of & urgency for Early Intervention
- “Professionalise” Early Intervention
- Establish National Benchmarks for E.I.
- Longitudinal Research
- National Statistics
- Etc., etc. …
Other Outcomes

- A typical life.... hearing loss or not.