

Results of the Parent Satisfaction Survey May 2013

**Early Intervention Technical Assistance/EITA,
Bureau of Early Intervention Services, OCDEL,
Early Hearing Detection and Intervention/EHDI
& the Division of Newborn Screening and
Genetics, PA Department of Health**

Structure of the Report:

- 1. Demographics**
- 2. Experiences Before EI**
- 3. EI Response Highlights**
 - A. Summary of Strengths**
 - B. Areas for Improvement**

1. Demographics

Rate of Return

- 369 surveys sent; 17 undeliverable
- 352 surveys sent; 106 returned
- Return rate: 30%

Q #22: County Distribution

- Surveys were returned from 37 out of 56 counties (66%)
- Range of Responses: from 1 to 13 responses per county

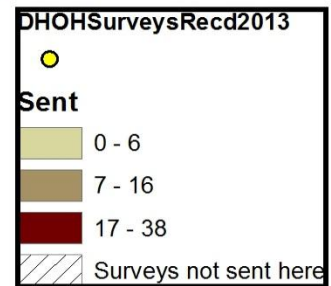
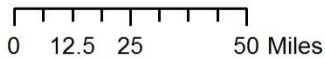
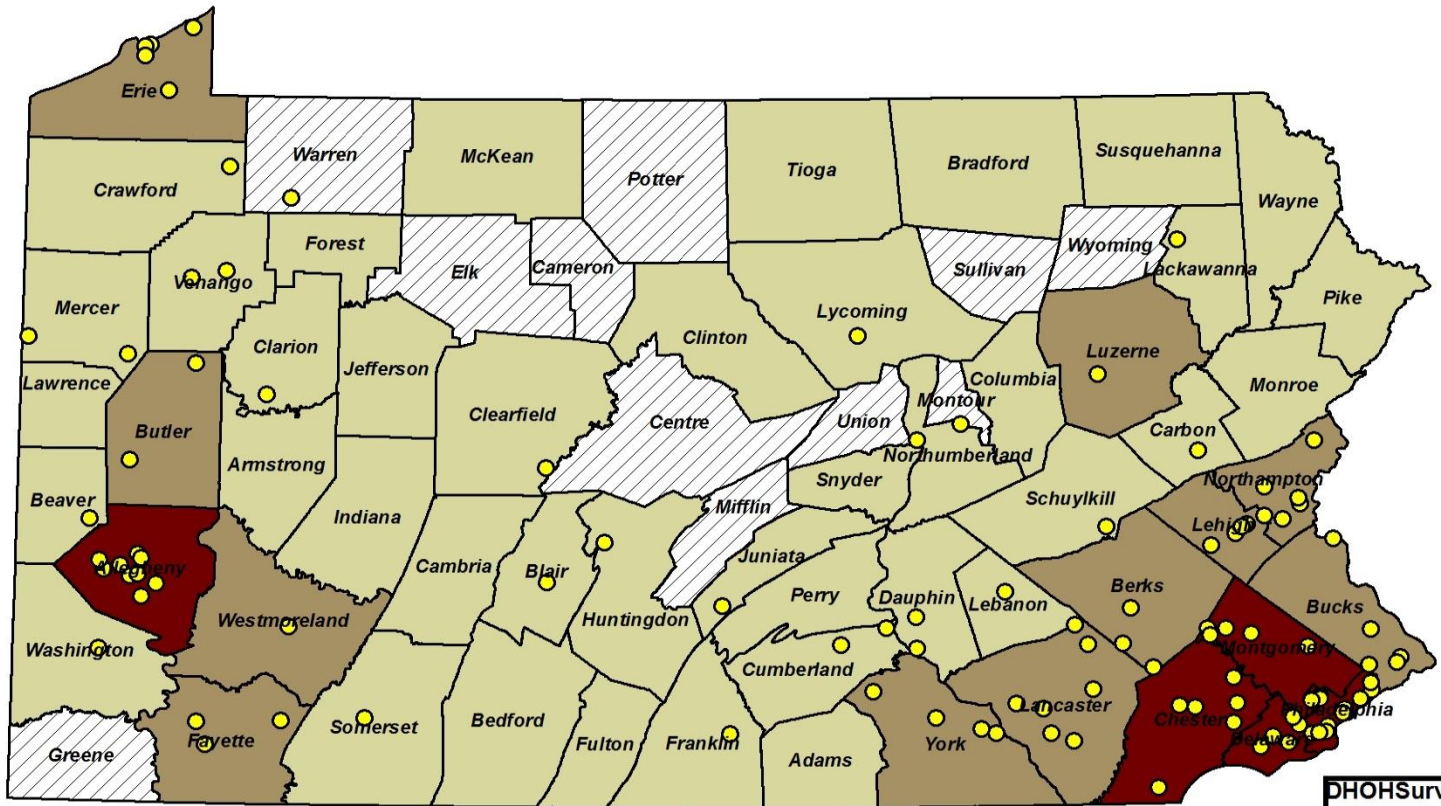
Surveys Sent and Returned by County, 2013

County of Residence 2013	# Sent	# Rec'd	County of Residence	# Sent	# Rec'd	County of Residence	# Sent	# Rec'd
Adams	1	0	Fayette	8	3	Perry	3	0
Allegheny	34	9	Franklin	6	1	Philadelphia	38	13
Armstrong	1	0	Forest	1	1	Pike	1	0
Beaver	6	1	Fulton	1	0	Potter	0	0
Bedford	1	0	Greene	0	0	Schuylkill	1	1
Berks	14	3	Huntingdon	1	1	Snyder	2	0
Blair	4	1	Indiana	1	0	Somerset	2	1
Bradford	1	0	Jefferson	2	0	Sullivan	0	0
Bucks	15	5	Juniata	1	1	Susquehanna	1	0
Butler	7	2	Lackawanna	3	1	Tioga	1	0
Cambria	4	0	Lancaster	16	6	Union	0	0
Cameron	0	0	Lawrence	1	0	Venango	2	2
Carbon	2	1	Lebanon	5	2	Warren	0	0
Centre	0	0	Lehigh	13	5	Washington	5	1
Chester	23	6	Luzerne	8	1	Wayne	1	0
Clarion	1	1	Lycoming	4	1	Westmoreland	8	1
Clearfield	2	1	McKean	3	0	Wyoming	0	0
Clinton	2	0	Mercer	2	2	York	12	4
Columbia	1	0	Mifflin	0	0			
Crawford	2	1	Montgomery	23	5			
Cumberland	5	2	Monroe	3	0	Total # counties out of 67	56 84%	37/56 66%
Dauphin	6	2	Montour	0	0			
Delaware	21	5	Northampton	9	5	Totals Sent & Received	353	106
Elk	0	0	Northumberland	2	2			
Erie	10	6						

2013 Parent Satisfaction Survey, Newborn Hearing Screening Program

Pennsylvania Department of Health

Division of Newborn Screening and Genetics



Data Source: PA Dept of Health
 Created by: EITA/Stacy Antoniadis

Demographics: Surveys Returned

Q #27. My relationship to the child,

91 Mothers

9 Fathers

4 Grandmothers

1 Aunt

105

Q #31. Does your child have additional special needs/diagnoses?

	2010	2011	2012	2013
Yes	27%	18%	12%	12%
No	73%	81%	88%	88%

Q #28: Child's Age Now

	Number	Percentage
Birth to 3 months	1	1%
4 – 6 months	1	1%
7 – 9 months	6	6%
10 – 12 months	6	6%
13 months – 2 years	30	29%
25 months – 3 years	34	32%
Older than 3 years	26	25%

2. Experiences Before Early Intervention

Q # 1. My child was first screened for a hearing loss at birth or before s/he was 1 month old.

	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
<u>Yes</u>	93%	92%	96%	97%	97%
<u>No</u>	7%	8%	4%	3%	3%

Q #2. If the results of your child's first screening indicated a need for a second screening test, what happened next?

	2009	2010	2011	2012	2013
A. 2 nd screen done before discharge	—	31%	39%	41%	42%
B. after d/c returned to hospital for 2 nd screen	36%	25%	23%	20%	19%
C. in Dr. 's office	3%	2%	0	1%	2%
D. Referred to an Audiologist outside	23%	37%	31%	33%	26%
E. other	15%	5%	7%	5%	11%

Q #3. After your child was screened for a hearing loss, did someone suggest you see an audiologist for more comprehensive tests?

	2013
Yes	93%
No	7%

Q #4. My child was first seen by an audiologist for a *comprehensive* hearing test (*not* a screening test)...

	2009	2010	2011	2012	2013
a. < 3 months old.	67%	59%	78%	78%	76%
b. < 6 months old.	19%	22%	12%	10%	14%
c. < 9 months old.	3%	6%	1%	3%	0%
d. < 1 year old.	1%	5%	3%	3%	2%
e. > 1 year old.	10%	8%	6%	6%	8%

Q #5. How long did it take you to get an appointment for a *comprehensive* audiological evaluation with an audiologist?

	2009	2010	2011	2012	2013
a. Within 30 days from my request.	56%	72%	77%	76%	77%
b. Between 31-60 days from my request.	29%	23%	18%	19%	20%
c. Between 61-90 days from my request.	11%	5%	2%	4%	3%
d. More than 91 days from my request.	4%	(1)	3%	1%	0%

#6. How long did it take from the first hearing screening to get a diagnosis?

	2011	2012	2013
a. within 30 days from 1 st screen	66%	61%	82%
b. 31-60 days	13%	14%	12%
c. 61-90 days	6%	12%	0%
d. more than 91 days	15%	13%	6%

#7. The information I received about my child's hearing loss was similar among the medical professionals (pediatrician, audiologist, Ear/Nose & Throat doctor, etc.)

	2011	2012	2013
Yes	92%	89%	90%
No	8%	11%	10%

#29: Child's Age Beginning EI, 2013

	Number	Percentage
Birth to 3 months	41	40%
4 – 6 months	33	32%
7 – 9 months	4	4%
10 – 12 months	4	4%
13 months - 2 years	16	15%
25 months – 3 years	5	5%

#30: Child's Age when Hearing Services Began in Early Intervention:

	Number	Percentage
Birth to 3 months	39	38%
4 – 6 months	35	34%
7 – 9 months	5	5%
10 – 12 months	3	3%
13 months - 2 years	16	16%
25 months – 3 years	4	4%

3. EI Response Highlights

12. Children who are d/hh may have an addition to their IFSP called a Communication Plan. This is not required but is an option. Does your child have a communication plan in addition to the IFSP?

Yes	29%
No	71%

A. Summary of Strengths in EI

- | | |
|--|-----|
| #8. My child was assessed in all developmental areas to determine his/her progress. | 98% |
| #19. My family's daily routines were considered when planning for my child's EI services. | 97% |
| #13. I was given access to at least one staff person who is qualified in the areas of deafness and hearing loss. | 95% |
| #25. Overall, I am satisfied with my child's EI services. | 95% |
| #26. Overall, my child's EI services made me feel better equipped to care for his/her needs. | 95% |

A. Summary of Strengths in EI Practices

- | | |
|---|-----|
| #16. I received written materials to help me support my child. | 94% |
| #18. I am satisfied with the level of knowledge <i>regarding hearing loss</i> of my EI Service Coordinator. | 93% |
| #23. The information I was given about the variety of hearing technologies available met my needs. | 93% |
| #20. The information I received about the early development of communication, speech and language met my needs. | 91% |
| #21. The quality of the information I received on the early development of hearing skills met my needs. | 91% |

A. Summary of Strengths in EI

#24. I am satisfied that I can have an active role in the EI program in my area.

89%

#15. I was given information about a variety of hearing technologies.

86%


#17. I was given information about national, state and local organizations related to deafness and hearing loss.

85%

A. Summary of Strengths in EI Practices

Q #14. In EI, I was given information about several different communication options/methods.

<u>Option/Method</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
Auditory-Verbal	87%	95%	<u>L + SL</u>	<u>L + SL</u>
Auditory-Oral	86%	93%	86%	89%
ASL	89%	86%	88%	87%
Cued Speech	61%	70%	57%	67%
Total Communication	77%	82%	80%	85%

#22. I am satisfied that the information I received about a variety of different communication options was provided *in an unbiased way*. 87%  92%

B. Areas for Improvement

2012-13 Areas for Improvement

- # 9. I was given opportunities for contact with other parents of children with deafness or hearing loss. 75%
- #10. Did you receive parent support information about Hands and Voices Guide By Your Side of PA? 75%
- # 11. I was offered opportunities to meet adults who are Deaf or hard of hearing. 48%

Family Connections & Training Opportunities

- Pa Hands & Voices Guide By Your Side
- Workshops and Videoconferences
 - Early Visual Language and Visual Learning in Infants and Children who are Deaf or Hard of Hearing
 - Early Development of Social Communication in Infants, Toddlers and Young Children with Hearing Loss
 - Developing Culturally Effective Practices for Infants/Toddlers who have Family Members who are Deaf
- **Great Start** Conference (August 5-6, State College)
 - <http://www.outreach.psu.edu/conference/lowincidence>
- Orientation to Deafness and Hearing Loss
 - Online Course for Service Coordinators & others

Online learning portal

www.eita-pa.org

Early Intervention Technical Assistance Online Learning Portal

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SICC Annual Report to the Governor now available online!

[Click here to view](#)



Welcome to the Early Intervention Technical Assistance Online Learning Portal

This site has been developed to provide information, resources and a broad range of training initiatives in an online learning format to professionals and families who are part of the Pennsylvania Early Intervention system. We encourage you to browse this site for specific resources related to your professional development needs, such as online courses, videos, and links to the PaTTAN website for in person training opportunities. We invite you to explore and share with your colleagues and staff. Check back often as we build more resources to support your ongoing learning needs!

If you are new to Early Intervention, we encourage you to [click here](#) or choose the "New to EI?" tab above.



Families



Professionals

What's New...

New Job Aids Added!

Check out our PD page for new job aids on Session Notes and Child Assessment

Check out our AT page...

We've added new information and resources to the Assistive Technology page.

[Home](#) » [Low Incidence](#)

Low Incidence: Sensory Impairment

Any disability for which a small number of personnel with highly specialized skills and knowledge are needed in order for children with that disability to receive Early Intervention services or a free appropriate public education.

Sensory Impairment refers to any diagnosed loss of hearing, vision or a combination of both visual and hearing impairments simultaneously, called deafblindness.



Hearing/Deafness



Vision/Blindness



Deafblind



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Hearing/Deafness

Hearing loss ranges from mild or moderate hearing loss in the person who is **hard of hearing**, to profound hearing loss in the person who is **deaf**. The use of the term "deaf" generally identifies the person from an audiological testing or measurement perspective, as above. The use of the big D as in "**Deaf**" identifies those people who consider themselves to be culturally deaf.

Professional Development

- [Orientation to Deafness and Hearing Loss in Infants and Young Children](#)

Websites

-  [Hands and Voices Guide By Your Side \(GBYS\) of PA](#)
-  [PA Early Hearing Detection and Intervention Program](#)

Past Training Handouts [\(click for more\)](#)

-  [Developing Listening and Spoken Language in Early Intervention](#)
-  [What Should Service Coordinators Know about Cochlear Implants](#)
-  [Early Visual Language and Visual Learning in Infants and](#)