

# Coordinating Referrals for Intervention and Family Support

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For Parents of Children Who Are Deaf or Hard of  
Hearing, Inc.

# About North Carolina



## 2008 Data

- \*Population 9,227,016
- \*Live Births = 132,106
  - Children Identified with Hearing Loss = 210

*\*2008 data NC State Center for Health Statistics  
– Selected Vital Statistics Volume 1*

# EHDI in North Carolina

- 1999 Legislative Mandate
  - Newborn Hearing Screening
    - All birthing facilities must screen for hearing loss
    - Physicians should insure screening for hearing loss by 30 days of age
  - Reporting Requirements
    - Screening results: birth to 6 months of age
    - Diagnostic/Amplification results: birth to 1 year of age
- Multiple intervention/support options

# NC Services for Children Who Are Deaf or Hard of Hearing and Their Families

- BEGINNINGS

- Early Intervention Program for Children Who Are Deaf or Hard of Hearing
- Part C-Children's Developmental Services Agencies
- Child Health Audiology Consultants
- Child Health Speech Consultants
- 115 Local Education Agencies



All of these services...who does  
what?...when?....how?

## Pediatric Audiologist

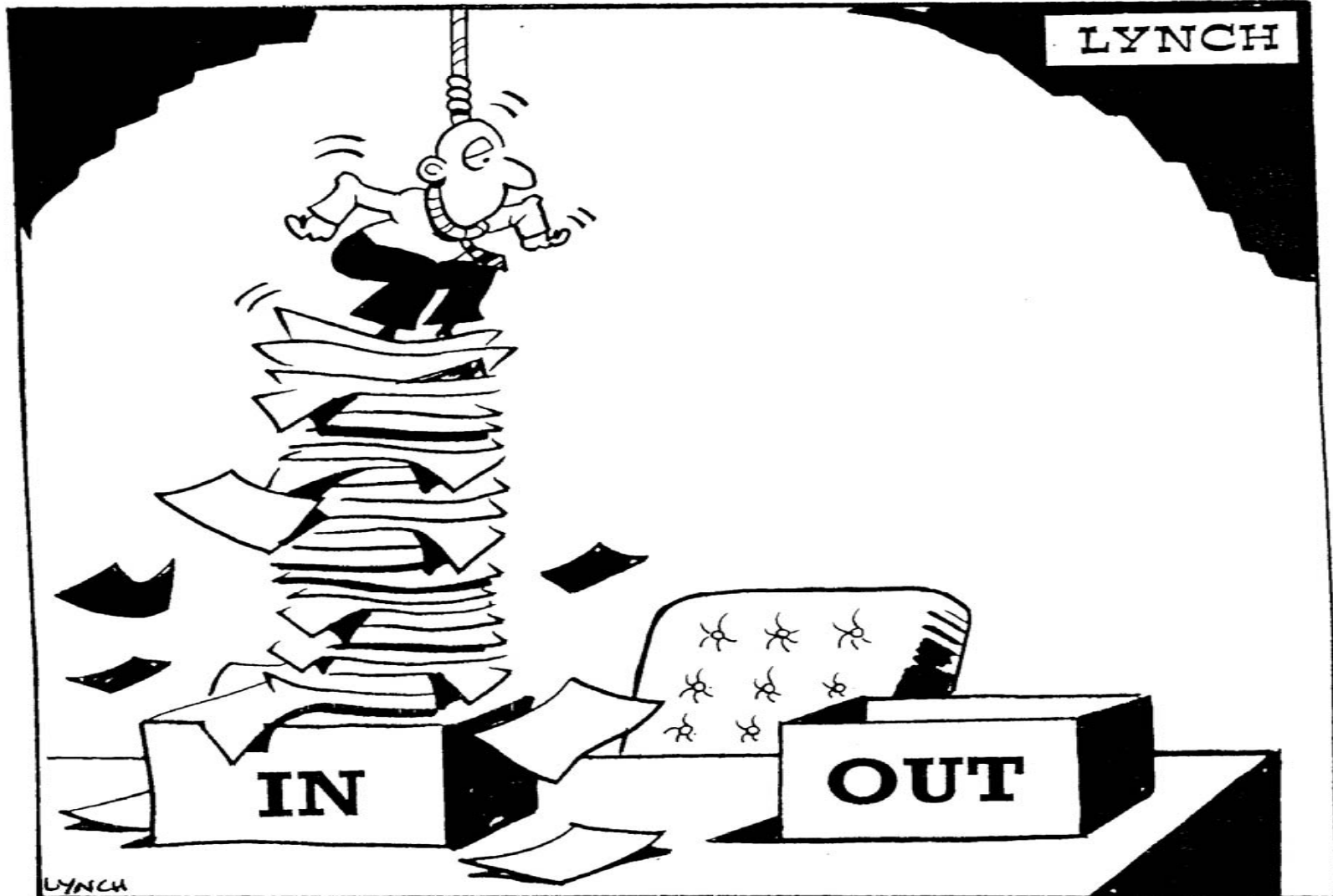


# Two Goals at the Forefront

Move children and families from diagnosis to intervention as quickly as possible.

Develop a system for tracking children and families throughout their journey from screen → rescreen → diagnosis → intervention...and beyond

# Now what?



# Collaboration

Eliminate/reduce duplication of effort

Reduce paperwork

Communicate regularly about  
children, families and services

Capitalize on the expertise of each  
agency



# Question #1: How can we reduce paperwork and duplication?

- Pediatric audiologists have difficulty keeping up with the particular rules/regulations/changes of each intervention service
- Each service/agency has its own “referral package” - some lengthy and time-consuming
- Parents easily confused by similar, yet different, services available
- Each agency is best able to describe their own services to families
- Reducing the number of home visits to initiate services



Oh no!! Everyone wants something different!

# Communication is Key

Quarterly face-to-face meetings



BEGINNINGS' Bi-Weekly Logs



Hearing Link



ONE Referral Form for All!

## Permission for Referral

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Last Name

First Name

M.I.

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Date of Birth

North Carolina has several agencies that assist children with diagnosed hearing loss and their families. Each individual agency can best explain the details of the services they offer and answer questions for you as you make informed choices about accepting or declining services for your child. You have the right to accept or decline any of the services at any time. The signed Permission for Referral must be on file in order for these agencies to contact your family.

The agencies you accept will contact you to tell you more about their services. Please indicate below if you accept or decline the referral to each agency:

### Child's Age - Birth to 3 years

- |  |                                 |    |                                  |
|--|---------------------------------|----|----------------------------------|
| <input type="checkbox"/> BEGINNINGS for Parents of Children Who are Deaf/Hard of Hearing | <input type="checkbox"/> ACCEPT | or | <input type="checkbox"/> DECLINE |
| <input type="checkbox"/> Infant Toddler Program-Children's Developmental Services Agency | <input type="checkbox"/> ACCEPT | or | <input type="checkbox"/> DECLINE |
| <input type="checkbox"/> Early Intervention for Children Who are Deaf/Hard of Hearing    | <input type="checkbox"/> ACCEPT | or | <input type="checkbox"/> DECLINE |

### Child's Age - 3 years through 21 years

- |  |                                 |    |                                  |
|--|---------------------------------|----|----------------------------------|
| <input type="checkbox"/> Beginnings for Parents of Children Who are Deaf/Hard of Hearing | <input type="checkbox"/> ACCEPT | or | <input type="checkbox"/> DECLINE |
| <input type="checkbox"/> Department of Public Instruction (Public Schools)               | <input type="checkbox"/> ACCEPT | or | <input type="checkbox"/> DECLINE |

I hereby authorize \_\_\_\_\_ to release audiological evaluation results and contact  
(Audiologist/Audiology Facility)  
information to the North Carolina Division of Public Health for the purpose of completing referrals to the agencies  
accepted above. I further authorize \_\_\_\_\_ to release audiological results upon  
(Audiologist/Audiology Facility)  
request to the agencies accepted above for the purpose of assisting the agency to understand my child's hearing loss.

I understand the terms of this release, the need for the information, and that there are statutes and regulations protecting the confidentiality of the information. I acknowledge that this consent is voluntary and is valid until such request is fulfilled. I further understand that I may revoke my consent by giving written notice to the agency with authority to release the information, except to the extent that action based on this consent has already been taken.

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Patient, Parent, or Legally Appointed Representative

\_\_\_\_\_  
Date Signed

Language Spoken in Home: \_\_\_\_\_

\_\_\_\_\_  
Mother's (Parent's or Guardian's) Printed Name

Phone: \_\_\_\_\_

\_\_\_\_\_  
Address

Alternate Phone: \_\_\_\_\_

\_\_\_\_\_  
City, State, Zip

**FAX a copy of the completed form AND audiological report to:  
Marcia Fort, AuD  
North Carolina Division of Public Health  
(919) 870-4881**

# Hearing Link Goals

Web-based, real-time reporting of results

Tracking children through screen-rescreen-  
diagnosis-service system

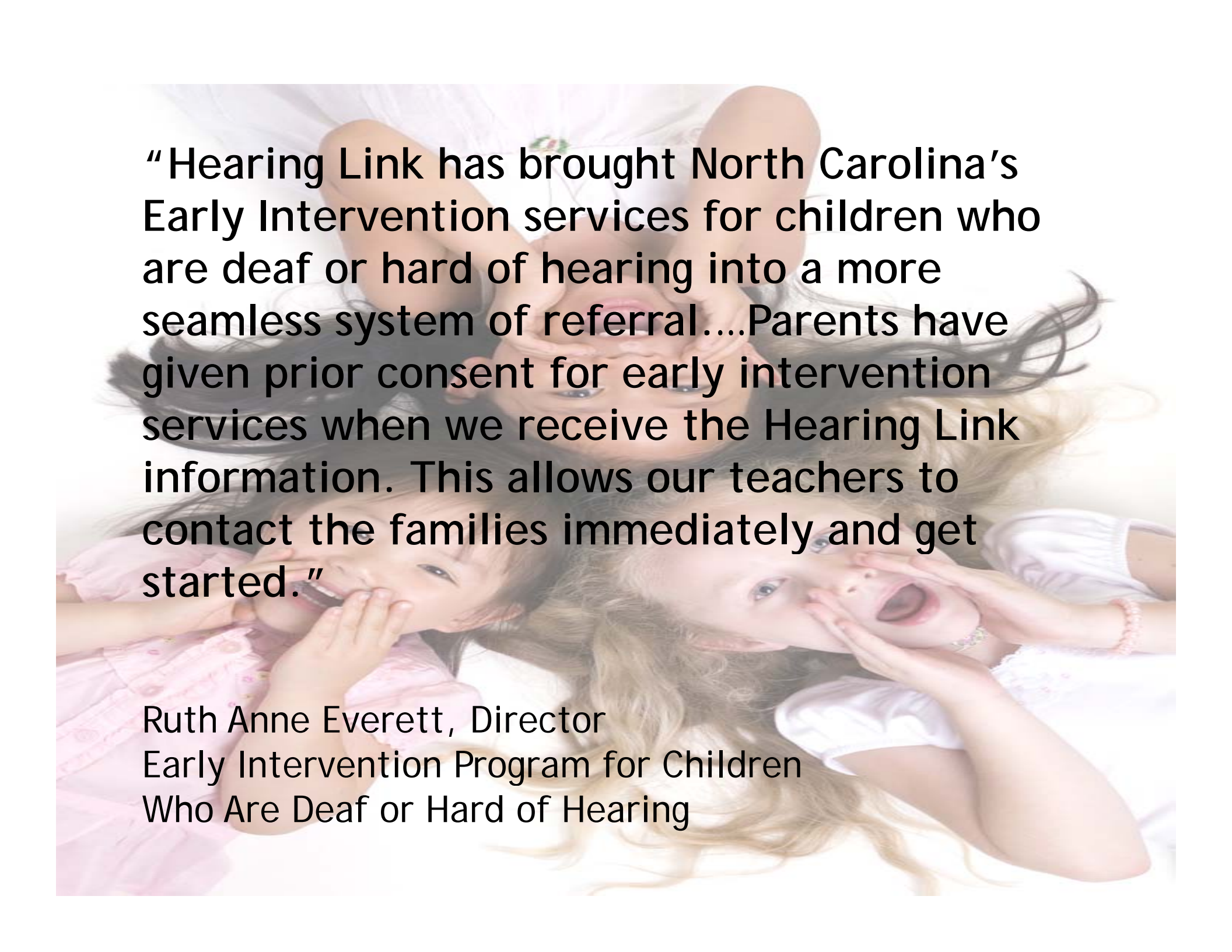
Move children and families into services as quickly  
as possible following diagnosis - simultaneous  
referrals to all services/agencies (including children  
over age 3)

Reduce/eliminate duplication of information

Include intervention providers

# Hearing Link Data - Uses

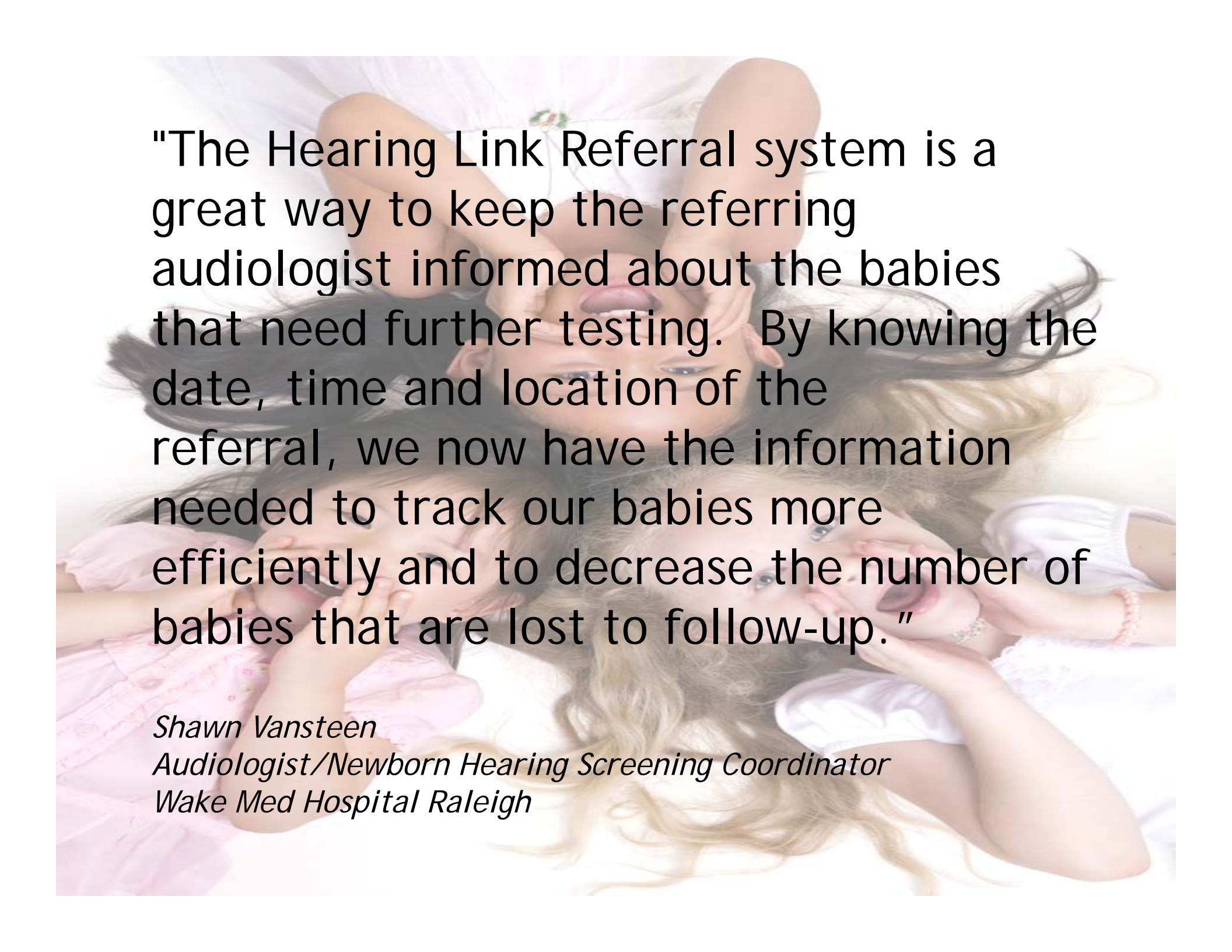
- Reporting
  - Up-to-date demographic information - shared between all service providers
- Pediatric audiologists can monitor status of child in EHDI process; enhance counseling if family could benefit from service, but not enrolled
  - Identify service gaps



“Hearing Link has brought North Carolina’s Early Intervention services for children who are deaf or hard of hearing into a more seamless system of referral....Parents have given prior consent for early intervention services when we receive the Hearing Link information. This allows our teachers to contact the families immediately and get started.”

Ruth Anne Everett, Director  
Early Intervention Program for Children  
Who Are Deaf or Hard of Hearing



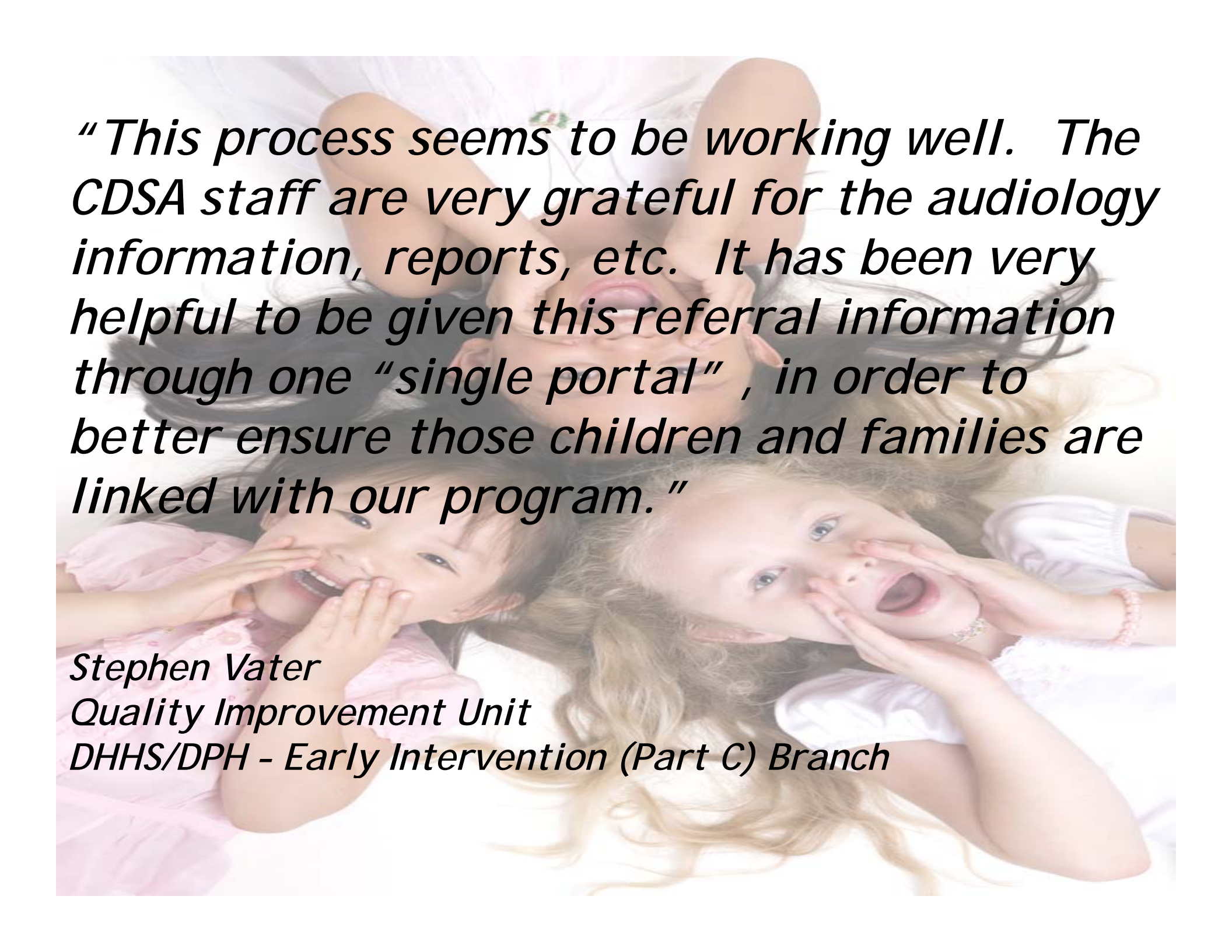


"The Hearing Link Referral system is a great way to keep the referring audiologist informed about the babies that need further testing. By knowing the date, time and location of the referral, we now have the information needed to track our babies more efficiently and to decrease the number of babies that are lost to follow-up."

*Shawn Vansteen*

*Audiologist/Newborn Hearing Screening Coordinator*

*Wake Med Hospital Raleigh*

A photograph of a woman and two young girls lying on their stomachs on a white surface. The woman is at the top, smiling broadly with her mouth open. Below her are two young girls, one on the left and one on the right, both also smiling and appearing to be in the middle of a conversation or game. The girl on the left is wearing a pink dress, and the girl on the right is wearing a white dress. The overall mood is joyful and intimate.

*“This process seems to be working well. The CDSA staff are very grateful for the audiology information, reports, etc. It has been very helpful to be given this referral information through one “single portal” , in order to better ensure those children and families are linked with our program.”*

*Stephen Vater  
Quality Improvement Unit  
DHHS/DPH - Early Intervention (Part C) Branch*

## Question #2: How can we capitalize on the expertise of each professional?

- Family Support - BEGINNINGS Parent Educators
- Education - Early Intervention for Children Who Are Deaf or Hard of Hearing Teachers
  - Service Coordination/Part C - Children's Developmental Services Agency Service Coordinators
- Audiology Support - Regional Audiology Consultants

# Professionals Working Together

## Joint Home Visits

- Communicate back-and-forth
- Meet together with parents
- Transition planning
- Work as a team

Permission Form available @  
[www.ncnewbornhearing.org](http://www.ncnewbornhearing.org)

[Marcia.Fort@dhhs.nc.gov](mailto:Marcia.Fort@dhhs.nc.gov)

[Jalberg@ncbegin.org](mailto:Jalberg@ncbegin.org)

