

Early Hearing Detection and Intervention (EHDI)
Quality Improvement Project – Phase II
Parent Partner Engagement Strategies

Practice Change Idea	Engaging Parent Partners
Add risk factors questions to newborn history questionnaire	<ul style="list-style-type: none"> • Ask parent partner to complete the risk factors questionnaire from the perspective of parent of a child newly identified as Deaf or Hard of Hearing and provide feedback or suggested edits • Ask parent partner to reach to a parent in the practice who has completed the Newborn History Questionnaire and request feedback (would require getting permission from the family to share the contact information)
Improve process of communicating risk factors to families	<ul style="list-style-type: none"> • Coordinate members of the core improvement team and the parent partner to draft a script that would assist pediatricians in patient/family conversations about risk factors. • Invite the parent partner to contact a recent family with identified risk factors to explore what they remember about the risk factor conversation. Invite the family to ask additional questions for the pediatrician.
Improve process for providers to engage families in conversation around screening results, diagnostic testing results, and risk factor assessment	<ul style="list-style-type: none"> • Invite parent partner to present to participating providers in the practice about the importance of having conversations with families around screening results, diagnostic test results, and risk factor assessment. Ensure providers understand the importance of this conversation, and what aspects are most important for families. • Work with parent partner to develop tips for having this conversation with families.
Expand the number of practice providers involved once QI project has been completed.	<ul style="list-style-type: none"> • Ask the parent partner to share their personal experience/story about how their child’s newborn hearing screening and diagnostic testing. Remind them to highlight what went well, and what could have been done differently. • Work with parent partner to develop a presentation that highlights the successes from the quality improvement project to encourage broader adoption of practices.
Develop posters/brochures to encourage parents to voice concerns they may have regarding their child’s development regarding speech and language.	<ul style="list-style-type: none"> • Invite parent partner to develop language for poster and brochure that will remind families to ask their pediatrician about concerns they have with their child’s speech and language development. Share with parents in the practice who have a child who is D/HH and seek their input.
Develop Parent Satisfaction Survey to assess how well practice providers are meeting the needs of families who have a child who is D/HH.	<ul style="list-style-type: none"> • Ask the parent partner to help develop a parent satisfaction survey to be given to new patients. The survey can invite feedback in each of the following situations: passed newborn screen; did not pass newborn screen; passed with risk factors for late onset or acquired hearing loss; diagnosed with a hearing loss.

<p>Develop care plans for families of children who Deaf or Hard of Hearing, or who may be at increased risk for acquired or late-onset hearing loss.</p>	<ul style="list-style-type: none"> • Assign a core improvement team member to develop a risk factor care plan and ask the team's parent partner for input
<p>Plan and conduct a parent focus group to improve parent engagement</p>	<ul style="list-style-type: none"> • Invite parent partner to organize agenda and lead a parent focus group to learn more about how the practice can improve communication with families.
<p>Develop role for a Parent Resource Navigator</p>	<ul style="list-style-type: none"> • Ask the team's parent partner to reach out to a family who has a child recently identified as Deaf or Hard of Hearing and offer support including, but not limited to, linking them with local resources.
<p>Facilitate education sessions with adjunct clinical or therapeutic providers such as audiologists, ENT, and early intervention specialists.</p>	<ul style="list-style-type: none"> • Ask the team's parent partner to join staff for outreach opportunities with ENT, audiology and early intervention to share personal experience regarding newborn hearing screening, results discussion, diagnostic testing and referrals to highlight the importance of family engagement, access to care, and timing.