



The Question Prompt List

When Parents Need Support
As Well as Information:
A Tool to Facilitate
Family-Centered Conversations

***Coalition for Global Hearing
Health***

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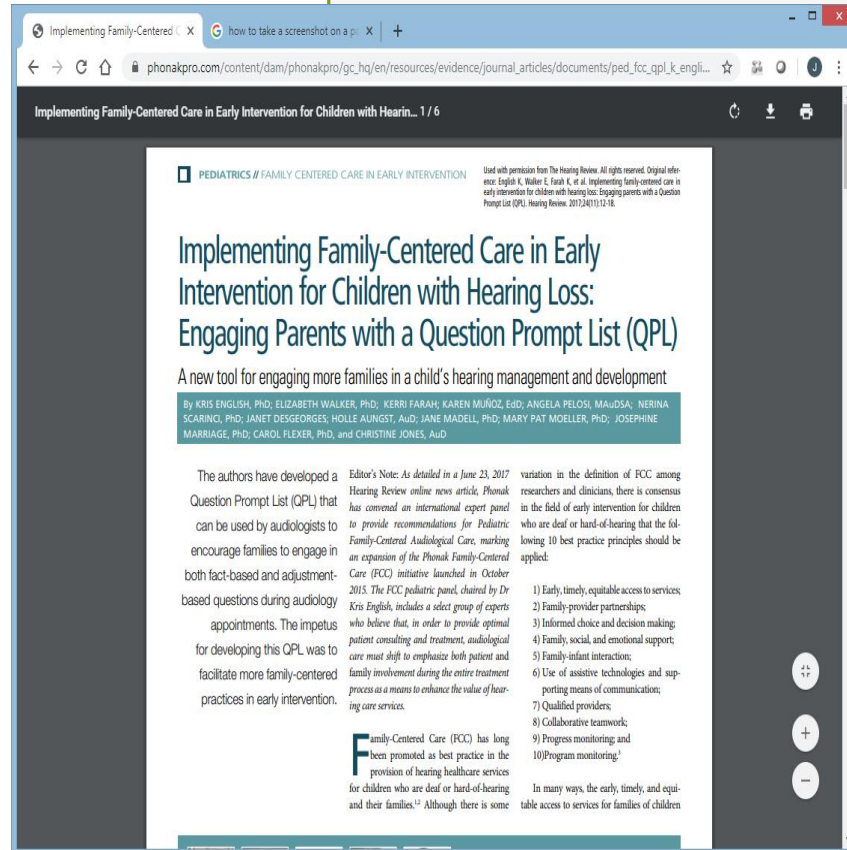


Aungst, AuD, is the Coordinator of Pediatric Audiology at Head and Neck Institute, Cleveland Clinic; **Jane R. Madell, PhD**, is a pediatric audiologist, speech-language pathologist, LSLS auditory-verbal specialist, and consults nationally and internationally on managing hearing in children; **Mary Pat Moeller, PhD**, is Director of the Center for Childhood Deafness, Language and Learning Research at Boys Town National Research Hospital in Omaha, Neb; **Josephine Marriage, PhD**, is the Director of CHEAR (UK), and is a Clinical Scientist in audiology and registered hearing aid dispenser; **Carol**

Flexer, PhD, LSLS Cert AVT, is a Distinguished Professor Emeritus of Audiology at the University of Akron; **Christine Jones, AuD**, is the Director of the Phonak Audiology Research Center (PARC) in Warrenville, Ill.

Hey, I'm the mom in this photo!





https://www.phonakpro.com/content/dam/phonakpro/gc_hq/en/resources/evidence/journal_articles/documents/ped_fcc_qpl_k_english_hearingreview.pdf

Purpose -

- Aimed to develop a QPL for families of children with HL
- Could be used by audiologists to encourage families to engage in both fact-based and adjustment-based questions
- Impetus: to facilitate more family-centered practices in EI

Counseling



Support
Partnership
Relationship
Collaboration
Openness
Humility
Vulnerability
Information
Emotional

“wait...I’m supposed to ‘counsel’ too?”

“It is not easy for us as leaders to give up the experience of ourselves as being burdened by heavy responsibility and immense complexity. It is not easy for us to accept the possibility that we do not have to be burdened, and that we play a central part in whether or not we are burdened.”

Barry Oshry, “The Possibilities of Organization”



An Audiologist's Role in counseling

- What does “counseling” mean?
 - Informational
 - Support
- What kind of presumptions do people make about what counseling is?
- What kind of counseling do parent's need?
- Who should be doing counseling?
- What is the impact on a family of good/bad counseling?

a story...or two

- **Teen mom**
 - In 'denial', too young to parent,
 - Refusing early intervention services
- The '**no questions**' parents....
- **The story of the two moms** - The crying and the stoic
 - She can't absorb
 - She's in denial



Final 32: Four Categories

- I. Our Child's Diagnosis
- II. Family Concerns
- III. Management of Devices
- IV. Support Systems, Now & in Future

I. Our Child's Diagnosis

1. **What kind of hearing loss does my child have?**
2. **Why does my child react to some sounds?**
3. **Are there tools to help me and others experience what hearing is like for my child?**
4. **Will my child's hearing get better/worse over time?**
5. **Do hearing aids fix hearing loss in the way glasses fix vision problems?**
6. **How do you and my family decide what technology, if any, is right for my child?**
7. **Is it likely that my child's speech will be affected?**
8. **We often feel overwhelmed with the decisions we have to make. Can you help us prioritize these decisions?**
9. **Are there related medical concerns I should know about?**
10. **Why is it recommended that we see a geneticist?**
11. **I'm finding it hard to come to terms with the diagnosis and it might mean for my child and family. How can I get support?**

II. Family Concerns

12. How can I share the importance of hearing devices with family and others?
13. What resources are there to help us pay for our child's hearing needs?
14. What can we do at home to encourage our child's communication development?
15. What resources are there to build children's confidence, resilience, social skills?
16. If we want to learn sign language, how/where do we start?
17. What are some effective ways to get my child's attention and communicate?
18. What should I be looking for at home to know if my child is making appropriate progress?

III. Management of Devices

19. How much should my child use his/her hearing devices?
20. How do I take care of the hearing devices?
21. What strategies do parents use to keep the devices on a child's ears?
22. What do we do if the hearing aids stop working?
23. How can I encourage my child to feel confident about using hearing devices?
24. Will it take awhile for my child to get used to his/her hearing aids?
25. Should we take the hearing aids off when our child naps, breast/feeds, etc?
26. When the hearing aids are touched, does the feedback noise bother our child?

IV. Support Systems, Now/In the Future

27. I'd like to talk to other people in our situation. How can I meet other parents with children with a hearing loss, and/or adults who are deaf or hard-of-hearing?
28. What agencies are available to help our family?
29. If I wanted support from a social worker or family counselor, how would I obtain a referral?
30. How can I help our childcare provider support our child's communication needs?
31. Do children with my child's level of hearing typically go to their local school?
32. What kind of help will my child need if he/she wants to participate in sports, music, and other activities?

The Secret Ingredient

- **Relationship building**

- Parents will get the most from you when they trust you.
- Why do parents overestimate hearing aid use in studies?
- Transparency in the learning curve for professionals. (competence builds confidence)



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