

PASS ABR

Refer OAE

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Sharing Hearing Screening Results with Parents: Do's and Don'ts

“Meet Me Call”

September 22, 23, 24

Hearing Screenings
OAE ABR

Communication

Parent Communication is a Key Component of
EVERY Newborn Hearing Screening Program

Better Communication = Better Hearing Screening Program



PARENT NOTIFICATION

Inform Parents about the Newborn Hearing Screening

- Be sensitive to cultural differences when communicating with families.
- Use an interpreter to communicate if needed. It is best to communicate with parents in their primary language.
- “Infant Screening – an important beginning” brochures are available. These brochures explain the hearing screening and give parents written information.
- Give both verbal and written information.



Inform Parents of the Screen

Hi! Congratulations on the birth of your baby. You have received information that we provide regarding the hearing screenings of all babies born. We are going to screen your baby now.

Communication at the Time of the Screening

- Stress to parents that a quiet environment is a must!
- Acknowledge the parent's concerns as they watch the equipment screen.
- Comfort parents and inform them of the screening process.
- Allowing the family to watch the screening underscores the importance.

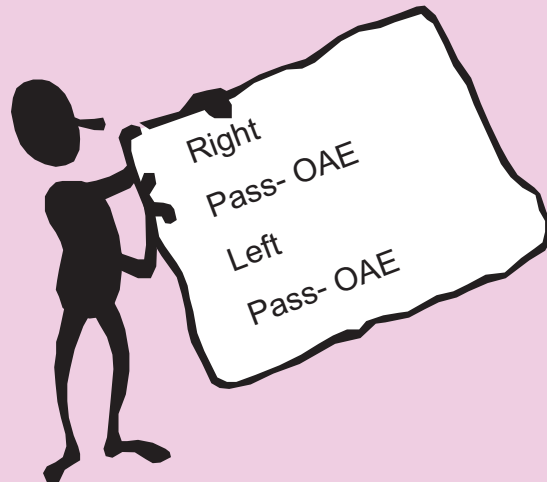
Remember, parents can be very nervous about the hearing screening as they wait for the results. A simple smile during the screening process can help ease their fears!



Communicate Results to the Family

- Provide results to all parents.
- Give parents written results in the parent's native language.
- Use an interpreter if needed to convey results.
- Use the standardized script on Newborn Screening's website to relay information.

<http://www.doh.state.fl.us/cms/nbscreen.html>



Script for a Pass Result

Congratulations on the birth of your baby! We just completed the hearing screen; the results are a pass. It is always important to monitor the progress of your baby's development, especially their speech and language because your baby's hearing can change any time. Here is a brochure that talks about development of speech and language. If you are ever worried that your baby can't hear, talk to your baby's doctor right away and ask for a referral to an audiologist that is skilled at testing infants and young children.

A Passing Result

- Make sure that parents understand the importance of monitoring developmental milestones.
- Give parents a “Infant Screening-An Important Beginning” brochure along with any other materials your hospital may use.
- Emphasize importance of establishing a primary care physician for baby.

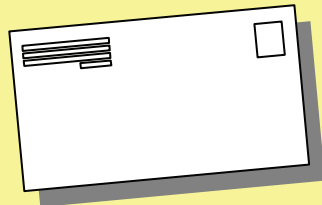


Script for a Not Passing Result

Congratulations on the birth of your baby. Your baby received a hearing screening and the results show that your baby did not pass. There can be simple reasons for this result, but without further testing, I cannot tell whether your baby has a hearing impairment. Please make (or keep) your appointment to have further hearing testing completed on your baby as soon as possible. Finding out about hearing issues as early as possible will help ensure that your baby has the best chance to develop normal speech and language.

A Not Passing Result

- Make sure that parents understand the importance of further hearing testing.
- Give parents a “Does your baby need another hearing test?” brochure.
 - Why would my baby need another hearing test?
 - Why is it important to have another hearing test as soon as possible?
 - What will happen if my baby doesn't pass the hearing screening test?
 - What happens if my baby has hearing loss?
- Inform parents that their baby's doctor will be notified.
- Inform parents that they will receive letters and phone calls from The Department of Health regarding follow-up.



STOP!!!

DO NOT SAY.....

- Your baby failed.
- The baby has hearing loss.
- There probably isn't anything wrong.
- Don't worry; a lot of babies don't pass.
- The baby probably doesn't need follow-up testing.
- The baby was just too fussy.
- The equipment probably wasn't working right.
- It's probably just fluid in the ears.



Incomplete or Missed Results

If a baby is not screened while in the hospital due to unexpected early discharge, transfer, or equipment issues, communication is still key!



Script for Inconclusive Testing

Although we attempt to provide newborn hearing screening to all babies born at our hospital, we were unable to complete the screening on your baby. It is important that your baby be screened as soon as possible. Let's schedule a time for the screening to be completed within the next two weeks.

Newborn Hearing Screening Training Curriculum Scripts

- Informing Parents of the Screen
- Passing
- Not Passing
- Inconclusive
- Not Passing Outpatient Rescreen
- High Risk: Passing
- High Risk: Not Passing



All scripts available in English and Spanish

Communication is Key!

Better communication leads to better follow-up and to a better hearing screen program!

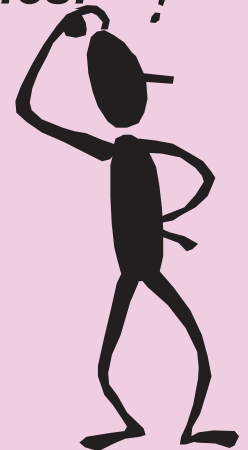
Take time to accurately convey results.

Take time to educate parents on the need for follow-up testing if necessary.

Take time to educate parents on the hearing milestones.



***Most importantly.....
Take time to answer questions!***



Frequently Asked Questions

“Why are you screening my baby’s hearing?”

Hearing loss is the most frequent birth defect. Every day, 33 babies (or 12,000 each year) are born in the United States with permanent hearing loss costing an estimated 2 billion dollars over their lifetimes. Without newborn hearing screening, hearing loss is detected late, resulting in delayed speech and language development. Early identification and intervention means that your baby won’t fall behind other children in speech and language development.

Finding hearing loss early can make a big difference in your baby’s life!

Frequently Asked Questions

"How Do You Test My Baby's Hearing?"

OAE Testing:

Soft sounds are put into the baby's ear. If the ear is working normally, it will send back sounds that the computer can pick up and analyze.

ABR Testing:

Soft sounds are put into the baby's ear and the electrodes pick up the brain's response to the sounds.

Frequently Asked Questions

"What does Pass or Refer Mean?"

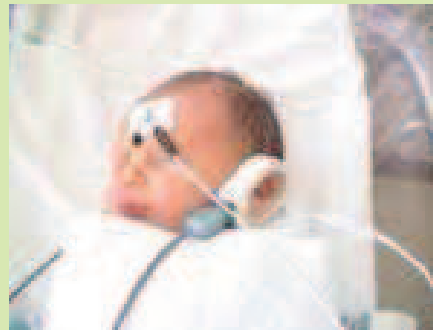
Pass: Your baby's ears are working normally today. However, it is always important to monitor the progress of your baby's development, especially their speech and language, because your baby's hearing can change any time. If you are ever worried that your baby can't hear, talk to your baby's doctor immediately.

Refer: Your baby did not pass the hearing screen and needs additional testing. Please be sure to keep the appointment for further hearing testing. The Department of Health will be following your baby's follow-up testing.

Frequently Asked Questions

"Will Hearing Screening Hurt my Baby?"

No. Most babies sleep right through the screening.



Frequently Asked Questions

"What happens if my baby has a Hearing Loss?"

- Your baby will have his/her ears examined for possible causes of hearing loss by an Ear, Nose, and Throat doctor.
- The audiologist will fit your baby with hearing devices.
- Your baby will be referred to early intervention services.

Infants with hearing loss can be fit with amplification before they are one month old. With appropriate family-centered intervention, normal language, cognitive, and social development for such infants is likely.

Frequently Asked Questions

"Can A Newborn Baby Pass the Hearing Screening and Still Have Hearing Loss?"

Yes. Some babies hear well enough to pass the first screening, but then have late onset hearing loss. Watch for signs of hearing loss or delays in speech and language development. If you are ever worried that your baby can't hear, talk to your baby's doctor right away and ask for a referral to an audiologist that is skilled at testing infants and young children.

Frequently Asked Questions

What If I Do Not Want To Have My Baby's Hearing Screened?

You have the right to refuse and you will be asked to sign a refusal form. Your doctor will be notified of your decision. However, we recommend that you reconsider. Please let me answer any questions or concerns that you may have. Finding a hearing loss as early as possible is critical for children to develop normal speech and language. Finding hearing loss early can make a big difference in your baby's life!

PARENT COMMUNICATION IS KEY!

BETTER COMMUNICATION = BETTER PARENT ACCEPTANCE

BETTER COMMUNICATION = BETTER PARENT CALMNESS

BETTER COMMUNICATION = BETTER FOLLOW-UP

BETTER COMMUNICATION = BETTER HEARING SCREENING PROGRAM



Training and Technical Assistance

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www.cms-kids.org

<http://www.doh.state.fl.us/cms/nbscreen.html>



Questions and Answers