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*HLAA-FL Representative*

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*Individual who is Deaf-Blind*

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*AG Bell Florida Representative*

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*FRID Representative*

**Cindy Simon**  
*Audiologist Representative*

**Roseanne Finigan**  
*Parent of a child with hearing loss*

**John Jackson**  
*Department of Children & Families*

**Cecil Bradley**  
*Department of Education*

**Mary Hodges**  
*Department of Elder Affairs*

8/11/2017

Health Care Professional,

The Florida Coordinating Council for Deaf and Hard of Hearing (FCCDHH), hereafter referred to as "The Council", mission is to provide a forum for public input and outreach resulting in technical assistance, advocacy, education, and improved communication access among public and private entities to meet the needs of persons who are Deaf or Hard of Hearing. There are approximately 2.5 – 3 million Deaf, Hard of Hearing in the State of Florida, all of whom require healthcare services during their lifetime.

The Council is interested in collaborating with you to ensure the highest quality of health care for your consumers who are Deaf or Hard of Hearing. We recognize the many great strides and valiant efforts healthcare organizations have made in serving the Deaf and Hard of Hearing, yet each quarter consumers present their concerns to us regarding their health care.

This is a summary of some of the most recent concerns presented at our May and August meetings:

- *Serious shortage of Deaf counselors; or professionals in the mental health field able to effectively work with people who are Deaf or Hard of Hearing.*
- *Ineffective use of Video Relay Interpreting (VRI).*
- *Hospital staff not trained on proper use of interpreting services.*
- *Miscommunication between doctors and Deaf or Hard of Hearing patients leading to frustration on both sides and the possibility of life threatening error.*
- *Assistance in paying for hearing aids needed for quality of life.*

The FCCDHH has members from several disciplines standing by ready and willing to assist you in minimizing such complaints by providing information, training and resources. The National Association of the Deaf (NAD.org) has helpful information regarding proper use of Video Relay Interpreters.

Each quarter the Education and Medical Outreach (EMO) committee compiles consumer issues directly related to health care access, and we will share these concerns with you to facilitate a resolution. If you have a person within your organization designated specifically as a patient advocate, please send this person's contact information to [CommunityHealthPromotion@flhealth.gov](mailto:CommunityHealthPromotion@flhealth.gov).

We appreciate your attention and consideration of these important concerns as we work together to make a difference in the health and well-being of people who are Deaf, Hard of Hearing, Deaf Blind and Late Deafened.

Respectfully,

Glenna Ashton, FCCDHH Chair  
Gina Halliburton, EMO Chair