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Developing a blended service model to deliver family-centred early intervention

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150 years of changing lives through education

Early Detection

- UNHS programs in Australia have become well established over the last 10 years with > 95% compliance nationally
- Screening and identification are the first steps in establishing a successful system but these must be complemented by timely referral to a quality early intervention program



Early Intervention

- Delays between identification and intervention may result from:
 - Inadequate referral pathways
 - Parental lack of understanding about the impact of hearing loss/deafness
 - Limited support and guidance for families in locating and choosing appropriate services
 - Difficulty accessing quality EI providers with specialised knowledge and skills



Identification → Intervention

- RIDBC operates a diagnostic audiology centre
 - **Inadequate referral pathways**
- RIDBC offers a range of parent information evenings on topics related to the impact of hearing loss/deafness
 - **Parental lack of understanding about the impact of hearing loss/deafness**
- RIDBC offers a wide range of services to address the individual needs of children and their families
 - **Limited support and guidance for families in locating and choosing appropriate services**
- RIDBC offers home-based, centre-based and telepractice services
 - **Difficulty accessing quality EI providers with specialised knowledge and skills**

RIDBC services

Educational Services

- Early intervention programs
- Preschools
- Schools
- School Support Service
- Teleschool

Clinical Services

- Audiology
- Cochlear Implant Services
- Assessment
- Additional Therapy
- Community Support



Family Centred Practice

- building relationships with parents
- empowering and educating parents
- working collaboratively with parents
- encouraging parents to be active participants in their child's development



RIDBC Early Intervention

- **Education and therapy**
 - Home-based
 - Centre-based
 - Technology-based
 - Individual sessions
 - Group sessions
 - Parent education sessions
- **Audiological management**
 - Diagnostic testing
 - Ongoing assessment and evaluation
 - Cochlear implant services



What is blended service?

- Examines the benefits of each model of service delivery
- Incorporates aspects of various service delivery models into one streamlined model
- Capitalises on the benefits of each model of service delivery
- Tailored to meet the individual needs and circumstances of each family

Telepractice model

Synchronous components:

- Videoconference sessions
- Telephone contacts
- Parent education sessions
- Residential visits

Asynchronous components:

- Educational packages
- email
- Ipad/iphone apps
- RIDBC and Me website



Benefits of Telepractice

- Increased level of caregiver participation
- Greater involvement by extended family
- More regular attendance / flexible scheduling
- ‘Virtual’ home visit
- Parent empowerment
- Transfer of skills



'In-person' model

- Regular individual sessions,
either home-based or centre-based
- Group sessions
- Parent education sessions



Benefits of 'in-person' model

- Less 'pressure' on parent to drive the session
- Access to subtle aspects of child/parent responses
- Easier/quicker to build rapport
- Controlled environment/fewer interruptions



Key benefits

Telepractice

- Synchronous:
 - transfer of skills
 - Increased engagement
 - Flexible scheduling
- Asynchronous:
 - on-demand reinforcement
 - extension of parent learning

In-person

- monitoring of subtle responses
- developing rapport
- controlled environment



Case Study – Metro child

- Newborn
- Referred on UNHS
- Lives in Metropolitan Sydney, 40 minutes from RIDBC
- Both parents work



Case Study – Metro child

- **Diagnosis:**
 - Diagnostic testing at JPAC
 - Additional support provided through assessment unit
 - Access to Australian Hearing
 - Referral to RIDBC parent education sessions



Case Study – Metro child

- **First six months**
 - family access services ‘in-person’
 - fortnightly parent-infant group
 - fortnightly home visits
 - parent information sessions
 - CI candidacy appointments as appropriate

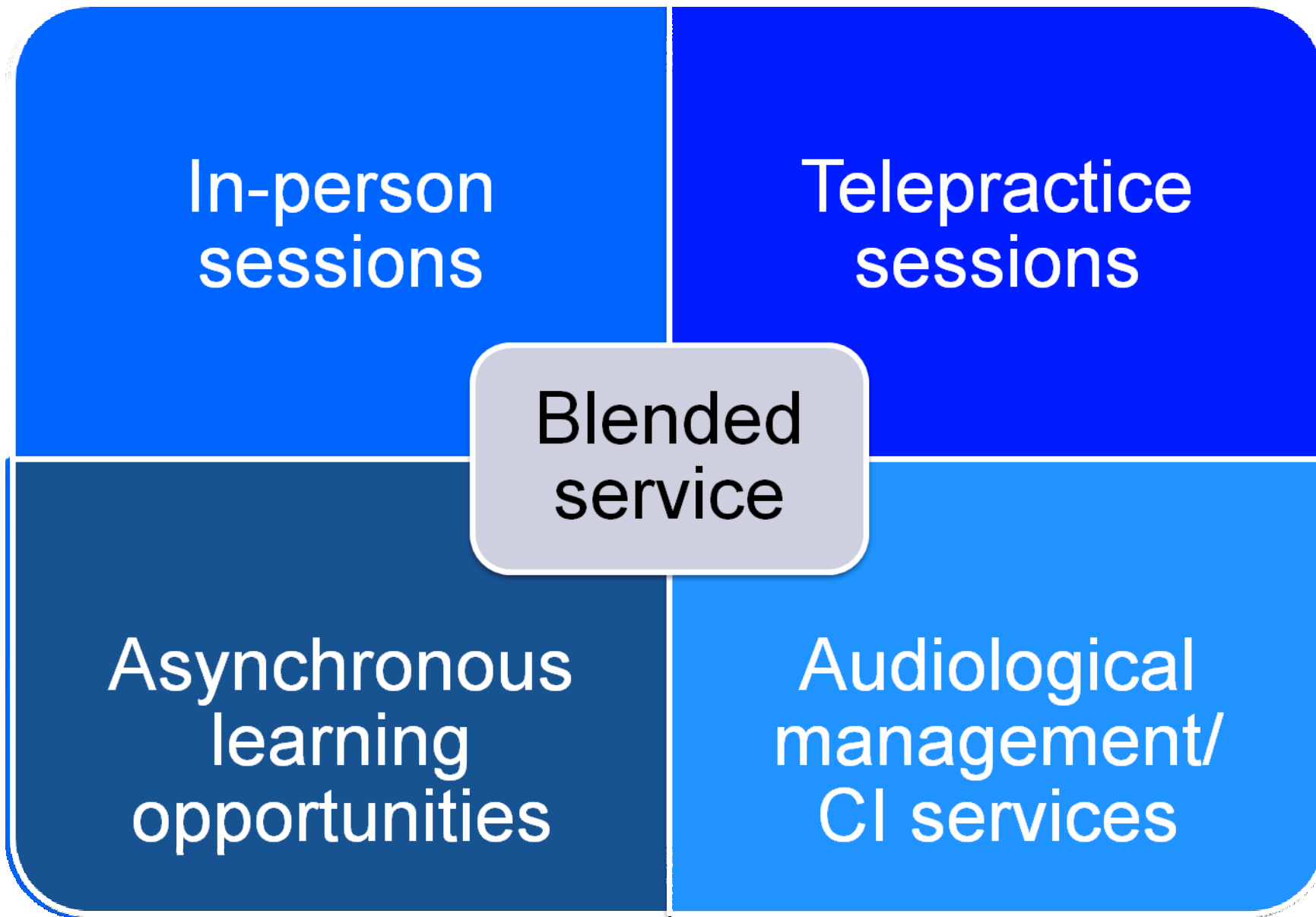
Case Study – Metro child

- **After six months**
 - family begins blended service
 - fortnightly group ‘in-person’
 - weekly home visits in the evening via telepractice
 - parent education sessions via in-home technology
 - on-demand access to RIDBC and Me
 - audiology and CI services, in-person or via technology



Benefits of blended service

- More accessible model for families
- Flexible scheduling
- Resources and expertise on demand
- Greater family involvement in child's development
- Maximises the benefits of 'in-person' and telepractice models



For further information

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