

## Introduction

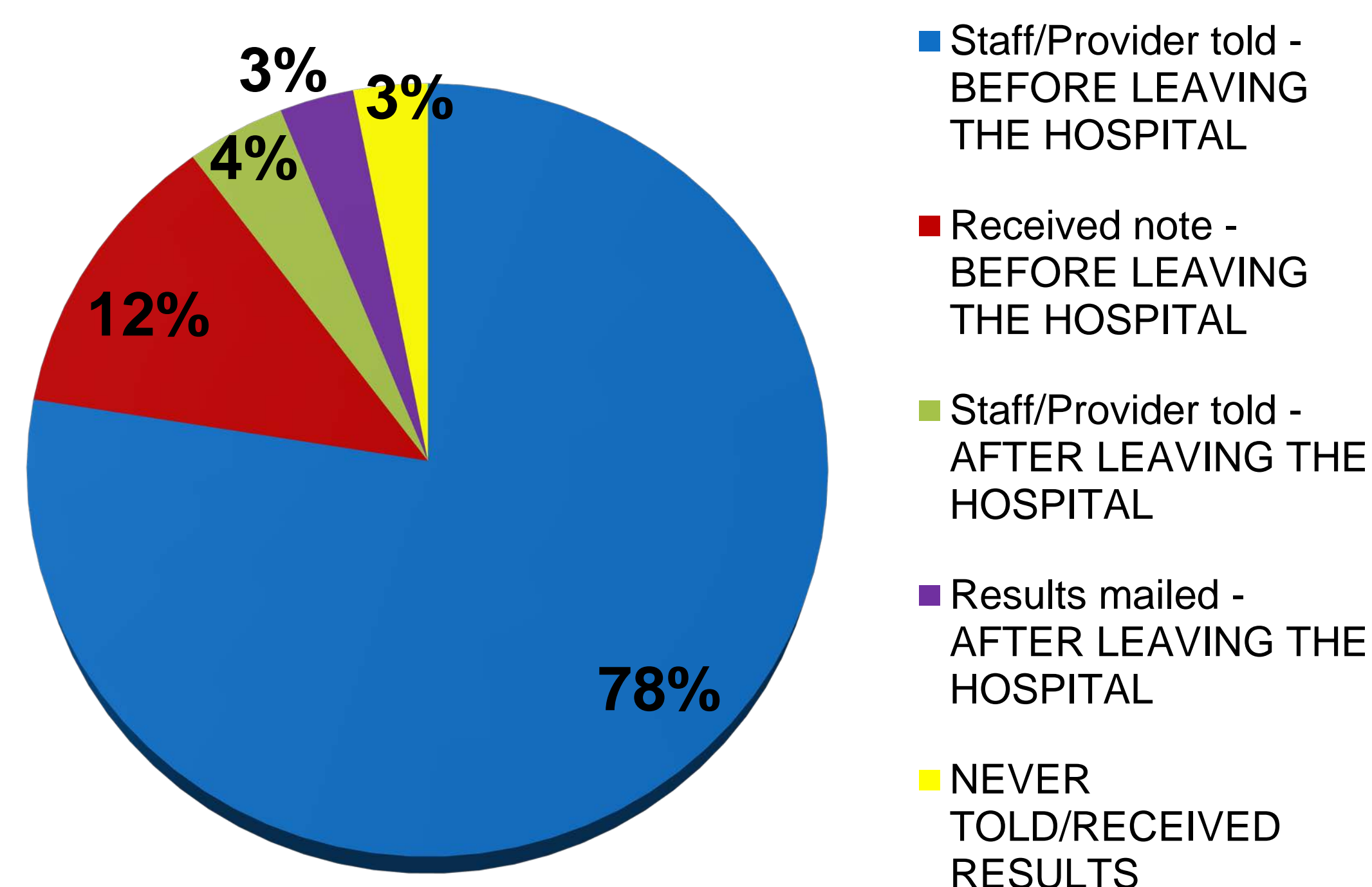
The purpose of this satisfaction survey was to query key stakeholders (i.e., parents, nursing staff, audiologists, primary care physicians) on satisfaction with services following implementation of the Electronic Registration for Arkansas Vital Events (ERAVE) Infant Hearing Module. Parents and providers were contacted via telephone and asked to respond to various aspects of the newborn hearing screening and follow-up process. This included initial screening, re-screening, diagnosis, and early intervention. Parent and provider satisfaction with timeliness of services provided, provider qualifications, experience, and teamwork were assessed. The survey consisted of closed and open set questions. Below is the distribution of stakeholders surveyed.

Parents	1,401
Manager/Administrator	19
Nurse/Administrator	14
Audiologist	14

## Learning Objectives

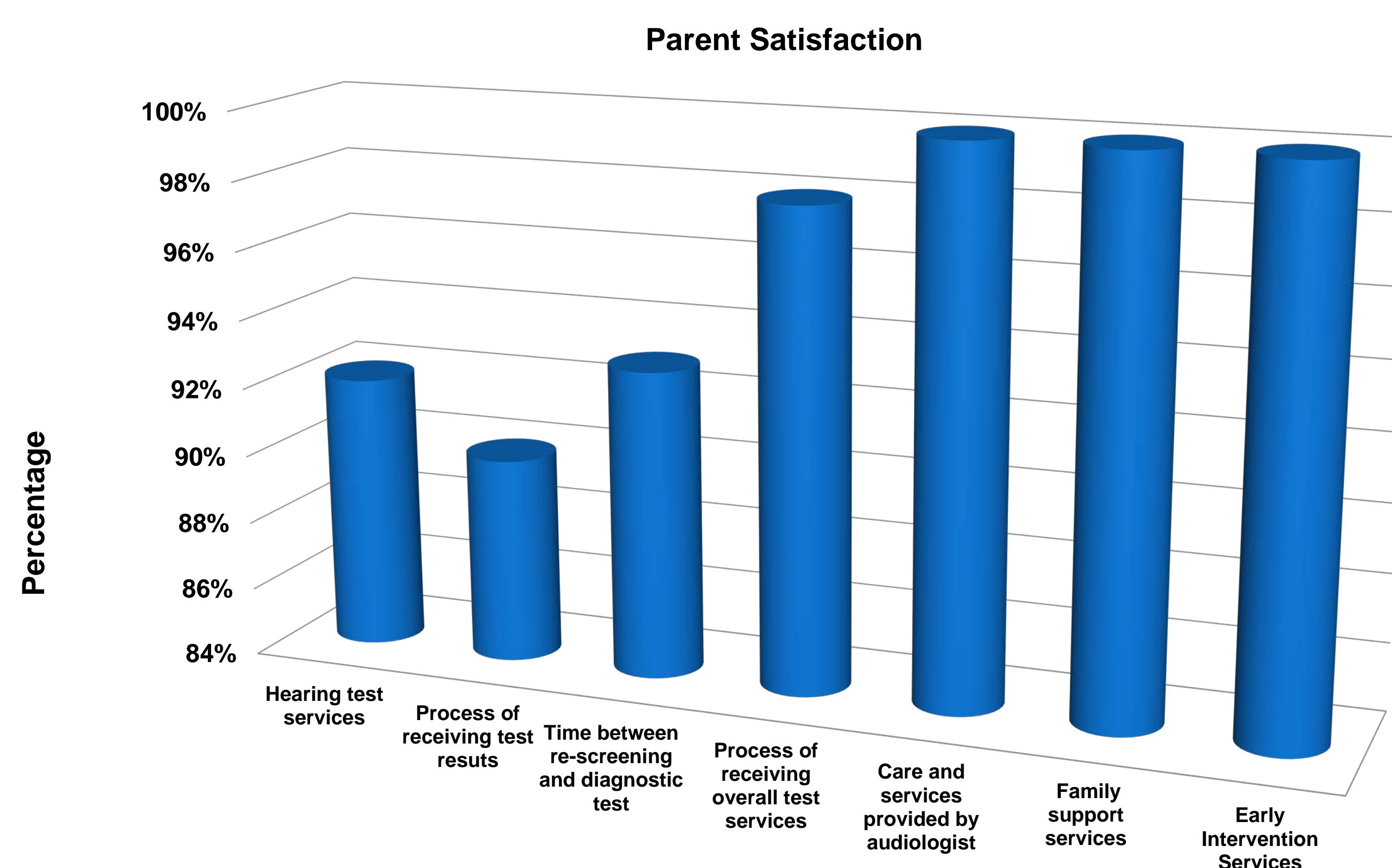
1. Recognize the diversity of customers served by Arkansas Early Hearing Detection and Intervention (EHDI) programs.
2. Develop a questionnaire framework to assess customer satisfaction with key services.
3. Combine satisfaction survey results with program process data to make informed decisions.

How were you FIRST told about the RESULTS of your baby's hearing test?



## Results

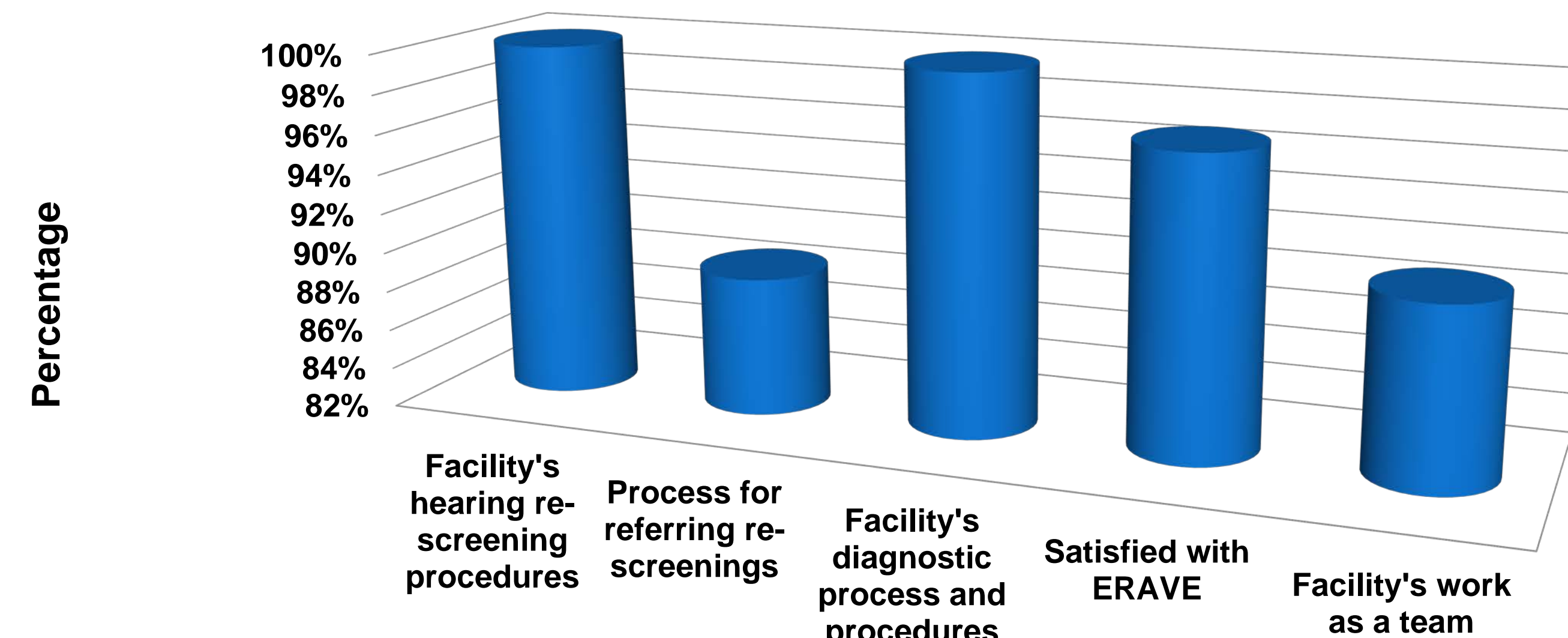
Results of the satisfaction surveys are presented which highlight strengths of the program and opportunities for improvement.



### Parent Satisfaction:

- 92% of parents were satisfied with the hearing test services provided to their children.
- 95% of parents whose children received follow-up screening reported being satisfied with the process of received results.
- 93% of parents were satisfied with time between the re-screening and the diagnostic test .
- 98% of parents were satisfied with the process of receiving the results of diagnostic test and the overall test services.
- 100% of parents were satisfied when asked about the care and services of their baby's audiologist.
- 100% of parents who received Family Support Services were very satisfied, however, only 5 parents were offered services.
- 90% of parents were satisfied with the way they receive test results.
- 100% of parents that had received Early Intervention Services were satisfied. Only 7 parents responded.

Provider Satisfaction



### Provider Satisfaction:

- 100% were satisfied with their facility's hearing re-screening procedures.
- 89% of providers were satisfied with the process for referring re-screenings.
- Those that conduct diagnostic testing, 100% were satisfied with the diagnostic process and procedures.
- 91% of parents agreed with the statement "providers work as a team".
- 97% of providers were satisfied with ERAVE.

## Opportunities for Improvement

- 37% of providers responded that they were not at all informed about Social Services such as Medicaid or community outreach programs.
- 33% of providers responded that they were not at all informed about Intervention Services such as speech therapy or hearing aids.
- 32% of parents surveyed state that their child had received Early Intervention Services.
- 33% of parents wanted better explanation of procedures and family support services .

## Recommendations/Future Plans

- Case management implementation for children with hearing loss for continuity of care.
- Continuing education, training workshops, and email blasts to providers.

## References

Bennett, C., Thiedig, D. & Isgrig, R. (2014). "Arkansas Department of Health Survey of Parents of Newborns Regarding the Infant Hearing Program." (Little Rock: UALR Institute of Government Survey Research Center).

Bennett, C., Thiedig, D. & Isgrig, R. (2014). "Arkansas Department of Health Survey of Organizations Providing Infant Hearing Test Services." (Little Rock: UALR Institute of Government Survey Research Center).