

DEAF SERVICES

Understanding & Promoting Health Equity of Individuals
with Hearing Loss

Mars Hammond

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Maine Behavioral Healthcare
MaineHealth

Mars (aka Maria) Hammond; MSW, MHRT/C

Case Manager II - BHHO/Deaf Services for mental health/medical supports

165 Lancaster Street; Portland, ME 04101

Videophone#: 207-619-5750

Text# 207-232-0731

Email: maria.hammond@mainehealth.org

Statistics

- 1 in every 5 Americans over age of 12 has a hearing loss
- Over 20% American Adults lives with hearing loss
- That is an estimated 45 millions American with Hearing Loss

**It is guaranteed that you will have a patient with
Hearing Loss!**



Types of Hearing Loss

- Deaf
- D
- deaf
- Hard of Hearing
- Late Deafened/Deafened
- Dual Sensory
- DeafBlind
- ~~Hearing Impaired~~

Types of Hearing Loss with Deaf-nition

Deaf

Sense of hearing is non-functional for the purpose of communication | Individual must depend primarily upon visual communication

“D”

Signifies the individual identifies as a member of the Deaf community
Uses American Sign Language to communicate & values Deaf culture
Focuses on abilities & successes with pride

deaf

Born “Deaf”
Not involved or embraced culture
Communication could be “SEE, Cued, or Spoken English”

Hard of Hearing

Mild to moderate range; may require the use of hearing aids or other devices to understand speech
Born with a hearing loss vs. gradually or suddenly throughout life
Each will impact the individual & communication needs differently

Cont. on Types of Hearing Loss with Deaf-nition

Late Deafened/Deafened

Profound hearing loss rendering one inability to understand speech, occurring after age 18

Spoke language remains the primary expressive mode

Some lip-read, use hearing aids, have cochlear implants

Some need to have others write down what they are saying

Some learn sign language for receptive communication

Dual Sensory

A loss involving visual & hearing impairments

A significant decrease in function which limits their ability to communicate, access information, & get around

DeafBlind

A spectrum deaf-blindness, i.e., may have more profound impairments in either vision or hearing

Accepted their identify as a culture & language

Discontinue the Use of the Terms

It is best not to assume what their identity is, & you can ask each D/HH or DeafBlind patient what term or word they prefer to state/use or addressed as

The 130th Maine Legislature enacted P.L. 2021, Ch. 348:

- An Act to Discontinue the Use of the Terms "Handicap," "Handicapped" and "**Hearing Impaired**" in State Laws, Rules and Official Documents
- The final rule replaces the term 'handicapped' with 'person with disabilities' pursuant to P.L. 2021, Ch. 348

ADA - American Disability Act

- Federal civil rights law & protection to individuals with disabilities
- Guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State & local government services, & telecommunications
- Prohibits discrimination on the basis of disability just as other civil rights laws prohibit discrimination on the basis of race, color, sex, national origin, age, & religion

ADA for D/HH

People who are D/HH or DeafBlind use a variety of ways to communicate

- Some rely on sign language interpreters, assistive listening devices, or reply primarily on written messages
- Many can speak even though they cannot hear

Accommodate via method of communication & service

- Review & understand their complexity & nature of communication
 - Effective communication is particularly critical in a setting where miscommunication may lead to misdiagnosis, improper or delayed treatment or support

Patient Care

Awareness of communication needs

- Sign language interpreters
 - ASL, CDI, tactile-sign, other
 - VRI & on-site
- Lipreading & other ways

Awareness of hospital environment

- How long has the patient been without communication?
- How has this impacted their mental health?
- Were they given clear information?

Interpreters

Certified interpreters

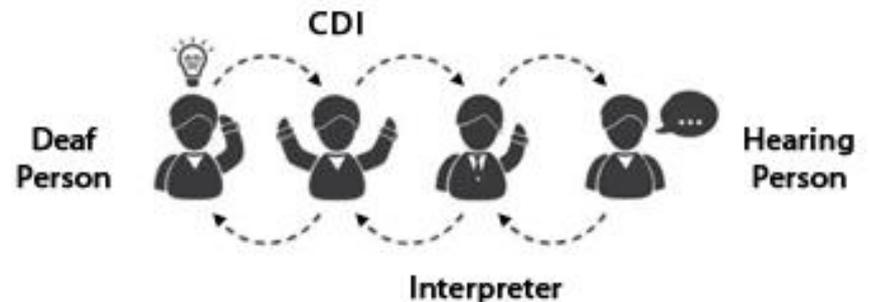
- Do not use family members or Staff

Different types of interpreters

- Sign Language Interpreter
 - ASL, tactile-sign, other
- CDI - Certified Deaf Interpreter
- VRI - Video Remote Interpreter

Working with Interpreters

- Prior to Seeing the Patient
- Etiquette
- The Dialogue
- Debriefing
- Ensure Accuracy & Confidentiality
- Documentation



Lipreading & other Ways

- Keep face clear from all obstruction
 - Use clear mask if masking
- If someone is not understanding, change the word/phrase
- Do not change the topic of conversation without warning:
 - Use transitional phrases such as “okay, we need to discuss”
- Do not over-enunciate
- Be aware of the environment
 - Large, crowded rooms & hallways can be very difficult for those with hearing loss
- Be aware of sound machines
- Bright sunlight & shadows also present barriers
- Have pencil & paper available
 - Use them if necessary & if appropriate

Mis-Interpreted

If a Person with Hearing Loss:	They Can Be Viewed As:
Fails to respond when spoken to	Rude, arrogant, or unfriendly
Responds inappropriately because he or she didn't correctly interpret what was being discussed or asked	Lacking intelligence, intellectually "slow," or having psychological problems
Doesn't follow-through on verbal requests	Difficult, uncooperative, lazy or unmotivated
Doesn't participate in a conversation	Unfriendly, disengaged, emotionally distant
Frequently asks for clarification or to have something repeated	Unintelligent, disinterested, inattentive
Stares intensely at someone	Having psychological problems, suspicious, frightening or unnerving

Adapted from: Guidelines for Providing Mental Health Services to People Who Are Hard of Hearing, Dr. Samuel Trychin, 2002

Vital Signs: Health Care Access for Deaf, DeafBlind, and Hard of Hearing Patients

(Video – 32.31 mins)

Their statement: This film contains sensitive content. It serves as a tool to teach healthcare providers how to effectively work with diverse Deaf patients through a series of clinical scenarios and narration by Deaf professionals. The clinical scenarios were designed based on real-life experiences of Deaf individuals in the healthcare system and incorporate sensitive content, including experiences of language deprivation, disempowerment, oppression, and trauma.

- YouTube link: <https://www.youtube.com/watch?v=xr-mlkuTBa4>
- Link to Visual Transcript: https://docs.google.com/document/d/10vwrSnuK_ZWwxl72eOcWHip4WbQLimbqvQHF6lq38QY/edit

Deaf/HH Resources & Services

A Guide to Services for People who are Deaf or Hard of Hearing

- This directory is designed to be used by anyone interested in services for people who are deaf, hard of hearing, late deafened or speech impaired
- Link: https://www.maine.gov/rehab/dod/resource_guide/index.shtml

Disability Rights Maine - Deaf Advocacy & Communication Access Program

- Serves Maine people who are D/deaf, Hard of Hearing, Late Deafened, Deaf-Blind, or who use signs & gestures to communicate
- Link: <https://drme.org/deaf-services>

Contact us & Survey

Contact our Deaf Services team at 207-619-5747 (videophone) for potential consult, outreach, training, & more

We want to see you provide quality services with the tools/information you need

In addition, we would like to have you complete a survey, see QR code below:



Thank you! 😊



DEAF TEAM
SERVICES

Miranda Nichols, LCPC
Clinician II

Maria Hammond, MSW, MHRT/C
Case Manager II

Greg Scheuer, LMSW-cc, MHRT/C
Case Manager II

Dee Scarborough Corton
Deaf Services Administration