

Converting Instructor-Led Training to Telepractice: Online Hanen Programs

Danielle Boaden, MSc., SLP(C), Speech-language Pathologist, The Hanen Centre

Kristina Blaiser, PhD, Associate Professor, Idaho State University

MSHA Annual Conference March 21-23, 2019

Converting Instructor-led
Parent Training to Telepractice:
Online Hanen Programs

 The Hanen Centre®
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Disclosures

Danielle Boaden, is a Speech-Language Pathologist at The Hanen Centre. She offers Hanen Programs to parents and supports many of the programs and resources at the Hanen Centre. The Hanen Centre holds the copyright to all materials produced in the centre and Danielle receives no financial benefit from the sale of these materials.

Dr. Blaiser will be reporting on information obtained through a grant from the Oberkottler foundation examining effectiveness of family-based education provided via telehealth technology.

Dr. Blaiser is also a paid consultant for The Hanen Centre.

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Objectives for the presentation

- Review philosophy, format and content of Hanen Programs
- Describe the conversion of It Takes Two to Talk® to an online model
- Discuss outcomes of twopilot projects
- Discuss successes and challenges of developing online programs for parents
- Outline future directions

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The Hanen Centre's approach is based on the belief that...

- working with and through parents and other caregivers is the best way to help children achieve their potential in early communication and literacy development
- parents can be their child's best therapists – if we help them learn how (through parent-implemented intervention)

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Hanen Programs for Parents



It Takes Two to Talk®
The Hanen Program® for Parents of Children with Language Delay

More Than Words®
The Hanen Program® for Parents of Children with Autism Spectrum Disorder

Target Word™
The Hanen Program® for Parents of Children who are Late Talkers

TalkAbility™
The Hanen Program® for Parents of Verbal Children on the Autism Spectrum

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Three Objectives of Hanen Programs

1. Parent education
 - Information
2. Early language intervention
 - Collaboratively set child goals and help parents apply responsive interaction strategies
3. Social support

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Goal of Hanen Programs

Facilitate parents' consistent use of responsive interaction strategies during everyday interactions
(based on child's communication goals)

↓

Improvements in child's communication and language skills

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It Takes Two to Talk® Programs

- Offered to groups of parents
- Evidence-based
- Manualized (Leaders Guide and DVD)
- Have parent resources
- Offered by Hanen certified SLPs

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It Takes Two to Talk® Programs

Includes 4 components:

- 1) Orientation session
- 2) Pre-program consultation
- 3) 8 group sessions
- 4) 3 individual video feedback sessions

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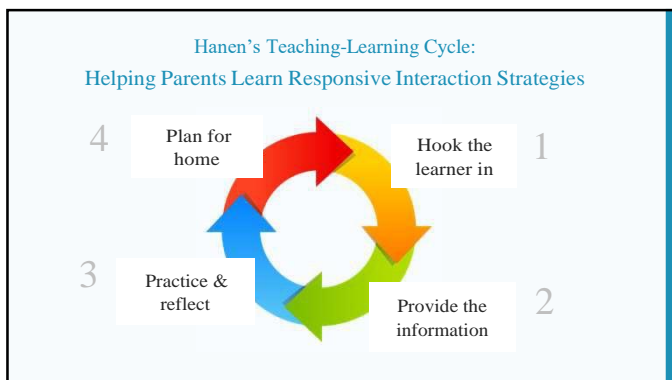
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Program strategies focus on contingency and fine-tuned input...

Parents learn to:	Child Goals:
Encourage child initiations	First turns
Respond contingently	More turns
Encourage extended turn-taking (follow child's lead)	More turns
Fine-tune their language	Expressive language goal
Make interaction FUN	Have fun! (motivated to interact)

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- What are the active ingredients of a Hanen Program?
- Interactive group sessions
 - strategies taught using the teaching-learning cycle (based on principles of adult education)
 - learning through dialogue (SLP-parent and parent-parent)
 - practice and reflection - key part of each session
 - use of multi-media – slides, videos, flip charts
 - individual home plans

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What are the active ingredients of a Hanen Program?

2. Individual video feedback sessions with live coaching
 - record parent-child interaction; coach/give direction, if necessary
 - view and analyze video together
 - encourage parent self-evaluation and self-reflection
 - create plan – how to remember

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Group sessions

A safe environment that encourages relationship building	Every strategy is taught interactively using the 4-part teaching-learning cycle	Parent to parent interaction is key – often in small groups
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Parent to parent support

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Video Feedback

Goals:

- increase parent's awareness of own and child's interactive behaviour
- facilitate parents' consistent use of responsive interaction strategies through dialogue and self-discovery – "ask don't tell"

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SLP gives direction

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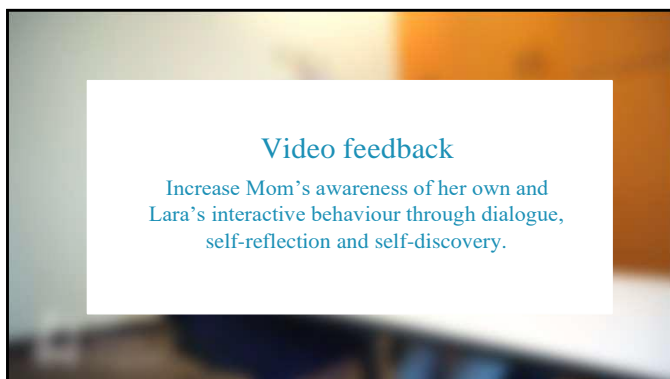
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Converting In-person Hanen Programs to Online Programs

- Increase access to families regardless of where they live
- Determine if challenges of recruitment and retention can be addressed
- Find a platform that ensures that the online program can be offered in virtually the same way as in-person
- Look for low tech solutions
- Need to pilot to see if feasible and effective

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Next step: Telepractice Advantages

Child outcomes	Time savings	Cost savings
Efficiency		Improved access
Parent engagement		Flexibility

Baharav & Reiser (2010)
Maedan, Snodgrass, Meyer, Fisher, Chung & Halle (2016)
Blaiser, Both, Callow-Hessner, & White (2013)

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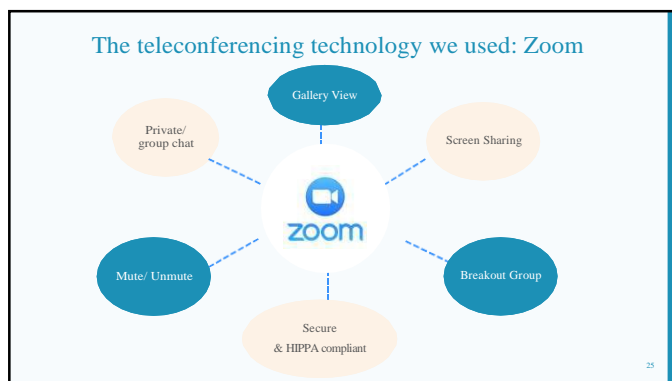


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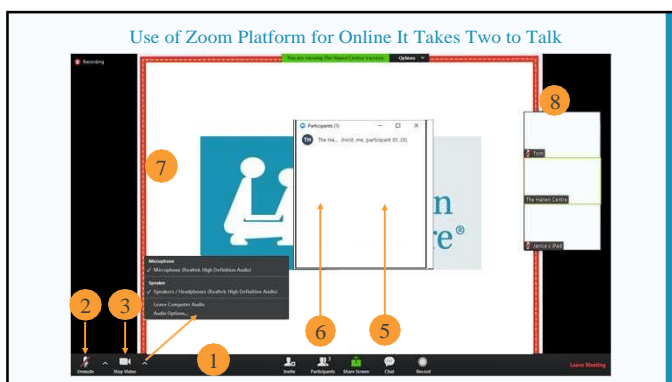
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First Online It Takes Two to Talk® (ITTT) Pilot Program

Goals:	
<ol style="list-style-type: none">1. Create an online version of the ITTT Program with key ingredients2. Find out if it is feasible	<ul style="list-style-type: none">• Are parents satisfied with the online version of the program?• Is the Hanen SLP satisfied with the online program?

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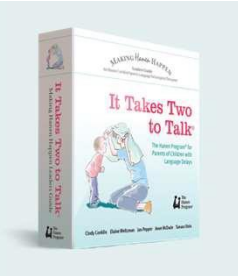
Second and Subsequent Online ITTT Pilot Program

Goals:

- 1. Revise program as needed for online format
- 2. Create comprehensive manual and training for members who will be using telepractice to provide an It TakesTwoToTalk® program

- Get feedback on what works, what doesn't work about the online It Takes Two to Talk® program and the manual
- Create a Learning Community to support the participating clinicians who are using telepractice to provide It Takes Two to Talk®

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Resources to Support Online Program Leaders

Detailed manual with clear guidelines on how to conduct:

- Orientation session
- Pre-program consultation
- Each group session
- Video feedback sessions

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Guidelines for Leading Online Group Sessions

When to "start" and "stop" screen shares

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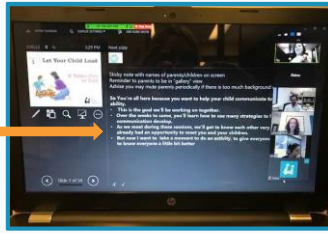
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Slide 2		<p>know each other very well. I've already had an opportunity to meet you and your children.</p> <ul style="list-style-type: none"> But not AI want to take a moment to do an activity, to give everyone a chance to get to know everyone a bit better <p>START SCREEN SHARE</p> <p>MHH: In a moment I'm going to put you into two groups, and I want you to introduce yourselves and your children. Also, I would like you to find out one thing that is different about each of you in the group and one thing that you have in common and also write down 2 things you want to learn in the program.</p> <p>So, if I was doing this activity Dion, something that is different Jim Carey is an actor/singer, but one thing we have in common we all love to dance.</p> <ul style="list-style-type: none"> When you're in your group you to be the note taker and write down everyone's name and then we will come back as a large group and share together. <p>STOP SCREEN SHARE AFTER GIVING INSTRUCTIONS</p> <p>BREAKOUT GROUP</p>
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Includes existing information from ITTT Leaders Guide on each activity

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Online Group Sessions

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Group sessions

A safe environment that encourages relationship building	Every strategy is taught interactively using the 4-part teaching-learning cycle	Parent to parent interaction is key –often in small groups
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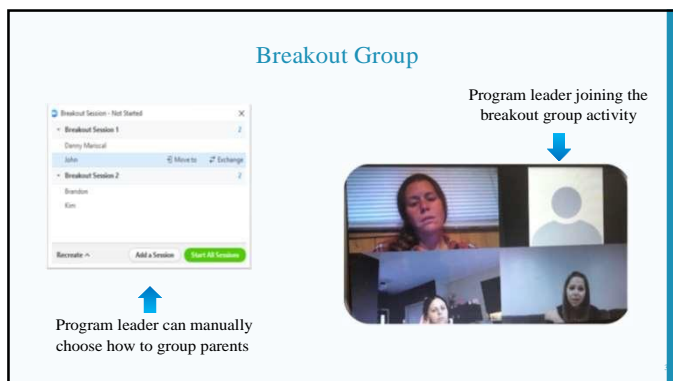


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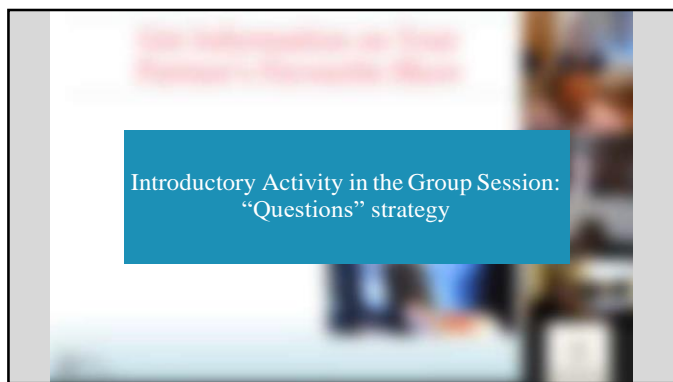
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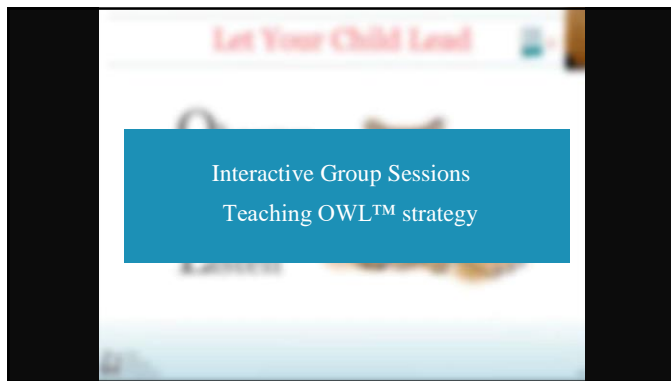


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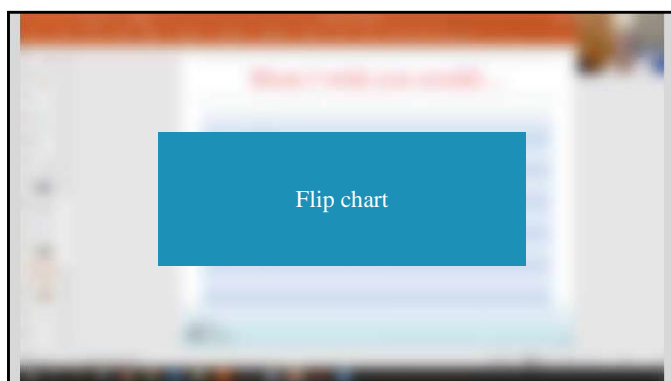
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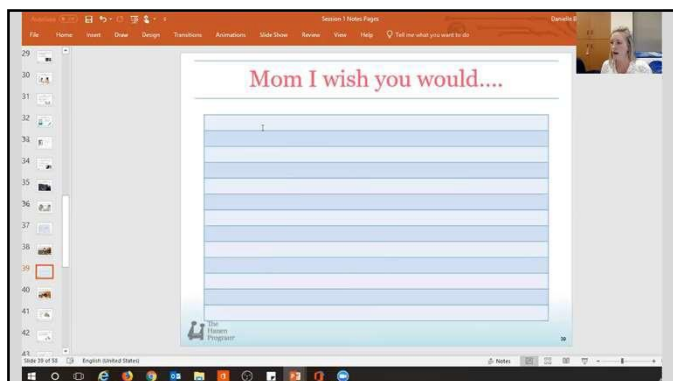
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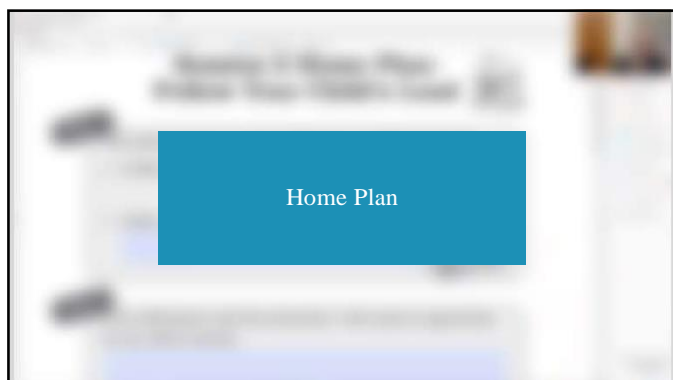
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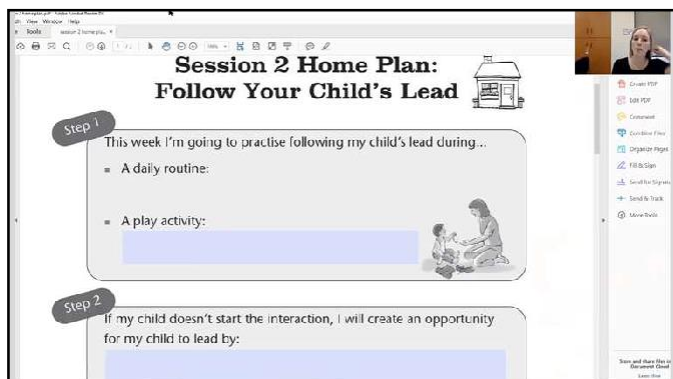
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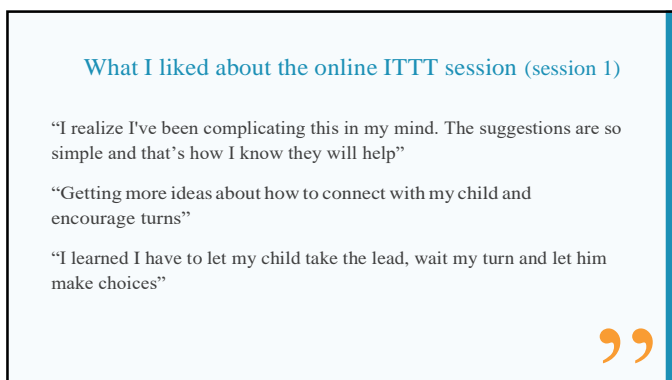
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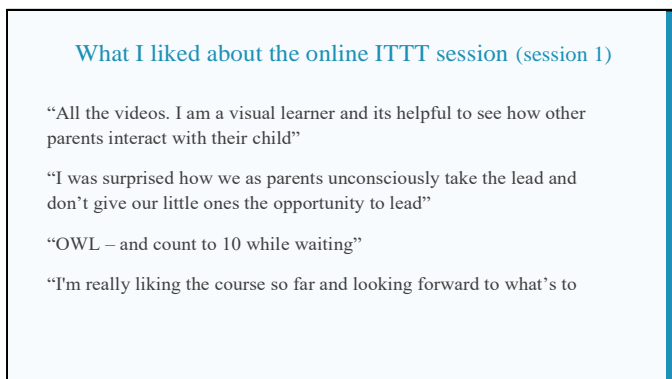
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Parent Feedback on Technology

“I liked that I could do it from home.”

“I like how you call on us because I think for myself we sometimes wait in case someone else has something to say”

“I was surprised by the quality/delivery of the program. The content is still very well-presented even though it’s online”

“I was surprised by how we were able to have separate “rooms” to do group work”

“Danielle is a good presenter and keeps us engaged... tough to do online”



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Parent Feedback on Social Support

“I like the feeling that we are all going through the same things with our kids”

“The other moms in the group are awesome and very supportive”

“I like getting to know the other moms”

“I was surprised by the number of moms in the same boat as me. It’s nice to relate to someone who has the same comments/ concerns”

“I am happy that I'm not alone in this”



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Benefits of online video feedback sessions:

- Natural observation of the parent-child interaction
- Clinician is unable to “take over”
- Hands free during videotaping
 - increased processing time
 - note taking

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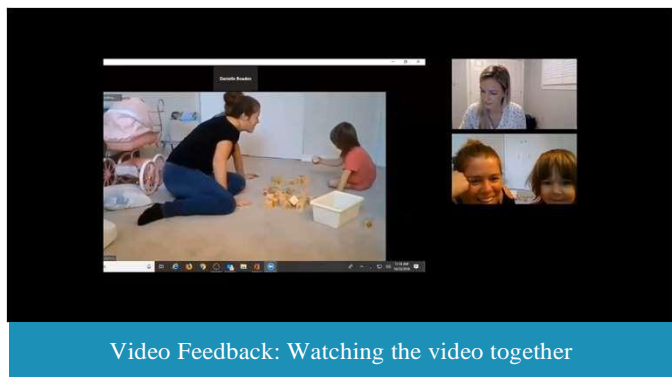


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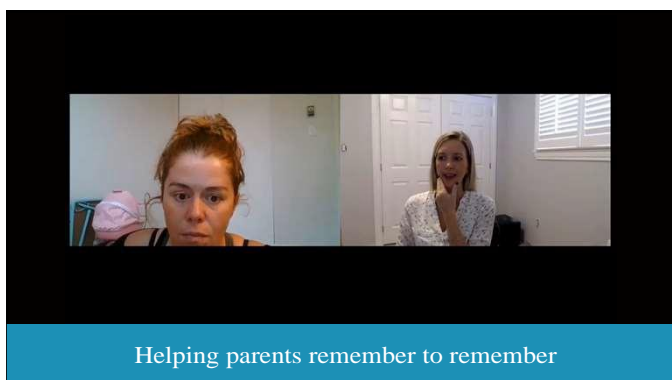
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Parent Feedback on online Video feedback sessions

“I like how the SLP called out some tips to me while we were taping even though she was hidden”

“It was helpful when the SLP gave me suggestions during taping”

“It helped when the SLP pointed out the specific strategies I was using and how Liam responded to them”

“I loved how she let me know things I was doing well, as well as suggestions for improvement”

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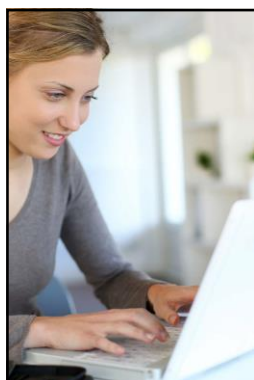
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SLP Responses to Survey on Online Programs (10)

- 100% agree online programs are cost effective
- 80% feel online will be as effective as in-person
- 55% agree online programs effective at engaging families
- 100% think time will be saved
- Most believe it will decrease missed visits
- Recruiting (70% think will improve)

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Did we manage to recreate the ITTT Program? YES!

- Group sessions were very similar to in-person sessions
 - Modified slides and detailed manual make it easy for presenters
 - Flip charts, home plans - easy to use
 - Breakout sessions – built into Zoom
- Video feedback sessions were also very similar
 - Some advantages over in-person sessions

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What we know is working

- Technology is really seamless – with a little practice, easy to use
- Parents who participate really like the program
- Provides more families with access to the program
- More flexibility with video feedback
- Timesaving for SLP – less set up, clean up

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Challenges for moving forward

- Recruitment
- Group facilitation requires additional skills
- Licensing issues – where are SLPs able to practice?
- SLPs need their own IT support



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Future Directions

- Finalize and launch ITTT
 - Lots of interest from Hanen SLPs internationally
 - Continue to address recruitment opportunities
- Convert the other parent programs
 - More Than Words®, Target Word™ and TalkAbility™

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Questions and comments?

Thank you!

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