

Introduction

The Deaf Wellness Center (DWC)

The DWC seeks to advance the quality of life for persons for whom hearing loss is a significant aspect of their identity and/or experience. The current DWC mission is threefold, being dedicated to

1. Clinical service
2. Teaching
3. Research

Expanding clinical services has been challenging due to high demand for DWC’s limited, valuable services. Recent changes in staffing provide an opportunity to elevate the mission, allowing DWC to continue playing a leading role in advancing the field of psychology for individuals that are Deaf or Hard-of-Hearing.

Needs Assessment

- The **goal** is to conduct a thorough needs assessment by building focus groups comprised of key stakeholders within the Deaf and Hard of Hearing communities in Rochester and the Department of Psychiatry
- To ensure accessibility for those using sign language on small devices, the virtual focus groups will run for 60-90 minutes with a max of three participants
- Community groups will be conducted by someone fluent in ASL. The groups will be recorded and coded at a later date

Methods: Focus Groups

DWC Internal Needs Assessment

- An internal needs assessment occurred during a DWC retreat, identifying services in high demand (i.e., psychological testing and telehealth), areas that existing staff would like to see developed, and identifying groups that should be included in the process
- Initial plans were presented to the Psychiatry Quality Steering Committee

Psychiatry Leadership Focus Group

- An hour-long meeting to determine leadership’s understanding, wishes, and needs from the DWC as part of the Department

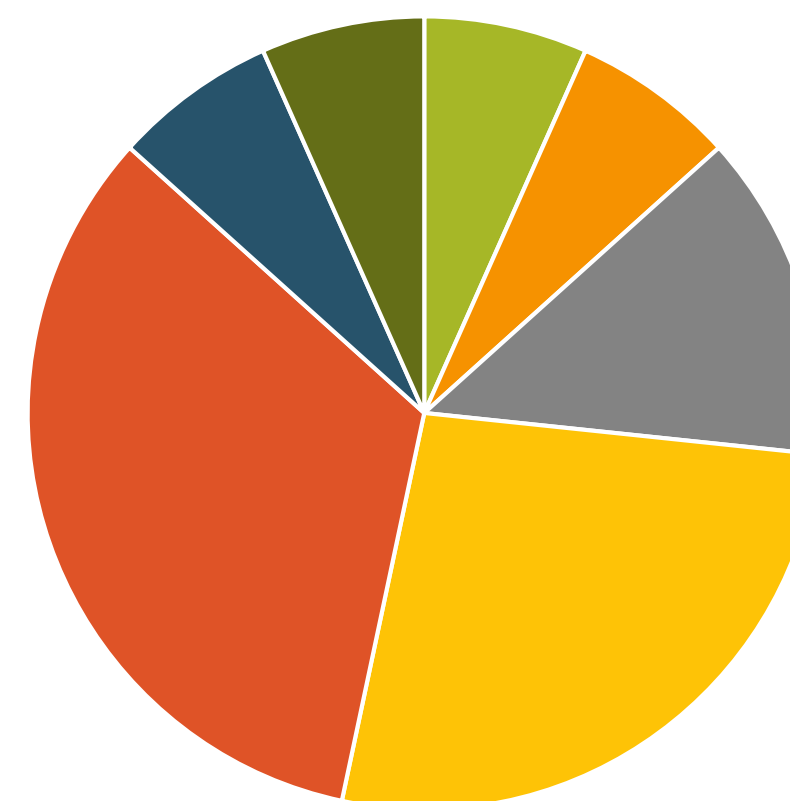
Community-Based Focus Groups

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|----------------------|--|----------------------------------|
| 1. Past Patients | 4. LGBTQIA, 2 Spirit + | 7. CODA/SODA |
| 2. BIPOC Individuals | 5. Deaf Blind Individuals | 8. Age 65+ |
| 3. Deaf Refugees | 6. Deaf/Hard of Hearing College Students | 9. Hard of Hearing/Late Deafened |

Referral Based Focus Groups

- Official referral sources were tracked over the last year
- 7 locations had 11 referring providers
- Referring providers were invited to participate in a focus group

Pie Chart of Referrals



Referral Resource

- Adult Inpatient Psychiatry
- Clinton Medical Associates
- Comprehensive Psychiatric Emergency Program (CPEP)
- Highland Family Medicine
- Medical Associates of Henrietta
- Neurology

Discussion

Collaboration

- In May, the DWC will present its current Needs Assessment plan to the Department of Psychiatry Advisory Council of Consumers (DPACC) for collaboration

Challenges

- The DWC hoped to hire an ASL fluent research assistant to run the community focus groups. However, this proved difficult due to only being able to advertise the job to UR students
- As an alternative, the DWC is considering hiring Deaf interpreters to facilitate focus groups

Results

- Focus group results will be coded and analyzed, looking at feasibility of implementation and impact
- The summary results will then be presented to the Department of Psychiatry Advisory Council of Consumers (DPACC) and department leadership
- The DWC will hold a town hall meeting conducted in American Sign Language, where results will be shared with the Rochester’s Deaf and Hard of Hearing Community

For more information, contact
Marisa_Bergfield@URMC.Rochester.edu
 or Amanda_OHearn@URMC.Rochester.edu