

EHDI State Coordinator Meeting 2015 Missouri

Quality Improvement

Test: Send an easy fax-back form to the PCP to obtain information on screening status

- * **Why was this strategy tested?**

- Missouri EHDI received few responses to letters sent to PCPs. The letters requested the PCPs to call, email, or fax hearing screening results for a specific patient who missed the newborn hearing screening.

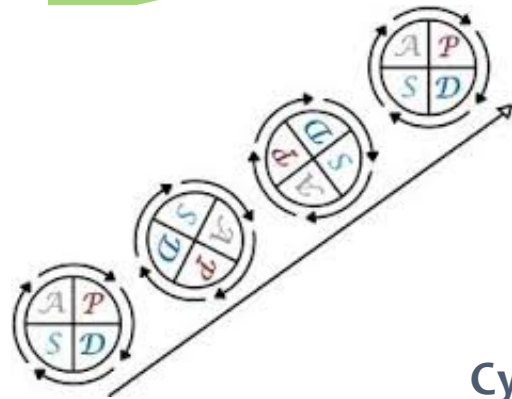
- * **What was the process for identifying the strategy?**

- Missouri EHDI knew that fax-back forms proved to be successful strategies in other states.

- * **What is the potential for the strategy to improve LTFU/D?**

- PCPs may: 1) possess screening or audiologic evaluation results, 2) know whether a family refused the screening, and 3) redirect tracking efforts to the correct PCP.

PDSA Cycles



Cycle #4: Sent 8 “refer” fax-back forms to PCPs throughout the state.

Cycle #3: Adapted fax-back form to elicit information about babies who failed to pass the initial newborn hearing screening. Sent 25 “refer” fax-back forms to PCPs throughout the state

Cycle #2: Sent 13 “missed” fax-back forms to PCPs in the western region of the state.

Cycle #1: Developed fax-back form to include in letters to PCPs with patients who missed the newborn hearing screening. Sent 17 “missed” fax-back forms to PCPs in the eastern region of the state.

PDSA Cycle #1

- * Plan: Developed a fax-back form to include in letters to PCPs with patients who missed the newborn hearing screening.
- * Do: Sent 17 “missed” fax-back forms to PCPs in the eastern region of the state – where there are fewer home births and therefore fewer subsequent “misses.”
- * Study: Received 14 replies to “missed” fax-back form thereby resolving 14 LTFU cases.
- * Act: Adopted. Implement in western region of state.

PDSA Cycle #2

- * **Plan**: Spread PDSA to western region of state – where missed screenings are more frequent due to a greater number of home births.
- * **Do**: Sent 13 “missed” fax-back forms to PCPs in the western region of the state.
- * **Study**: Received 12 replies to “missed” fax-back form thereby resolving 12 LTFU cases.
- * **Act**: Adapted fax-back form to elicit information about babies who failed to pass the initial newborn hearing screening.

PDSA Cycle #3

- * **Plan:** Developed a fax-back form to include in letters to PCPs with patients who failed to pass the initial newborn hearing screening.
- * **Do:** Sent 25 “refer” fax-back forms to PCPs throughout the state.
- * **Study:** Received 18 replies to “refer” fax-back form thereby resolving 18 LTFU cases.
- * **Act:** Adopted. Replicated test with an additional 8 “refer” fax-back forms.

PDSA Cycle #4

- * **Plan:** Retested PDSA.
- * **Do:** Sent 8 “refer” fax-back forms to PCPs throughout the state.
- * **Study:** Received 6 replies to “refer” fax-back form thereby resolving 6 LTFU cases.
- * **Act:** Adopted use of both “missed” and “refer” fax-back forms.

Moving Forward

- * **Next PDSA Cycle?**
 - **None. Adopt!** Staff enthusiastic about ease of implementation and obvious improvement in obtaining information on infants needing follow-up.
- * **Overall, what have you learned from testing this strategy?**
 - PDSA emphasis on testing over a short time period makes testing a strategy for which there is low confidence among staff practically painless.
- * **What advice would you give to other states that want to test this strategy?**
 - In retrospect, we realized our tests were too large. The effort may not be worth the results. Scale down the size of test.