

Alaska EDHI Quality Improvement Storyboard



QI TEAM

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3/16/2016



Understanding Alaska's Demographics

Culturally Diverse

100 languages spoken in Anchorage School District

229 federally recognized tribes comprise the Alaska Native population

High Staff Turnover

Shortage of health care workers

High staff turnover in some facilities



Communication and Geographic Challenges

Distance between an infant and a audiologist could be 300 to 700 air miles

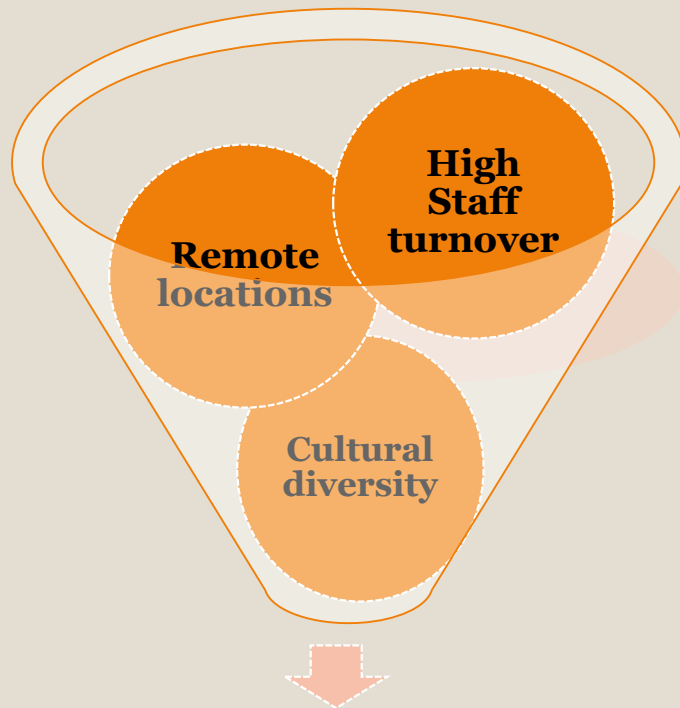
No highways to "bush" communities travel by snow machines, boats, or ATV to hub location then plane

No local mail delivery in some areas (Hub post offices)

Remote locations



Developing the Aim



Opportunities for
miscommunication

- When the EDHI team reviewed our statewide data in March of 2015 we noticed gaps that could lead to loss of communication.
- We decided to focus on LTFU/D at the diagnosis stage, specifically children that had a referral from screening and did not have documented two way communication.

AIM



- We aim to reduce the number of uncategorized records of children screened, referred for follow up without documented 2 way communication* by 10% by March of 2016 by sending certified letters to the families of these children.

*(population for the study defined in next slide)

Aim-Population for PDSA



- Historically, the population we are sending letters to have not returned for follow-up screening despite the best efforts of providers and the state.
- Certified letters were sent to families of infants who had been screened, referred for follow up and:
 1. The facility has lost contact with the family.
 2. Follow up with the PCP was unsuccessful.
 3. Missed appointments with no documented two-way contact
 4. Original non-certified follow-up letters to parents had not produced results:
 1. No known follow up from parents or
 2. The letter had been returned as undeliverable and a new address was located.

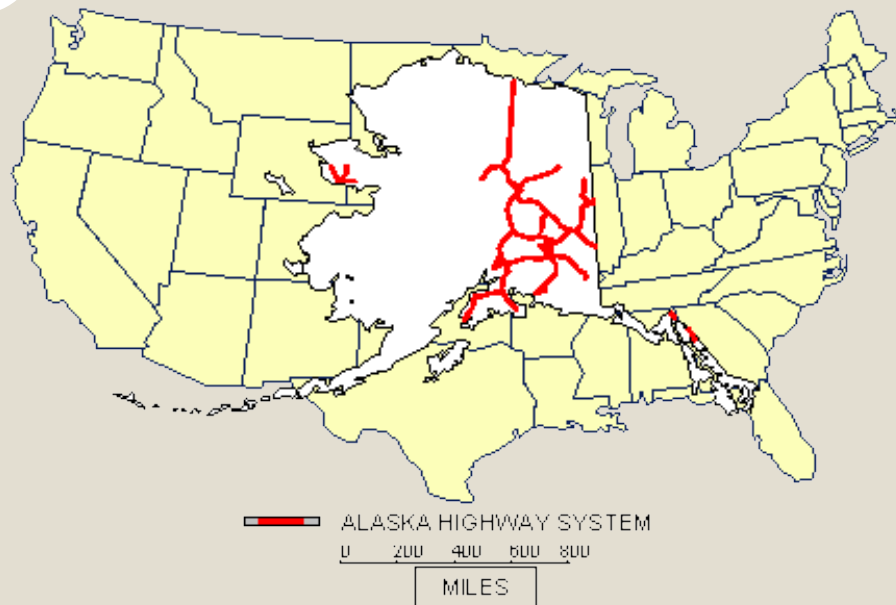
Measurement



- Data source EHDI-IS system OZ and spreadsheets tracking certified letters activity.
 - Certified letters contained educational material and screening follow-up information.
- This activity relates to LTFU goals by reducing LTFU at diagnosis stage.

Strategies – Remote definition

- The decision not to include remote locations in the initial mailing project was due to the following:
 - “Remote” locations in Alaska are communities that are **not connected by road** to metropolitan areas.
 - These small communities often only have **mail delivery by small plane**, subject to weather conditions.
 - There is **no home mail delivery** in these communities. To get mail you travel ATV or snow machine, to a general store, which is available to send or receive mail a couple of hours a day.



Strategies



- During the study, when a letter was returned as undeliverable, the team checked for a current address in alternate databases:
 - Bureau of Vital Statistics (BVS)
 - Women, Infants and Children (WIC)
 - Alaska Medicaid
 - Permanent Fund Data Base
- If a new address was found, a new certified letter was sent to the new address.

PDSA #1



- Starting 7/1/15, 12 letters sent for children in the target group:
 - 5 signed acknowledging receipt
 - 1 returned unopened (2 additional attempts to send to new addresses made)
 - 6 are pending
- Additional information gained
 - 1 family had a screening after receiving a letter
 - 1 family identified as living in a shelter
 - 1 family living in a substance abuse treatment program

Strategies- Adapt



- Continue the current process and adapt by beginning to mail to rural locations as trial.



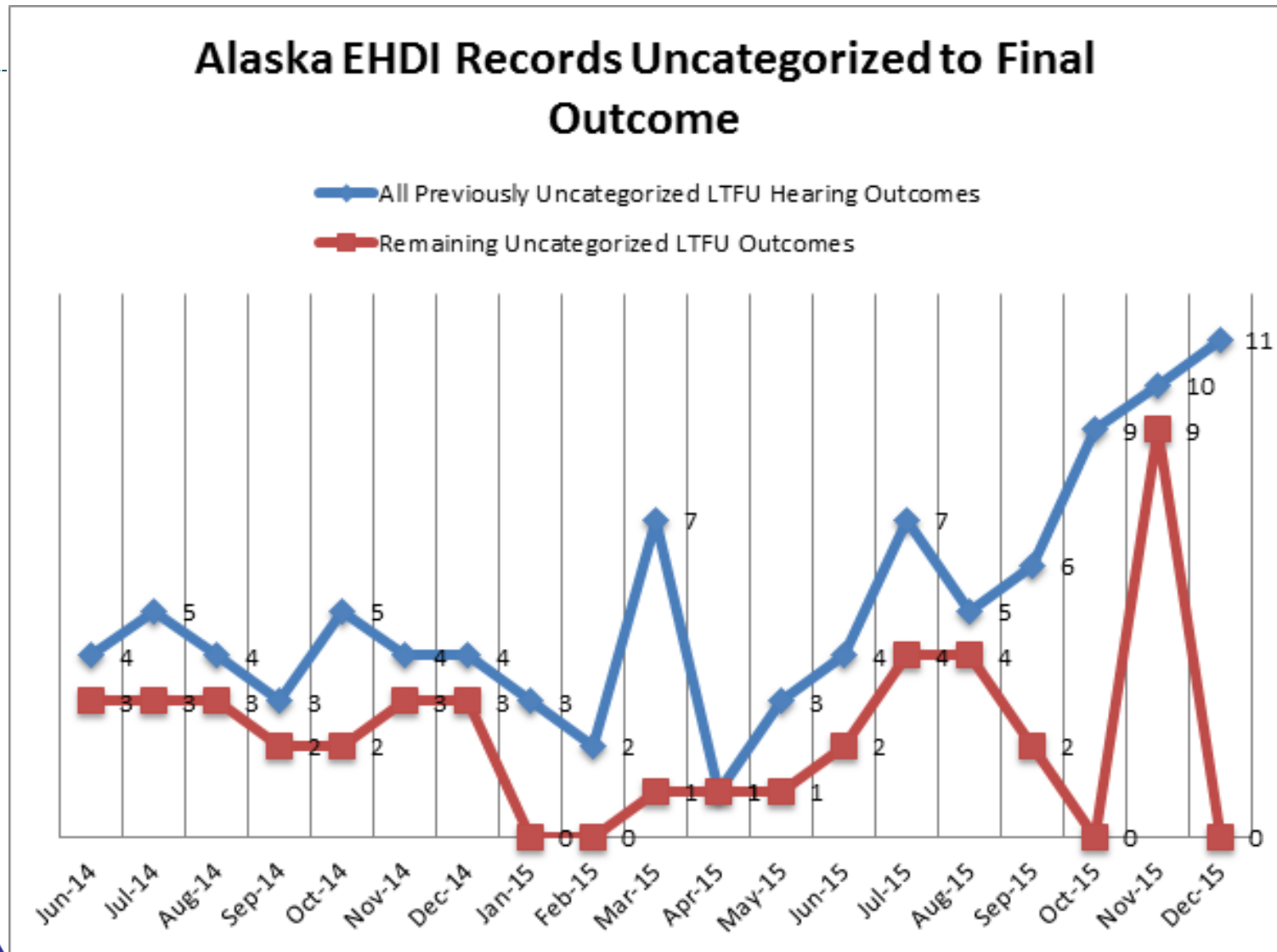
PDSA #2



- Starting 1/1/2016, 14 letters sent:
 - 5 signed acknowledging receipt
 - 4 returned unopened (2 additional attempts to new addresses made)
 - 5 are pending

- 64% of the families now have some form of resolution other than lost to follow-up
 - In process 2 14%
 - Normal hearing 2 14%
 - Unresponsive 5 36%
 - Loss to contact 5 36%

Measurement- The effect of the PDSA on the target population



Lessons Learned & Next Steps



- The decision was made to adopt this as a process statewide for the program.
- To date 31 letters have been sent.
- Continue to track addresses such as family shelters or treatment facilities for possible future activities.



Thank You



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