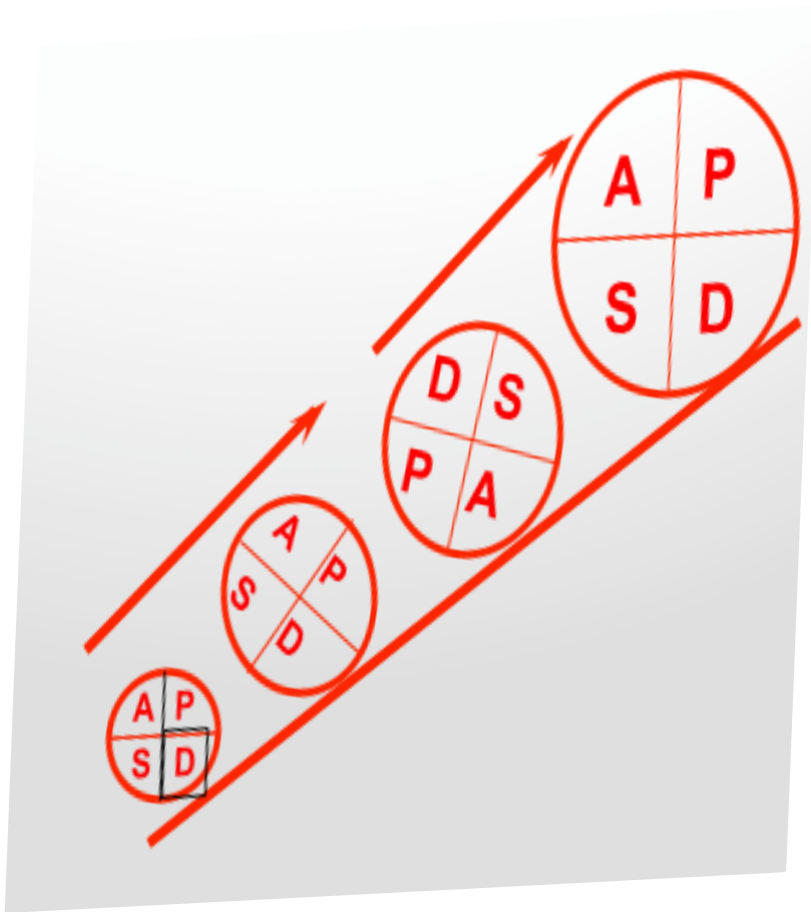


EHDI State Coordinator Meeting 2015: New York

Regina Bryde, MA, MPA

PDSA Cycle #1: Targeted Technical Assistance



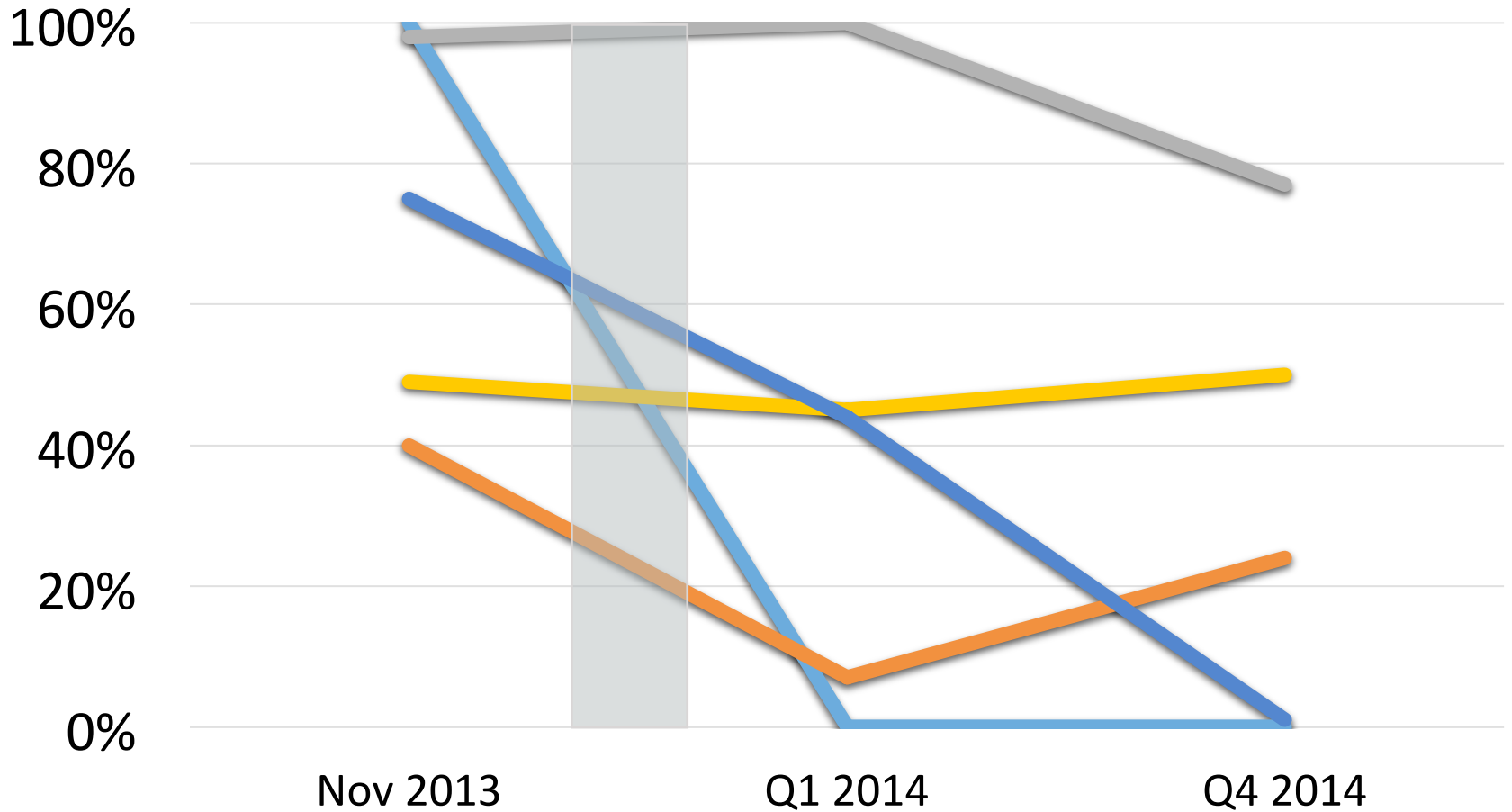
Plan: Provide technical assistance (TA) to 20 facilities identified due to low reporting completeness

Do: TA was provided to hospitals by EHDI staff in the form of phone calls to NBHS Managers for November and December of 2013

Study: 4 of 20 hospitals were able sustain improvement

Act: As a result of unsustainable improvement it was decided an adapted approach was needed. A Learning Collaborative approach to Quality Improvement will be tested in 2015 in order to encourage sustained improvement that was not seen with TA alone

Percent of Missing Hearing Screening Records



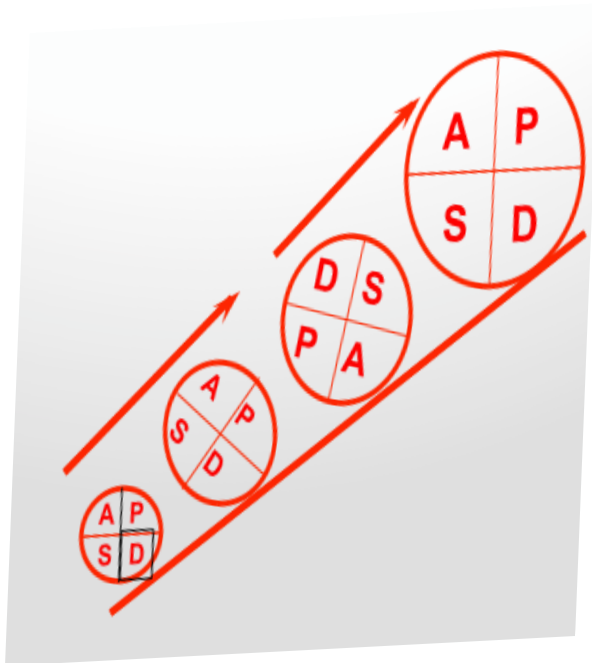
*Gray bar represents TA

R M P A E

Learning Collaborative (LC) with Birthing Facilities to Reduce Loss to Follow-Up/Documentation

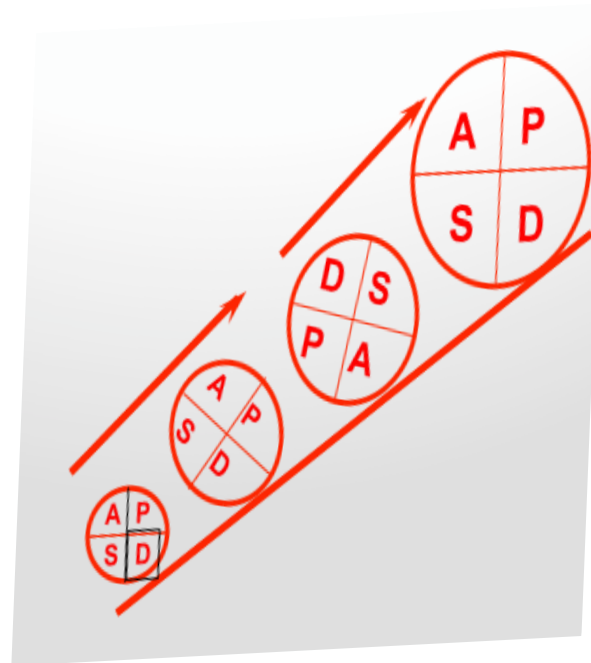
- Why was this strategy tested?
 - PDSA #1 taught us that TA created some short term improvement but many hospitals did not sustain it and it required a lot of State resources
 - To engage hospitals in collaborative learning in order to develop best practices to sustain complete hearing screening reporting
- What was the process for identifying the strategy?
 - Data analysis to identify the facilities missing infant screening results
 - Other expertise within department with successful track record using LC
- What is the potential for the strategy to improve LTFU/D?
 - 90%, approximately 11,000 records, of the missing screening results occur in 28 facilities

Learning Collaborative

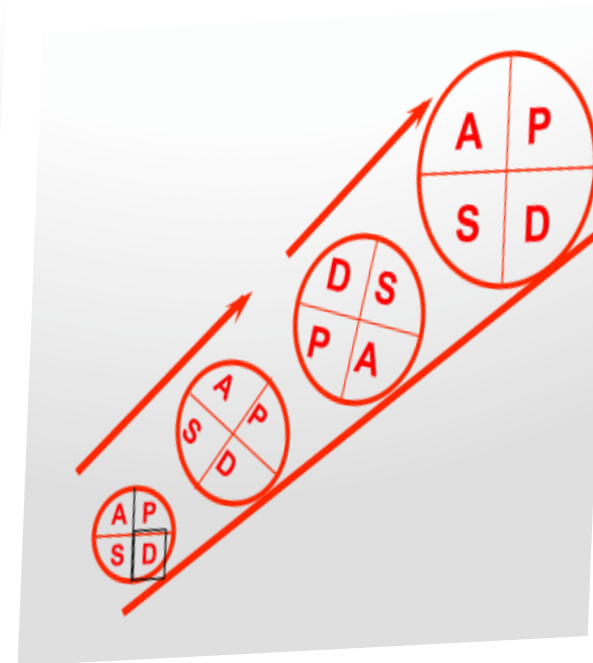


Hospital A

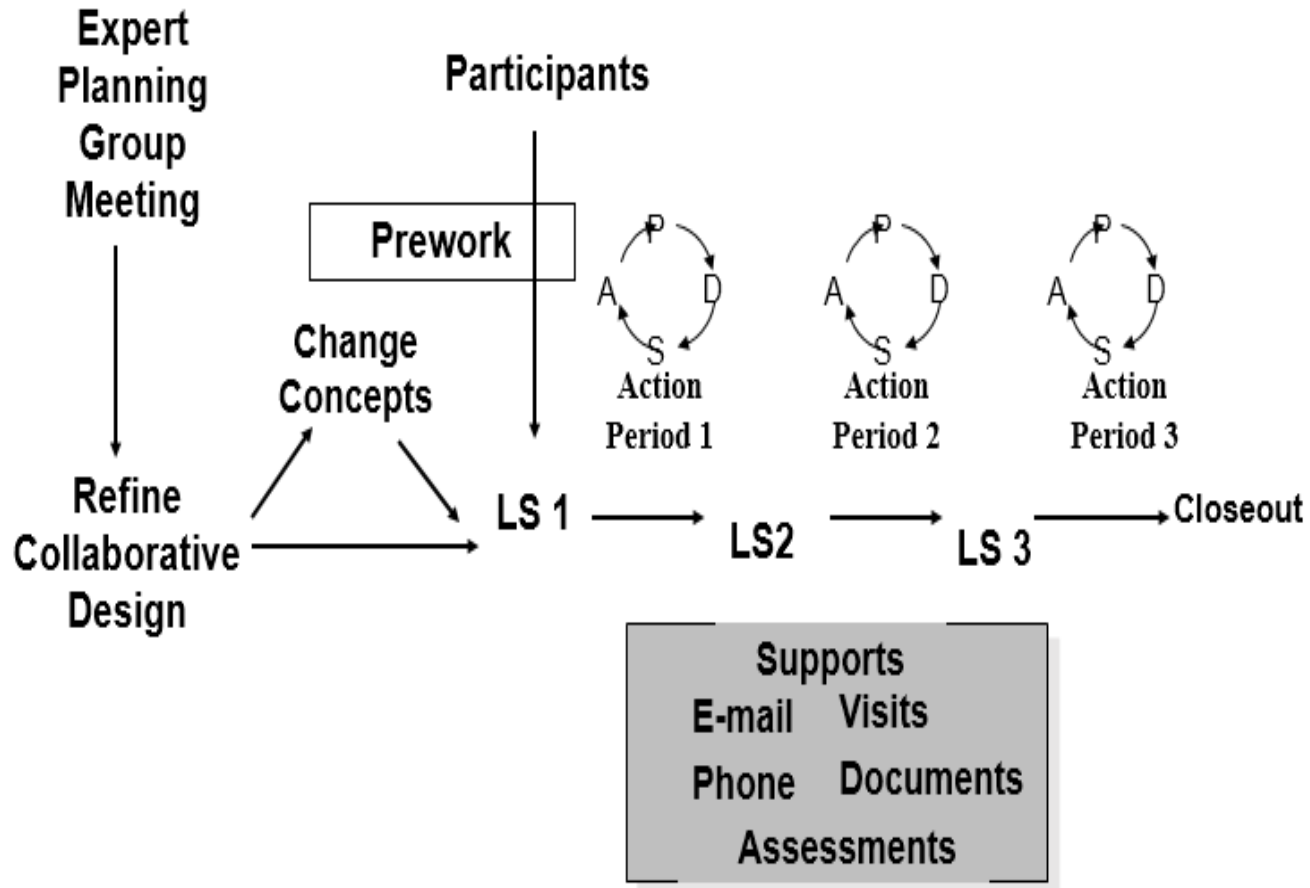
Hospital C



Hospital B



Learning Collaborative Model



Moving Forward

- Next PDSA cycle?
 - Complete the Learning Collaborative by the end of 2015
- Overall what have you learned from testing this strategy?
 - Plan to find out what strategies from each hospital worked best, learned what works so we can spread it to other hospitals as a best practice
- What advice would you give other states who want to test this strategy?
 - Significant upfront time, planning, and resources are essential to create the infrastructure needed for a learning collaborative.
 - Buy in from leadership is essential to success
 - Good strategy when dealing with systemic change