

EHDI State Coordinators Meeting 2015

Tennessee

Small Steps of Change

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2014

- Trainings on the Quality Improvement model using the Plan-Do-Study-Act (PDSA) model
- Six statewide regional trainings
- 144 participants
- 26 PDSAs developed
- Quarterly follow-up conference calls
- 2 Five member team led by Julie Beeler, CCC-A/SLP (EHDI Coordinator, Audiologist, H&V Parent, Part C TEIS, Deaf Educator)

Strategy – Feb. 2014

Hospital “A” to make appointments with Children’s Hospital Audiology prior to discharge.

- Why was Strategy tested?
 - Hospital “A” had:
 - Highest lost to follow-up rate (43% 2013)
 - Largest population of low income families
 - Largest population of African-Americans
 - Highest number of infants with no PCP identified
 - No on-site audiologist
- What was the process for identifying the strategy?
 - Interest by hospital staff for improvement
 - Willingness for collaboration between hospital and audiology center
- What is the potential to improve the number of babies that receive timely follow-up
 - Plan to reduce LTF from 43% by at least 5% by January 2015



PDSA #1

Plan: Hospital A - Make hearing follow-up appointment prior to discharge with Children's Hospital Audiology



Do: Develop tracking tool. Identify open dates for appointments. Determine method of referral (fax/call). Make appointments for 5 well baby nursery babies.



Study: Process was successful. 5 of 5 families kept appointments.



Act: Expand making appointments to include all infants in the well baby nursery.



PDSA #2

Plan: Hospital A - Make hearing follow-up appointment prior to discharge Children's Hospital Audiology

AND confirm a primary care provider prior to discharge

Do:

- **Make appointments for all infants in well baby and NICU.**
- **Document primary care provider on the initial hearing screen report form.**

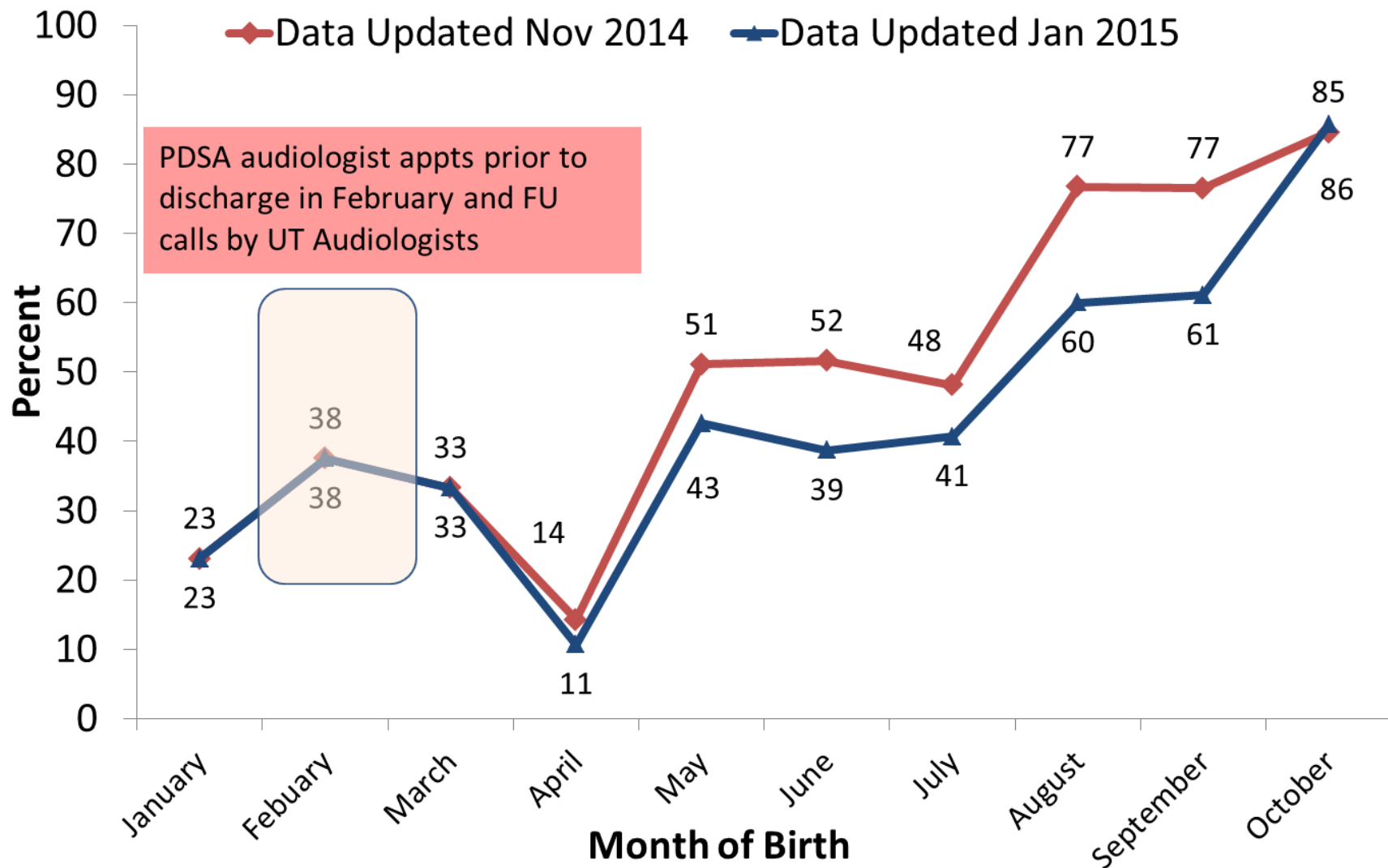
Study:

- **LTF rate declined in first three months to 11%, then began to increase in the next 3 months (40%)**
- **Greater LTF when no PCP listed (PCP listed as the hospital), greater in NICU population**
- **Greater no-show rate**

Act:

- **Implemented additional PDSAs to decrease LTF**

Rate of Lost to Follow-up to Retests Hospital A , 2014 Births



Lesson Learned

- No one element reduced LTF
- Additional strategies initially reduced LTF but still did not improve long term LTF
- Team work from a variety of programs / agencies was integral in implementing strategies
- Commitment from stakeholders is critical to implement change

Hospital A – Expanded Strategies

- Audiology appointments prior to discharge
- Collaboration of hospital staff and audiology provider
- Increase effort to identify a PCP prior to discharge
- Follow-up calls to families and providers by UT Knoxville audiology students
- Track No-Show rates of appointments
- Monthly report card on hearing screening status
- Provide PCP education EHDI and reducing LTF (use the TN AAP Start training)