

Story board

PR EHDI Program



State Overview

- State: Puerto Rico

Caribbean island and unincorporated U.S. territory

Measure: 100 x 35 miles

Population: 3.5 million approximately

Climate: Fairly stable throughout the year (averages temperature is 80-85°F during the day and 70-75°F at night)

38 Birthing Hospitals

2014 Data:

- 34,485 births
- 33,472 (97.1%) screened babies
- 759 (2.27%) referred babies





QI Team

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Project Aim



- **Aim: By May 2016, five (5) hospitals (HIMA San Pablo- Bayamon, Pavia Arecibo, Hermanos Melendez Hospital, Doctor's Center Manati and Manati Medical Center) will increase the percentage of infants with a 'refer' result reported through the CANU Online from 80% to 90%.**

Why we chose this aim as an area of improvement?

Our most recent data available (2014) shows that 1 out of 4 babies with a “Refer” result status are referred through other data sources than the CANU Online. This data represents the baseline data to address LTF/LTD improvement efforts.

This aim relates to the aim below that was included in our latest HRSA proposal:

Aim 1: By March 2017, PR UNHSP reduces loss to documentation from 31.1% (2012) to 15% (16.1% reduction).

The unique data source for reporting babies with a “Refer” status result will increase the likelihood to contact families in a timely manner and might reduce the likelihood of losing families to follow up.

Comparison between the referrals received by hospitals reports vs. referrals received at the PRDH is necessary to delineate strategies for improving the loss to documentation percentage.

Measurement

Outcome Measure:

Measure 1: Percentage of refers reported through the CANU Online

Formula 1: $\frac{\text{Number of babies referred through CANU Online}}{\text{Number of babies referred}} \times 100$

Process Measure:

Measure 2: Percentage of referrals received from hospitals

Formula 2: $\frac{\text{Number of babies referred}}{\text{Number of babies with a 'refer' status result}} \times 100$

Operational definitions

“Refer” result status: babies who failed their hearing screening tests as determined in the Law # 311 regulations.

Timely: refers to having an audiologic evaluation before infant’s third (3) month of age.

CANU Online: is a web-based reporting system in which coordinator audiologists report within 10 working days to the PRDH every child with a hearing screening ‘refer’ status result, as state by Law #311. UNHSP access the CANU Online to identify referred babies and contact families to examine if the baby had an audiologic evaluation and the results. In case that the infant have not had and audiologic evaluation, the UNHSP provides information to families and/or coordinate evaluations.

Referred babies: babies with a hearing screening ‘refer’ result status. The UNHSP receives contact information through the following sources: CANU online, BDSS referrals, and mailed or faxed paper forms.

- **How we are storing and analyzing our data**

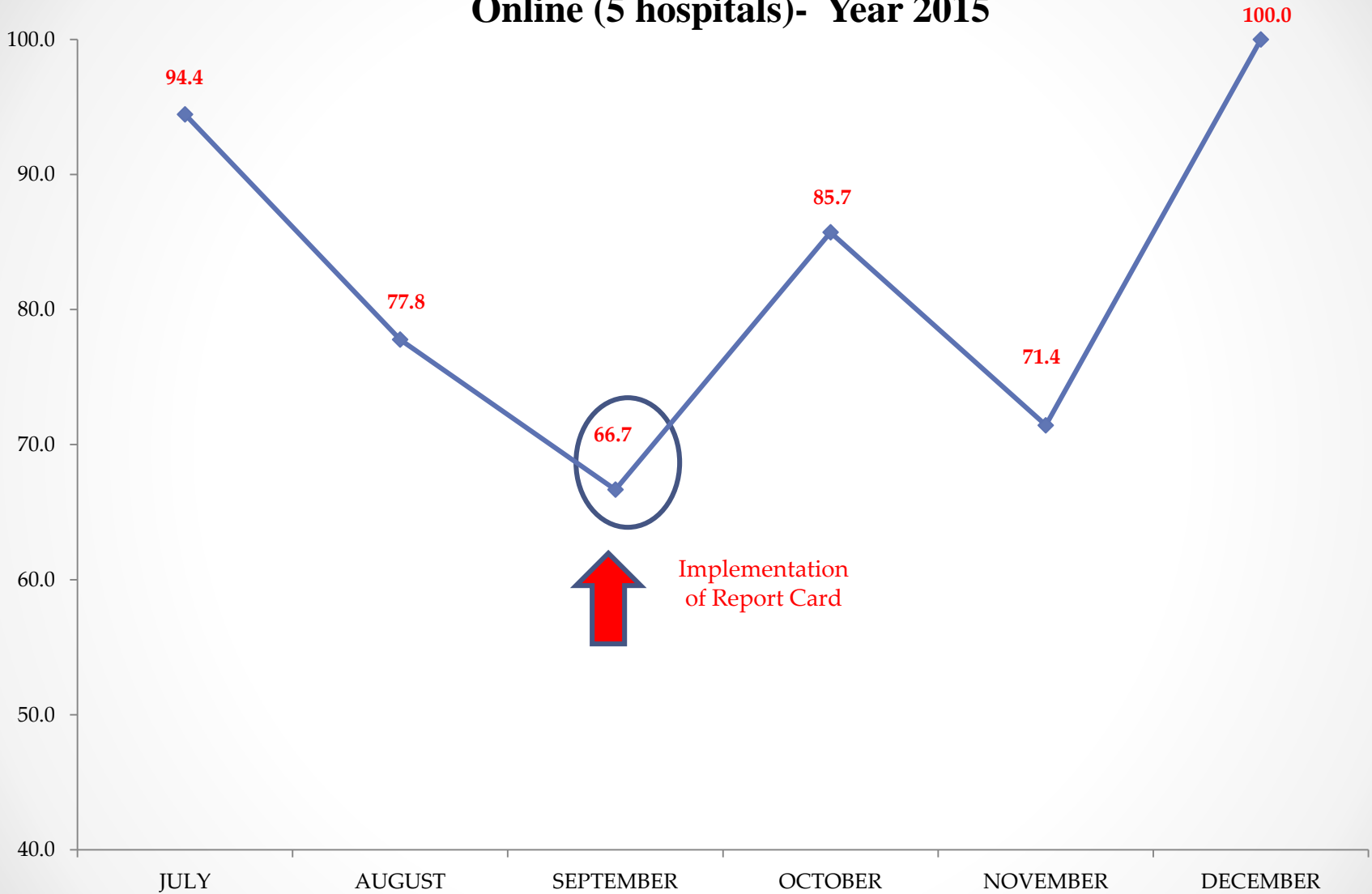


Due to the inability of CANU Online to generate data reports, the UNHSP enters data manually, which represents the biggest challenge.

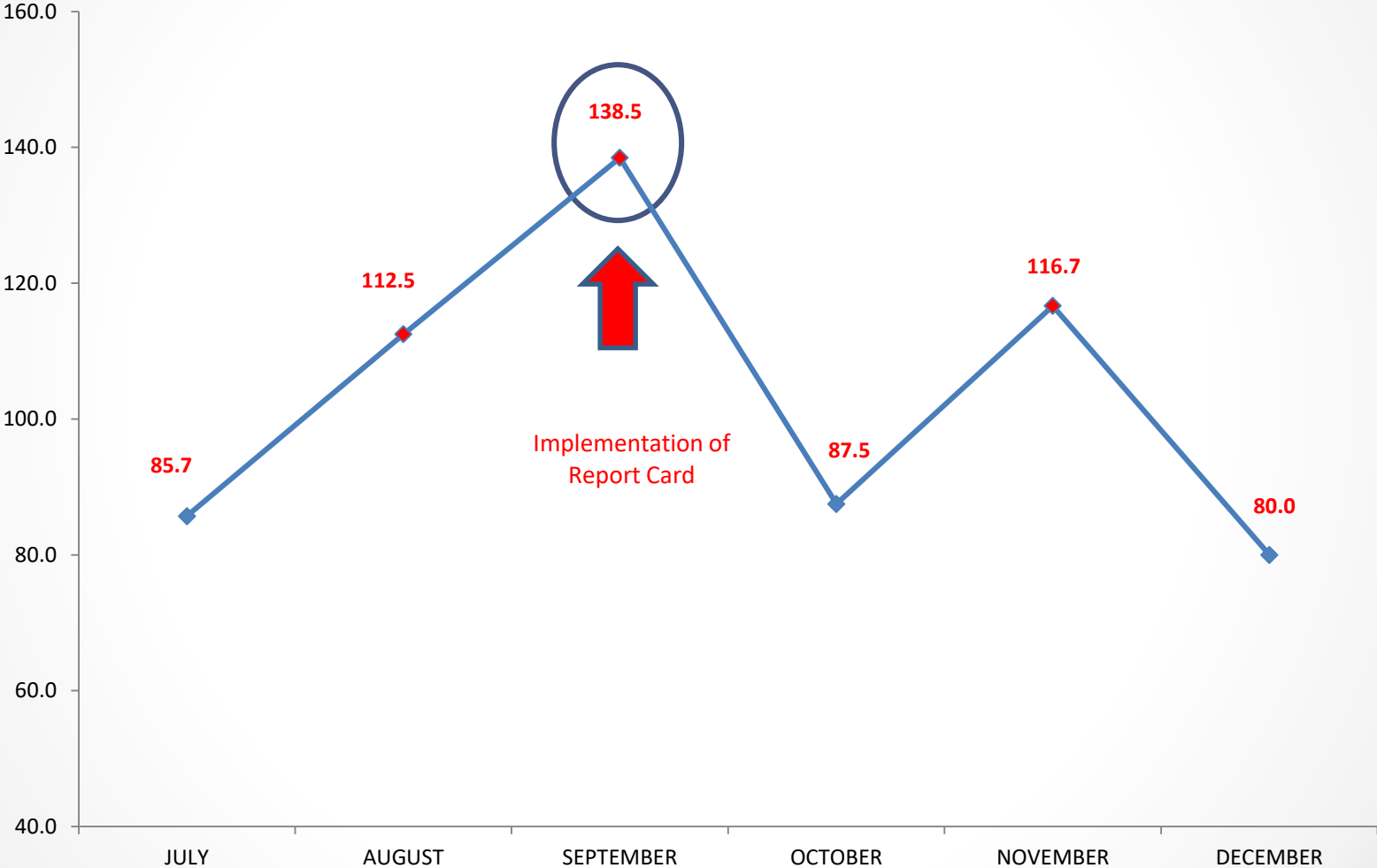
Data is extracted from the CANU Online and compared with other data sources referrals through the hospital visits of birth defects surveillance system registered nurses.

Data is reviewed as necessary, but at least once a month.

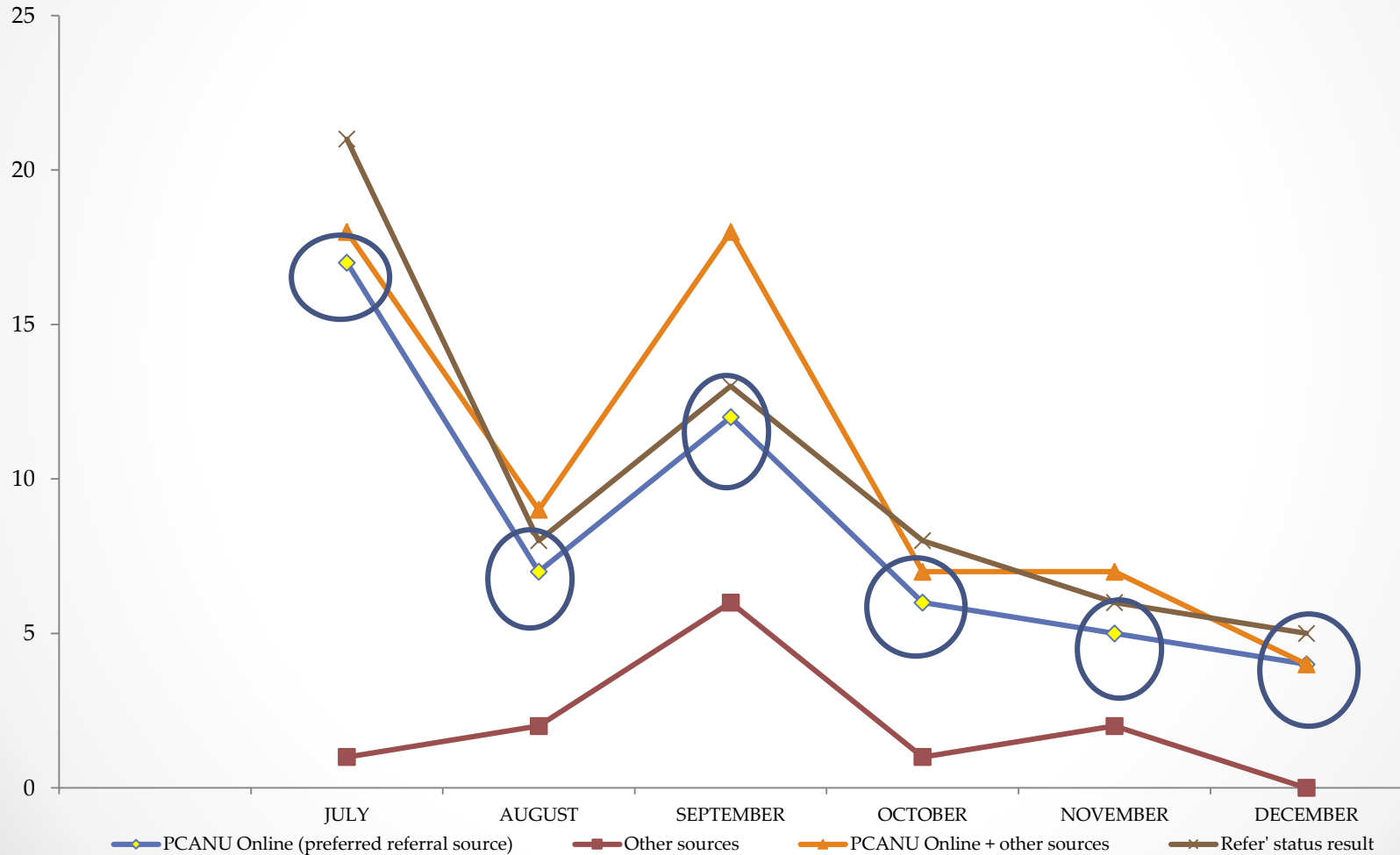
Measure 1: Percentage of referrals reported through the CANU Online (5 hospitals)- Year 2015



Measure 2: Percentage of referrals received from 5 hospitals (all referral sources)- Year 2015



Number of babies with a 'refer' status result versus number of referred babies by source (5 hospitals)- Year 2015



Strategies



1. Hospital report card (successful and spread to all 5 hospitals)
2. Phone calls to coordinators after each report card sent for follow up. (successful and spread to all 5 hospitals)
3. Visits to birthing hospitals (medical director, administrator, pediatric director, nursery supervisor and audiologist/coordinator) to inform their performance, identify barriers, make recommendations and solutions, and, in addition, monitor hearing screening protocol. (successful and spread to all 5 hospitals)

Birthing hospitals visited (Report card) = 5 of 5 hospitals

REPORT CARD FOR BIRTHING HOSPITALS

Hospital: METRO PAVIA HOSPITAL, ARECIBO
Trimester 1: JULY TO SEPTEMBER 2015
Month: Year:

Total of referred babies reported in the Statistical Data Form	
July	0
August	0
September	0
Total trimester	0

The numbers with a negative sign (-) represents the number of babies that were not reported to the PR Department of Health (PRDH) (CANU Online, email or fax), but were reported in the Statistical Data Form. When the difference is positive (+), it means that those babies were reported to the PRDH (CANU Online, email or fax), but were not included in the Statistical Data Form.

REFERRAL SOURCE	MONTH	DIFFERENCE BETWEEN BABIES REPORTED TO THE PRDH (CANU Online, email or fax) AND THOSE REPORTED IN THE STATISTICAL DATA FORM	REFERRED BABIES REPORTED IN STATISTICAL DATA FORM (%)
Total of referred babies reported through the CANU Online system	July	0	
	August	1	
	September	1	#DIV/0!
	Subtotal	2	
Total of referred babies reported through email/fax	July	0	
	August	0	
	September	0	#DIV/0!
	Subtotal	0	
Total of referred babies reported through other sources	July	0	
	August	0	
	September	0	#DIV/0!
	Subtotal	0	
Total of referred babies reported to the PRDH through both sources (CANU Online/email/fax and the Statistical Data Form)	July	0	
	August	1	
	September	1	#DIV/0!
	Subtotal	2	

COMMENTS: Attached to this report card, it is included a list of referred babies reported through the CANU Online during this trimester. We observed that you began to access the CANU Online! As you will see in this report, you can identify a difference between the number of referred babies reported in the Statistical Data Form and those babies reported through CANU Online system. For this trimester, none of the two (2) referred babies reported through the CANU Online system were reported or included in the Statistical Data Form.

Send date: December 18, 2015

Person that completed the report card: Mildred R. Luciano, UNHSP Service Coordinator/Coordinadora

Signature: _____



What advice we can give to other states who want to work on a similar aim?

Using a report card as an strategy is:

- Simple strategy
- Easy to use
- Useful and effective
- Provide to the hospitals' coordinators and staff a view about their performance (they can see the reality about how they are working and how much they need to improve)

Next steps



Other strategies related to this aim considered to be text next:

1. Send the report card monthly (month by month)
2. Send the report card to the hospitals' medical directors, administration and nurse supervisors in addition to the coordinators
3. Schedule meeting with the birthing hospitals' coordinators
 - Update their improvement
 - Update Program' improvement
 - Barriers identified
 - What else we need to do...

Planning for next year...



- **What direction will be taking our QI work during the next year?**
 - ✓ Continue reducing loss to documentation improving reporting from birthing hospitals and audiologic clinics
 - ✓ Continue reducing loss to follow up improving the reporting, accuracy and completeness of demographic information of referred babies
 - ✓ Continue to increase the number of referred babies evaluated through diagnostic audiological evaluation before 3 months of age
 - ✓ Increase awareness in PCPs about the importance of refer babies that do not pass hearing screening for diagnostic audiological evaluation in a timely manner
 - ✓ Increase number of babies with hearing loss referred to appropriate EI services before 6 months of age

Aims we will be working:

1. By March 2017, the PR EHDI Program will increase the percentage of hospitals that report to EHDI the referred babies within 10 working days using the CANU Online from 25% to 50%.

Measurement:

$$\frac{\text{Number of hospitals that report EHDI withing 10 days using CANU Online}}{\text{Number of hospitals reporting through CANU Online}} \times 100$$

2. **By March 2017, the EHDI Program will reduce the number of hospitals that have a referral rate greater than 4% from 27.8% to 15%.**

Measurement: $\frac{\text{Number of hospitals with refer rate } >4\%}{\text{Total number of hospitals}} \times 100$

3. **By March 2017, the EHDI Program will increase the audiologic clinics that report to EHDI the diagnostic audiological evaluations results within 10 working days from 17.6% to 40%.**

Measurement:

$\frac{\text{Number of audiologic clinics that report EHDI within 10 days using CANU Online}}{\text{Number of audiologic clinics that report EHDI}} \times 100$

THANK YOU!

¡Y GRACIAS...