EHDI Quality Improvement Toolkit:
a roadmap to success

EHDI Conference 2009
Elizabeth Seeliger
Overview

• WI Learning Collaboratives
• WI Medical Home Toolkit
• WI EHDI Toolkit development
• Overview of the site
• Q & A
Acknowledgements

• MCHB
  – Funding to develop the toolkit

• NCHAM
  – Hosting infrastructure
  – Recruitment and support of national advisors
    • Vicki Hunting, Karin Neidt, Lylis Olsen, and Vickie Thomson

• NICHQ
  – Guidance, support and technical assistance
WI’s Medical Home Initiative – setting the stage

• Every child with special health care needs will have access to a medical and dental home
• Access to the system is seamless and care is coordinated and integrated
• Families and providers work in partnership
• Providers have the skills and resources to provide needed services
Guided by WI inclusion in NICHQ Learning Collaboratives

<table>
<thead>
<tr>
<th>LC provides a framework to support an environment of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 WI provider teams participated in first cycle of the NICHQ Medical Home Learning Collaborative</td>
</tr>
<tr>
<td>Goal: improve care for CSHCN by making changes in primary care service delivery and state programs</td>
</tr>
</tbody>
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WI Replications

Legend
- Medical Home
- EHDI
- Both
Wisconsin Replication

• Wisconsin launched a replication of the EHDI NICHQ Learning Collaborative with a statewide focus (October 2008-March 2010)

• WI Community Teams: recruited 10 additional teams

• Comprised of hospital staff, parents, audiologists, early interventionists, medical home provider and ENT and genetic specialists

• Data, data, data…
IHI Breakthrough Series™
(18-month time frame)

Select Topic
(reduce loss to follow-up)

Expert Meeting
(determined measures)

Participants (10 teams)

Prework (Oct 2, 2008)

Collect Baseline Data
RM 1 (1/09)

Collect Baseline Data
RM 1 (1/09)

LS 1
3/24/09
AP1

LS 2
10/1/09
AP2

LS 3
3/19/10
AP3

RM 2
6/09

RM 3
1/10

Dissemination
Holding the gains
Publications
QI Toolkit

Supports
Email · Phone Conferences · Visits
Monthly Team Reports

LS – Learning Session
AP – Action Period
RM – Regional Meetings
Having these care plans in which large charts are condensed is going to make a big difference for our families and our practice.

Robert Rohloff, MD

“Children with special health care needs, their families, physicians, practice teams and community providers will benefit from having a clear, written Medical Summary, Emergency Treatment Plan and Plan of Care... these are the components of a Comprehensive Care Plan.”

Source: The Comprehensive Care Planning, Center for Medical Home Improvement

Wisconsin Resources
Sample Care Plan – Marshfield Clinic, Chippewa Falls (PDF)

A comprehensive medical summary/care plan is essential for children/youth with special health care needs who may have complex and lengthy medical records. A care plan provides:
Building a Medical Home Partnership: A Wisconsin Toolkit

www.wimedicalhometoolkit.aap.org
Goals of EHDI QI Toolkit

• Connect state providers to key resources that support comprehensive care and reduce loss to follow-up

• Promote high leverage improvement strategies while reinforcing the medical home model

• Highlight the work of the community teams involved in the replication to give real life examples that improvement is possible

• Connect providers to other referral providers via a searchable directory
Building the Toolkit

• Creating the design
  – Look and feel similar to medical home toolkit
  – Creation of a dynamic toolbar that reflects the EHDI continuum
  – Integration of key tools such as the car map and the JCIH Position Statement
  – Creation of an administrative database that allows frequent updates of content
Building the Toolkit

• Finding a host
  – Internal servers didn’t support the software needed to host it
  – NCHAM agree to host the toolkit with the intention that it could be adapted by other states

• Determining the content
  – Needed a mix of state and national resources
  – Huge volume of material
  – Utilized state and national advisors to help
  – This process continues…
Structure of the Toolkit

• Arranged by provider role
  – Medical Home
  – Inpatient screening
  – Outpatient screening
  – Pediatric Audiology
  – Early Intervention
  – Specialty Provider

• Supportive of 1-3-6 guidelines
Introduction Pages

Early Hearing Detection and Intervention
A Roadmap to Success

Medical Home

Medical Home headline

Best Practice Guidelines
Review sample policies, procedures, and competency guidelines that align with JCIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette

Discussion Points
Early Hearing Detection and Intervention
A Roadmap to Success

inpatient screening:
at birth

Early Intervention: Introduction

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

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Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 1

Dora Garcia is an 8# 4oz female infant, delivered at term at Midstate Hospital in central Wisconsin. Midstate Hospital is a Level 2a hospital delivering about 500 babies each year. Dora is the second child born to Kimberly and Carlos Garcia, who live 45 miles away from Midstate. Carlos Garcia is a migrant farm worker. The family just moved to central Wisconsin from Texas and have not established care with a family physician. There is no

Discussion Points

• How does the care align with screening guidelines and best practices?
• How is the family engaged?
• How is care coordinated and communicated?
• How do you find resources
# Early Hearing Detection and Intervention

## A Roadmap to Success

### Outpatient Screening: Before 1 Month

#### Improvement Strategies
- **NICHQ** (National Initiative for Children’s Healthcare Quality)
- **Standardize** communications (written and verbal) with parents about hearing screening results.
- **Provide** clear communication about next steps using the EHDI Care Map.
- **Identify** two points of contact for families of infants who did not pass such as a relative or friend.
- **Offer a referral** to Guide By Your Side.

#### Best Practice Guidelines
- Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

#### Tools for Improvement
- Assure follow-up with a few key data-collection and communication tools.
- **VE-TRAC**

#### Improvement in Action
- See how the collaboratives used improvement tools to test steps of change within their organizations.

#### Closing the Follow-up Gap: An EHDI Case Study

#### Vignette No. 2

#### Discussion Points
- Which improvement strategies could the outpatient facility have implemented that would have assisted the family in getting to follow-up?
- Why is rescreening both ears important?
pediatric audiology: before 3 months

Pediatric Audiology headline

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 3

Discussion Points
- Which improvement strategies could the medical home have implemented that would have assisted the family in getting to follow-up?
Early Hearing Detection and Intervention
A Roadmap to Success

early intervention: before 6 months

Improvement Strategies

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 4


Discussion Points

- What considerations may be different when serving children and families who are deaf or hard of hearing?
- What could this program have done differently to expedite the enrollment process?
- What improvement strategy could they implement to assure that families understand why early
Early Hearing Detection and Intervention
A Roadmap to Success

specialty care

Improvement Strategies

NICHE National Initiative for Children's Healthcare Quality

Educate the PCP/Medical Home staff about the medical work up for infants with hearing loss.

Streamline authorizations for referral to eliminate delays.

Note recommended return visits, if appropriate, on the EHDI Care Map for the family.

Standardize message to assure the unbiased presentation of information.

Early Intervention: Introduction

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 5


Discussion Points

- How do you find resources appropriate to this family's needs?
- What could your practice do to increase access to your services?
- PointC
- PointD
state EDHI program

Improvement Strategies

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with ICIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 6

Discussion Points
- content id #54 state EDHI goes here
Structure of the Toolkit

- Features a persistent navigation bar that is accessible from any page
  - Roadmaps for success
  - For families
  - Find Wisconsin providers
  - EHDI QI Toolkit
Structure of the Toolkit

• Each provider role is subdivided into three sections
  – Best Practice Guidelines
  – Tools for Improvement
  – Improvement in Action (under construction)
Early Hearing Detection and Intervention
A Roadmap to Success

inpatient screening: at birth

Resources: Best Practices Guidelines

Policies and Procedures
- Joint Committee on Infant Hearing 2007 Position Statement
- Resources for Establishing and Operating Universal Newborn Hearing Screening (National Center for Hearing Assessment and Management)

Screening Protocols
- Basic Steps for ABR Testing (Washington State)
- Basic Steps for OAE Testing (Washington State)
- Screening Competency Tool (Aspirus Wausau Hospital)

Blood Card Protocol
- Wisconsin Birth Unit Blood Card Protocol
- Wisconsin NICU Blood Card Protocol

Training Opportunities
- Newborn Hearing Screening Training Curriculum

NICHQ
National Initiative for Children’s Healthcare Quality

Standardize the process for documenting all newborn screening results in the hospital records

Record and report the results accurately to the state EHDI program via the blood card

Standardize communications (written and verbal) with parents about newborn screening results
Tools for Improvement

Early Hearing Detection and Intervention
A Roadmap to Success

medical home | inpatient screening | outpatient screening | pediatric audiology | early intervention | specialty care | state EHDI program | intro | best practices guidelines | tools for improvement

early intervention:
before 6 months

Improvement Strategies

NICHO
National Initiative for Children's Healthcare Quality

Build Family to Family relationships.

Standardize referral mechanisms.

Use a fax-back form to alert the PCP/NH at the time of enrollment.

Obtain a consent for release of information at first contact so that information can be shared with the state.

Resources: Tools for Improvement

Assure care in a Medical Home
- Wisconsin EHDI Patient Checklist
- Letters to Primary Care Provider
- Fax-back Form

Engage Families as Partners
- Wisconsin EHDI Patient Checklist/Roadmap
- Babies & Hearing Loss: an interactive guide for families
- A Parent's Wish List for Early Interventionists
- Things to do with families of very young children

Connect to Community Resources

Training Opportunities
Building Blocks of Intervention: Hearing Loss in Children 0-3 Years
Sponsored by a grant from the Verizon Foundation.
### Administrative Interface

#### EHDI Website Administration

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<thead>
<tr>
<th>ID</th>
<th>Title</th>
<th>Page</th>
<th>Position</th>
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<td>Improvement Strategies</td>
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<td>Early Intervention: Best Practices</td>
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<td>Discussion Points</td>
<td>Medical Home: All pages</td>
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Future Directions

• By March 31, 2009
  – Complete the home page construction and EHDI Role
  – Complete the resource compilation for each of the sections
  – Finalize the improvement strategies

• By March 31, 2010
  – Complete the Improvement in Action sections
  – Expand the Find a Provider interface
  – Make the toolkit accessible and customizable for other state EHDI Programs
Your Feedback is Welcome!
Contact

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