

Improving Lost to Follow-up Rates: Meeting Families Where They Are At

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Children's Hospital of Wisconsin



- Founded in 1894
- Located in Milwaukee
- One of the top pediatric facilities in the nation
- It is the largest pediatric facility in the state of Wisconsin
- It serves children from Wisconsin, Michigan, northern Illinois and beyond

Children's Hospital of Wisconsin

- Main Campus Hospital
 - 296 beds
 - NICU – 43 beds
 - NPCU – 16 beds
- CHW – Fox Valley
 - 42 beds
 - NICU – 22 beds
- Masters Family Speech & Hearing Ctr.
 - 12 Audiologists
 - 10,000-11,000 patients/year
 - 500+ In-patient UNHS

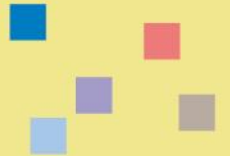


Reducing LTFU Rate

Wisconsin Sound Beginnings Program
&
Children's Hospital of Wisconsin

Focus Areas

- Inpatient UNHS Protocol
- Expanding services outside of the hospital
 - Suburban location
 - Urban location



Inpatient UNHS Protocol



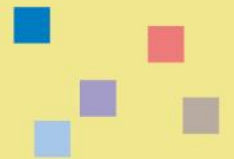
- Complete AABR screening on babies close to discharge.
- Pass – Recommend hearing evaluation at 6-12 months
- Refer – Re-screen within 2-4 weeks of discharge



Problems



- 60% of our babies live more than 1 hour from Children's Hospital
- High percentage of Medicaid patients
- Many have other significant medical conditions
- LTFU rate was higher than desired
- Re-screens were happening later than desired



LTFU Rate & Age

- Initial IP refers – 25%
- Re-screen refers – 10%
- Average Age at final diagnosis - 142.5 days

NICU Protocol Changes 2010

- Screen with AABR close to discharge
- If baby refers, re-screen within 48 hours with diagnostic equipment.
- If baby refers again, obtain ENT consult
- If ears are healthy or ENT decides baby needs PE tubes, then a diagnostic AEP is completed.
- If fluid is present, baby is scheduled for ENT/Audiology 1 month post discharge.

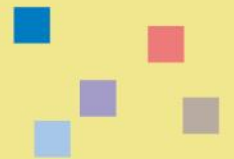
Improvements



- Refers – 53
- Passed IP Re-screen – 43%
- Diagnosed HL as IP – 9%
- LTFU – 2%
- Ave. age at final diagnosis – 71.5 days (71 days earlier)

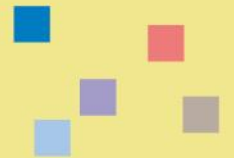


SUCCESS!!



Expand services outside of the main hospital

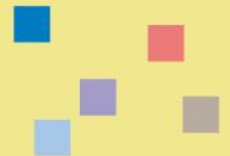
- Suburban Location
- Urban Location



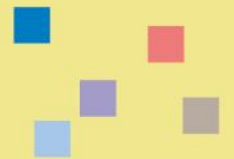
Suburban New Berlin Clinic



- Multi-specialty outpatient clinic
- 1.5 audiologists
- 7 appointments/month
- Completed 44 screenings/diagnostic tests in 2010



SUCCESS!!



Urban

16th Street Community Health Ctr.

- Located in inner-city Milwaukee
- Serves mainly Hispanic population
- Low socio-economic population



Roadblocks

- Not a Children's Hospital of WI clinic
- Communication issues concerning what the commitment of both clinics were to be
- We are looking into providing services during Urgent Care hours (evenings & weekends)

Other Options

Look at offering services in locations that CHW already has services, but not audiology

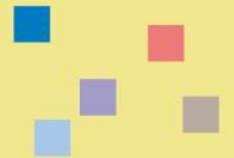
Locations

- Kenosha/Pleasant Prairie
 - Located approx. 1 hour south of Milwaukee
 - Close to Illinois border
- Fox Valley area
 - Located approx. 2 hours north of Milwaukee



Kenosha/Pleasant Prairie

- More of an urban setting
 - Lower socio-economic status
 - Higher Medicaid population
- 2 Hospitals
 - Aurora Medical Center
 - United Hospital



Goals



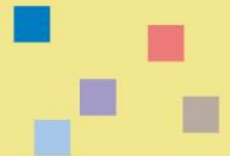
- Provide services where there is a lack of services
- Capture border babies
- Partner with community resources
- Provide education
- Continue to grow and add services
- Will start with 1-2 days/month

Fox Valley

- Children's Hospital is currently in the area by being located in Theda Clark Medical Center
- Currently there is no close proximity for F/U services

Goals

- Capture babies that are being LTFU
- Partner with the local medical facilities
- Provide education
- Increase services
- Will start with 1-2 days/month



Summary

- Reduced our LTFU
- Reduced the age of final diagnosis
- Reduced our TTNA
- Reduced the number of babies on our We-Trac queue
- Hope to continue to improve once the Kenosha/Pleasant Prairie and Fox Valley settings are up and running

Thank you!!

