

# ***"The 'Next Steps,' a Checklist to Improve Hearing Follow- Up and Intervention"***



**LINDA BIANDO, RN, MSN  
BARBARA MOYER, ADMINISTRATIVE  
ASSOCIATE  
ROSA ABREU, MBA, MA CCC-A**

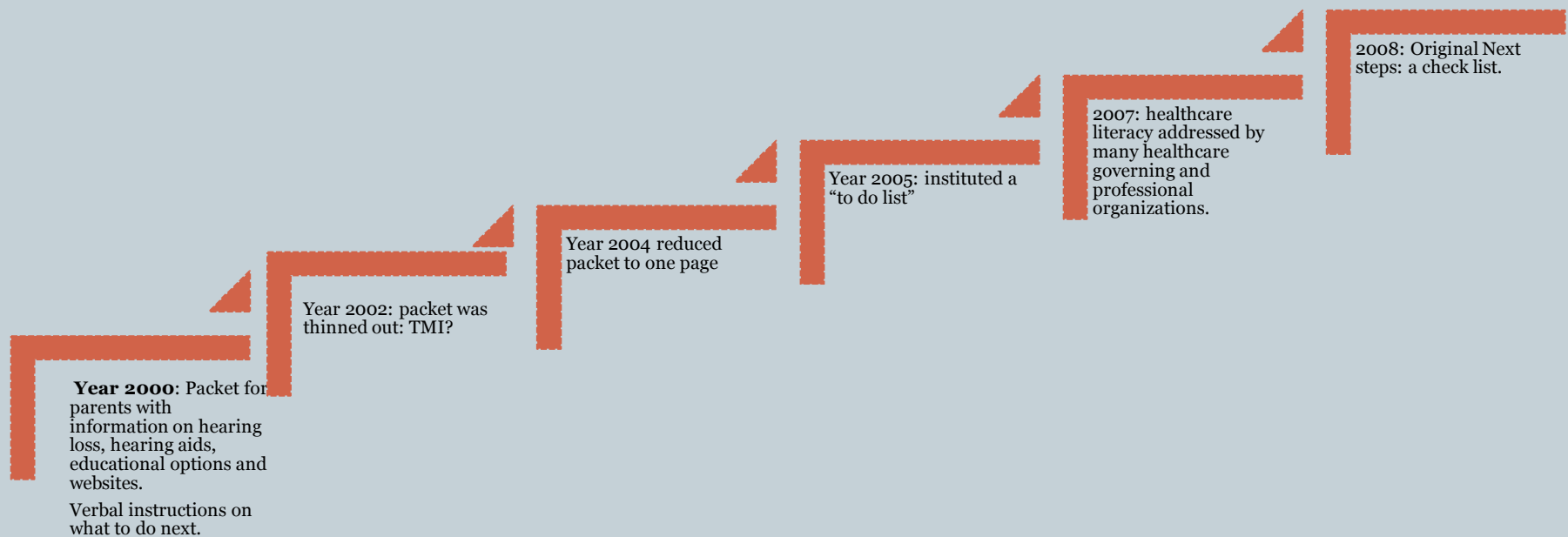
# Our NICHQ Experience



- **Our New Jersey team**
  - 38 member multidisciplinary team
    - ✦ Core team
    - ✦ Audiology team
    - ✦ Entire extended team
- **PDSA process (Plan, Do, Study, Act)**



# History of Original Next Steps



# Original Next Steps



Return to Pediatrician/ear doctor ( see Center's list)



Go to Hearing Aid Specialist (see Center's List)

The Hearing aid specialist will need a copy of the hearing test  
And medical clearance from the ear doctor.

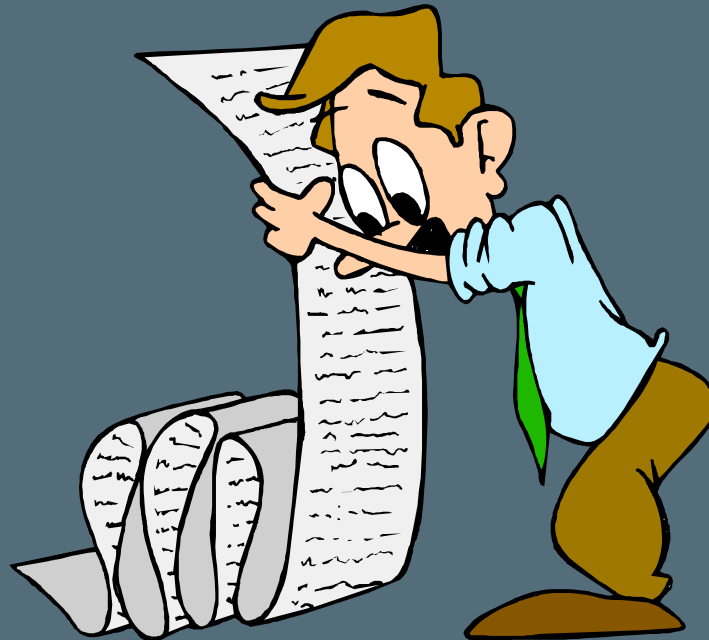


Call Early Intervention 1800 372 6510



Other: \_\_\_\_\_

# Who doesn't love a Good Checklist?



# Audiologist Checklist



PEDIATRICIAN/EAR DOCTOR (SEE CENTER'S LIST)



HEARING AID SPECIALIST (SEE CENTER'S LIST) \*\*\*

\*\*\*Hearing aid specialist will need a copy of hearing test and medical clearance from an ear doctor



CALL EARLY INTERVENTION

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)



Call NJ STATEWIDE PARENT TO PARENT and Hands & Voices of New Jersey

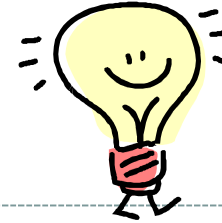
**1-800-372-6510**

[parent2parent@spannj.org](mailto:parent2parent@spannj.org)

**609-789-0677**

[hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)

# A Great Idea!



- Simple
- Literacy friendly
- Picture identifiers
- Consistent message (script)
- Vehicle to assess parent understanding
- Method to document information given
- Take home tool for parents
- Can be freely shared and modified

# Origin of Next Steps



- I first heard of “next Steps” on a National Initiative for Children’s Healthcare Quality (NICHQ) webinar.
- Shortly thereafter our team had a “homework assignment”, “What change would you like to see in hearing and intervention follow-up?”
- I was looking in the Improvement Lab section of our teams page at information that had been shared by team members. I came across a “Next Steps” sheet that was being used by audiology and immediately thought this is it! This is the missing link we need for our moms of babies that referred on their hearing screen. A clear and simple checklist for what to do next.
- The audiology “Next Steps” was adapted to “Next Steps When Your Baby Refers”, a simple and concise checklist with coordinating graphics.



# This is what we need!



## NEXT STEPS:



PEDIATRICIAN/EAR DOCTOR (SEE CENTER'S LIST)



HEARING AID SPECIALIST (SEE CENTER'S LIST) \*\*\*

\*\*\*Hearing aid specialist will need a copy of hearing test and medical clearance from an ear doctor



CALL EARLY INTERVENTION

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)



Call NJ STATEWIDE PARENT TO PARENT

**1-800-372-6510**

[parent2parent@spannj.org](mailto:parent2parent@spannj.org)

# First draft



## **NEXT STEPS:** When your baby refers on the hearing screen



### **Calls to make soon after discharge**

Call Pediatrician for appointment and get referral for hearing screen if needed by your insurance also you will need to have an order from your pediatrician.

Call your insurance company to add baby to insurance and check to see if you need a referral.

If you are applying for Medicaid call to see if anything else needs to be done to receive babys card.

Call and schedule a repeat hearing screen to be done before your baby is 1 month old. Check the list of area facilities on the back of the hearing screen result form. Your baby was screened with an AABR hearing screen machine and both ears will need to be rescreened with the same type of machine, check to make sure that the facility performing the rescreen has this capability.



Bring your babys hearing screen results from the hospital, your insurance card, referral if needed by your insurance company, photo ID and pediatricians order to your appointment.

# Revision



## NEXT STEPS WHEN YOUR BABY REFERS



Call your Pediatrician office to:

Make the baby's first office visit appointment

Get a prescription to see the audiologist (for ABR rescreen)

Get referral for hearing screen **IF** needed by your insurance



Call your insurance company to:

Add your baby to the insurance (also check to see if you need a referral)

If you are applying for Medicaid, call to see if anything else needs to be done to receive baby's card.



Call the audiologist office to:

Schedule the ABR rescreen before your baby is 1 month of age

Get instructions on what to do for the appointment

\*Bring your baby's hearing results from the hospital, insurance card, referral (if needed by your insurance co.), photo ID and pediatrician's prescription to your audiology appointment.

# Final Version, a check list



## NEXT STEPS WHEN YOUR BABY REFERS



### Call your pediatrician office to:

- Make the baby's first office visit appointment
- Get a prescription to see the audiologist (for ABR rescreen)
- Get referral for hearing screen **IF** needed by your insurance



### Call your insurance company to:

- Add your baby to the insurance (also check to see if you need a referral)
- If you are applying for Medicaid, call their office **as soon as possible** to see if anything else needs to be done to receive baby's card



### Call the audiologist office to:

- Schedule the ABR rescreen **before your baby is 1 month of age**
- Get instructions on what to do for the appointment

**\*Bring your baby's hearing results from the hospital, insurance card, referral (if needed by your insurance company), photo ID and pediatrician's prescription to your audiology appointment.**

# Spanish Final Version



## **PRÓXIMOS PASOS CUANDO SU BEBÉ SE REFIERE**



### **Llame la oficina de su pediatra para:**

- Hacer la primera cita del bebé al consultorio
- Obtener una receta para ver el Audiólogo (para una reevaluación de ABR)
- Obtener un referido para una detección de audición **SI** es necesario por su seguro



### **Llame a su compañía de seguro medico para:**

- Añadir su bebé al seguro (también compruebe si necesita un referido)
- Si usted está solicitando para Medicaid, llame a la oficina **tan pronto como sea posible** para ver si hay algo más de hacer para recibir la tarjeta del bebé.



### **Llame la oficina del Audiólogo para:**

Programe la reevaluación **antes de que su bebé cumpla un mes de edad**

Obtenga instrucciones sobre lo que debe de hacer para la cita

**\*Traiga los resultados de audición de su bebé del hospital, tarjeta de seguro, referido (si es necesario para su compañía de seguro), identificación con fotografía y la receta del pediatría para llevar a la cita del audiólogo.**

# Repeat Hearing Screen Information folder



- A separate folder that only contains information on rescreening that can be taken to pediatrician/audiologist
- Next Steps When Your Baby Refers form
- Newborn Hearing Screen Result form
- List of hearing follow up centers with address and phone numbers
- Your Baby Needs Another Hearing Test brochure
- Learning about Hearing Loss—A Family's Checklist  
<http://www.infanthearing.org/familysupport/index.html>

## Positive feedback



- Nurses report that the Next steps sheet was an information sheet that has been needed for a long time to reinforce the verbal instructions that are given at discharge.
- More timely follow up appointments are being made.
- Follow up calls to the parent have identified some of the blocks to scheduling the appointment.

# Next Steps



- N needs another hearing screen
- E engage parent, pediatrician, and audiologist
- X x-tra information given in Next Steps folder
- T testing center list and phone number
  
- S schedule audiology appointment
- T testing to see if baby has a hearing loss
- E early intervention for best outcome
- P provide documentation to EHDI
- S share successful ideas



# Hospital Repeat Screen

## NEXT STEPS-Your Baby's Repeat Hearing Screen



- Return to the hospital to have your baby rescreened *before* they are **30** days of age

Returning during the baby's 1<sup>st</sup> or 2<sup>nd</sup> week after birth is best!



- Call the nursery (**XXX-XXX-XXXX**) a day or two ahead to let us know when you will return



- When you come to the hospital for the baby's hearing rescreening:

Go to the registration desk when you enter the hospital

Give them your hearing rescreen prescription

You will also need a photo ID and your insurance card



- It is important that your baby is sleepy during the rescreen so please try to bring

the baby in ready to sleep because natural sleep is best for the rescreen

# Atresia Next Steps for Hospital Use



## NEXT STEPS When Your Baby has Ear Canal Atresia (No Opening in Ear)



### Call your pediatrician's office to:

- Make the baby's first office visit appointment
  - Tell them your baby needs a hearing test called a **Bone Conduction ABR**
  - Get a prescription for the test and a referral for **IE** needed by your insurance
  - Get a referral for a Craniofacial Team visit and make appointment (see back of this form for a list of offices)



### Call the audiologist's office to:

- Make an appointment for a "Bone Conduction ABR" test before your baby is 1 month of age (see back of this form for a list of audiology offices that can do this kind of hearing test)
  - Get instructions from this office on what to do to prepare for your baby's appointment



### Contact NJ Early Intervention:

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)

*To learn more about getting your baby therapy services*



### Contact: NJ Parent to Parent and Hands & Voices of NJ

1-800-372-6510 [parent2parent@spannj.org](mailto:parent2parent@spannj.org)

609-789-0677 [hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)

*If you would like to talk to other parents who have a child with hearing loss*



### Call your insurance company to:

- Add your baby to your insurance plan
- If you are applying for Medicaid, call the Office of Social Services as soon as possible to get your baby their Medicaid card

# NEXT STEPS: Medical Home-When Hearing Loss is Identified

Medical Home Name

Infant Name

---

Make appointments with

ENT  
Genetics  
Ophthalmology

HEARING AID DISPENSER

Hearing aid specialist will need a copy of hearing test and medical clearance from an ear doctor. Go to [hearinghelp4kids.nj.gov](http://hearinghelp4kids.nj.gov) for a listing of participants

Encourage enrollment in EARLY INTERVENTION

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)

Encourage Family to call NJ STATEWIDE PARENT TO PARENT and Hands & Voices of New Jersey

**1-800-372-6510**

[parent2parent@spannj.org](mailto:parent2parent@spannj.org)

**609-789-0677**

[hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)

**Please Fax to EHDI @ 609-633-7820**

**Linda Biando**

# Next Steps Family Copy

## NEXT STEPS (Family Copy)

Medical Home Name

Infant Name

---



Make appointments with

ENT  
Genetics  
Ophthalmology



HEARING AID DISPENSER

Hearing aid specialist will need a copy of hearing test and medical clearance from an ear doctor. Go to [hearinghelp4kids.nj.gov](http://hearinghelp4kids.nj.gov) for a listing of participants



CALL EARLY INTERVENTION (and complete the Universal Medical Record form)

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)



Call NJ STATEWIDE PARENT TO PARENT and Hands & Voices of New Jersey

**1-800-372-6510**

[parent2parent@spannj.org](mailto:parent2parent@spannj.org)

**609-789-0677**

[hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)

# Medical Home- Atresia

- **NEXT STEPS: Medical Home-When your Baby Has Canal Atresia**
- **Medical Home- Childs Name**

---
- **Remind parents to schedule a Bone Conduction ABR with Audiology ASAP if they have not done this already \* see back for list\***
- **Remind parents to make appointments with Cranio-Facial Center \*see back\***
- **Refer to EARLY INTERVENTION**
- **1-888-653-4463** [www.njeis.org](http://www.njeis.org)
- **Refer to NJ STATEWIDE PARENT TO PARENT and Hands & Voices of New Jersey**
- **1-800-372-6510**  
609-789-0677
- [parent2parent@spannj.org](mailto:parent2parent@spannj.org)  
[hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)
- **HEARING AID DISPENSER**
- **Children with ear canal atresia can be fitted for hearing aids. A hearing aid specialist can help.**
- **Facts-**
- **Babies with ear canal atresia have hearing loss even if the internal hearing structures work**
- **Children with unilateral hearing loss are 10 X more likely to be held back in school**
- **Please Fax to Linda Biando @ 609-633-7820**

# Case Management Copy

## Ear Canal Atresia NEXT STEPS (one or both ears)

Medical Home Name

Child's Name

---

Remind parents to schedule a Bone Conduction ABR with Audiology **ASAP** if they have not done this already \* see back for list\*

Remind parents to make appointments with Cranio-Facial Center \*see back\*

Refer to EARLY INTERVENTION

**1-888-653-4463**

[www.njeis.org](http://www.njeis.org)

Refer to NJ STATEWIDE PARENT TO PARENT and Hands & Voices of New Jersey

**1-800-372-6510**

**609-789-0677**

[parent2parent@spannj.org](mailto:parent2parent@spannj.org)

[hands\\_voicesofnj@yahoo.com](mailto:hands_voicesofnj@yahoo.com)

**HEARING AID DISPENSER**

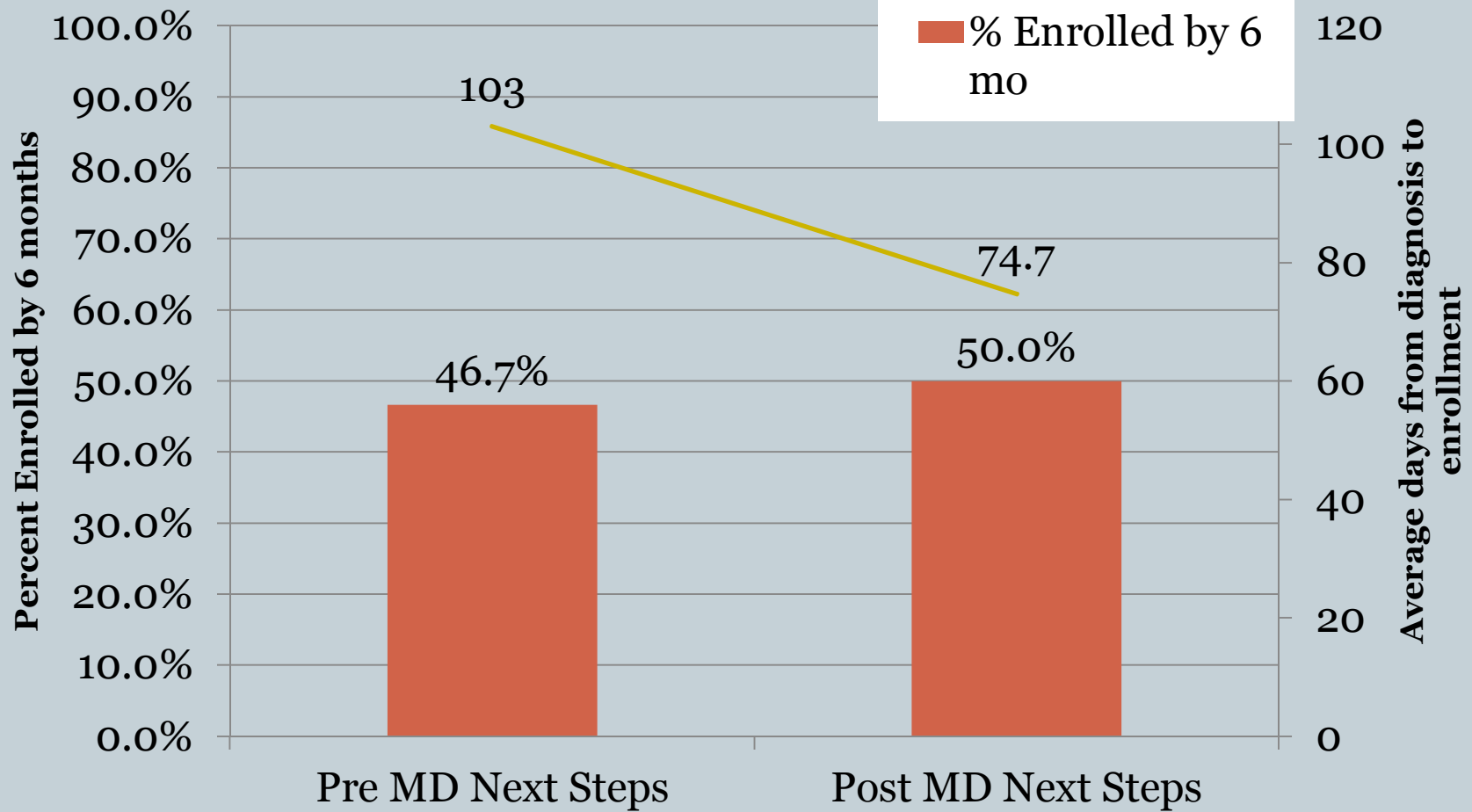
Children with ear canal atresia can be fitted for hearing aids. A hearing aid specialist can help.

### Facts-

Babies with ear canal atresia have hearing loss even if the internal hearing structures work

Children with unilateral hearing loss are 10 X more likely to be held back in school

# EI Enrollment



# What flipping burgers taught a CEO

Jane M. Von Bergen, *Inquirer Staff Writer*

Posted: Tuesday, March 18, 2014, 3:10 AM

[Christopher Kneizys](#), president of [Micro-Coax](#),

"The interesting thing about McDonald's which is very relevant to what we do here is process control...I didn't appreciate it at the time, but everything was done a certain way. There is a definite process to make a Big Mac. You put the meat on the grill. Five seconds later the searing timer goes off. .. it's one shot of the secret sauce...it was just the process."

Why is process control, doing it the same way every time, so important, I asked.



# What flipping burgers taught a CEO

"Because as soon as you deviate from that, you start freelancing and you don't get the same quality"

# Biggest Surprise?



Thank You! Any Questions?

