A Day in the Life of Oklahoma's Follow-up Coordinator

OKLAHOMA STATE DEPARTMENT OF HEALTH · CREATING A STATE OF HEALTH · WWW.HEALTH.OK.GOV

# **Authors & Presenter\*:**

## **Newborn Hearing Screening Program**

### Patricia A Burk, M.S., CCC-SLP, LSLS Cert. AVT\*

Program (EHDI) Coordinator

### Debbie Earley, Au.D., CCC-A

Follow-up/Audiology Contractor

# **Learning Objectives**

- At the end of this presentation , participants will be able to :
  - Learn ways to maximize the Follow-up Coordinator position
  - Learn ways to improve Loss to Follow-up/Loss to Documentation
  - Learn from other states on how to improve Loss to Follow-up/Loss to Documentation



# **Groundhog Day**

### MAIN CHARACTER:

• Phil Connors (played by Bill Murray)

### PREMISE:

- Television Weatherman assigned to cover Groundhog Day
- Relives the same day over and over (time loop)
- Over time, he re-examines his life and priorities
- Eventually uses his experiences to save the lives of others and help the people in his community (and get the girl)

# **OK EHDI Groundhog Day**

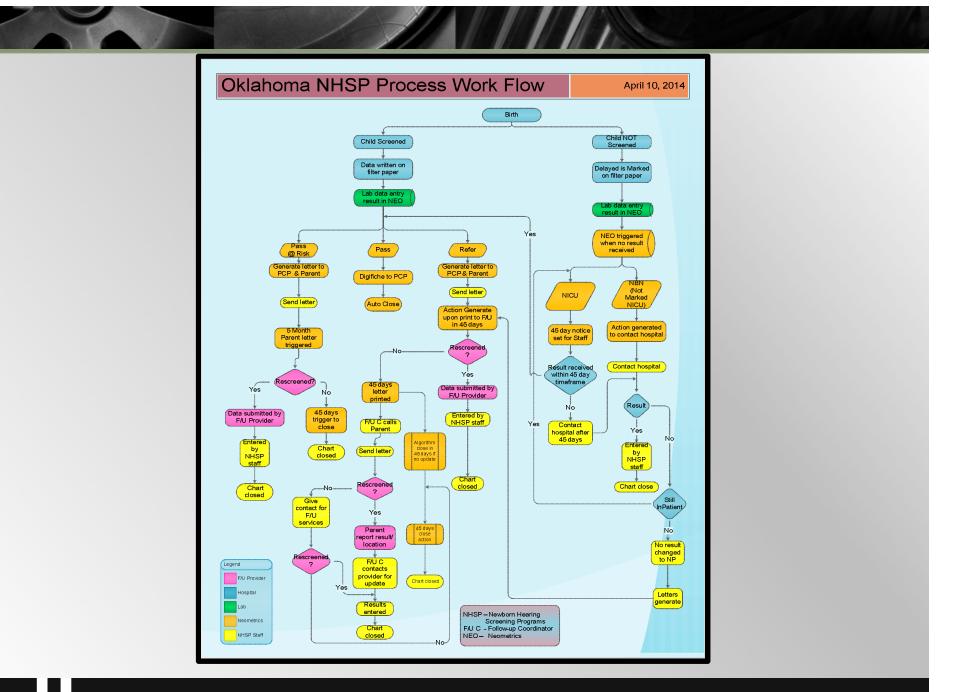
### **MAIN CHARACTER:**

• Follow-up Coordinator

(Audiologist or Speech-Language Pathologist)

### PREMISE:

- Responsible for the day-to-day case management efforts of the OK NHSP
- Can have the same activities day after day
- Must always remember priorities
- Uses experiences to help children and families across the state of Oklahoma



## NHSP Daily Letters – 7 days

#### <<DATE>>

To the parents of: <<fnm>>> <<lnm>>> <<lststreet 1>> <<lstcity>>, <<lststate>> <<lstzip>>

DOB: <<BRTHDT>> LAB #: <<lstlabno>>

Hearing Screening Results: Right Ear: <<rear>>

Left Ear: <<lear>>

Dear Parent:

Your baby's hearing was screened shortly after birth. Your baby passed the hearing screening, but has the following risk(s) for developing hearing loss:

#### <<riskx>>

A copy of these results was given to you when you and the baby left the hospital. This information is on a pink sheet of paper with the title *Newborn Hearing Screening* and a picture of an ear. A check in any box in the *Hearing risk status* area of the form indicates risk for developing hearing loss.

To be certain that your baby's hearing is not changing, it is important to have hearing re-screened at six months and again at one year of age. The newborn screening program will send you a reminder about having hearing re-screened when your baby is about five months old. Any time you have concerns about your infant's hearing don't wait. Have hearing screened right away.

Do you need help in finding someone to screen your baby's hearing? Do you have other questions? Call the newborn screening program. The toll-free number is 1-800-766-2223. The Oklahoma City number is 271-6617. The phone is answered Monday through Friday 8:00 AM until 5:00 PM. You can leave a voice-mail message at other times.

Sincerely,

Latricia A. Burk Patricia A. Burk, MS. CCC-SLP, LSLS Cert. AVT

Coordinator, Newborn Hearing Screening Program

To schedule a hearing appointment: Payne County Health Department Stillwater, OK 405-372-8200

Esta carta está disponible en español; para recibir nua copia, por favor contacte a este programa por kléfono o por correo. This letter is available in Spanish; for a copy, please contact the program by telephone or mail.

## NHSP Daily Calls – 45 days

#### <<DATE>>

To the parents of: <<fnm>>> <<lnm>> <<lststreet1>> <<lstcity>>, <<lststate>> <<lstzip>>

DOB: <<BRTHDT>> LAB #: <<lstlabno>>

Hearing Screening Results: Right Ear: <<rear>>

Your baby's hearing was screened shortly after birth. Your baby passed the hearing screening, but has the following risk(s) for developing hearing loss:

Left Ear: <<lear>>

<<riskx>>

Dear Parent

A copy of these results was given to you when you and the baby left the hospital. This information is on a pink sheet of paper title **Newborn Hearing Screening** and a picture of an ear. A check in any box in the **Hearing risk status** area of the form indic for developing hearing loss.

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Sincerely,

10

Patricia A. Burk Patricia A. Burk, MS, CCC-SLP, LSLS Cert. AVT Coordinator, Newborn Hearing Screening Program To schedule a hearing appointment: Payne County Health Department Stillwater, OK 405-372-8200

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# NHSP Daily Calls – 45 days

### **Communication Registers**

Frozen	Always stays the same; Ritual or specific words; Unchangeable language	Pledge of Allegiance Lord's Prayer
Formal	One way communication; No interruptions; Technical language	Interviews Academia Public speaking
Consultative	Two way communication; Interruptions allowed; Cannot assume other person has background information	Teacher/Student Doctor/Patient Supervisor/Employee Meeting a stranger
Casual	Very informal language Language between friends Limited vocabulary (400-800 words)	Slang Text
Intimate	Private; way in which words are said is very important; non-verbals are included	Between lovers, family, and close friends

Adapted from the work of Martin Joos

## **Diagnostic Data Entry**

#### NEWBORN HEARING SCREENING REPORTING FORM INSTRUCTIONS FOR USE

#### Newborn Hearing Follow-up Report submission is mandated by the State of Oklahoma, Newborn Infant Hearing Screening Act§63-1-543.

#### PURPOSE:

This Reporting Form is to be used to report all visits to your facility by infants and children birth to three years of age. Information from these reports will be used to update the newborn hearing screening results reported at birth by the hospital and monitor that each child is receiving follow-up services as soon as possible. Annual data will be reported to the Center for Disease Control and Prevention (CDC) to determine babies "Loss to Follow-up/Loss to Documentation".

REPORTING HEARING RESULTS ON ALL INFANTS AND CHILDREN FROM YOUR FACILITY should include:

- · Initial infant hearing screenings on "out of hospital births" and missed hospital screenings
- All infants that referred the initial hearing screening
- A child referred to you from other resources (parents, physicians, etc) with suspected or confirmed hearing loss
- A child being evaluated for hearing aids or cochlear implant(s)
- A child being monitored for risk factors for progressive hearing loss
- A child who exhibits any significant change in hearing status
- · A child who was scheduled for follow-up from newborn screening or hearing aid fitting but missed multiple scheduled appointments and has now been lost to follow-up
- Report all results even if auditory responses are within the normal limits or incomplete results

INSTRUCTIONS FOR USE:

· Enter date of appointment, not the date you are filling out form

#### IDENTIFYING INFORMATION

- · The child's full name, birth date, and mother's first and last name
- Mom's SS# if given
- Current address
- · Name of child's hospital of birth or note if out-of-hospital birth
- Current Primary Care Physician

#### RESULTS:

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- · Complete Box 1 for screenings, complete Box 2 for diagnostic audiologic assessments
- · Check correct test results for each ear. Ear specific test results are required, even if baby passed one ear on an initial screen. If baby has malformation of ear prohibiting a screening, need to refer for diagnostic ABR.
- · Check all tests performed.
- If baby refers screening, make note of recommendations for follow-up in comments section of Box 1.
- · If diagnosed hearing loss, check degree and type of loss (refer to updated ASHA guidelines for degree of loss)
- · Do not mark two degrees of hearing loss. If the hearing loss crosses two levels, check the degree that encompasses the majority of the frequencies · Include date of amplification and check type of amplification device
- · Check all other referrals made
- · If enrolled or referred to early intervention, note location if known
- · Note any known risk factors/family history

Please return or fax the completed form, or audiology report to: Newborn Hearing Screening Program

Oklahoma State Department of Health 1000 N.E. 10th Street Oklahoma City, OK 73117 Fax (405)271-4892

Hearing Results Newborn Screening Program Oklahoma State Department of Health 1000 NE 10th Street Oklahoma City, OK 73117-1299 405-271-6617

Dear Clinician: If the infant's parent/guardian did not bring a similar form that includes the infant's identifying information, use this form to report hearing screening or audiologic diagnostic results to the newborn screening program. Please return the completed form to the address above or FAX it to 405-271-4892.

Infant's last name:	Infant	s first name:	DOB:	
Mom's last name:	Mom's	first name:	Mom's SS#:	
Address:	City:	State:	Zip:	
Birth Facility:	Prima	y Care Physician (P	CP) Name :	

To the clinician evaluating hearing: Complete Box 1 if you are screening hearing; complete Box 2 if you are providing a diagnostic audiologic assessment.

Location:

Title:

Location:

Seen previously? ... Yes ... No If Yes, Date:

Phone:

Phone

#### Box 1: Hearing Screening Results

Screening Date

Results:

Right Ear: Pass Refer Left Ear: Pass Refer Screen Method: ABR OAE other

Comments

Person screening

#### Box 2: Diagnostic Audiologic Assessment Results

Assessment Date:

Results:

- Right Ear: Normal Slight Loss Mild Loss Mild Loss Severe Loss Profound Loss Inconclusive Sensorineural Conductive Mixed ANSD Undetermined
- Left Ear: Normal Slight Loss Mild Loss Moderate Loss Severe Loss Profound Loss Inconclusive Sensorineural Conductive Mixed ANSD Undetermined
- Assessments used: (Check all that apply) = ABR = Bone ABR = ASSR = TEOAE = DPOAE = BOA = VRA □ Pure Tone □ Tympanometry □ other\_\_\_\_

Early Intervention: 
Referred Already enrolled

Amplification: Date \_\_\_\_\_ Type: 
 Hearing Aid 
 Cochlear Implant 
 other\_\_\_\_\_

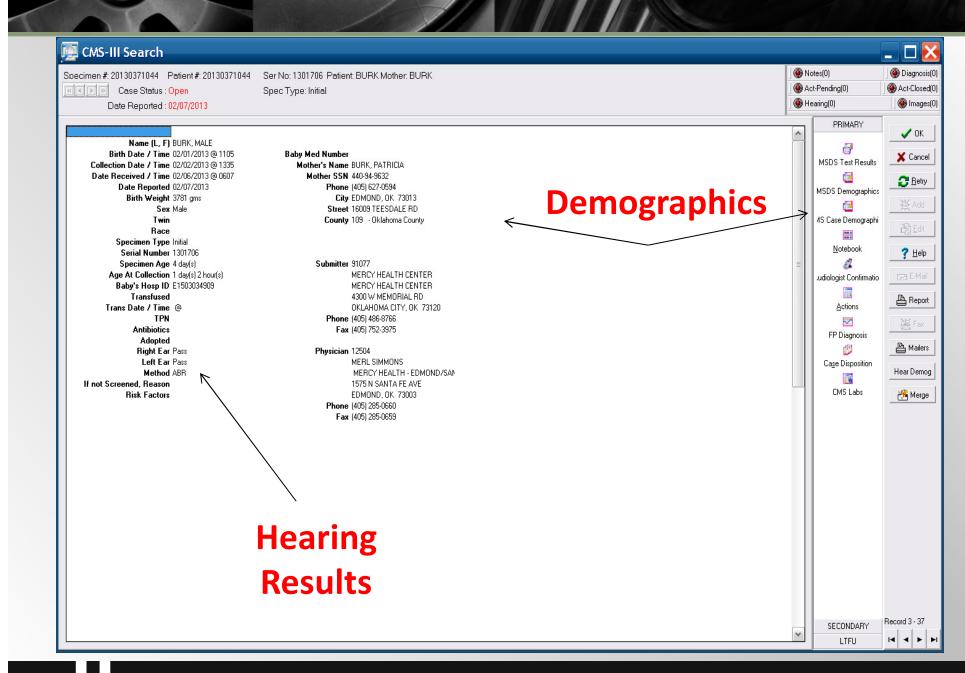
Referrals/Resources: 
PCP ENT Genetics Ophthalmology other

Risk Factors/Family History:\_

Recommendations/Comments:

Audiologist:

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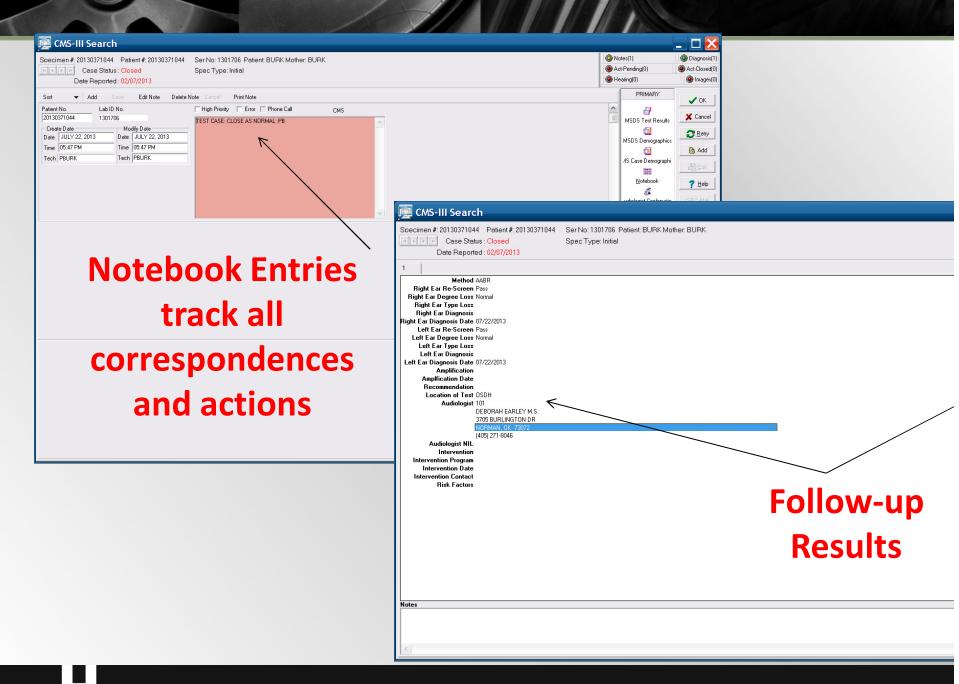


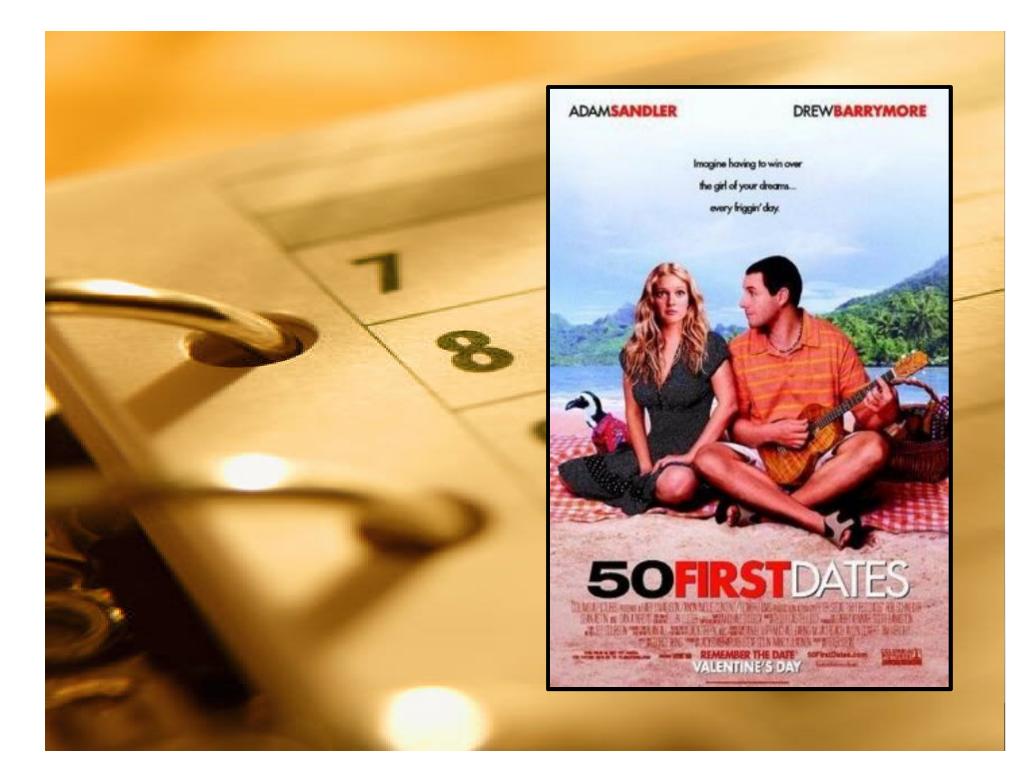
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	CLOSEM - AUTOCLOSED - normal or not followed	EA1-3007 MCADD-30019 CUD-30015 SCAD & GAI-30017 CAC1 & CPTI - 90017 CAC1 & CPTI - 90018 UCA0 - 90017 MC/MET - 90010 CC- 90011 MSUD - 90010 MSUD - 90013 Arg - 90014 MSUD - 90013 Arg - 90014 MSUD - 90013 Giudanic Acidemia (IVA) & 2MI BiG - 90023 Isovaleric Acidemia (IVA) & 2MI BiG - 90029 Not Disorder Related - 99999 Not Disorder Related - 99999	eg Code HERF HFANL HFEX HFFB HFFU HFFU HFFU HFRL HFRANL HFREX HFRES	Hearing screening refused NO PASS (EITHER OR BOTH EARS) RISK FACTOR ABS NO PASS (EITHER OR BOTH EARS) RISK FACTOR PRE NO PASS (EITHER OR BOTH EARS) RISK FACTOR PRE	ENT EXPIR ENT NOT N ENT NOT N ENT NOT N ENT NOT N ENT LOST ENT EXPI SENT DIAG SENT EXPI SENT EXPI Otily Date ReptCode	Dia	agnosi

# **Collaboration with Providers**

- Networks with private and public providers (audiologists, hospital nurseries, doctor's offices, etc.)
- Provide audiology-related support for County Health Departments with hearing equipment
- Gives providers Initial Results and Follow-up Results (if available) for continuity of care
- Assists providers with "no showed" appointments
- Works with families to obtain follow-up
- Marks WIC Charts for infants needing follow-up

# Collaboration with SoonerStart Part C Early Intervention

- Helps providers when having difficulties getting families to attend hearing appointments
- Seeks results for Follow-up Screenings before closing patient charts as Loss to Follow-up
- Public Health Oklahoma Client Information System (PHOCIS)
  - Follow-up recommendations are available to providers
  - Can see if child has hearing appointment scheduled



# **50 First Dates**

### **MAIN CHARACTER:**

Lucy Whitmoore (played by Drew Barrymoore)

### PREMISE:

- 1 year ago was in a car accident & has amnesia
- Family & community help re-create each day as if it's October 13<sup>th</sup> (time loop)
- Henry Roth (Adam Sandler) tries to win her over with something new each day – "50 Dates"
- At first it does not work, but they fall in love & overcome their many obstacles



# **OK EHDI 50 First Dates**

### MAIN CHARACTER:

Follow-up Coordinator

### PREMISE:

- Office duties can seem to cause a time loop
- 4-member staff for 50,000+ babies
- It may appear to be better to continue each day the same as always due to limited resources
- NHSP seeks to improve services for family
- At first it may not work, but flexibility can result in quality improvement and patient care

## **Part C Tracking Forms**

#### Oklahoma Children with Hearing Loss Tracking/Data Management for SoonerStart/NHSP SoonerStart Staffing Form



Please provide as much of the following information as possible to ensure that individual records can be accurately matched with information reported from other sources. THANK YOU FOR YOUR ASSISTANCE.

#### SOONERSTART TEAM: \_\_\_\_\_

Report Year: \_\_\_\_\_ Dates report sent to OSDH:

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1<sup>st</sup> Quarter date: \_\_\_\_\_\_ 3<sup>rd</sup> Quarter date: \_\_\_\_\_

2<sup>nd</sup> Quarter date: \_\_\_\_\_ 4<sup>th</sup> Quarter date: \_\_\_\_\_

\*Note: Please submit all pages of yearly report at end of each quarter

Child's Name(s)	DOB	Mother's Name at time of birth	Birth Hospital	Hearing Diagnosis 1.Type 2.Degree 3.Unilat/Bilat	Date of Hearing Diagnosis	Date of Hearing Aid/ Cochlear Implant	Diagnosing Audiologist	Receiving EI Services? Date enrolled	SS Provider/ RC (contact person)	Notes
<u>Sample:</u> John Smith (Jones)	03/31/06	Brenda Jones	Perry Memorial Hospital	Severe sensorineural loss bilaterally	04/29/06	04/29/06	Janet Johnson, Aud., CCC- A	Yes 04/30/06	Susan Walker, CCC-SLP	Child to see PCP for Middle ear fluid to return on 3/7/08.

## **Part C Tracking Forms**

Quarter/ Month Requested	SoonerStart Team Participation	Names submitted with HL	# not reported to NHSP by Audiologist
Quarter 3 Oct 2010	20/25	35	11
Quarter 4 Jan 2011	15/25	18	2
Quarter 1-2 July 2011	21/25	34	8
Quarter 3 Oct 2011	24/25	33	12
TOTAL		120	33*

# **Audiology Reverse Tracking Forms**

Clinic Name	Clinic Contact	Email/Ph Number	Date Requested	Date Received	Additional Request	Additional Date Received	Total numbers of babies sent	EI/Enroll Dates	El Program (Part C)	El Program (Non- Part C)	Hearing Aid Date	CI Dates	New babies received	Notes
	#N/A	#N/A												
	#N/A	#N/A												
	#N/A	#N/A												
	#N/A	#N/A												
	#N/A	#N/A												
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	#N/A	#N/A												
	#N/A	#N/A												

## Looking for:

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- Updated data from sites
- Loss to Documentation
  - (Results not sent to NHSP)

# **Audiology Reverse Tracking Forms**

- 74 children born in 2012 were reported as receiving a hearing loss diagnosis by Part C Tracking Forms & Closure Process
  - Requests for updates were made to audiology programs/providers across state
- Additional data was received for:
  - 30 Early Intervention (Part C and Non-Part C) placement dates were received
  - 34 hearing aid or cochlear implant dates were received

# **Hospital Trainings**

### Newborn Hearing Screening



## Hillcrest

Wednesday November 20, 2013 2:30 and 5:30 pm

*In-service Presented by:* Debbie Earley, Au.D., CCC-A Follow-up/Audiology Coordinator Oklahoma State Department of Health

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## **Hospital Reports - 2011 Findings**

#### Oklahoma Newborn Hearing Screening Program 2012 Annual Data Report for OU Medical Center

Please find attached the 2012 Q2 Data Report for your hospital(s) from the Oklahoma Newborn Hearing Screening Program (NHSP).

This report includes (monthly and cumulative):

Refer (Not pass) Rate

- Not Performed Rate
- Not Reported Rate

The NHSP developed this new initiative to create statewide data reports for every birthing hospital to consult on a quarterly basis with the purpose of reducing the number of infants who do not pass the initial screening. One goal of universal newborn hearing screening is ensure that all infants are screened for hearing at birth and receive appropriate follow-up. Therefore, one purpose of this report is to assist your hospital and the NHSP in tracking program performance for quality assurance purposes.

Upon receipt of this report, if you have any questions please do not hesitate to contact our program.

#### Refer (Not Pass) Rate

According to Automated Auditory Brainstem Response (AABR) manufacturers, 2-5% is the average rate for refers (babies who did not pass the hearing screening). Refers are expected result due to several scenarios that it out of the screeners' control.

#### Not Performed Rate

Oklahoma State mandate requires that all babies have their hearing screened. There are several reasons why hearing screening is not performed: -

- Parent refusal
- Babies were discharged early
- Oversight by screeners

#### Not Reported Rate

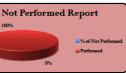
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State mandate states that all babies need to be reported. There are several reasons why the hearing tests were not reported:-

- Babies in NICU
- Loss documentation
- Oversight by screeners

		C	U Medical	Center
		2nd	l Quarter Rep	oort - 2012
	Re	ports submitted by th	e Oklahoma New	born Hearing Screening Program
		Refers		
rths	Refers	% of Non Refers	% of Refers	Refer Report
309	8	97.41%	2.59%	🗴 % of Non Refers 📑 % of Refer
377	10	97.35%	2.65%	🛄 76 OF IVOID METETS 📓 76 OF METET
394	16	95.94%	4.06%	97%
080	34	96.85%	3.15%	
360	11.33	96,90%	3,10%	

	Not Performed									
Month	Births	Not Performed	% of Not Performed	Performed						
April	309	0	0.00%	100.00%						
May	377	3	0.80%	99.20%						
June	394	0	0.00%	100.00%						
Total	1080	3	0.28%	99.72%						
Average	360	1.00	0.27%	99.73%						



	Not Reported										
Month	Births	Not Reported	% Not Reported	%Reported							
April	309	6	1.94%	98.06%							
May	377	8	2.12%	97.88%							
June	394	2	0.51%	99.49%							
Total	1080	16	1.48%	98.52%							
Average	360	5.33	1.52%	98.48%							

Not Reported

# **Hospital Reports - 2011 Findings**

### **Refer Report**

- **Range**: 0-29.28%
- JCIH Recommendations: 2-4%
- State Average: 5% (2816 infants)

### Not Performed Report

- **Range**: 0-13.3%
- State Average: 1.81% (772 infants)
- **Expectation**: 0% (All infants screened)
  - 10/60 hospitals at 0%
  - 35/60 hospitals below 1%

### Not Reported Report

- **Range**: 0-22.89%
- **State Average**: 2.74% (1222 infants)
- **Expectation**: 0% (All screens reported)



# 24 (TV Series)

### **MAIN CHARACTER:**

• Jack Bauer (played by Kiefer Sutherland)

PREMISE:

- Counter Terrorist Unit (CTU) agent
- Each 24-episode season covers 24 Hours in the life of Jack Bauer, using real time narration
- Races against the clock to stop terrorist activities and government conspiracies
- Seems to do the impossible at times as he loyally holds firm to his purpose

# **OK EHDI – "40"**

### MAIN CHARACTER:

• Follow-up Coordinator

### PREMISE:

- Medical provider specializing in hearing loss
- Has 40-hours a week to impact lives of Oklahoma infants and families
- Races against the clock to stop neurodevelopmental delay (working for government)
- Seems to do the impossible at times as he/she loyally holds firm to his/her purpose







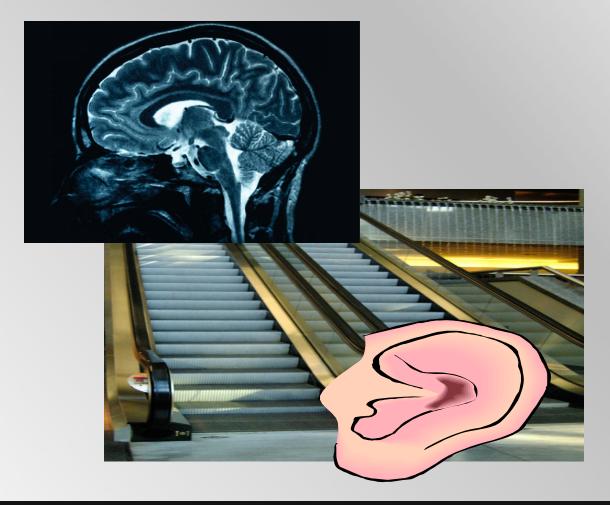
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92% of children with permanent hearing loss are born to two <u>hearing</u> parents. (Mitchell & Karchmer, 2004)



# Brain Development-The ear is the conveyer belt to the brain!!



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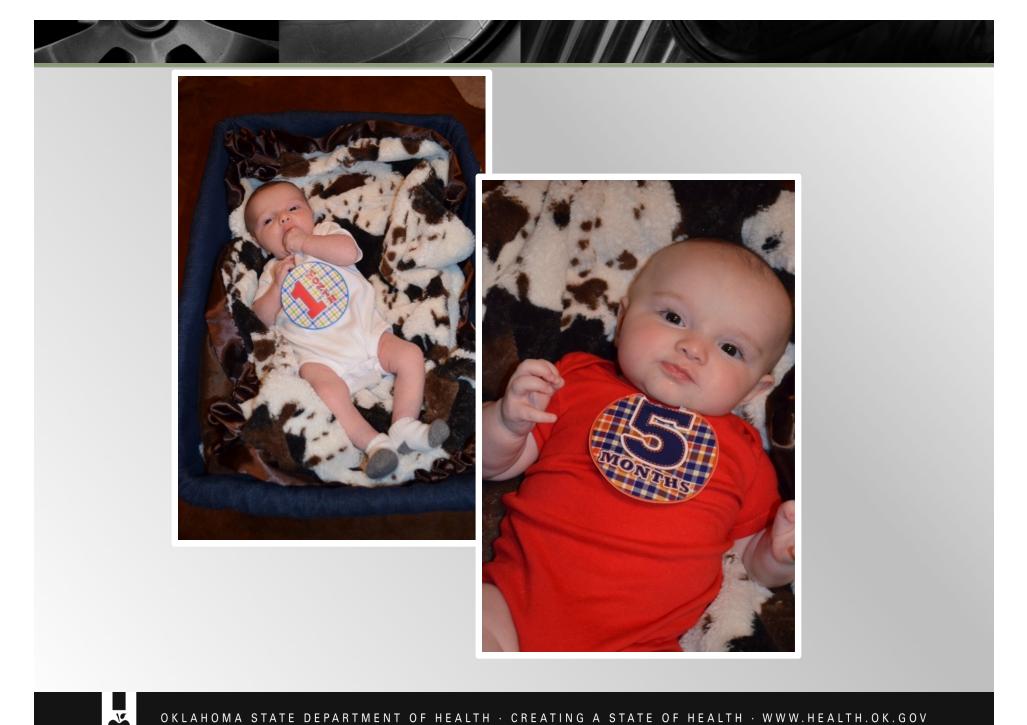
# 1 Million Words A Month!!

Average number of words heard by a child in the first four years of life:

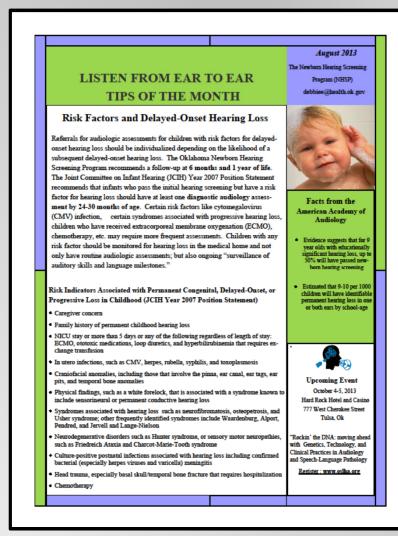
	<u>Daily</u>	<u>4-years</u>
Professional family	2100	45 million
Working-class family	1200	26 million
Welfare family	600	13 million

Meaningful Differences in the Everyday Experience of Young American Children (Hart & Riseley, 1999)

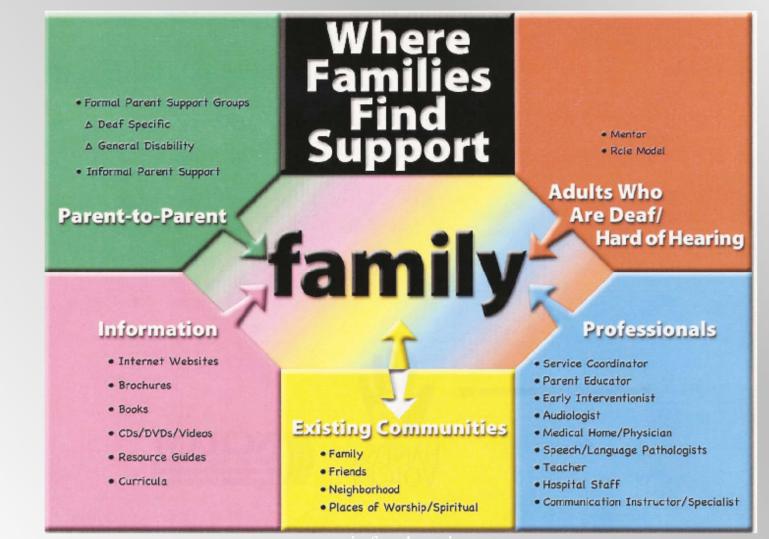




# **County/Hospital Newsletters**



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www.infanthearing.org

# **Hospital Reports - 2011 Findings**

	2006	2008	2009	2010	2011
OK Births	54,010	53,735	53,635	52,055	51,075
Screened	<b>51,352</b> (95.1%)	<b>52,980</b> (98.6%)	52,670 (98.2%)	51,571 (99.1%)	<b>50,616</b> (99.1%)
Not Screened	<b>2,658</b> (4.9%)	<b>755</b> (1.4%)	<b>965</b> (1.8%)	484 ( <b>0.9%</b> )	<b>459</b> (0.9%)
Referred	<b>1,927</b> (3.6%)	<b>2,607</b> (4.9%)	<b>2,556</b> (4.8%)	<b>2,668</b> (5.16%)	<b>2,901</b> (5.17%)
Confirmed Hearing Loss	91	94	93	84	92
Lost to Follow-up/ Docum.*	~40%	18.8%	10.8%	21.8%	16.0%

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# **Contact Information**

**Oklahoma State Dept. of Health Newborn Hearing Screening Program** 1000 NE 10<sup>th</sup> Street, Room 709 Oklahoma City, OK 73117 Phone: 405-271-6617 Patriciaab@health.ok.gov http://nhsp.health.ok.gov

