

Communicating Needed Follow Up to Medical Home Providers via Provider Access

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- Provider Access
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 - Pilot Project
 - Statewide Rollout
- Lessons Learned
- Next Steps



Outline

HB 714 enacted in 1999 requires:

Appropriate and necessary care for the infant who needs follow-up care should be directed and coordinated by the infant's physician or health care provider, with support from appropriate ancillary services.



Medical Home – PCP Role for TEHDI

Texas Administrative Code

Dr. Rajagopalan arranged for the following during the initial phase of Provider Access:

- The marketing of Provider Access at the Texas' Chapter of the AAP 2008 Annual Conference.
 - Betty Vohr, MD, Chairperson of the JCIH and Medical Director of the Rhode Island EHDI program, provided an overview of the JCIH guidelines and highlighted Provider Access at the 2008 conference.
- Information published in the Texas AAP's membership newsletter.



Medical Home - Texas Chapter Champion

Lakshmy Rajagopalan, MD, JD – Member of the AAP Task Force on Improving the Effectiveness of Newborn Hearing Screening, Diagnosis and Intervention.



- Extension of the TEHDI eSP™ system
- On-line web-based system
- Free of Charge to Medical Home Providers
- Access to screening and follow up data for their patients- integrated view of the record.



Overview of Provider Access



Provider Access- Pilot Project Version



Patient: Jagger, Mick (Male) 
Medicaid No.: 8882222777 **Medical Record No.:** 99663311

Demographics:

Date of Birth:	06/03/2008	Place of Birth:	John Peter Smith Hospital
GA:	38	Birth Weight:	3000
Birth Order:	1 Of 1	Nursery:	Well Baby

Hearing Outcome: In Process

Birth Screening Summary:

	Right	Left
OAE	ND	ND
AABR	Pass	Refer
Birth Screening Status	Unilateral Referral	

Follow-Up:

Description	Status
Outpatient	Parental Report - Did Not Pass
Audiological Assessment	Required - Not Scheduled
ECI	ECI Referral Made

Surveillance Monitoring:

Head Injury	Y
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[View Risks \(1\)](#)

Primary Contact Details:

Ms. Martha Jagger (Mother)

100 Rockstar Lane
London, TX 77777

Phone: **817-555-1111**

Language: **English**

Professional Contacts:

Name	Service Type	Phone
FCG's Audi 1	Audiologist	
Any Baby Can ECI	ECI (Early Childhood Intervention)	512-454-3743
John Peter Smith Hospital	Birth Screen Provider	
Jones-PAT, Sally (Mrs.)	PCP / Medical Home	

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- 67 Pediatricians
- Certified Mailing
- Formal letter from DSHS
- Provided with username and password
- Asked to provide feedback on the use of the PAT



Pilot Project – August 2008



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

DAVID L. LAKEY, MD.
COMMISSIONER

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1-888-963-7111 • www.dshs.state.tx.us
TTY: 1-800-735-2099

July 7, 2008

«First_Name» «Last_Name»
«Address» «St»_«
«City», TX «Zip_Code»

Dear Dr. «Last_Name»

The Texas Early Hearing Detection and Intervention (TEHDI) program identifies newborns with hearing loss and with your help, connects them to care. TEHDI is offering you and other Texas primary care and medical home physicians online Provider Access at no cost to allow you to review your patients' hearing screening outcomes. You or your staff will be authorized to access the records of babies who have been designated as "in your care" by each of your attending hospitals. This TEHDI *Provider Access* will assist you in providing additional care to those babies that need further intervention.

The Texas Legislature enacted the TEHDI law in 1999 based on findings that the state would realize significant savings in the long term through the early detection of hearing loss. Hearing loss is the most common birth defect affecting between two and three out of every 1,000 newborns. Early identification and treatment prevents cognitive delays associated with undetected hearing loss and prevents the need for expensive special education services when children reach school age.

Unfortunately, too many babies' hearing loss remains undiagnosed, and research shows that the medical home is key to ensuring continuing care for patients with suspected hearing loss. The Texas Department of State Health Services had the TEHDI *Provider Access* designed to make electronic hearing records available to physicians so you are aware of your patients who may have a hearing loss based on the newborn's hearing screen during the birth admission.

We are pleased to offer you this new tool, *Provider Access*, to help you know your patients' hearing screening result. We know you may not always receive a letter from the hospital with the baby's outcome. We value your feedback and hope you will advise us what you need to better care for your patients. The system is easy-to-use as you will see in the attached instructions. If you have any questions or need any type of assistance, please feel free to contact the TEHDI help desk at 1-866-427-5768 extension 2. We are here for all of your needs.

Sincerely,



Eugenia Dunham, MPH, MS
Manager, Newborn Screening
Department of State Health Services

Provider Access Website

www.provideraccess.tehdi.com

Username:

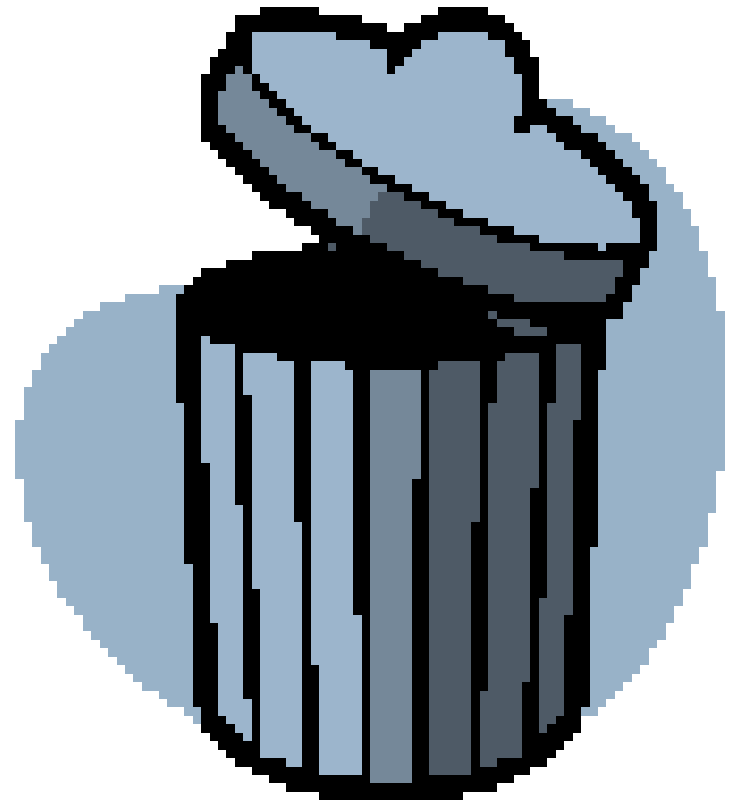
«Username»

Password:

«Password»

An Equal Employment Opportunity Employer and Provider

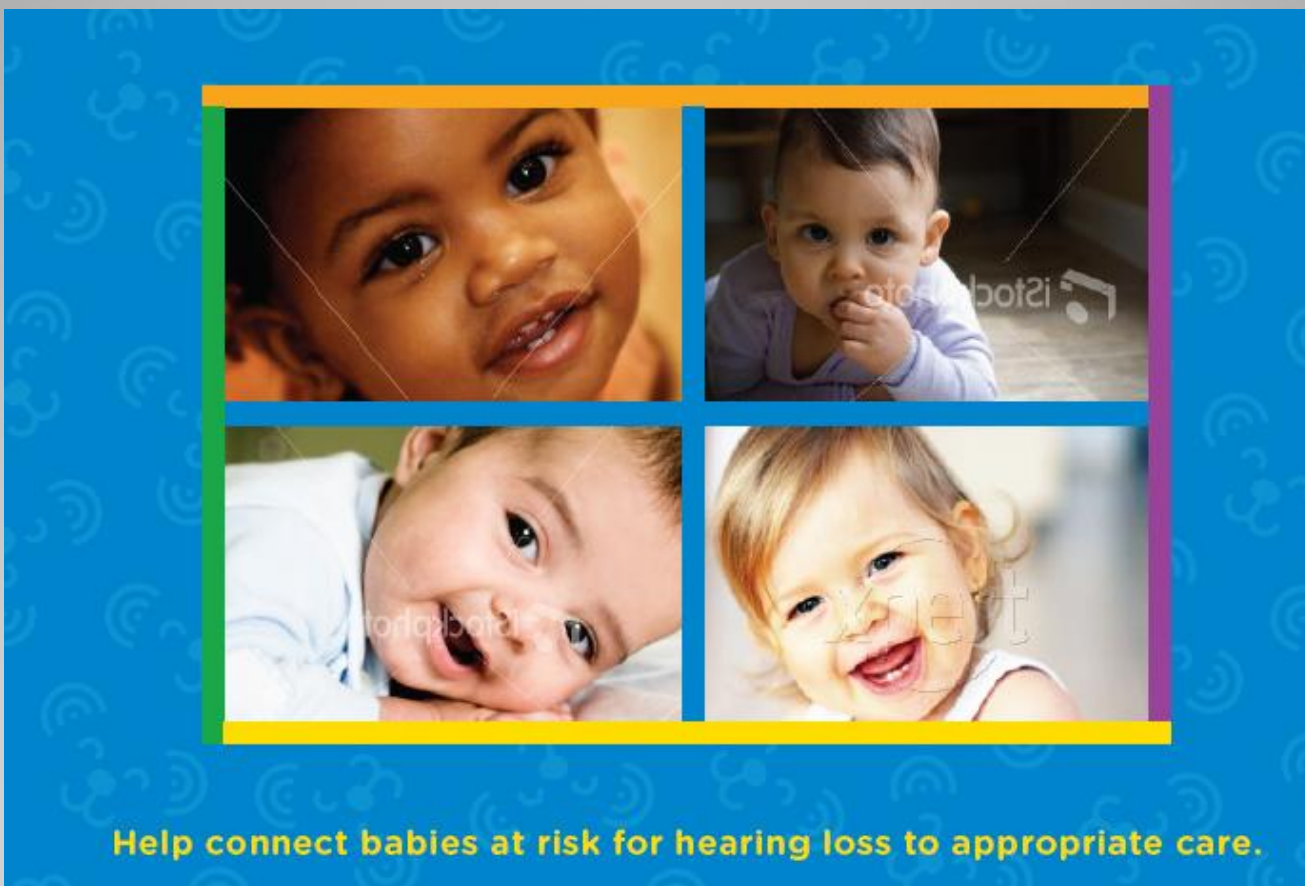
Hmmmm.. An official letter from the State that is telling me to use some website called *Provider Access*, why would I do that?





Statewide Rollout of Provider Access

Provider Access Postcard Campaign



Outreach to Physicians

WELCOME TO THE TEXAS EARLY HEARING DETECTION AND INTERVENTION (TEHDI) PROVIDER ACCESS

At no cost, you can access your patients' newborn hearing screening results, diagnostic audiology results and recommended follow-up services through the Texas Early Hearing Detection and Intervention (TEHDI) Program's web-based application, **Provider Access**.

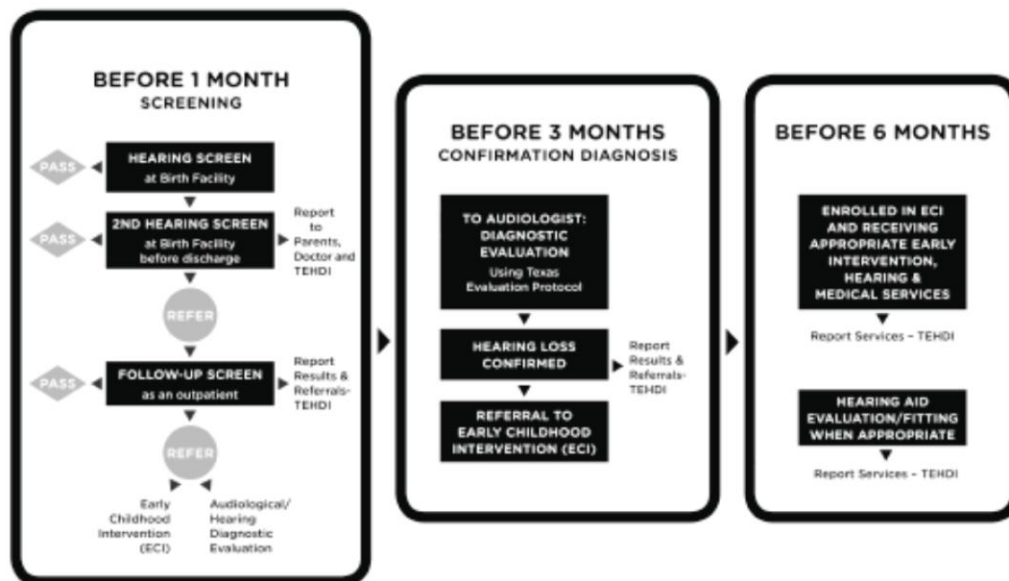
Provider Access is currently available and many of your colleagues are already using it. If you would like to jump to the head of the line, please contact the TEHDI Customer Support at (866) 427-5768 Ext. 751 or via email at ozhelp@oz-systems.com to receive your username and password.



Once you receive this information, please go to the TEHDI system at <http://www.provideraccess.tehdi.com> and login with the username and password that you were given to review your patients' records. The information can be found under the "Patients Who Need Follow-up" tab.

The Department of State Health Services values your input and hopes you will advise us about what you need to better care for your patients. We appreciate your feedback regarding **Provider Access** and the TEHDI system.

For more information, please contact Mary Gwyn Allen, MA at (512) 458-7726 or via email at: marygwyn.allen@dshs.state.tx.us.



Postcard - Front



Close the Gap in TEHDI Follow-up

Children Are Still Being Lost To Follow-Up After Newborn Hearing Screening

The infant's medical home identifies and ensures access to all the medical and non-medical services needed to help children and their families achieve their maximum potential.

Revised Postcard – Front

Texas Early Hearing Detection & Intervention Program (TEHDI)

Dear Dr. Jones-Pat,

You have **2** patient(s) born in September 2009 requiring follow-up care from the newborn hearing screen.

Find Your Patients in Provider Access

- Log on at <https://www.provideraccess.tehdi.com>
- Click on **Patients That Need Follow-up**

Need A Username and Password

- Call **(866) 427-5768 Opt 2**
- Email OzHelp@oz-systems.com

The Department of State Health Services' **TEHDI** program values your feedback. Help us ensure all babies in Texas receive follow-up care.

Kind regards,



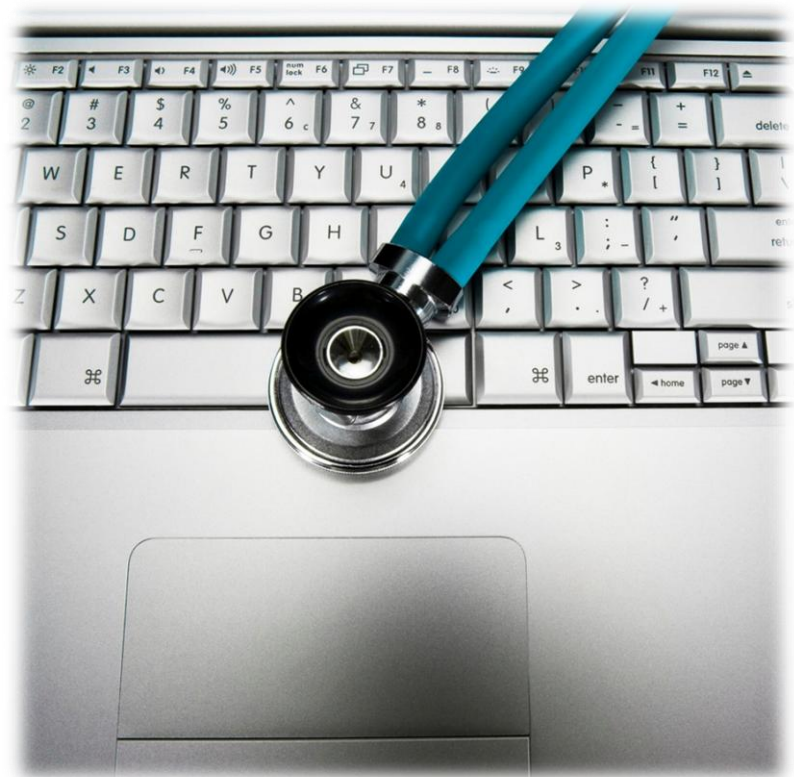
Mary Gwyn Allen, TEHDI Coordinator, DSHS
(512) 458-7111 ext 7726

Department of State Health Services
MC 1918, POB 149347
Austin 78714-9347

Sally Jones-Pat, MD
Medical Home Provider
117 Medical Home
AAP, TX 55555

Postcard - Back

Hmmm.. A note from the State informing me of needed care for my patients. Let me request my username and password for Provider Access today!



Help

Z SYSTEMS
PROVIDER ACCESS
SCREENER PLUS

MEDICAL HOME
PHYSICIAN WORKFLOW
SCREENER PLUS
for Jones-PAT, Sally, NP

Options:

- Patients Who Need Follow-Up
- Patients I Have Not Reviewed
- Find A Patient Not On My List
- All My Patients
- Manage My Account

logout | support | contact

AAP Screening Information

Patients Who Need Follow-Up

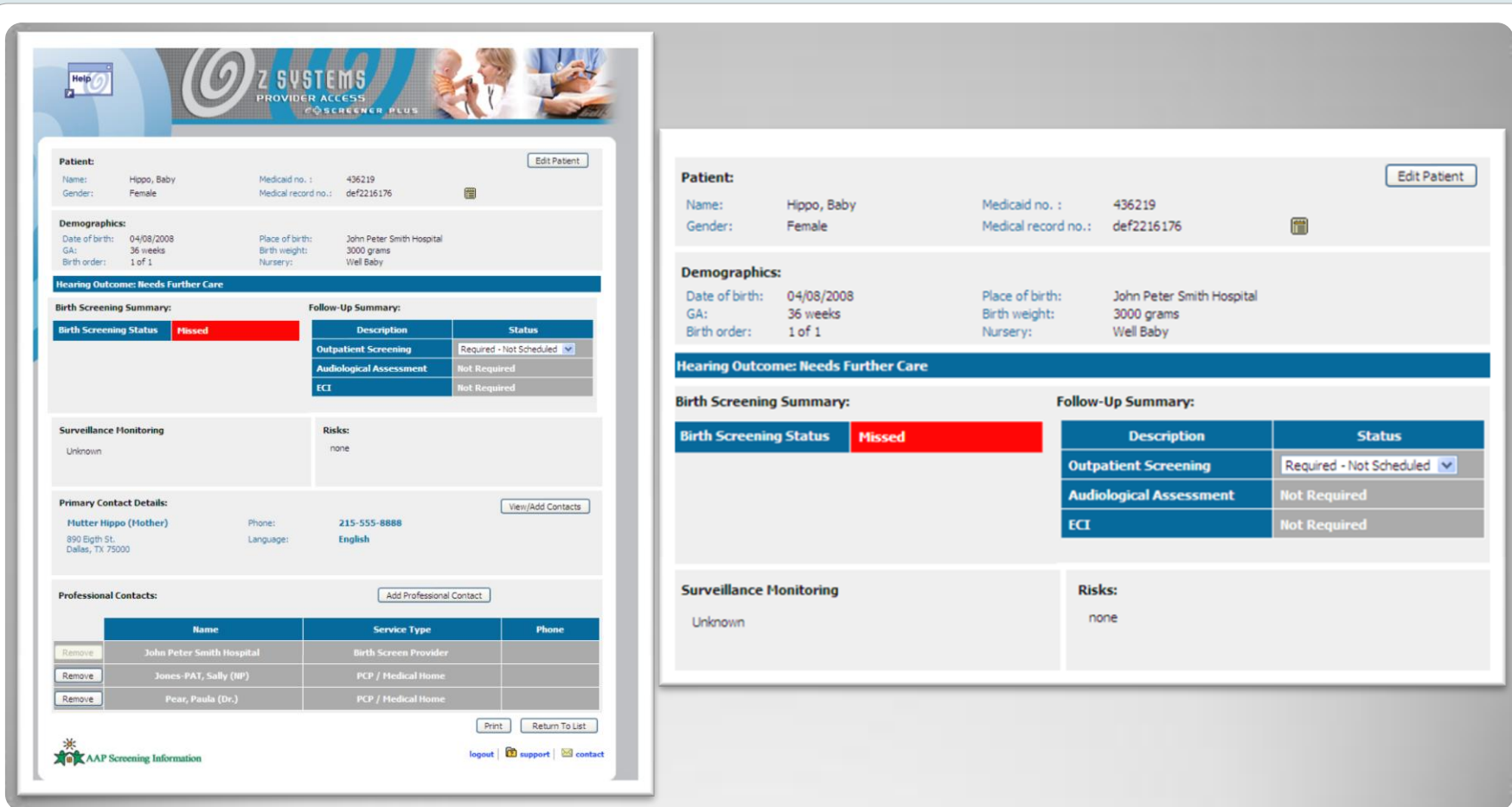
Patients I Have Not Reviewed

Find A Patient Not On My List

All My Patients

Manage My Account

Provider Access-Physician Workflow



Provider Access – Child Summary

Major Enhancement – Physician Can Update Record-
Add Providers- Document Care-



Jones-PAT, Sally, NP : Patients Who Need Follow-Up

	Name	DOB	Birth Hospital	Birth Screening Status	Follow Up Status	Reviewed
View	Baracuda, Baby	7/3/2009	John Peter Smith Hospital	Unilateral Referral	Bilateral Referral	<input type="checkbox"/>
View	Crow, Baby	8/29/2009	John Peter Smith Hospital	Missed	Parental Report - Normal	<input type="checkbox"/>
View	franklin, aretha belle	5/27/2008	John Peter Smith Hospital	Bilateral Referral	Parental Report - Normal	<input checked="" type="checkbox"/>
View	Frog, Baby	4/6/2007		Missed	Required - Not Scheduled	<input checked="" type="checkbox"/>
View	gremlin, green	12/17/2008		Unilateral Referral	Parental Report - Did Not Pass	<input checked="" type="checkbox"/>
View	Hippo, Baby	4/8/2008	John Peter Smith Hospital	Missed	Required - Not Scheduled	<input checked="" type="checkbox"/>
View	Jagger, Mick	6/3/2008	John Peter Smith Hospital	Unilateral Referral	Parental Report - Did Not Pass	<input type="checkbox"/>
View	Kangaroo, Baby	12/5/2008	John Peter Smith Hospital	Unilateral Referral	Unilateral Referral	<input type="checkbox"/>
View	Kangaroo, Baby	12/5/2007		Unilateral Referral	Required - Not Scheduled	<input type="checkbox"/>
View	Smith, Baby	6/2/2008	John Peter Smith Hospital	Bilateral Referral	Parental Report - Did Not Pass	<input type="checkbox"/>
View	Smith, John	2/18/2008	Magic Kingdom Birth Screen	Unilateral Referral	Parental Report - Did Not Pass	<input type="checkbox"/>
View	Teal, Baby	11/8/2008	John Peter Smith Hospital	Missed	Required - Not Scheduled	<input type="checkbox"/>

[Return to Workflow](#)



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- Immediacy of Care
- Cost Effective
- Reminders Work
- Less is Better
- Engage the User
- On-going Evaluation



Lessons Learned

- Additional Partners
 - DARS ECI
 - Child Find Coordinators
 - Texas Education Agency
 - Early Head Start Programs
 - DSHS WIC Program
 - Parent Support Groups
 - Federally Qualified Community Health Centers
- Outreach to Physicians Not Using Provider Access



Next Steps

DARS Resource Specialists

- April 2010 – Phone calls to physicians with patients needing follow-up
- May 2010 – Visits to Physicians' offices with Provider Access materials
- Reinforce use of Provider Access for those patients needing hearing follow-up services



Future Collaborations

Texas Department of Assistive and Rehabilitative Services



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Questions

