


It Takes a Village

Reducing Lost to Follow-up Otoacoustic Emissions Screening in Primary Care Practices

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Vermont Early Hearing Detection and Intervention Program
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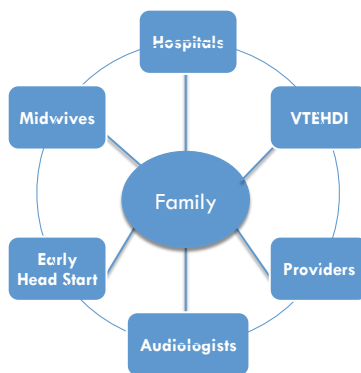
Lost to Follow-up??

- ❑ CDC Statistic gathered on annual birth data for hearing screening
- ❑ HRSA/NCHAM project goal
 - ▣ LTFU/D under 20% (<5% per year)



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Reducing Lost to Follow-up....



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Reducing Lost to Follow-up....

- ~Q/A reports
- ~Phone calls
- ~Letters
- ~More phone calls
- ~Cover staffing gaps
- ~Attend appointments



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Reducing Lost to Follow-up...what's next?

Or we should say...who is next?

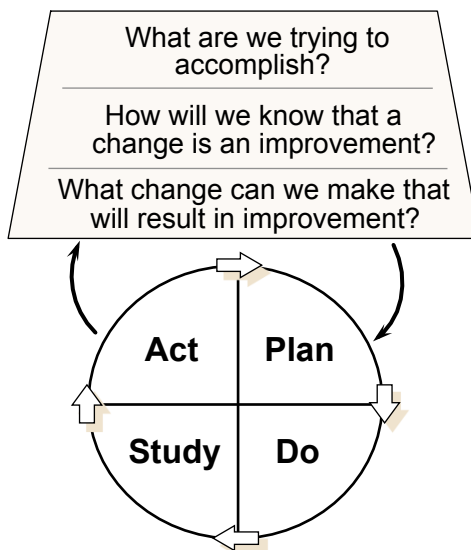
Primary Care Providers:

- At birth
- Frequent visits
- On-going



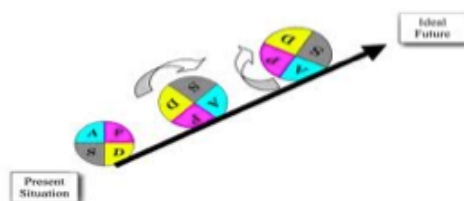
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Model for Improvement



Project AIM: Primary Care Pilot Project

- By April 2014, decrease lost to follow (LTFU) up by at least 10% per year through developing 10 primary care pilot sites that provide OAE hearing screening.
- This aim will help us reduce LTFU at screening and diagnosis

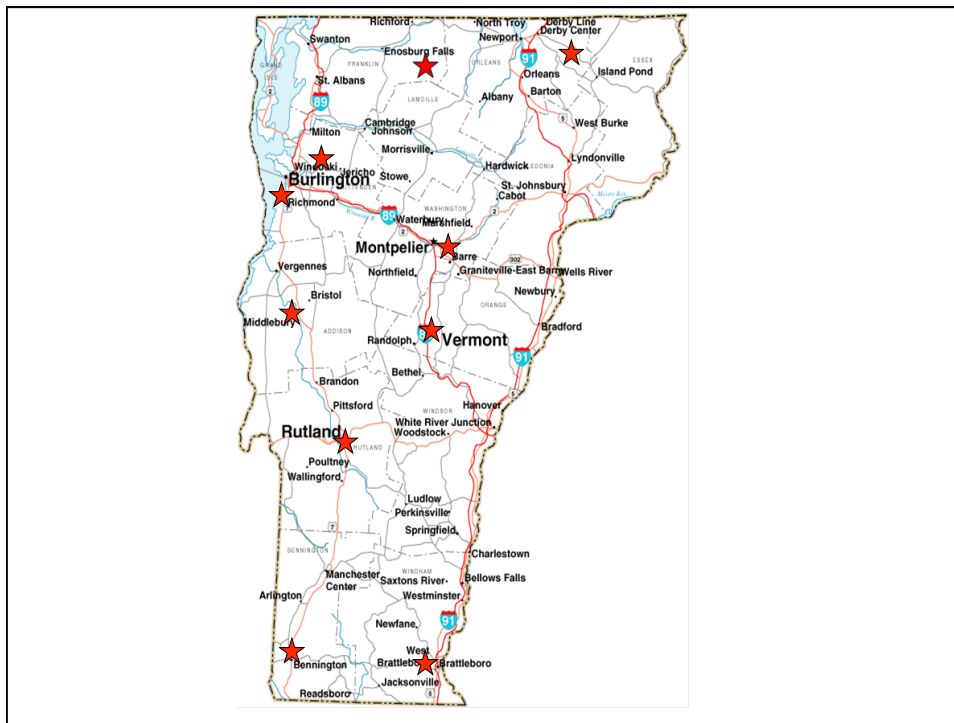


Strategies Tested



Through PDSA cycles we tested the strategies of Primary Care Provider training:

- Started with 1 primary care provider office
- Added 2 additional primary care provider offices
- Adopted after 3 PDSA cycles
- Currently 10 active sites partnering with VTEHDI



Choosing PCP Practices

It is in the numbers!

- Lost to follow-up by practice/provider
- High-risk patients birth-5 years old
- Location



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Pilot Design

- **Establish Primary Contact**
 - ▣ Phone meeting
 - ▣ Initial Training/Meeting (in-person)
 - ▣ On-going Support and T/A

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The Good, the Bad, the...

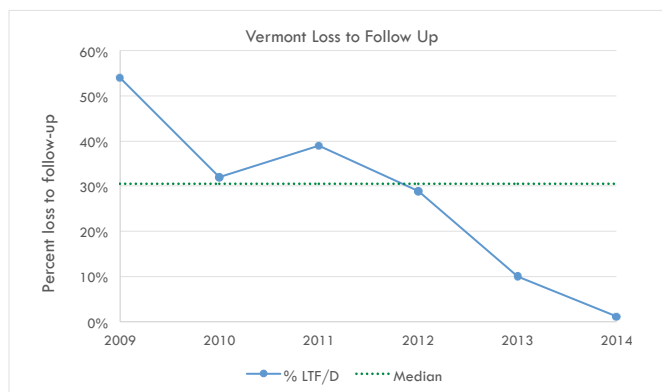


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Lost to Follow-Up Rate for VT



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Strategies Continued

- Additional PDSA Cycles with the 10 Primary Care Provider Pilot Sites
 - ▣ Introduced and implemented web based reporting
 - ▣ Introduced and implemented quarterly newsletters
 - ▣ Introduced and implemented a satisfaction survey

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Lessons Learned and Next Steps

Lessons Learned

- ❑ Importance of Collaboration
- ❑ Power of PCP Pilot sites in reducing LTFU



Next Steps

- ❑ Reimbursement Challenges: OAE Screening
- ❑ Primary Care Provider Report Cards
- ❑ High Risk Monitoring Reports



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Reducing Lost to Follow-up....



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Questions?

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