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!!