State of Michigan Overview: Focus on Reinvention-Detroit

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Project Aim #2

- Loss to Follow-up will decrease by 5% per year (2014-2017) in Region 1 of Michigan (Wayne, Macomb, Oakland Counties) via the work of Wayne Children’s Healthcare Access Program (WCHAP) EHDI liaison.

- Wayne County had highest LTF rates in 2009 & 2010 with 77%, despite being the area of only 19% of the births in the state.

- Reducing LTF in our most highest areas should drive down LTF for the entire state.
Michigan and Wayne County Data

<table>
<thead>
<tr>
<th>Birth Year</th>
<th>Refer</th>
<th>Michigan LTF/LTD</th>
<th>Wayne County</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>1531</td>
<td>833 54%</td>
<td>641 77%</td>
</tr>
<tr>
<td>2011</td>
<td>1557</td>
<td>822 53%</td>
<td>526 64%</td>
</tr>
<tr>
<td>2012</td>
<td>1173</td>
<td>569 49%</td>
<td>244 43%</td>
</tr>
<tr>
<td>2013</td>
<td>1182</td>
<td>491 42%</td>
<td>187 38%</td>
</tr>
<tr>
<td>2014</td>
<td>1103</td>
<td>489 44%</td>
<td>154 35%</td>
</tr>
</tbody>
</table>
Measurement

• The downside is we are using the CDC reports to compare results and efforts; and internal database system Perkin and Elmer.
• WCHAP Follow-up data is being reviewed quarterly.
• Preliminary data: WCHAP contacted 47.5% (208/438) Wayne county families, loss to follow decreased to 35% (154/438) for 2014.
# WCHAP Preliminary Data

<table>
<thead>
<tr>
<th>Summary Category</th>
<th>438 babies referred</th>
<th>WCHAP Contacted</th>
<th>WCHAP Attempted contact</th>
<th>WCHAP – No contact</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing loss (confirmed)</td>
<td>34</td>
<td>19</td>
<td>5</td>
<td>10</td>
<td>34</td>
</tr>
<tr>
<td>Within normal limits (WNL)</td>
<td>33</td>
<td>14</td>
<td>4</td>
<td>15</td>
<td>33</td>
</tr>
<tr>
<td>Failed Rescreen</td>
<td>25</td>
<td>14</td>
<td>6</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td>Passed rescreen</td>
<td>186</td>
<td>92</td>
<td>20</td>
<td>74</td>
<td>186</td>
</tr>
<tr>
<td>Lost to follow-up</td>
<td>154</td>
<td>69</td>
<td>70</td>
<td>15</td>
<td>154</td>
</tr>
<tr>
<td>Died</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Moved/Adopted</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
</tbody>
</table>
Shopping for Strategies

• **PDSA changes during these cycles include:**
  – Increased hours for providing follow-up assistance,
  – Reduced number of referring hospitals,
  – Streamlined reporting documents,
  – Provider/practice management meeting with PDSA focus.

• **Strategies impacted by multiple variables in 2014:**
  – New HRSA grant implemented,
  – Orientation to new collaborative staff,
  – Requirement for A-ABR rescreens,
  – Multiple Wayne County hospitals restructuring.

  – **Unsuccessful strategies:**
    – 20 hours per week devoted to the work,
    – Referring ALL hospitals in Wayne County was simply overwhelming.
Lessons Learned & Next Steps

Lessons learned
• Assess benchmarks, review data, revise, revise….
• Increase status reporting,
• Significant outside agency referrals increased case loads.

Current Strategy
• Increased hours to 30 per week,
• Intense focus on eight Detroit/Wayne County hospitals,
• Texting families for appointment reminders.

Next Paths
• Continue texting families for appointment reminders,
• Educational materials for PCP offices to ensure consistent messages,
• Assess smaller case load follow up every two weeks
EHDI Statewide Collaborative Team

**EHDI Program Staff:**
- Deb Behringer, Coordinator, Nan Asher, Consultant, Leads
- Jeff Spitzley, Manager, Infant Health Unit Manager
- Erin Estrada, Michelle Garcia, Lynn Schafer, Shelly Schindler, Evelyn Quarshie, Karen Wisinski.

**State Partners:**
- Jennifer Dakers, MDHHS-School Audiology, Tiffany Kostelec, MDHHS,
  Vanessa Winborne, Michigan Department of Education

**Local Partners:**
- Deanna Basha, Melissa Freel, WCHAP
- Jessica Messer, HFHS, Kristen Carmany, Parent, Amy Miller, Ingham ISD,
  Todd Morrison and Diana McKittrick, Deaf Specialists