It Takes a Village
Reducing Lost to Follow-up
Otoacoustic Emissions Screening in Primary Care Practices

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)
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

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act  Plan  Study  Do
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
Pilot Design

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

The Good, the Bad, the…
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

Reducing Lost to Follow-up.…
Questions?

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