

State Overview



- State: Indiana
- QI Team :
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Project Aim

- Project aim
 - To increase the number and percentage of parents (of babies who do not pass their UNHS) EHDI successfully contacts
 - Track the number of parents contacted via phone and text for 6 months and compare to a point in time where parents were only contacted via phone (voice)

Project Aim

- Over the past several years EHDI has noticed a significant decrease in the number of parents we were able to reach via telephone (wrong numbers, no VM, VM full, disconnected, etc.) and as a result, a decrease in the number of babies receiving f/u evaluations after not passing
- Was this aim part of your latest HRSA proposal?
 - Yes (not specifically texting)
- How does this aim relate to overall LTFU goal/s?
 - Decrease LTFU between not passing UNHS (1) to confirmatory assessment (3)

Measurement

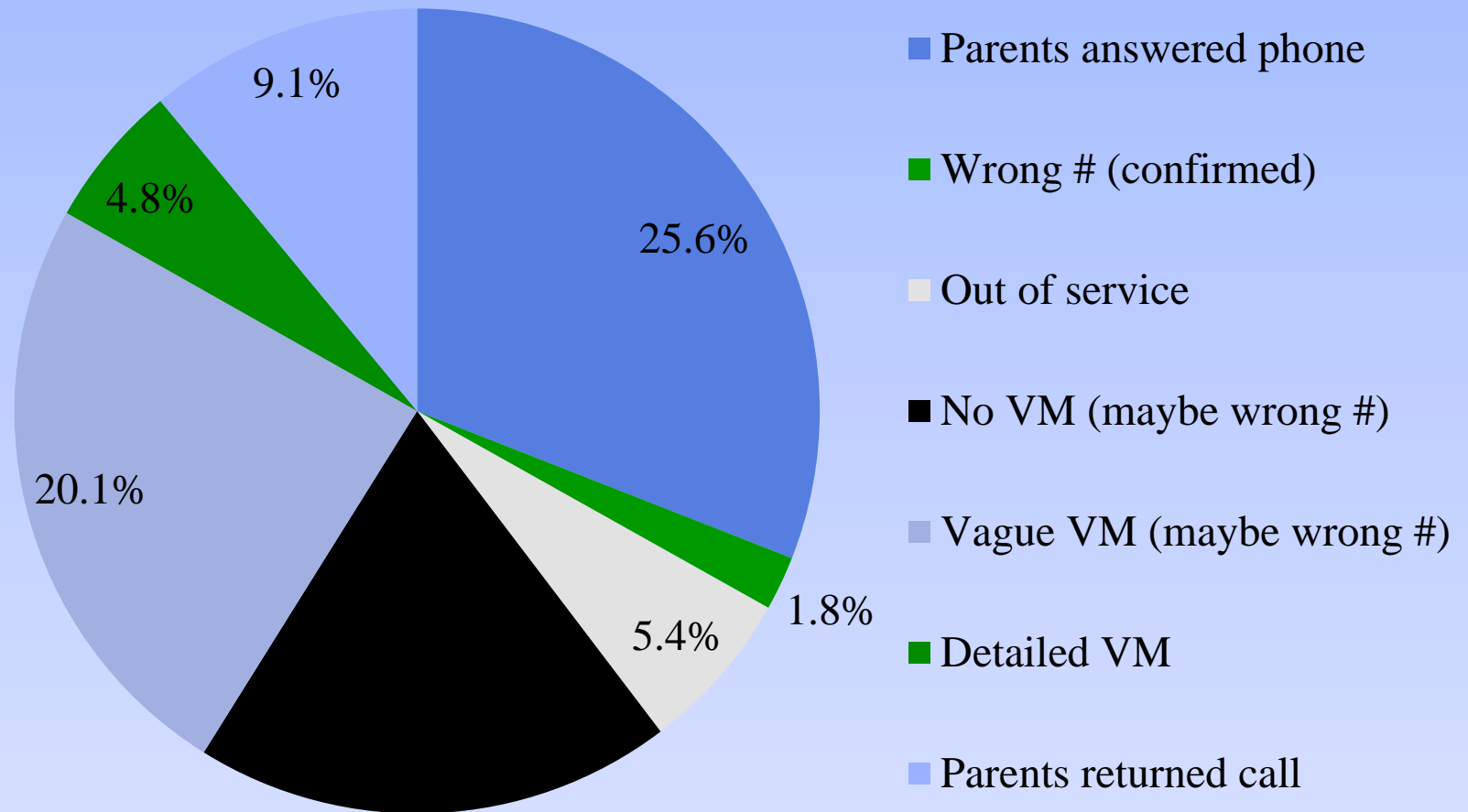
- List the measures you are tracking to know if you are moving toward your aim
 - # of parents (mothers) called
 - # of parents (mothers) called and texted
 - # of parents (mothers) who respond via text (after texted)
 - # of parents (mothers) who respond via call (after texted)
- How are you storing and analyzing your data?
 - Xcel spreadsheets
- How often are you reviewing data?
 - After 6 months of texting

A sample of babies born in 2014

n=164

- Parent answered phone=25.6%
 - Wrong number (person verified wrong #)=1.8%
 - Out of service=5.4%
 - No voicemail (maybe wrong #)=15.9%
 - Vague voicemail (maybe wrong #)=20.1%
 - Detailed voicemail-4.8%
 - Parents returned call=9.1%
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- Overall (successful) communication with parents via phone = **34.8%**

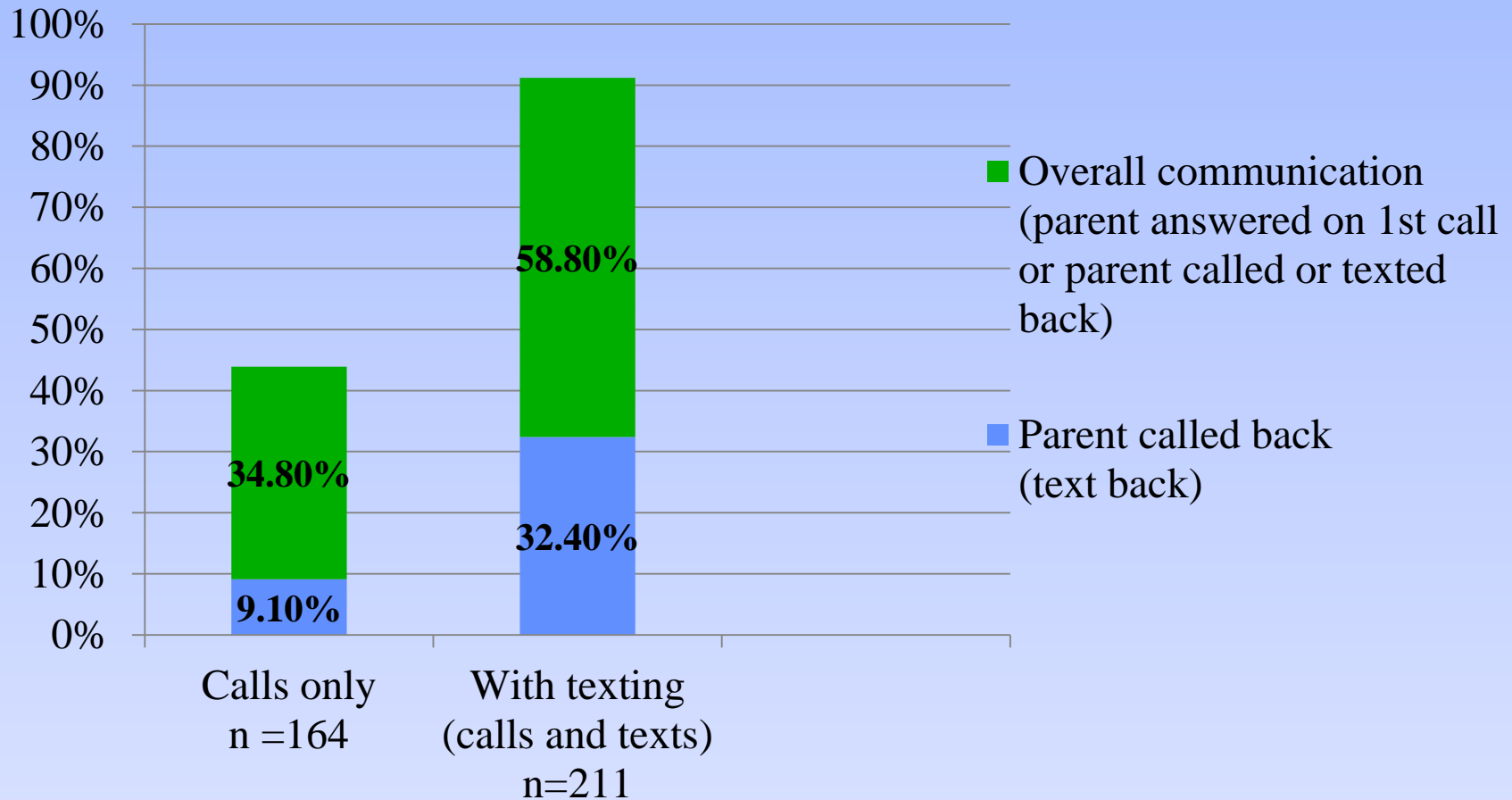
2014 Sample



Strategies

- What changes or strategies have you tested through PDSA cycles to help reach your aim?
 - Calling AND texting parents after EHDI is notified a baby did not pass
- Did these changes or strategies lead to improvement?
 - Yes!
- What strategies were not successful?
 - Only calling and letters
- Have you implemented or spread the successful strategies?
 - Presenting at this conference!

Communication: Pre and Post Texting



Lessons Learned & Next Steps

- What advice would you give to other states who want to work on a similar aim?
 - Your biggest battle will be legal – be armed with facts!
 - Texting is more time consuming (but worth it)

Lessons Learned & Next Steps

Next steps

- What direction will you be taking your QI work during the next year?
 - Continued self-assessment with surveys, JCIH self-assessment tool
 - Roll out of redesigned IDS
- What aims will you be working toward?
 - Physician education
 - Midwives
 - Home births
 - Educating end users!

Lessons Learned & Next Steps

- How will you measure those aims?
 - Repeat survey, look for improvement (physician)
 - Letters to midwives, outreach with on-site trainings = number of midwiferies utilizing equipment/referring for screenings
 - Feedback from sites, trainers (RCs), EHDI staff