

# 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

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

# Measurement

- Assessing benchmarks: comparing annual LTF rates from 2014, 2015 2016 and into 2017.
- 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

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

# 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

