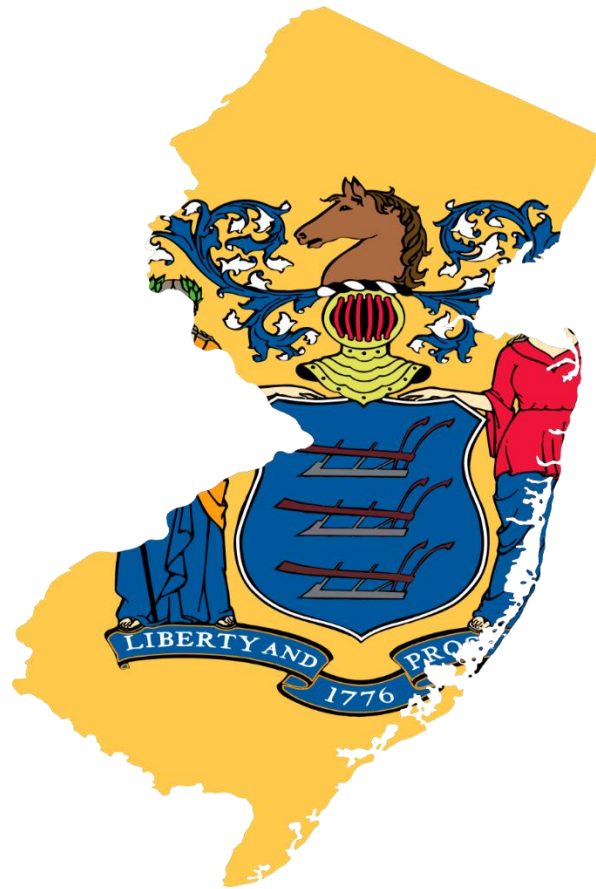


New Jersey's "Novella" Board

Linda Biando



State Overview

- New Jersey:
 - QI Team :
 - Linda Biando, RN, MSN
 - Kathryn Aveni, RNC, MPH
 - Nancy Schneider, M.A., CCC-A, FAAA
 - Tracey Justice, Secretary
 - Members of our Statewide NJ QI Stakeholders Committee
 - 30 member team (audiologists, pediatricians, hearing techs, parents, nurses, social workers and more)

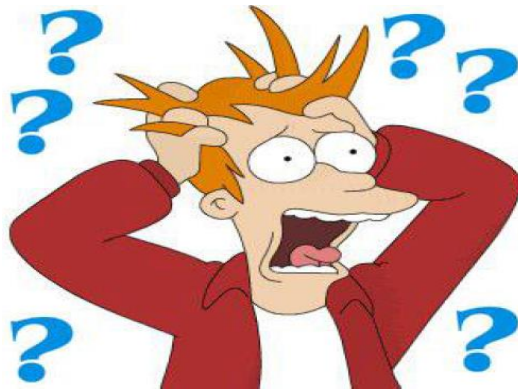
Does What Makes a Great Novella Also Make A Great PDSA?

- Intrigue
- Thievery
- Love
- Betrayal
- Revenge
- Redemption
- Success



History (and Intrigue)

- In NJ, hospitals are required to remind parents of infants who refer or were missed, to follow-up.
- But still we needed more to improve follow-up rates!
- So What's A State EHDI Program To Do?



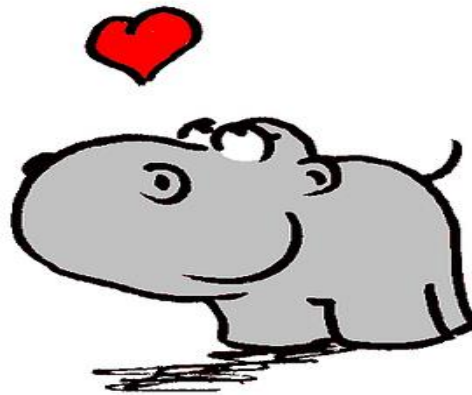


Just a Little Thievery

- We stole, rather, Louisiana shared their Medical Home fax back form (presented at an earlier EHDI conference)
- Why not try this strategy for NJ infants that referred, had no documented follow-up and were born in the previous calendar year?
- We developed our own NJ fax-back form

What We Loved

- We loved our form!
- Any follow-up information that we received via fax would be a bonus!
- We received information from about 25% of medical homes! True Love!



The Betrayal- What About the Other 75%?

- Why didn't we receive more completed Fax Back forms?

**BAD
NEWS!**

Is It Us or Is It Them?

“Revenge”

- Dirty, rotten, no good for nothin’ scoundrels?
- “Let’s fax ‘em again with ‘Second Notice’ emblazoned on top!” (additional 10% returned)
- Hmm! The problem can’t be our form or process ...can it?





State of New Jersey
DEPARTMENT OF HEALTH
 DIVISION OF FAMILY HEALTH SERVICES
 PO BOX 364
 TRENTON, N.J. 08625-0364

CHRIS CHRISTIE

Governor

KIM GUADAGNO

www.nj.gov/health

CATHLEEN D. BENNETT

FAX BACK FORM

Attn:

Pedi's R us
 Fax: 555-555-5555

Date: March 11, 2016
 Phone: 555-555-5554

DID YOU KNOW?

John Doe DOB: 01/01/2015

**DID NOT PASS their initial Newborn Hearing Screening and
 HAS NOT yet completed outpatient follow-up.**

As this child's primary care provider, we ask that you speak with the child's family about the importance of early hearing detection. The New Jersey Early Hearing Detection and Intervention program advises the **completion of rescreening by ONE MONTH OF AGE and the completion of diagnostic testing BY THREE MONTHS OF AGE.** Please continue to work with the family to ensure follow-up is completed as soon as possible.

Please check all that apply and FAX BACK to: 609-633-7820

This is my patient, and ...

child had audiologic testing by _____ (facility/provider) on _____ (date)
(Please attach a copy of the results)

my office will refer child for audiologic testing to: _____ (facility/provider)
 If you need information on audiology testing sites please go to www.hearinghelp4kids.nj.us

This is **NOT** my patient
 Current medical home (if known): _____

For additional assistance, please contact Linda Biando, MSN, RN, New Jersey Early Hearing Detection and Intervention (EHDI) Program at 609-292-5676 or Linda.Biando@doh.state.nj.us

Thank you for your prompt response to this request

Under HIPAA (164.512(b)) THE PUBLIC HEALTH EXCEPTION
 Covered entities may disclose data to Public Health Authorities for use in public health activities. Covered entities that are also Public Health Authorities may use data for public health activities. **Authorization from patients is not required for these uses**

PDSA- What's That?



Project Aim

- Reduce lost to follow-up by 2% by January 2017 by using a medical home faxback form biannually sent to offices of infant's "claimed" in the New Jersey Immunization Information System (NJIS) for infants who have not had follow-up.
- This aim is part of our latest HRSA proposal
- New aim-by January, 2017, 90% of faxback forms will be successfully sent and 75% returned
- We believe our faxback forms will significantly reduce lost to follow-up by actively involving the medical home in the follow-up process



Measurements

- Successfully faxed = 47 of 54 (87%)
- Returned as “not my pt” = 6%
- Returned as “had test done” 7%
- Returned as “will refer” = 35%
- No response = 52%



Measurement (continued)

- Data is stored in Excel
- Review the data a month after the fax back forms are sent
- Faxes sent, information obtained and additional follow-up required is entered into child's electronic file in IIS

Tweak, Tweak, Tweak Over Several Cycles!



- Modification of the form
- Modification of frequency of faxing (biweekly for the next cycle)
- Age timeframe (for next cycle, current age at the time entered into the birth certificate system during monthly faxing)
- Update form with info provided by non-responders

Strategies

Effective strategies?

- Engage medical home in follow-up process
- Fax back forms sooner for meeting goals and better feed back
- Utilize the new birth certificate system for additional information such as medical home and fax#'s
- Did these changes or strategies lead to improvement?
 - Yes
- What strategies were not successful?
 - Less success with fax back forms with older babies
 - Less success with complicated fax back form



Please Fax Back Today

Child's Name- John Smith DOB 01/01/16

Please check all that apply

- Child had audiologic testing by _____ (facility/provider) on _____ (date)
(Please attach a copy of the results)
- My office will refer child for audiologic testing to: _____ (facility/provider)
(If you need information on audiology testing centers, please go to www.hearinghelp4kids.nj.us)
- This is **NOT** my patient
Current medical home (if known): _____
- Our records indicate that this baby did pass their hospital hearing screen**
Hospital _____ Date _____

Comments _____

FAX # 609-633-7820

Thank you for your prompt response to this request!

Lessons Learned, Next Steps, Redemption and Success

Lessons learned

- Simplify!
- Better results with age of child less than six months
- Ask for medical home feedback
- Modify aim to reflect percent of returned faxback forms

Next steps

- Develop method to correct Fax numbers in the NJIIS
- Analyze the returns with new form
- Tweak and try again
- Continue to review aim