



EHDI Quality Improvement Toolkit: a roadmap to success

EHDI Conference 2009

Elizabeth Seeliger

Overview

- WI Learning Collaboratives
- WI Medical Home Toolkit
- WI EHDI Toolkit development
- Overview of the site
- Q & A



Acknowledgements

- MCHB
 - Funding to develop the toolkit
- NCHAM
 - Hosting infrastructure
 - Recruitment and support of national advisors
 - Vicki Hunting, Karin Neidt, Lylis Olsen, and Vickie Thomson
- NICHQ
 - Guidance, support and technical assistance



WI's Medical Home Initiative – setting the stage

- Every child with special health care needs will have access to a medical and dental home
- Access to the system is seamless and care is coordinated and integrated
- Families and providers work in partnership
- Providers have the skills and resources to provide needed services



Guided by WI inclusion in NICHQ Learning Collaboratives

LC provides a framework to support an environment of change

3 WI provider teams participated in first cycle of the NICHQ Medical Home Learning Collaborative

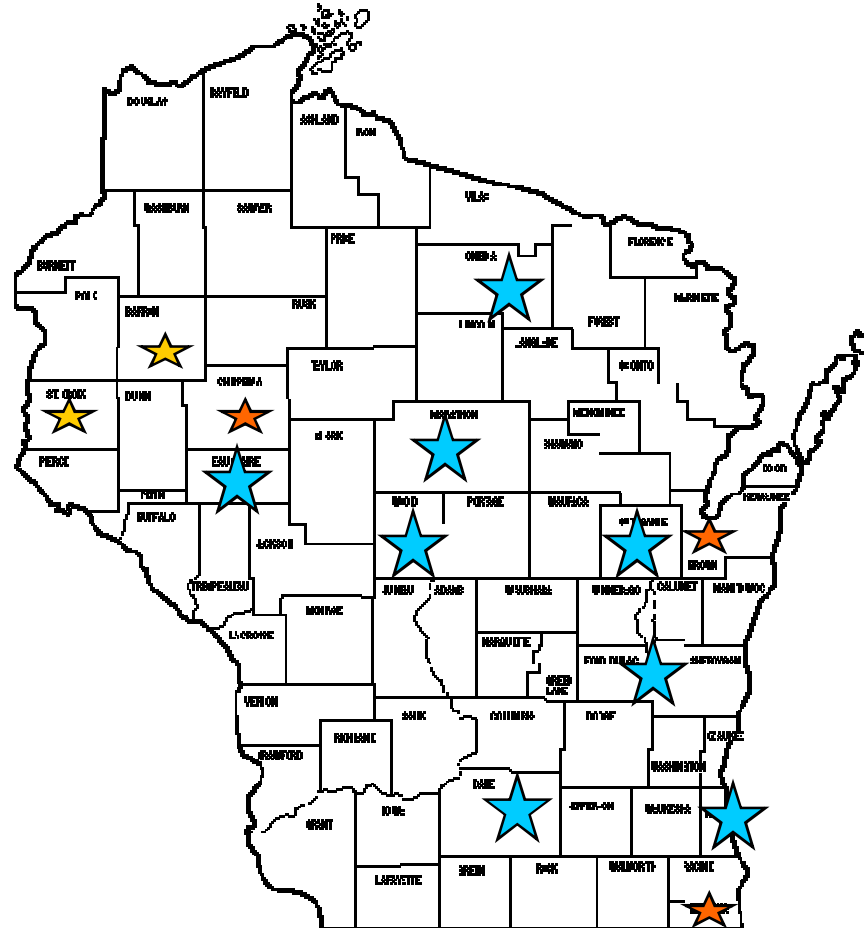
Goal: improve care for CSHCN by making changes in primary care service delivery and state programs

3 WI provider teams participated in the first cycle of EHDI Learning Collaborative

Goal: reduce loss to follow-up through connection to the medical home



WI Replications



Legend

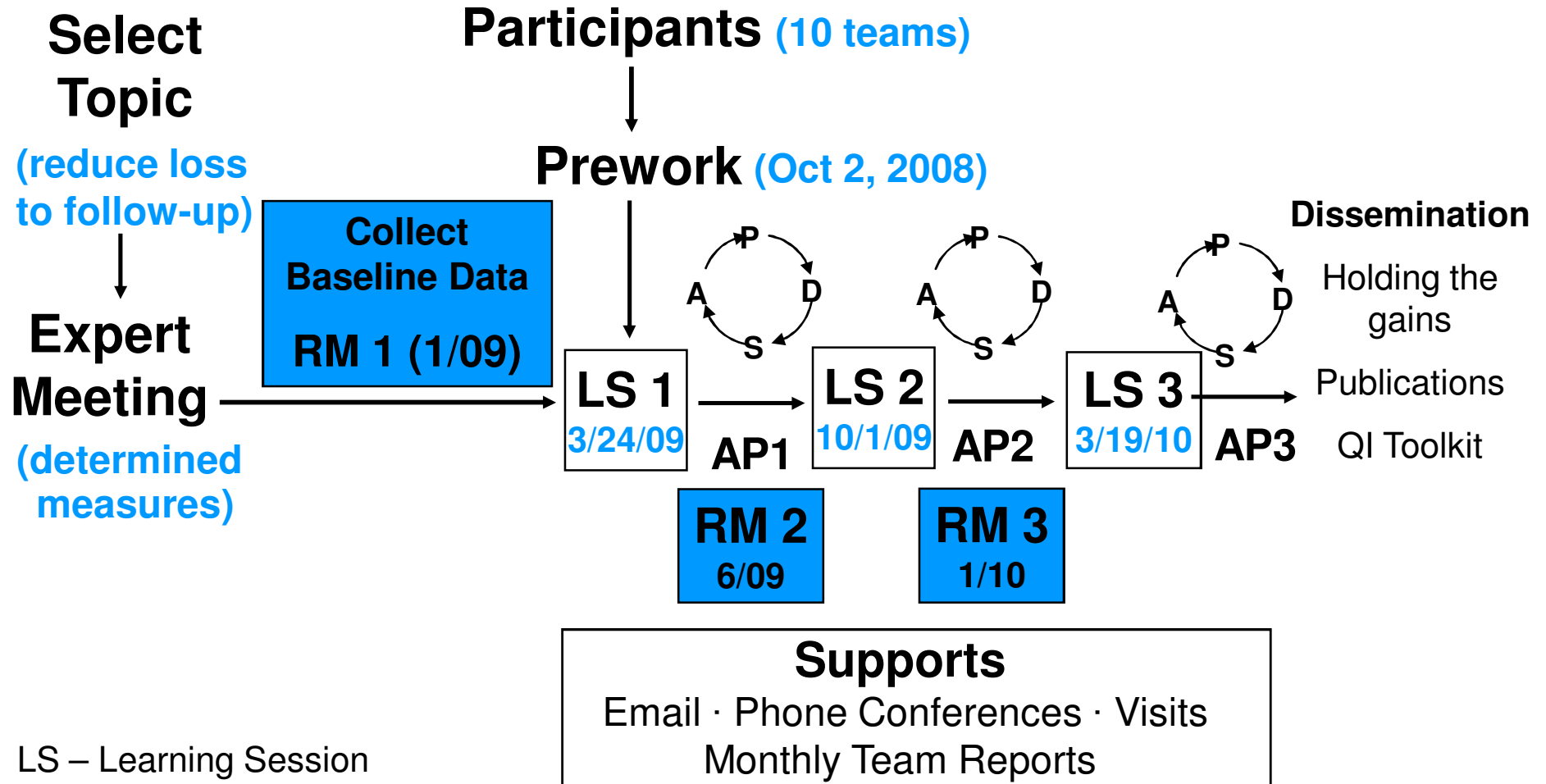
- ★ Medical Home
- ★ EHDl
- ★ Both

Wisconsin Replication

- Wisconsin launched a replication of the EHDI NICHQ Learning Collaborative with a statewide focus (October 2008-March 2010)
- WI Community Teams: recruited 10 additional teams
- Comprised of hospital staff, parents, audiologists, early interventionists, medical home provider and ENT and genetic specialists
- Data, data, data...



IHI Breakthrough Series™ (18-month time frame)



LS – Learning Session

AP – Action Period

RM – Regional Meetings



Improve Care Coordination: Create Care Plans

Section Overview | Videos |



Having these care plans in which large charts are condensed is going to make a big difference for our families and our practice.

Robert Rohloff, MD

“Children with special health care needs, their families, physicians, practice teams and community providers will benefit from having a clear, written Medical Summary, Emergency Treatment Plan and Plan of Care... these are the components of a Comprehensive Care Plan.”

Source: The Comprehensive Care Planning, Center for Medical Home Improvement

Wisconsin Resources

[Sample Care Plan](#) – Marshfield Clinic, Chippewa Falls (PDF)

A comprehensive medical summary/care plan is essential for children/youth with special health care needs who may have complex and lengthy medical records. A careplan provides:

Medical Home Introduction

Medical Home Strategies

Engage Families as Partners

Identify Children & Youth with Special Health Care Needs


Use Planned Encounters

Improve Care Coordination: Create Care Plans

Support Adolescent Transitions

Collaborate with Community Resources

Refine Coding & Reimbursement Practices

Find Regional Centers 

Building a Medical Home Partnership: A Wisconsin Toolkit



Building a Medical Home Partnership Introduction to the Wisconsin Toolkit

- **What is a Medical Home Partnership?**
- **Who are Children and Youth with Special Healthcare Needs?**
- **Meet the Toolkit Families**
- **What is a Regional Children and Youth with Special Healthcare Needs Center?**

 **Go the Toolkit**
wimedicalhometoolkit.aap.org

www.wimedicalhometoolkit.aap.org



Goals of EHDI QI Toolkit

- Connect state providers to key resources that support comprehensive care and reduce loss to follow-up
- Promote high leverage improvement strategies while reinforcing the medical home model
- Highlight the work of the community teams involved in the replication to give real life examples that improvement is possible
- Connect providers to other referral providers via a searchable directory



Building the Toolkit

- Creating the design
 - Look and feel similar to medical home toolkit
 - Creation of a dynamic toolbar that reflects the EHDI continuum
 - Integration of key tools such as the car map and the JCIH Position Statement
 - Creation of an administrative database that allows frequent updates of content



Building the Toolkit

- Finding a host
 - Internal servers didn't support the software needed to host it
 - NCHAM agree to host the toolkit with the intention that it could be adapted by other states
- Determining the content
 - Needed a mix of state and national resources
 - Huge volume of material
 - Utilized state and national advisors to help
 - This process continues...



Structure of the Toolkit

- Arranged by provider role
 - Medical Home
 - Inpatient screening
 - Outpatient screening
 - Pediatric Audiology
 - Early Intervention
 - Specialty Provider
- Supportive of 1-3-6 guidelines



Introduction Pages

Wisconsin Sound Beginnings Program

[home](#) | [contact](#)

Early Hearing Detection and Intervention A Roadmap to Success

medical home	inpatient screening	outpatient screening	pediatric audiology	early intervention	specialty care	state EHDl program	
intro	best practices guidelines	tools for improvement					

medical home



[roadmap for success](#)

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies

NICHQ

National Initiative for
Children's Healthcare Quality

Fax back receipt of Did Not Pass results

Confirm diagnostic audiology appointment at the first visit

Medical Home headline

Best Practice Guidelines

Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.



Closing the Follow-up Gap: An EHDl Case Study

Vignette

Discussion Points

Early Hearing Detection and Intervention A Roadmap to Success

medical home

inpatient screening

outpatient screening

pediatric audiology

early intervention

specialty care

state EHDI program

intro

best practices guidelines

tools for improvement

inpatient screening: at birth



roadmap for success

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies



Standardize the process for documenting all newborn screening results in the hospital records

Record and report the results accurately to the state EHDI program via the blood card

Standardize communications (written and verbal) with parents about newborn screening results

Verify the PCP/Medical Home before discharge

Early Intervention: Introduction

Best Practice Guidelines

Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.



Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 1

Dora Garcia is an 8# 4oz female infant, delivered at term at Midstate Hospital in central Wisconsin. Midstate Hospital is a Level 2a hospital delivering about 500 babies each year. Dora is the second child born to Kimberly and Carlos Garcia, who live 45 miles away from Midstate. Carlos Garcia is a migrant farm worker. The family just moved to central Wisconsin from Texas and have not established care with a family physician. There is no



Discussion Points

- How does the care align with screening guidelines and best practices?
- How is the family engaged?
- How is care coordinated and communicated?
- How do you find resources

Early Hearing Detection and Intervention A Roadmap to Success

medical home	inpatient screening	outpatient screening	pediatric audiology	early intervention	specialty care	state EHDI program
intro	best practices guidelines	tools for improvement				

outpatient screening: before 1 month



[roadmap for success](#)

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies



Standardize communications (written and verbal) with parents about hearing screening results

Provide clear communication about next steps using the EHDI Care Map

Identify two points of contact for families of infants who did not pass such as a relative or friend

Offer a referral to [Guide By Your Side](#)

Outpatient Screening headline

Best Practice Guidelines

Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.



Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 2



Discussion Points

- Which improvement strategies could the outpatient facility have implemented that would have assisted the family in getting to follow-up?
- Why is rescreening both ears important?

Early Hearing Detection and Intervention A Roadmap to Success

medical home	inpatient screening	outpatient screening	pediatric audiology	early intervention	specialty care	state EHDI program
intro	best practices guidelines	tools for improvement				

pediatric audiology: before 3 months



[roadmap for success](#)

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies

Prioritize newborn diagnostic exams; create expedited slots and schedule two appointments at a time

Remind families of their appointments one day in advance

Provide families with instructions for a successful evaluation

Verify the PCP/Medical Home

Identify two points of contact for families of infants who did not pass such as a relative or friend

Pediatric Audiology headline

Best Practice Guidelines
Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.

Tools for Improvement
Assure follow-up with a few key data-collection and communication tools.

Improvement in Action
See how the collaboratives used improvement tools to test steps of change within their organizations.

Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 3

Discussion Points

- Which improvement strategies could the medical home have implemented that would have assisted the family in getting to follow-up?

Early Hearing Detection and Intervention A Roadmap to Success

medical home

inpatient screening

outpatient screening

pediatric audiology

early intervention

specialty care

state EHDI program

intro

best practices guidelines

tools for improvement

early intervention: before 6 months



roadmap for success

find Wisconsin providers

resources for families

Improvement Strategies

NICHQ

National Initiative for
Children's Healthcare Quality

Build Family to Family relationships.

Standardize referral mechanisms.

Use a fax-back form to alert the PCP/MH at the time of enrollment.

Obtain a consent for release of information at first contact so that information can be shared with the state.

Include communication outcomes in every IFSP.

Early Intervention headline

Best Practice Guidelines

Review sample policies, procedures and competency guidelines that align with JCIH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.



Closing the Follow-up Gap: An EHDI Case Study

Vignette No. 4

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce dignissim sapien quis dui. Nulla a mauris nec nisi tempor sagittis. Fusce luctus, enim ac pharetra dapibus, neque ante pulvinar enim, at aliquam eros mauris nec magna.



Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce dignissim sapien quis dui. Nulla a mauris nec nisi tempor sagittis. Fusce luctus, enim ac pharetra dapibus, neque ante pulvinar enim, at aliquam eros mauris nec magna.

Discussion Points

- What considerations may be different when serving children and families who are deaf or hard of hearing?
- What could this program have done differently to expediate the enrollment process?
- What improvement strategy could they implement to assure that families understand why early

Early Hearing Detection and Intervention A Roadmap to Success

[medical home](#) [inpatient screening](#) [outpatient screening](#) [pediatric audiology](#) [early intervention](#) [specialty care](#) [state EHDl program](#)

[intro](#) [best practices guidelines](#) [tools for improvement](#)

specialty care



roadmap for success

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies



Educate the PCP/Medical Home staff about the medical work up for infants with hearing loss

Streamline authorizations for referral to eliminate delays

Note recommended return visits, if appropriate, on the [EHDl Care Map](#) for the family

Standardize message to assure the unbiased presentation of information

Early Intervention: Introduction

Best Practice Guidelines

Review sample policies, procedures and competency guideline that align with JCIH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.

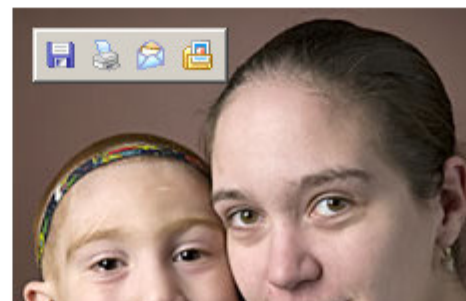


Closing the Follow-up Gap: An EHDl Case Study

Vignette No. 5

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce dignissim sapien quis dui. Nulla a mauris nec nisi tempor sagittis. Fusce luctus, enim ac pharetra dapibus, neque ante pulvinar enim, at aliquam eros mauris nec magna.

Lorem ipsum dolor sit amet, consectetur



Discussion Points

- How do you find resources appropriate to this family's needs?
- What could your practice do to increase access to your services?
- PointC
- PointD

Early Hearing Detection and Intervention A Roadmap to Success

[medical home](#)[inpatient screening](#)[outpatient screening](#)[pediatric audiology](#)[early intervention](#)[specialty care](#)[state EHDl program](#)[intro](#)[best practices guidelines](#)[tools for improvement](#)

state EDHI program

[find Wisconsin providers](#)[resources for families](#)

Improvement Strategies



Educate Providers about latest clinical recommendations

State EHDl headline goes here

Best Practice Guidelines

Review sample policies, procedures and competency guidelines that align with JCIEH Guidelines.



Tools for Improvement

Assure follow-up with a few key data-collection and communication tools.



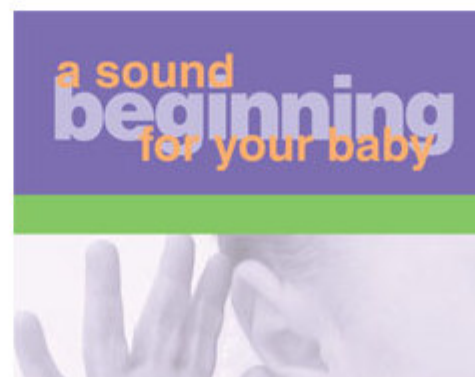
Improvement in Action

See how the collaboratives used improvement tools to test steps of change within their organizations.



Closing the Follow-up Gap: An EHDl Case Study

Vignette No. 6



Discussion Points

- content id #54 state EDHI goes here

Structure of the Toolkit

- Features a persistent navigation bar that is accessible from any page
 - Roadmaps for success
 - For families
 - Find Wisconsin providers
 - [EHDI QI Toolkit](#)



Structure of the Toolkit

- Each provider role is subdivided into three sections
 - Best Practice Guidelines
 - Tools for Improvement
 - Improvement in Action (under construction)

The screenshot displays a web application interface. At the top right, there is a navigation menu with three items: "roadmap for success", "find Wisconsin providers", and "resources for families". Below this is a header section with a black background on the left containing the text "Strategies" and a logo for "CHQ Initiative for Healthcare Quality". The main content area is titled "Early Intervention: Introduction" and is divided into three columns:

- Best Practice Guidelines:** "Review sample policies, procedures and competency guideline that align with JCIH Guidelines." This column includes a JCIH logo.
- Tools for Improvement:** "Assure follow-up with a few key data-collection and communication tools." This column includes a screenshot of a "VE-TRAC" interface with "Pass" and "Refer" radio buttons and a "Submit" button.
- Improvement in Action:** "See how the collaboratives used improvement tools to test steps of change within their organizations." This column includes a circular diagram with the steps "Act", "Plan", "Do", and "Study".

At the bottom of the page, there is a decorative horizontal bar with several colored squares (green, orange, yellow, blue, purple, red, teal) and small orange arrow icons pointing right.

Best Practice Guidelines

Wisconsin Sound Beginnings Program

[home](#) | [contact us](#)

Early Hearing Detection and Intervention A Roadmap to Success

[medical home](#)

[inpatient screening](#)

[outpatient screening](#)

[pediatric audiology](#)

[early intervention](#)

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[intro](#)

[best practices guidelines](#)

[tools for improvement](#)

inpatient screening: at birth



[roadmap for success](#)

[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies

NICHQ

National Initiative for
Children's Healthcare Quality

Standardize the process for documenting all newborn screening results in the hospital records

Record and report the results accurately to the state EHDl program via the blood card

Standardize communications (written and verbal) with parents about newborn screening results

Resources: Best Practices Guidelines

Policies and Procedures

[Joint Committee on Infant Hearing-2007 Position Statement](#)

[Resources for Establish and Operating Universal Newborn Hearing Screening \(National Center for Hearing Assessment and Management\)](#)

Screening Protocols

[Basic Steps for ABR Testing \(Washington State\)](#)

[Basic Steps for OAE Testing \(Washington State\)](#)

[Screening Competency Tool \(Aspirus Wausau Hospital\)](#)

Blood Card Protocol

[Wisconsin Birth Unit Blood Card Protocol](#)

[Wisconsin NICU Blood Card Protocol](#)

Risk Factor Protocol

Training Opportunities

Newborn Hearing
Screening Training
Curriculum



Tools for Improvement

Wisconsin Sound Beginnings Program

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Early Hearing Detection and Intervention A Roadmap to Success

[medical home](#) [inpatient screening](#) [outpatient screening](#) [pediatric audiology](#) **[early intervention](#)** [specialty care](#) [state EHDl program](#)

[intro](#) [best practices guidelines](#) **[tools for improvement](#)**

early intervention: before 6 months



[find Wisconsin providers](#)

[resources for families](#)

Improvement Strategies

NICHQ

National Initiative for
Children's Healthcare Quality

Build Family to Family relationships.

Standardize referral mechanisms.

Use a fax-back form to alert the PCP/MH at the time of enrollment.

Obtain a consent for release of information at first contact so that information can be shared with the state.

Resources: Tools for Improvement

Assure care in a Medical Home

[Wisconsin EHDl Patient Checklist](#)

[Letters to Primary Care Provider](#)

[Fax-back Form](#)

Engage Families as Partners

[Wisconsin EHDl Patient Checklist/Roadmap](#)

[Babies & Hearing Loss: an interactive guide for families](#)

[A Parent's Wish List for Early Interventionists](#)

[Things to do with families of very young children](#)

Connect to Community Resources

Training Opportunities

Building Blocks of Intervention: Hearing Loss in Children 0-3 Years

Sponsored by a grant from the Verizon
Foundation.



Administrative Interface

EHDI Website Administration

[people](#) | [content](#) | [providers](#) | [library](#) | [look up tables](#) | [reports](#) | [help](#) | [log out](#)

Content

[\[add Content\]](#)

show all sections

filter list

ID	Title	Page	Position	
9	Improvement Strategies	Early Intervention: All pages	left column	[del]
12	Resources: Best Practices Guidelines	Early Intervention: Best Practices Guidelines	central column	[del]
13	Right column resources: Best Practices	Early Intervention: Best Practices Guidelines	right hand column	[del]
11	Discussion Points	Early Intervention: Intro	right hand column	[del]
10	Vignette No. 4	Early Intervention: Intro	central column	[del]
14	Resources: Tools for Improvement	Early Intervention: Tools for Improvement	central column	[del]
15	Right column resources: Tools	Early Intervention: Tools for Improvement	right hand column	[del]
29	Improvement Strategies	Inpatient Screening: All pages	left column	[del]
17	Discussion Points	Inpatient Screening: Intro	right hand column	[del]
16	Vignette No. 1	Inpatient Screening: Intro	central column	[del]
34	Resources: Tools for Improvement	Inpatient Screening: Tools for Improvement	central column	[del]
33	Right column resources: Tools	Inpatient Screening: Tools for Improvement	Right column	[del]
21	Resources: Best Practices Guidelines	Inpatient: Best Practices Guidelines	central column	[del]
32	Right column resources: Best Practices	Inpatient: Best Practices Guidelines	right hand column	[del]
43	Discussion Points	Medical Home: All pages	Left hand column	[del]

Future Directions

- By March 31, 2009
 - Complete the home page construction and EHDI Role
 - Complete the resource compilation for each of the sections
 - Finalize the improvement strategies
- By March 31, 2010
 - Complete the *Improvement in Action* sections
 - Expand the *Find a Provider* interface
 - Make the toolkit accessible and customizable for other state EHDI Programs



Your Feedback is Welcome!



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