



# IDAHO SOUND BEGINNINGS

## EARLY HEARING DETECTION AND INTERVENTION



### Telling Stories with Statistics

#### A Look at EHDl KPI's and How to Develop Meaningful Hospital Reports

Brian Shakespeare, Idaho EHDl Coordinator

Jessica Clark, AuD

# POINTS OF DISCUSSION

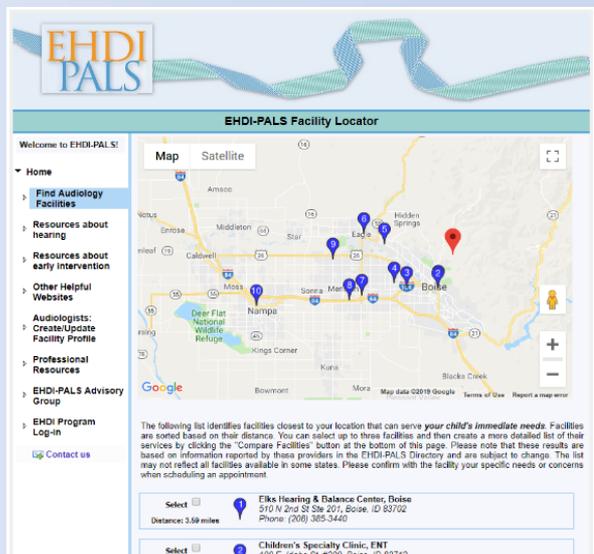


- PDSA Focus
- Review data
- If the data doesn't make sense, dig a little deeper
- Use the data to tell a story
- Find an effective way to communicate the story to your audience

# SCHEDULING DIAGNOSTICS PRIOR TO DISCHARGE



## 1. Baby Refers on NHS



## 2. Using EHDi-PALS, the screener schedules a follow-up appointment WITH the parents

## 3. Appointment time, date, and clinic location is recorded on the screening results form and reported to EHDi

**Your Follow-Up Appointment:**

**Clinic:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

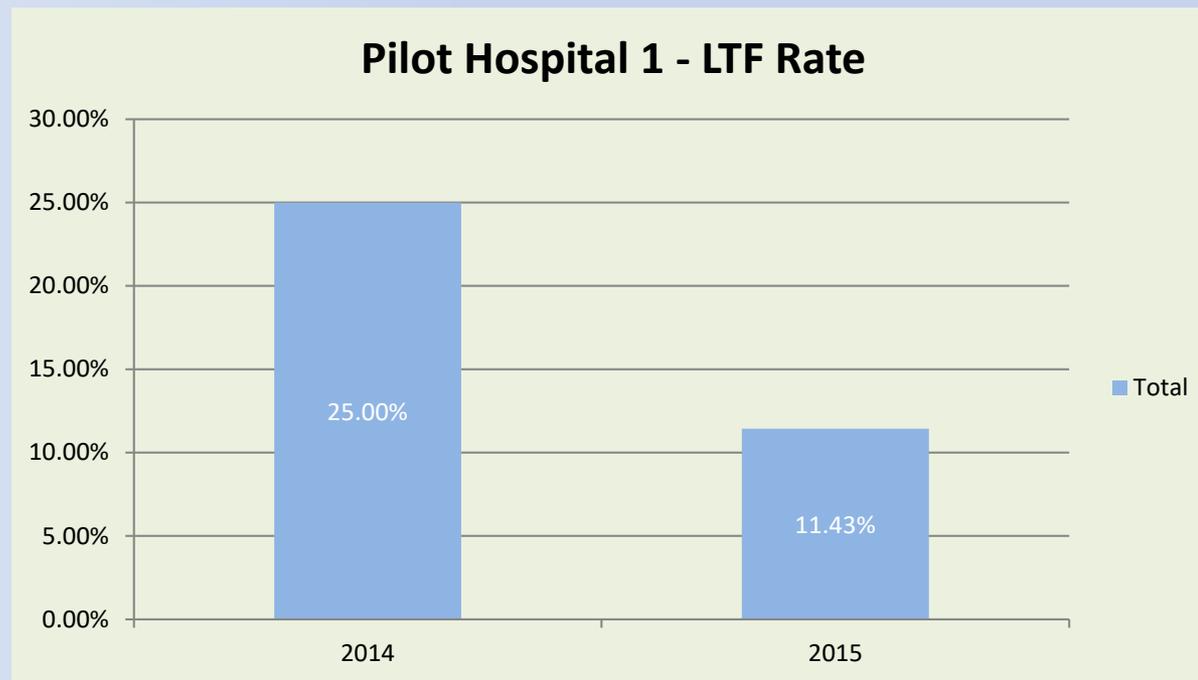
**Appt Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

(For a listing of Pediatric Audiologists visit [www.EHDI-PALS.org](http://www.EHDI-PALS.org))

# PILOT HOSPITAL 1



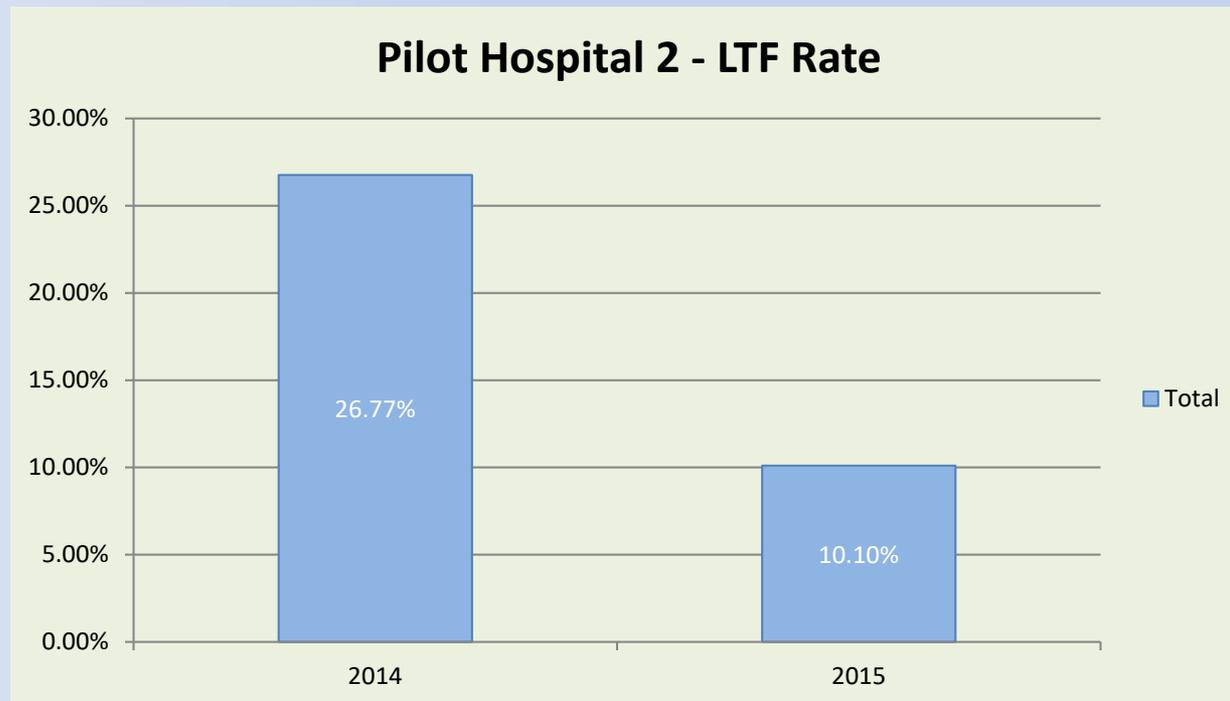
- 2014 vs 2015 data
- 54% Reduction in LTF Rate



# PILOT HOSPITAL 2



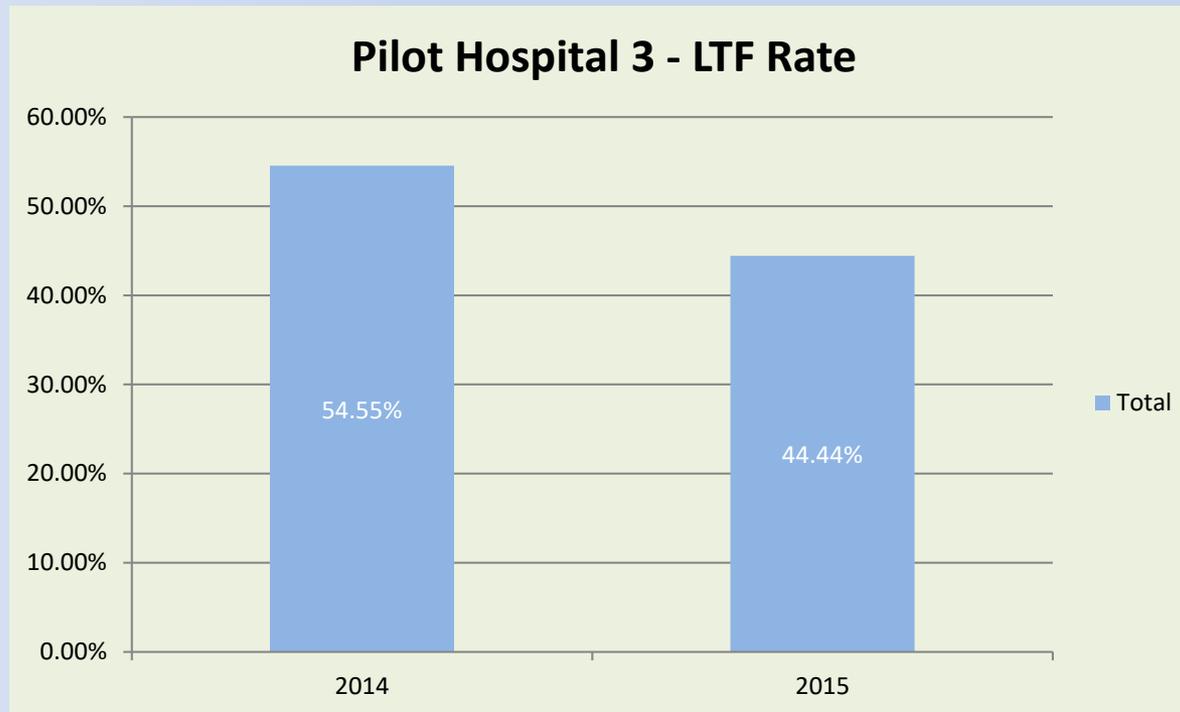
- 2014 vs 2015
- 62% Reduction in LTF Rate



# PILOT HOSPITAL 3



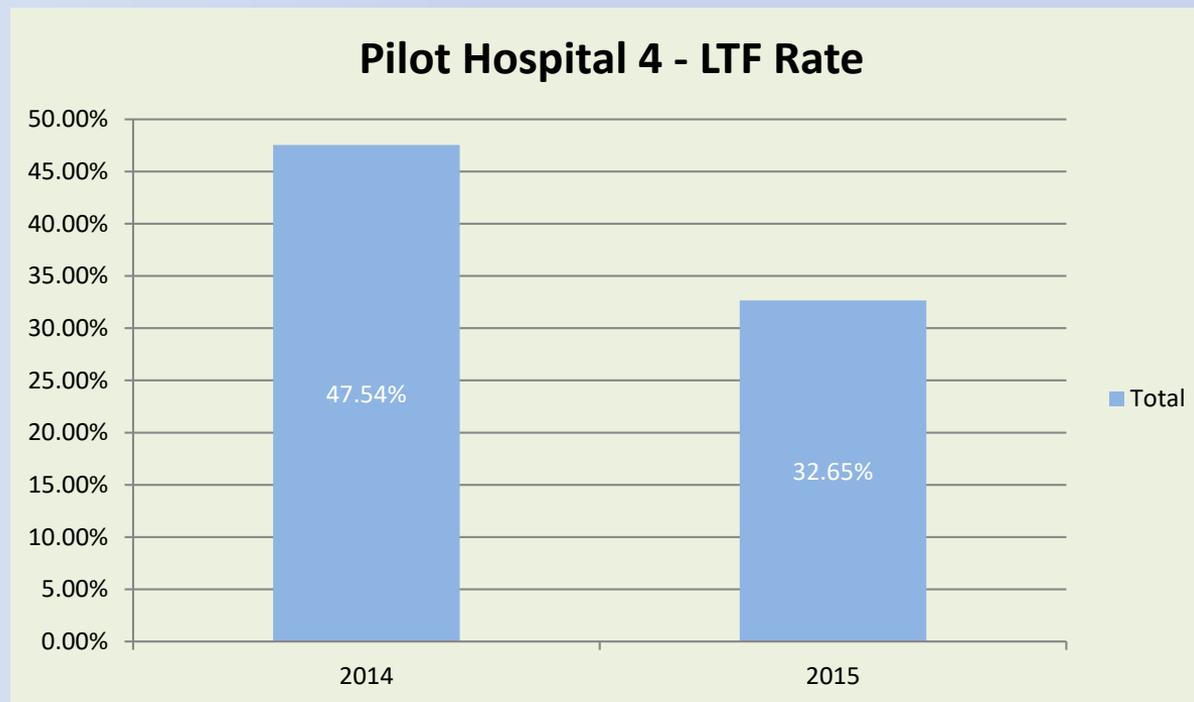
- 2014 vs 2015
- 18% Reduction in LTF Rate



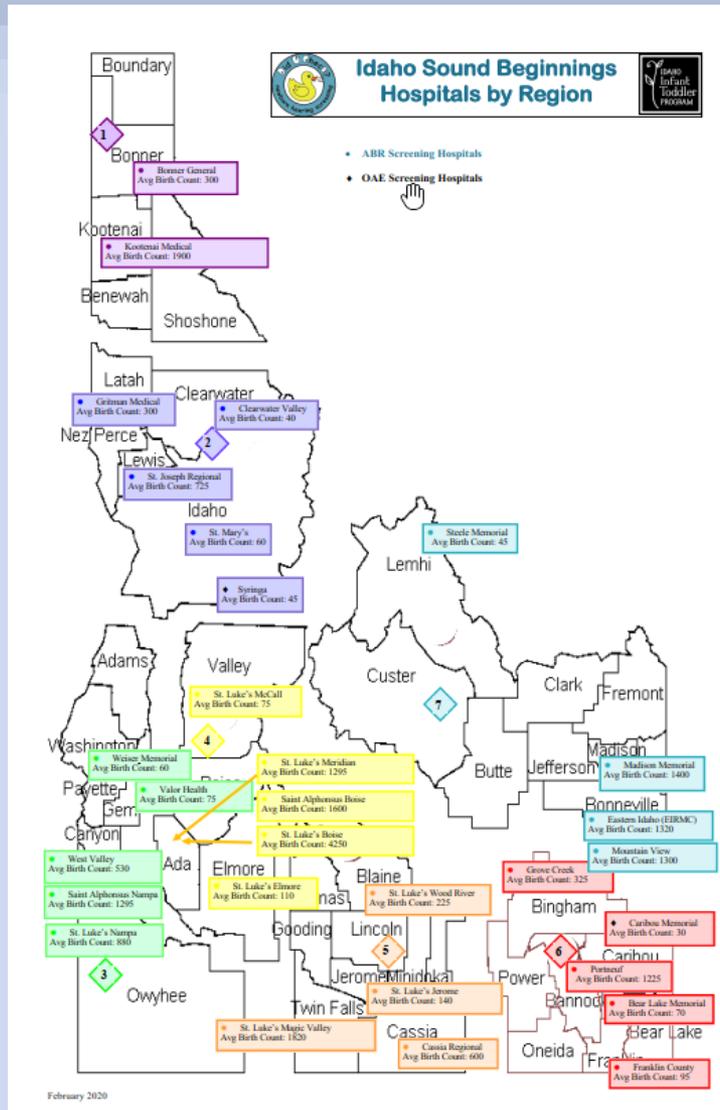
# PILOT HOSPITAL 4



- 2014 vs 2015
- 31% Reduction in LTF Rate



# ROLL OUT TO ALL IDAHO HOSPITALS



# WHAT OUR STORY SAID



## Scheduling Hospitals

- Jan-June 2017
- LTF Rate = 20.06%

## Non-Scheduling Hospitals

- Jan-June 2017
- LTF Rate = 16.95%



# A CLOSER LOOK AT THE DATA



<b>Hospital 2017</b>	<b>2017 Refers</b>	<b>2017 Appts</b>	<b>% of Refers</b>
Hospital 1	8	1	12.50%
Hospital 2	3		
Hospital 3	2		
Hospital 4	31	6	19.35%
Hospital 5	33	16	48.48%
Hospital 6	18	3	16.67%
Hospital 7	20	1	5.00%
Hospital 8	18	1	5.56%
Hospital 9	34	2	5.88%
Hospital 10	23	6	26.09%
Hospital 11	66	21	31.82%
Hospital 12	140	92	65.71%
Hospital 13	6	1	16.67%
Hospital 14	3	3	100.00%
Hospital 15	46	37	80.43%
Hospital 16	57	28	49.12%
Hospital 17	2	1	50.00%
Hospital 18	5	1	20.00%
Hospital 19	2		
Hospital 20	25	3	12.00%
	542	223	41.14%

# A CLOSER LOOK AT THE DATA



## Scheduling Hospitals

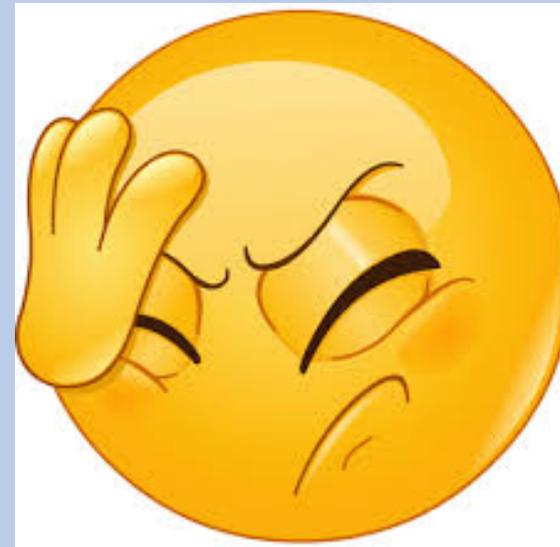
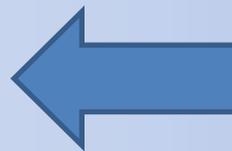
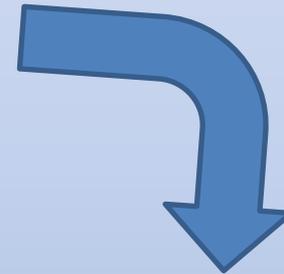
- 2017 total
- LTF Rate = 21.79%

## Non-Scheduling Hospitals

- 2017 total
- LTF Rate = 36.13%



# A SECOND LOOK



# WHERE ARE WE NOW?



## Scheduling Hospitals

- 2018 LTF Rate = 15.13%
- 2019 LTF Rate = 19.78%

## Non-Scheduling Hospitals

- 2018 LTF Rate = 22.62%
- 2019 LTF Rate = 30.92%



# WHY PROVIDE HOSPITAL REPORTS?



- Emphasize the goals of the program
- Show progress
- Give feedback on current PDSA
- Highlight wins
- Remind the staff that someone really is paying attention
- Establish rapport and increase communication

# WHERE WE STARTED



## *Idaho Sound Beginnings*

Early Hearing Detection and Intervention Program (EHDI)

Idaho Infant Toddler Program-450 W State St. Boise, ID 83720 (208) 334-0829-Fax: (208) 332-7331

March 28, 2014

Best Screening Hospital EVER!

1<sup>st</sup> Quarter 2014 report (from January to March)

Dear Melanie:

This is some highlighted info for your program. Please contact me if you have any questions.

Good:

1. Screened 92.3% of babies (12/13) for this quarter
  - a. 1 baby had parents refuse screening
2. Great job with entering all the information in one the baby as well as the screener's names!

Need to work on:

1. There is one baby that referred but is now "need to locate" because they have not followed up for diagnostic testing. How are you and the screeners explaining the need for follow up diagnostic testing? Do they feel comfortable with this?

Please let me know if I can help with any concerns you have, especially with parent follow-up. Every baby counts and we want to make sure all of them have access to testing!

Thank you for all of your hard work!

Jessica Clark, Au.D.  
ISB Audiology consultant  
208-489-4981  
jclark@elksrehab.org

# WHAT CHANGED?



- Visual appeal
- All EHDI goals are included
- Goals are clearly identified
- Focus on current PDSA

# CURRENT REPORT

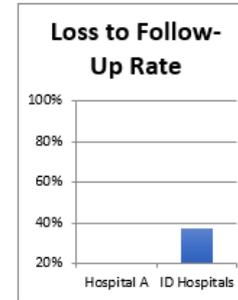
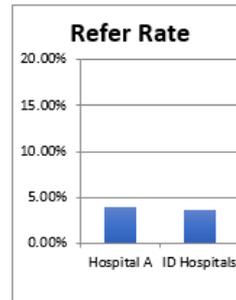
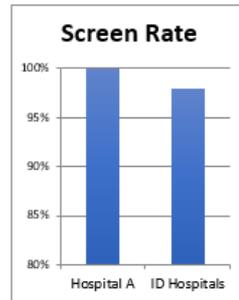


## Idaho Sound Beginnings

Idaho Infant Toddler Program—450 W State St. Boise, ID 83720 (208) 334-0829-Fax: (208) 332-7331

### Best Screening Hospital EVER!!! 2019 2<sup>nd</sup> Quarter Quality Assurance Report

Idaho EHDl Goals	Met Goal!	Goal Not Met
More than 99% of births screened	✓	
Refer rate between 2-4%	✓	
Less than 25% loss to follow-up	✓	



100% screen rate (22/22); Great job!! **\*\*Don't forget: mark any babies that have to be transferred so we can keep track of where they were and where they go!**

2 babies referred this quarter; 1 passed their outpatient screen but the other still referred. An appointment was made—great job!

The 1 baby that still referred follow up for their appointment and was determined to have normal hearing. Great job!!!

Thank you for your help in making sure Idaho's babies are being screened for hearing loss. Early detection of a hearing loss can help prevent delays and give these babies the best start in life! We appreciate your efforts!

Jessica Clark, AuD  
ISB Audiology Consultant  
208-385-3486; [clarkjes@sihs.org](mailto:clarkjes@sihs.org)

# TAKE AWAYS



- Choose one PDSA at a time to focus on
- Review the data regularly
- Create a meaningful report
- Share that report with your contact

# QUESTIONS???

