



Minimize Day of Discharge Newborn Hearing Screening

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Introduction/Background

CHOC Children's was the first children's Hospital in California to implement state mandated newborn hearing screening program (NHSP) in 2002. The day of discharge (DOD) of an infant from NICU is the most anxiety laden day for parents because parents are nervous, scared and excited to take their baby home. If the NHS is performed on the day DOD and specially if result is 'refer' that further adds to parents stress. It may also delay discharge process since re-screening and appropriate referral for diagnostic evaluation needs to be arranged prior to discharge. In the state of California reimbursement for procedures done on the DOD may also be adversely effected. At CHOC NICU from 2013 to 2016 the DOD hearing screening rate has been significantly high varying from 24.7% to 26.6%. Therefore we embarked on a quality improvement project to reduce the DOD hearing screening.

Objective

To reduce day of discharge Newborn Hearing Screening rate by 20% from CY 2016 rate.

Methods

Our primary focus was to achieve the above objective by streamlining the discharge process for newborns from NICU through ongoing interdepartmental education and communication through the following steps:

- ❖ Awareness, education and training of NICU staff related to newborn hearing screening
- ❖ Created new set of computerized physician order entry related to newborn hearing screening
- ❖ Created a new position of a NICU discharge nurse to assist in the discharge process
- ❖ Improved communication between discharge nurse and screening technicians
- ❖ Screening technicians were made available on weekends and holidays

Results

As a result of above QI processes in 2017 we were able to reduce the DOD newborn hearing screening rate by more than 21 percent.

