

Adjusting EHDI Systems of Care to Provide Timely Follow-Up

Daphne Miller, VA EHDI Program Coordinator, VDH

Parker Brodsky, MPH, Newborn Screening Epidemiologist, VDH

Deepali Sanghani, MPH, CMV Follow Up Coordinator, VDH

Learning Objectives

Provide Overview of EHDI in Virginia

Discuss Expansion of EHDI-IS

Review Enhancements to VA EHDI
Follow-Up over time

Evaluate Impacts of automated
Follow-Up

Disclosures

We have no financial disclosure or conflicts of interest with the material in this presentation

Expansion of EHDI

Origins of EHDI in Virginia

The Beginning of EHDI

- Implementation of hearing screening legislation
- Follow up included only following up on failed initials

External Users are given access to VISITS

2007

1999

2010

Implementation of VISITS as an electronic database

- VISITS exists as a data capture website; forms are being mailed in and data entry was completed by VDH

Expansion of EHDI – IS Users

2010

- Hospitals

2012

- Audiologists

2014

- Early Intervention

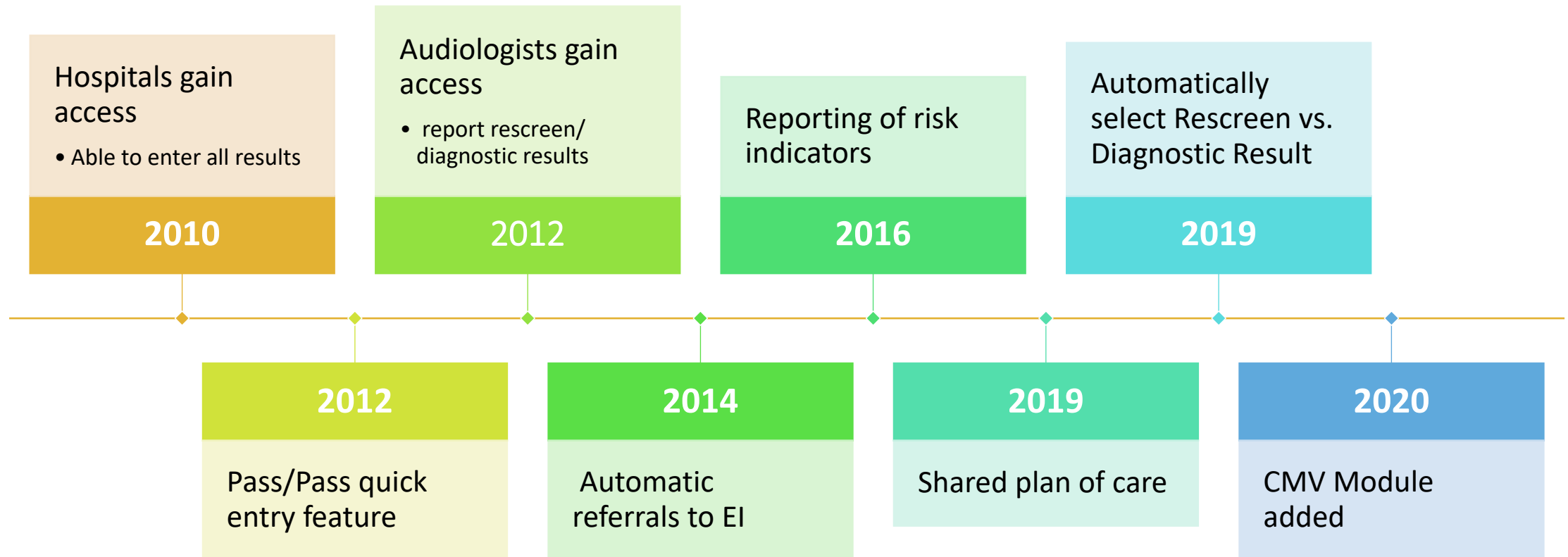
2019

- Family to Family

2022

- PCPs

EHDI-IS Enhancements



Enhancing Follow Up

Automated Follow-up through the years

Implementation of Outgoing Text Messages

Your Baby's Hearing Results Brochures- Result Specific

QR Codes added to Your Baby's Hearing Results Brochures



Text responses captured in EHDI-IS

Biteable videos sent via text messaging

VA EHDI today and moving forward

Interactive Voice Response (IVR) system

Automated robocalls

On demand SMS via the EHDI-IS

Daily letter generation

Outgoing calls through EHDI-IS

Interactive dashboard for follow-up

2022

2023

11/17/2022 04:19:25PM	completed			Call Recording	inbound		
11/17/2022 02:30:49PM	no-answer				inbound	25563	
11/17/2022 02:27:06PM	completed				inbound	24689	
11/17/2022 01:38:43PM	no-answer		Hello, this is *** calling back. I just got a call from you and am calling to check on ***. Please reply as soon as possible.	Voice Mail	inbound	24689	
11/17/2022 11:39:48AM	completed			Call Recording	inbound		
10/14/2022 03:57:57PM	in-progress			Call Recording	inbound		
10/14/2022 03:34:48PM	completed			Call Recording	inbound		
10/14/2022 01:56:25PM	completed			Call Recording	inbound	25525	
10/14/2022 10:44:30AM	completed				inbound	24689	

1 - 15 >

[Associate Child ID](#)

Call_Activity_Date From To Call Status
 11/17/2022 01:38PM no-answer

▶ 0:00 / 0:29

Transcription (Provided by Twilio)
 Hello. This is _ r calling back. I just got a call from you on calling to check on. Yes. They call me back as soon as possible. When you get this message in the.

Transcription (Updated)

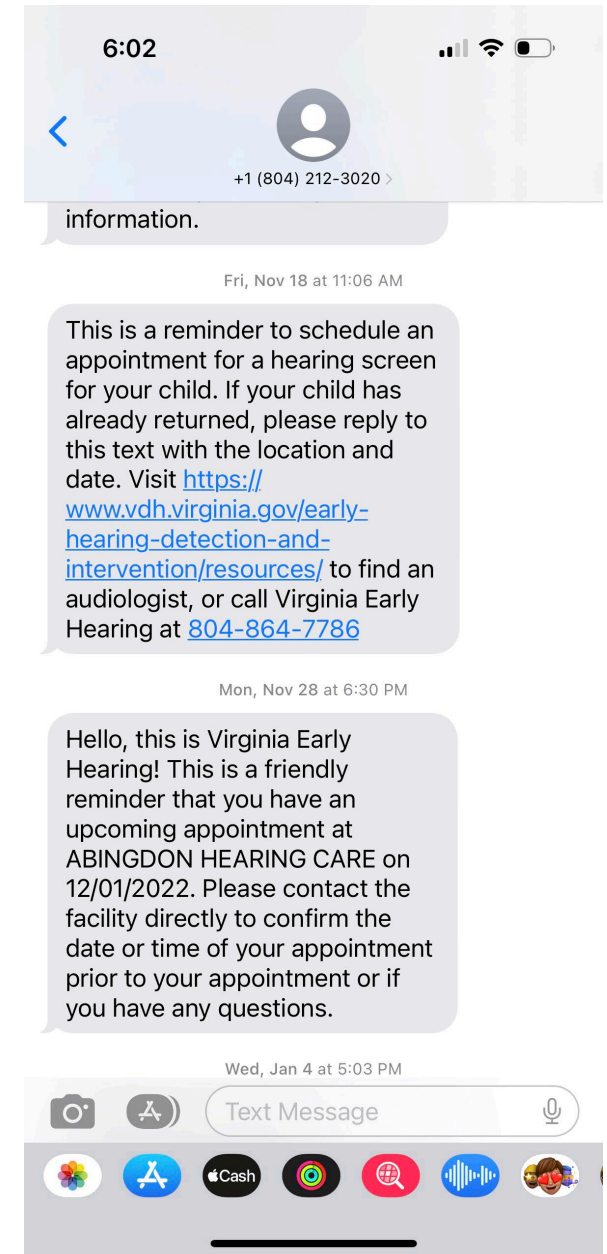
[Save](#)

PARENT	1	Initial Hearing
Parent	2	Outpatient
PARENT	3	Audiology
PARENT	4	Hearing Loss
Parent	5	CMV
PARENT	6	General Questions

Professional	1	Hospital Hearing
Professional	2	Hospital CMV
Professional	3	Audiology
Professional	4	Midwives
Professional	5	PCPs
Professional	6	Technical Assistance, VISITS
Professional	7	General Questions

Interacting with Families and Professionals

Robo Calls and Texting





EHDI Website/ Materials

Total website views- 21,316

- Home Page- 4,242
- Early Hearing Screening- 3,798
- CMV- 2,904
- Hearing Loss- 569
- Professionals-1,992
- VISITS- 3,474
- Upcoming Events- 450

Total Material Downloads- 3,261

- CMV Protocols- 192
- Hospital Protocols- 192
- YBHR- At Risk- 162
- Audiology Facilities- 162
- Audiology Reporting form- 133
- YBHR- Missed- 74
- What do you know about CMV Fact Card- 74
- Hospital Reporting form- 74

Data Accuracy and Efficacy

Technical Assistance Position hired

QI activities

- Monitoring data entry errors
- Providing surveillance for hospitals with delayed/ or no reporting

VISITS

- Auto prompts to prevent inaccurate or incomplete data entry
- Quarterly reports for stakeholders

Evaluating The Impact

Impacts to EHDI Follow-Up

Improved efficiency and
timeliness

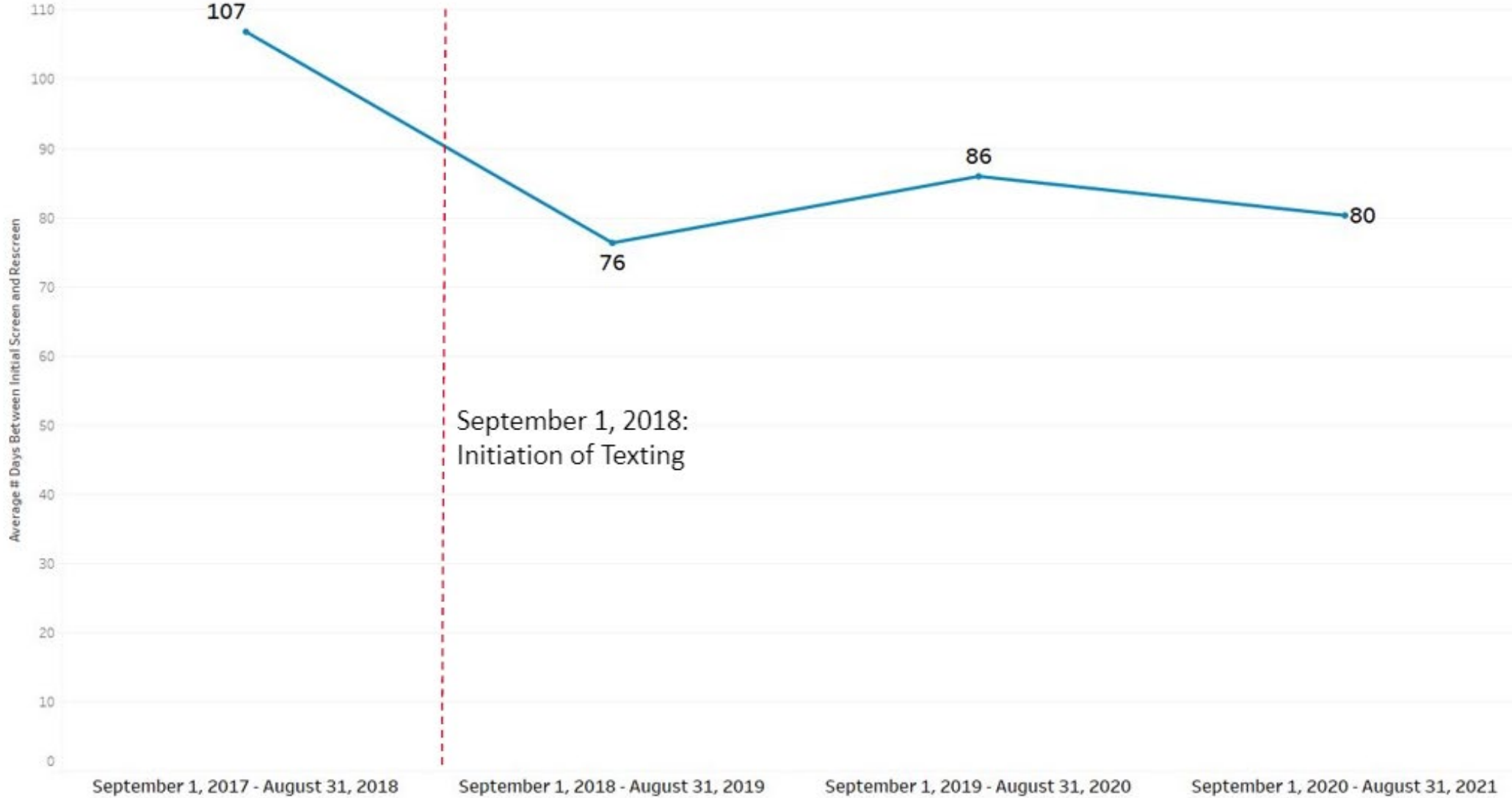
Ability to capture real-
time conversations

Maintain continuity of
follow-up

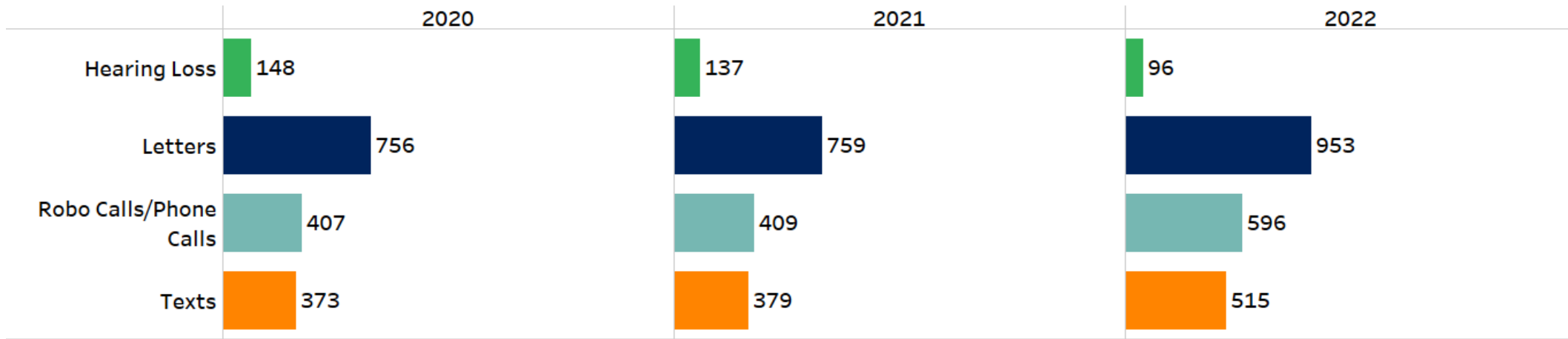
In 2021, Virginia had a 97.7% screening rate.

In 2021, VA EHDI made 4,900 telephone calls, sent 14,000 texts, and mailed out 19,000 letters to primary care providers (PCPs) and parents

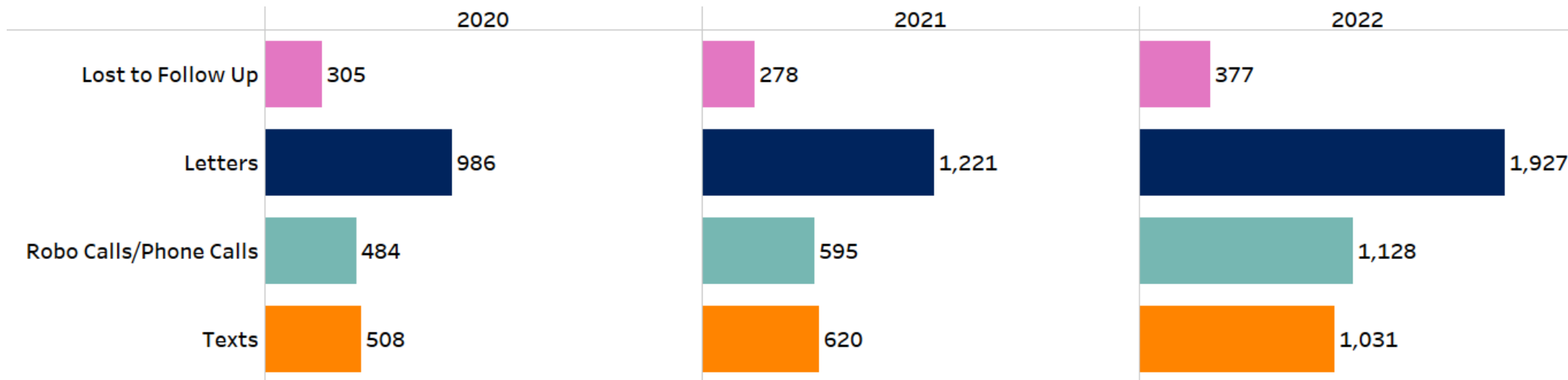
Number of Days Between Initial and Rescreen
September 1, 2017 - September 1, 2021



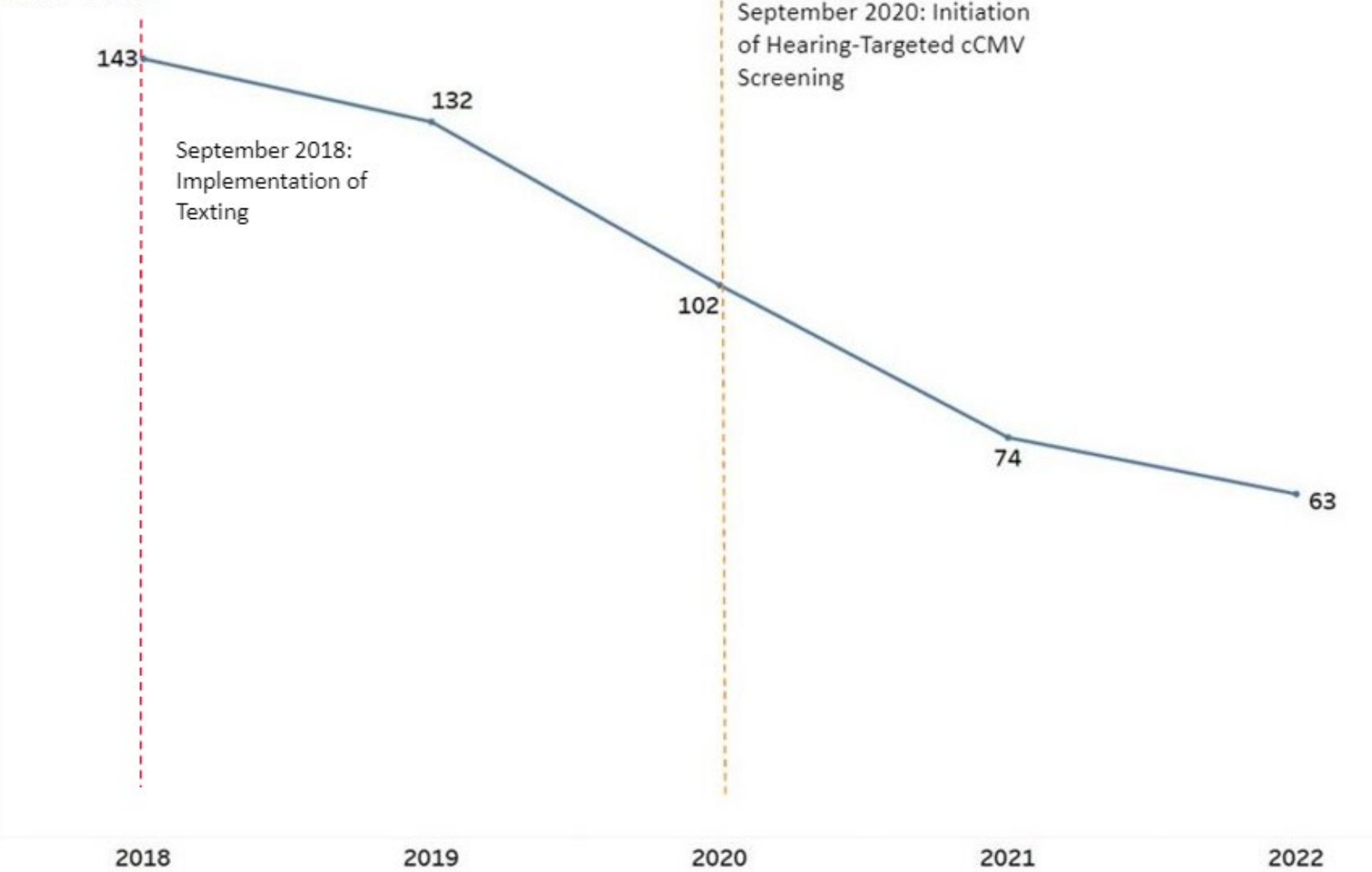
Number of Activities Among Children with **Hearing Loss**
2020-2022



Number of Activities Among Children **Lost to Follow Up**
2020-2022



Average Age at Diagnosis of Hearing Loss, In Days 2018 - 2022



Questions