



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Quality Improvement for Lost to Follow-Up Prevention

Mandy Quainoo, Newborn Screening Follow-Through Coordinator

Tamara Thompson, Newborn Screening Out of Hospital Liaison

March 18, 2024

EHDI Staff Responsibilities

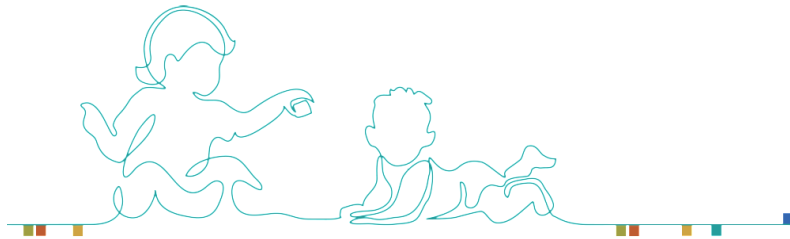
- Tracking
- Reporting
- Follow-up

EHDI Staff Responsibilities

- Tracking
- Reporting
- **Follow-up**

Data Management Software

- Home-grown system called WE-TRAC
 - Hearing and heart screening results
 - Web-based platform
 - Short-term follow up



WE-TRAC

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Quality Improvement Initiatives

- **Information**
- Communication
- Accountability

Information: WE-TRAC Records

Inactivating organizations

- 12 audiology clinics
- 18 birth units
- 36 out of hospital organizations
- 66 TOTAL

Information: WE-TRAC Records

User accounts

- 75 users inactivated
- 62 users activated

Information: Internal Weekly Tracking

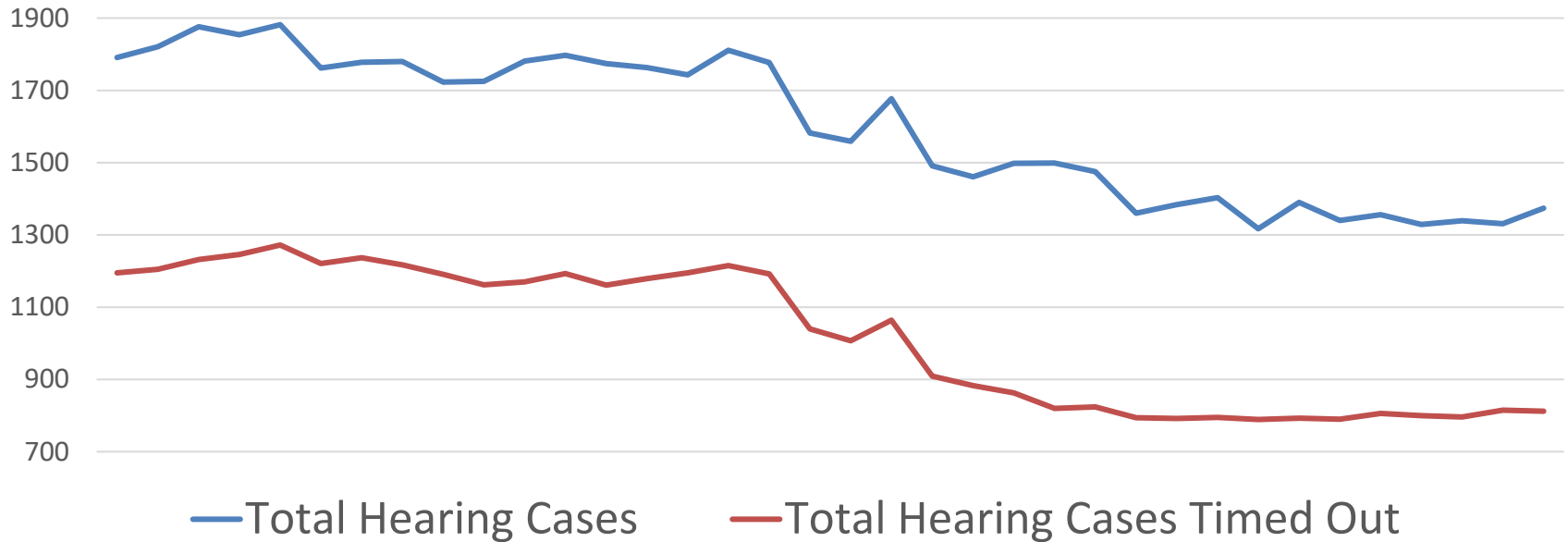
- National EHDI 1-3-6 goals
 - All infants screened for hearing loss before 1 month of age
 - Diagnostic testing before 3 months of age
 - Early intervention (EI) services before 6 months of age
- Closely monitoring “timed out” cases

Information: Internal Tracking

- Volume of every hearing queue in WE-TRAC
- Tracking contacts made with organizations through batch updates
- Document actions that decrease overall volume of cases

Weekly Queue Tracking: Timed Out Cases

2023



Quality Improvement Initiatives

- Information
- **Communication**
- Accountability

Communication: Monthly Reports

Starting in September 2023

- Birth unit report (hospitals, midwives, birth attendants)
- Number of cases on organization's queue

Birthing Unit: CCHD & Hearing Newborn Screening Report

Org Name

Thank you for supporting newborn CCHD & hearing screening! A summary of all babies currently on your birthing unit queue in WE-TRAC is below.

WE-TRAC QUEUE STATUS	
CCHD	
Total Cases on Queue	X
Total Cases on Queue at Risk for Lost to Follow Up	X
HEARING	
Total Cases on Queue	X
Total Cases on Queue at Risk for Lost to Follow Up	X

Definitions:

- At risk for lost to follow up: Babies in these categories for CCHD and hearing have been on your queue for an extended period with no data entered. It is important to follow up with these babies as soon as possible!

Action Requested:

- Please log in to [WE-TRAC](#) and enter results for the babies on your queue or transfer babies to the appropriate organization.

For help entering results, please contact [Mandy Quainoo](#) (608-335-4146), [Tamara Thompson](#) (608-332-4861) or [Susan Picione](#) (414-708-2584).

Communication: Quarterly Summary Reports

Previously “opt in” and only for CCHD heart screening



Hospital Birth Units

Birthing Unit: CCHD & Hearing Newborn Screening Report

Birth Facility Name

Thank you for supporting newborn CCHD & hearing screening! A summary of all CCHD & hearing screenings for babies born your facility in Q1 (January-March 2023) is below.



Screening Report	Your Data	Regional In-Hospital	Statewide In-Hospital
Total Newborn Screening Cases	X	X	X

Hearing			
Babies Who Passed Screening	X (X%)	X (X%)	X (X%)
Babies Who Did Not Pass Screening	X (X%)	X (X%)	X (X%)
▪ Hearing Within Normal Limits	X	X	X
▪ Permanent Hearing Loss	X	X	X
▪ Transient Conductive Hearing Loss	X	X	X
▪ No Diagnostic Evaluation	X	X	X
Babies Not Screened—Reason Reported	X (X%)	X (X%)	X (X%)
▪ Refused Screen	X	X	X
▪ Moved/Non-Resident	X	X	X
▪ Deceased	X	X	X
▪ Unresponsive Family/Lost to Follow Up	X	X	X
▪ Other Reason	X	X	X
Babies Transferred to Another Organization	X (X%)	X (X%)	X (X%)
Babies with Partial Data Recorded Action Needed	X (X%)	X (X%)	X (X%)
Missing—No Data Reported Action Needed	X (X%)	X (X%)	X (X%)

For help entering missing results into [WE-TRAC](#), please contact [Mandy Quainoo](#) (608-335-4146), [Tamara Thompson](#) (608-332-4861) or [Susan Picione](#) (414-708-2584). For questions regarding missed CCHD screens, please contact [Andrea Blom](#).

Out of Hospital Birth Units

Birthing Unit: CCHD & Hearing Newborn Screening Report

Birth Facility Name

Thank you for supporting newborn CCHD & hearing screening! A summary of all CCHD & hearing screenings for babies born at your facility between Q1 (January-March 2023) is below.

Screening Report	Your Data	Statewide Out of Hospital
Total Newborn Screening Cases	X	X
Hearing		
Babies Who Passed Screening	X (X%)	X (X%)
Babies Who Did Not Pass Screening	X (X%)	X (X%)
<ul style="list-style-type: none"> ▪ Hearing Within Normal Limits ▪ Permanent Hearing Loss ▪ Transient Conductive Hearing Loss ▪ No Diagnostic Evaluation 	X X X X	X X X X
Babies Not Screened—Reason Reported	X (X%)	X (X%)
<ul style="list-style-type: none"> ▪ Refused Screen ▪ Moved/Non-Resident ▪ Deceased ▪ Unresponsive Family/Lost to Follow Up ▪ Other Reason 	X X X X X	X X X X X
Babies Transferred to Another Organization	X (X%)	X (X%)
Babies with Partial Data Recorded Action Needed	X (X%)	X (X%)
Missing—No Data Reported Action Needed	X (X%)	X (X%)

For help entering missing results into [WE-TRAC](#), please contact [Mandy Quainoo](#) (608-335-4146), [Tamara Thompson](#) (608-332-4861) or [Susan Picione](#) (414-708-2584). For questions regarding missing CCHD screens, please contact [Andrea Blom](#).

Communication: Outreach to Out of Hospital Providers

May 2023

Mailing paper copies of queue list to Plain community midwives and any other midwives without computer access

Example Paper Copy

Minnie Mouse Midwife

Child's Name	DOB	Hearing Results	Hearing Appt Date	OAE or ABR?	Heart Results	Heart Appt Date	Person Performing Screening	Other Notes
Name 1	12/9/2022							
Name 2	2/25/2023							
Name 3	3/4/2022							
Name 4	4/27/2023							
Name 5	7/16/2023							

Communication: Outreach to Out of Hospital Providers

- Free hearing clinics three times per year
- Meet them where they are

Quality Improvement Initiatives

- Information
- Communication
- **Accountability**

Accountability: Dedicated Positions for Follow-Up

Staff	Title
Elizabeth Seelinger	Wisconsin Sound Beginnings director
Susan Picione	NBHS regional outreach nurse specialist
Tamara Thompson	NBS out of hospital liaison
Mandy Quainoo	NBS follow-through coordinator
Leah Ricci	NBS data integration & report specialist

Accountability: Dedicated Positions for Follow-Up

Internal accountability

- Weekly team meetings
- Consistency in practice

External accountability

- Relationship-building with organizations
- Using data to tell a story
- Sharing feedback directly

What is next?



- Education and training
- Review of NBS publications – accessible, inclusive, plain language
- More relationship-building
- Getting more hearing screeners
- Tracking outcomes from intervention

Contact Information

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