

Improving Communication Between State EHDI Programs and Hospitals: Strategies, Barriers, and Benefits

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Session Goals

GOAL 1

Explore strategies for strengthening communication between state EHDI programs and hospitals.

GOAL 2

Identify barriers in communication between state EHDI programs and hospitals.

GOAL 3

Discover the benefits of consistent hospital communication between state EHDI programs and hospitals.



Session Norms



Activity



- Locate your elbow buddy.
- Discuss the question on the next slide.
- Repeat the steps.



**Discuss your interactions
and communication
experiences with hospitals.**



Describe a barrier you've encountered that proved to be tough to overcome while communicating with hospitals.



**Share a benefit that arises
from maintaining regular
communication with
hospitals.**



Reflect & Share



Strategies for Strengthening Communication Between State EHDI Programs and Hospitals

GOAL 1: Explore strategies for strengthening communication between state EHDI programs and hospitals.



Strategies for Strengthening Communication with Hospitals

Clear Communication Channels

Regular Meetings and/or Workshops

Training and Education Programs

Joint Protocol Development



Strategies for Strengthening Communication with Hospitals

Utilization of Technology

Feedback Mechanisms

Resource Sharing

Designated Liaisons or Contacts



Strategies for Strengthening Communication with Hospitals

Quality Assurance Measures

Collaborative Research Projects

Public Awareness Campaigns

Evaluation and Continuous Improvement



Barriers in Communication Between State EHDI Programs and Hospitals

GOAL 2: Identify barriers in communication between state EHDI programs and hospitals.



Barriers in Communication with Hospitals

Lack of Clear Protocols

Limited Training and Education

Technological Challenges

Resource Constraints



Barriers in Communication with Hospitals

Poor Coordination

Inadequate Feedback Mechanisms

Differing Priorities

Language and Cultural Barriers



Barriers in Communication with Hospitals

Limited Awareness

Data Privacy and Security Concerns

Geographic Disparities

Staff Turnover and Training Continuity



Benefits of Consistent Hospital Communication Between State EHDI Programs and Hospitals

GOAL 3: Discover the benefits of consistent hospital communication between state EHDI programs and hospitals.



Benefits of Consistent Hospital Communication

Timely Screening and Intervention

Enhanced Coordination

Improved Follow-Up Processes

Better Compliance with Guidelines



Benefits of Consistent Hospital Communication

Quality Assurance

Increased Awareness and Education

Efficient Resource Utilization

Collaborative Problem-Solving



Benefits of Consistent Hospital Communication

Patient and Family Engagement

Data Sharing and Analysis

Reduced Disparities

Long-Term Impact



Plan-Do-Study-Act (PDSA) Cycle Template

1. PLAN

2. DO

3. STUDY

4. ACT

PLAN-DO-STUDY-ACT (PDSA) Cycle Template

Organization Name: MSDH-EHDI & Birth Hospitals Date: September 26, 2023
Name of Test: Improve Communication & Reporting (Birth Hospitals) Cycle Number: 1

PLAN | Who, What, When, Where, Why, How

| Objectives | Why are you doing this test? | Predictions | What do you think will happen? |
|--------------|---|-----------------|---|
| | <ul style="list-style-type: none">Lack of communication between MSDH and birthing hospitalsSome hospital personnel do not know the EHDI screening and reporting proceduresSome hospitals are not following the screening protocol correctlySome hospitals are not reporting timely | | <ul style="list-style-type: none">25% of hospitals will attend at least one session |
| Plan Details | Provide details on who, what and by when | Data Collection | What is the plan for collecting data? |
| | <ul style="list-style-type: none">EHDI Director will offer a virtual Q&A opportunity biweekly | | <ul style="list-style-type: none">Number of accepted/tentative/declined invitationsNumber of attendeesNumber of hospitals represented |

DO | Test the Change

Testing Period: biweekly (September 26, 2023)

Observations Describe what happened during the test. Record any data collected. Record any problems or special circumstances.

- Number of accepted: 19
- Number of tentative: 2
- Number of declined invitations: 2
- Number of attendees: 6
- Number of hospitals represented: 5

STUDY | Analyze the Results

Observations Analyze and summarize the data. What went well? What could be improved?

What went well?
-Answered questions regarding hearing screening report (288) for all babies who pass with risk factors. (Table 1 JCIH 2019)
-Concerns were discussed regarding the management of the number of these cases across the state of Mississippi.

What could be improved?

- Outreach email 3 days before meeting
- Outreach email 15 minutes before meeting
- Ask hospitals to submit questions ahead of time.

ACT | Decide What's Next

Take Action

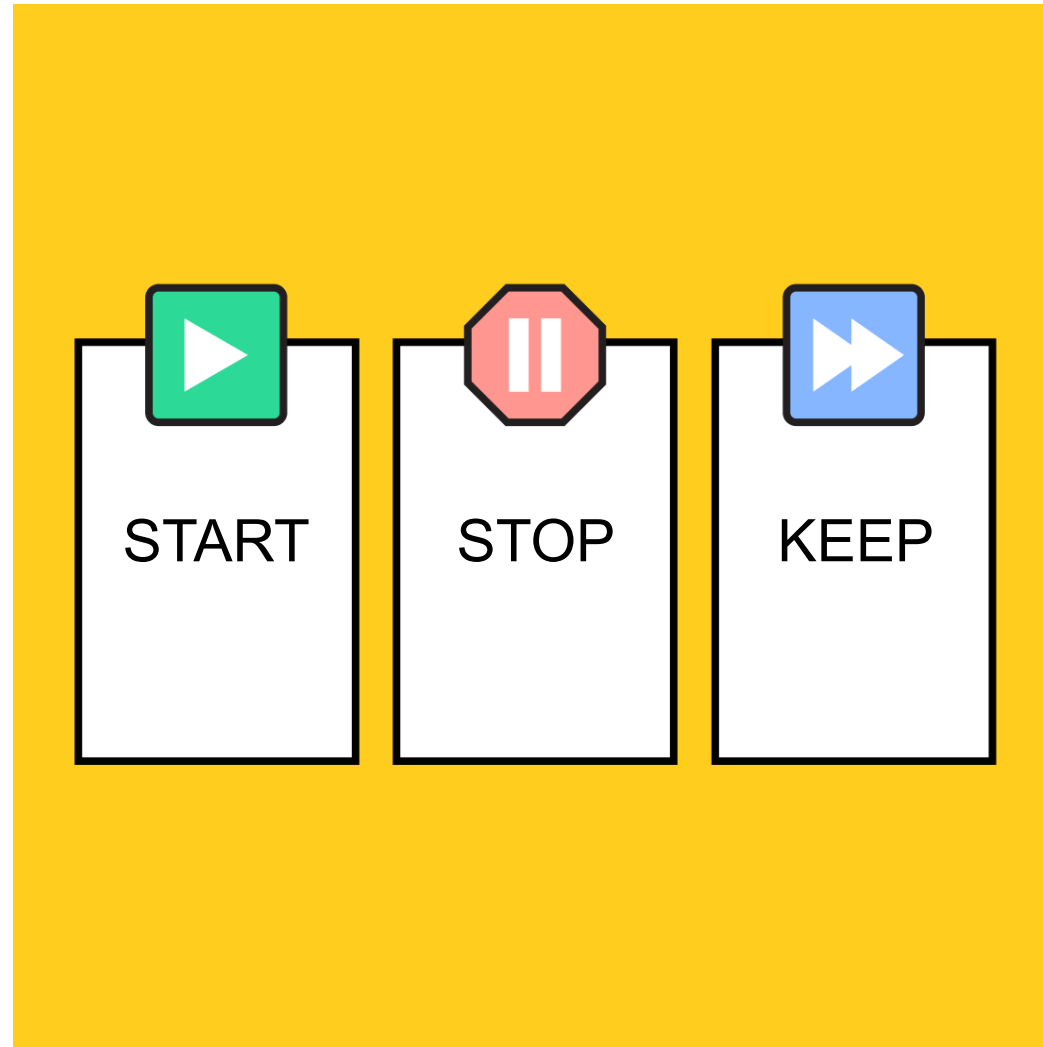
- Adapt (Improve via changes and continue small-scale test cycles. Think through if you are confident enough to expand the site/scope of the test).
- Adopt (Implement on a larger scale using a sustainability implementation plan)
- Abandon (Discard the change)

Next Steps

- A new PDSA cycle



Future Planning



Questions and Answers



Q & A



Contact Information

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