

## Introduction

- 3 years of Delaware Newborn Hearing Screening (NBHS) data showed increases in referral rates at birth facilities from 3% to 6% between 2020 and 2023.
- Delaware's Early Hearing Detection and Intervention (EHDI) program revealed the need to develop a comprehensive NBHS training program to help decrease false referrals.
- DEEDHI's initial assessment revealed a noticeable increase in staff turnover and newly hired team members at multiple birth-hospitals with higher referral rates.

### GOALS:

- Reduce false referral rates, the need for second screenings, and stress/anxiety for families
- Standardize training across facilities to ensure accurate results on each baby

## Methods

- This collaboration included the conduction of site visits to assess the needs of 3 of the 7 birth facilities chosen by the state.
  - A Needs Assessment Survey explored each site's difficulties in obtaining passing test results, who completes the NBHS, equipment used, training, testing and referral processes, and user comfortability with the process and equipment.

## Needs Assessment Results

- Development of comprehensive hands-on training for screening protocols
- Necessity of new equipment purchase recommendations

## Training Program Impact

- Following training, there was a decrease in referral rates and missed rates.
- Site visits revealed incorrect patient prep, inaccurate placement of earphones, environments not conducive for testing, and insufficient time for testing.

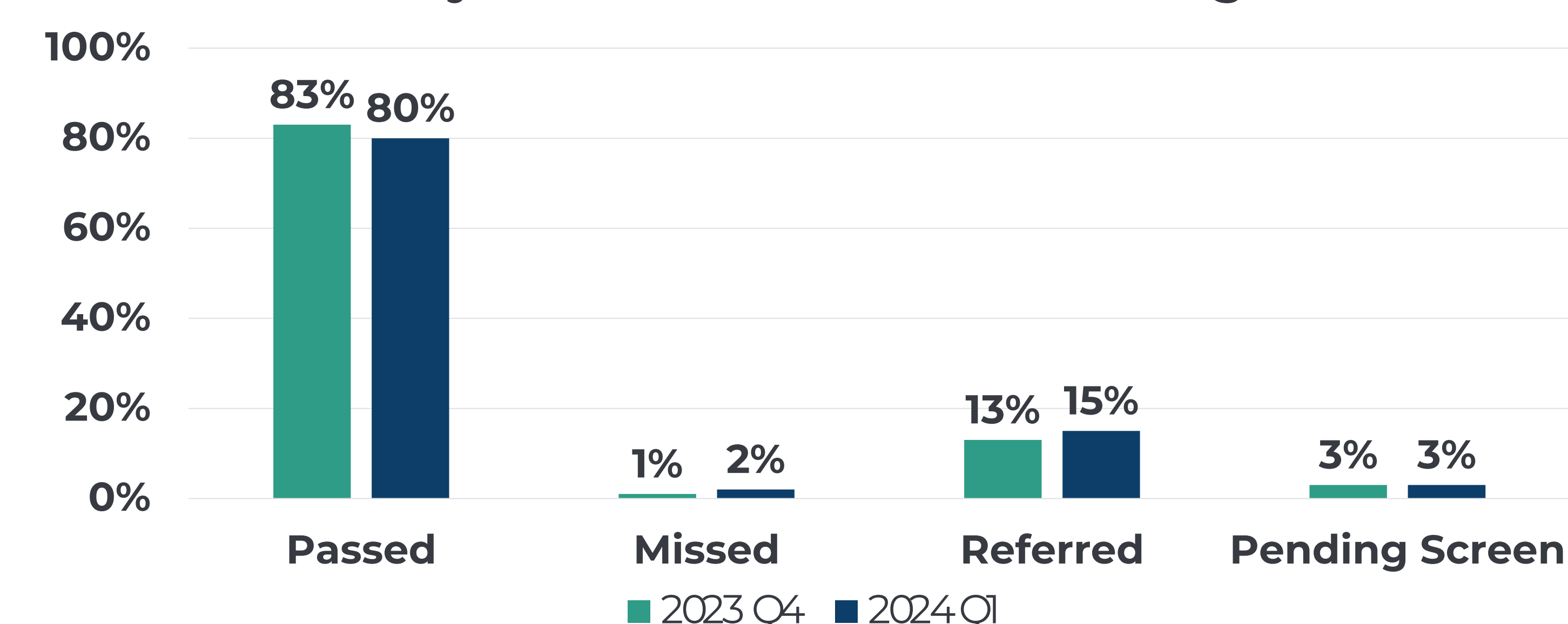
## Interventions

- Data revealed equipment malfunction at Kent and Sussex, resulting in the purchase of new screening equipment.
- Training was provided for new equipment use and care.

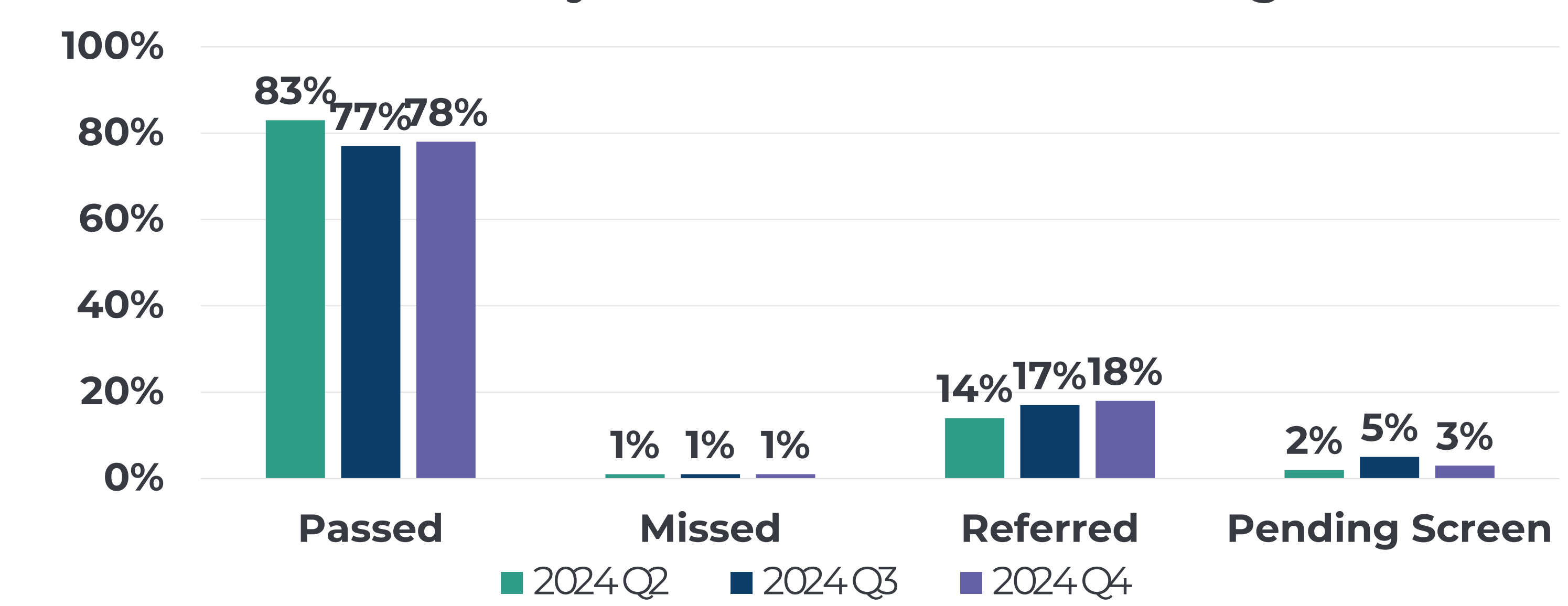
## Conclusions

- Set up additional training opportunities in neutral environments so individuals can sign up as needed for continued/updated education.
- Training is scheduled every 6 months instead of once a year to accommodate new hires.
- There is a need for continued assessment and collection of patient data to confirm purchasing new equipment will lead to desired outcomes.

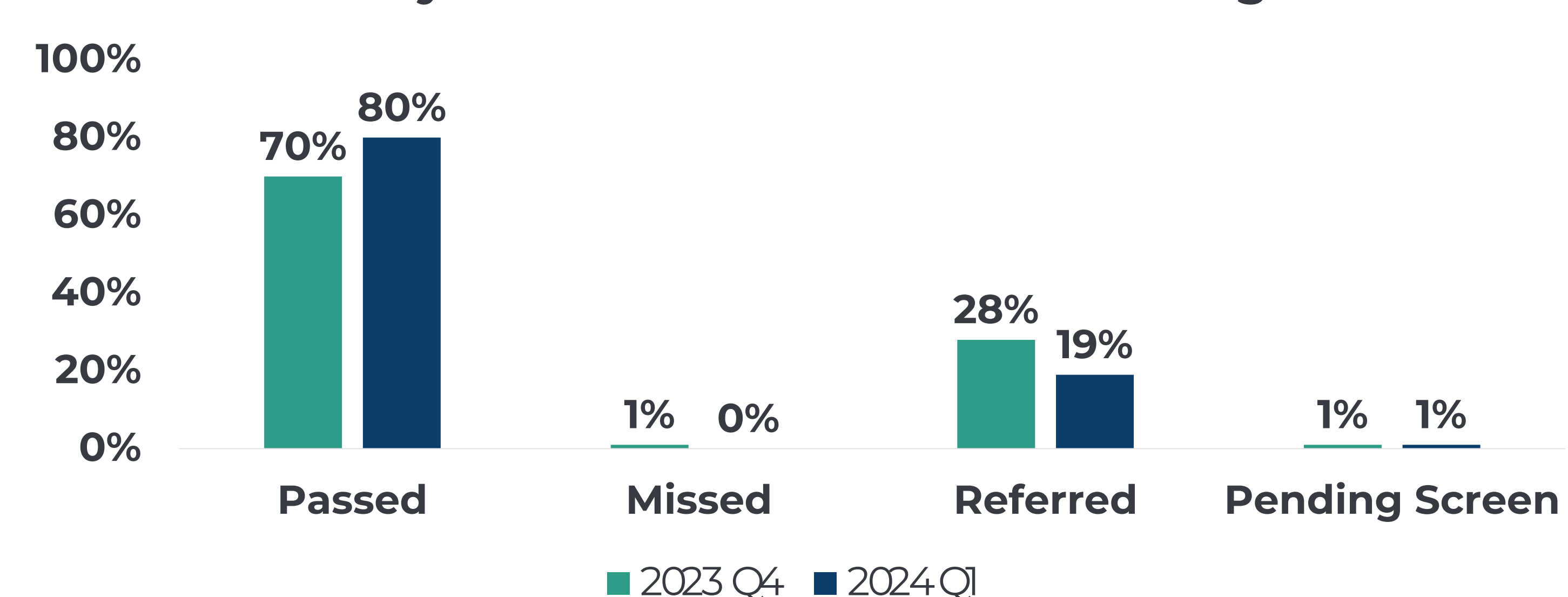
BayHealth – Kent Prior to Training



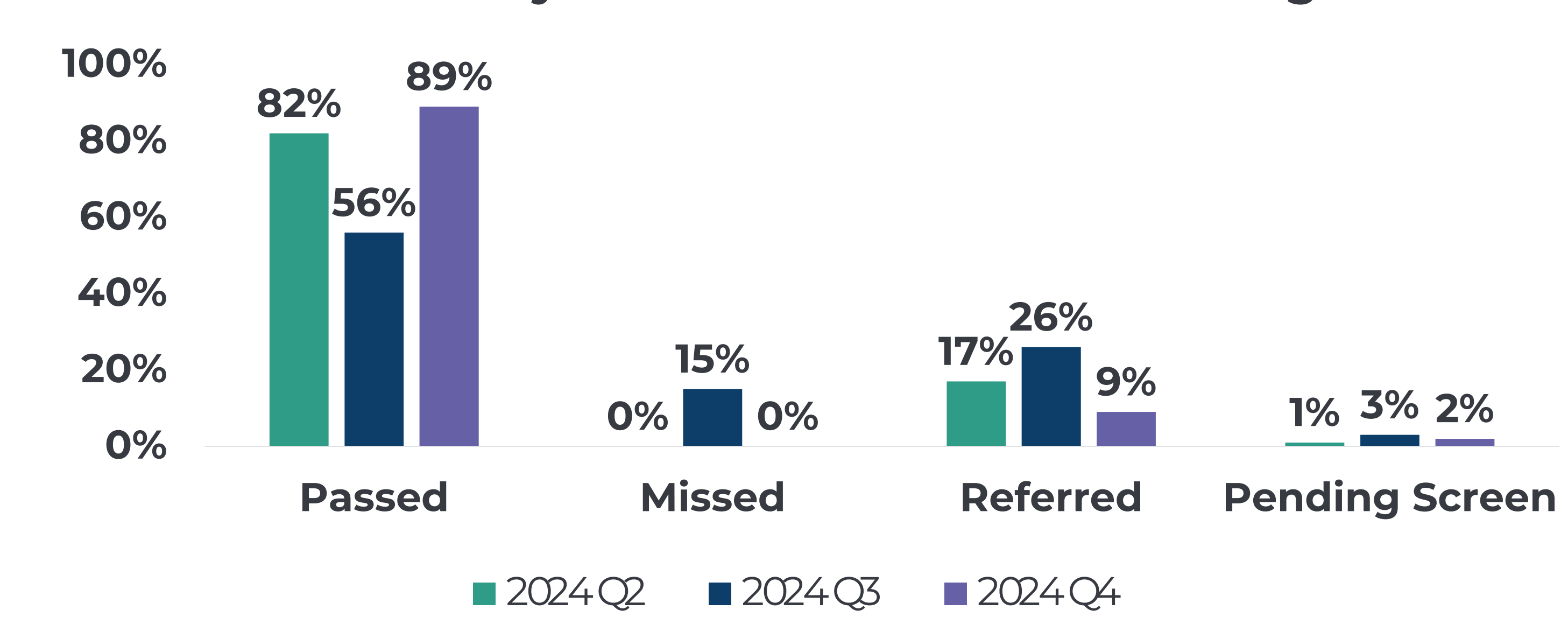
BayHealth – Kent After Training



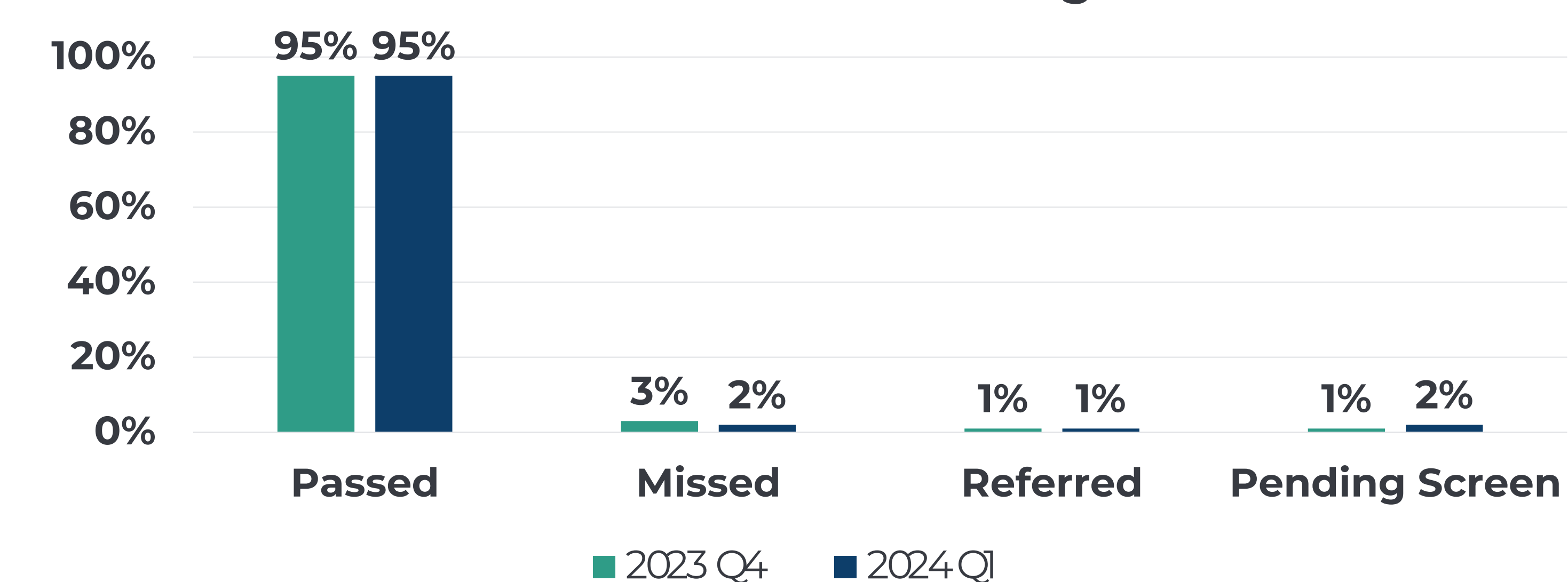
BayHealth – Sussex Prior to Training



BayHealth – Sussex After Training



Tidal Health Prior to Training



Tidal Health After Training

