



# Texas Early Hearing Detection and Intervention: Newborn Hearing Screening Program

## Overview of Newborn Hearing Screening Program Certification as of May 14, 2015



# General Requirements for Programs

- Program Supervision
- Equipment approved by DSHS and its calibration/upkeep
- Staff training
- Electronic data reporting requirements
- Reporting screening and follow-up results
- Sharing of information to parents regarding results
- Distribution of information to parents regarding needed follow-up
- Identification of Primary Care Provider
- Correspondence with Primary Care Provider

# Assistance with Certification

- Technical assistance
- Educational materials
- Electronic communication (notifications, reminders, tools)
- Email notification six months in advance of certification date
- Bi-monthly report card with program specific metrics



# Assistance with Certification

## Bi-monthly Report Card

### ✓ Process:

Emails, with report card data, will be sent around the 16<sup>th</sup> of every other month.

Sent to all programs to provide facility's performance status to allow for self-monitoring.

Certification classification will be determined using six months of data.

### ✓ Report Card Content:

Facility's percentage for each performance metric.

Percentages for standard certification classification.

State average for each metric.





# Assistance with Certification

Dear Sally Screener,

TEHDI has completed a review of the newborn hearing screening data for your facility. Below is your Newborn Hearing Screening Report Card. It provides a comprehensive list of your facility's metrics as of xx/xx/xxxx.

Newborn Hearing Screening Report Card					
		Distinguished	Standard	State Average	Your Facility's Score
Birth Facility Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXX					
Program Manager: XXXXXX XXXXXXXXXXXXX					
Months Reviewed: xxxxxx, XXXX and xxxxxxxxxxxx, XXXX					
1)	Newborns screened prior to discharge	98%	95%	98%	95%
2)	Newborns who pass the screening prior to discharge	95%	90%	98%	90%
3)	Records containing parent contact information for newborns/infants who do not pass the hearing screen	95%	90%	95%	90%
4)	Records containing PCP contact information for newborns/infants who do not pass the hearing screen	95%	80%	85%	80%
5)	Records confirming do not pass results submitted to PCP	90%	80%	85%	80%
6)	Records imported into TEHDI MIS within five business days of the date of discharge	90%	80%	93%	80%
7)	Records containing outpatient screening provider referral information for newborns/infants who do not pass the hearing screen	70%	60%	80%	90%
8)	Records confirming the parent was provided with do not pass screen results	95%	90%	98%	90%
Do Not Pass is defined by the following birth screen outcomes: 1) Unilateral Refer 2) Bilateral Refer 3) Missed 4) Not Indicated					

If you would like assistance in improving your newborn hearing screening program's status, please contact us at 800.252.8023, ext. 7726 (use relay option of your choice to call if needed). For information regarding the newborn hearing screening certification requirements, training, or TEHDI educational materials please visit TEHDI's website at [www.dshs.state.tx.us/tehdi](http://www.dshs.state.tx.us/tehdi).

Regards,  
The TEHDI Team

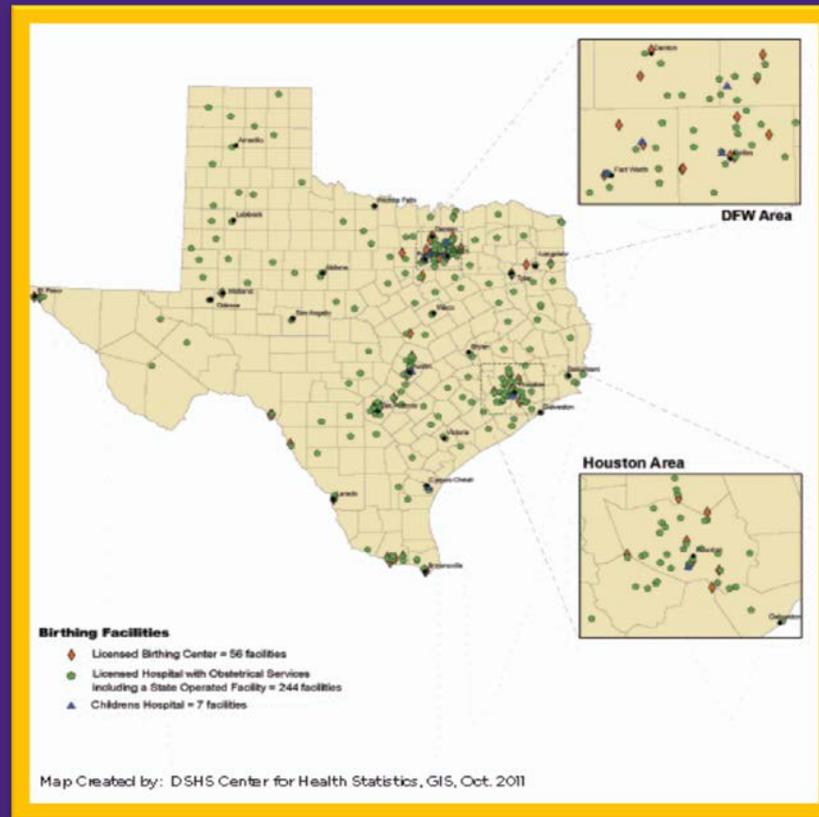
Report cards will be distributed the same months TEHDI teleconferences are hosted.

Facilities may choose to participate in the teleconferences to obtain information and support regarding the report card or the certification process.

## Report Card and Teleconference Schedule:

- January
- March
- May
- July
- September
- November

# Certification Process



All birthing facilities with either labor and delivery and/or neonatal departments are certified

# Certification Process

Facilities going through a certification cycle will receive a **Newborn Hearing Screening Program Survey** to complete by the requested due date:

- A link to the survey will be emailed to each newborn hearing screening program manager approximately sixty (60) days prior to the scheduled certification classification notification.
- Additional information/clarifications may be required after receipt of a survey.



## July 2015 Certification Survey

### July 2015 Certification Survey

Your facility is scheduled for a recertification in July 2015. This 22 question survey pertaining to your facility's Newborn Hearing Screening Program is the first step of the certification process. The survey is designed to be an educational tool and is based on the best practices of newborn hearing screening programs and Texas statute.

A survey must be completed to initiate the Department of State Health Services' Texas Early Hearing Detection and Intervention (TEHDI) Continuum of Care certification process. It will only take a few minutes of your time. Please complete by close of business on July 10, 2015. If you have any questions, send an email to: [tehdi@dshs.state.tx.us](mailto:tehdi@dshs.state.tx.us). Thanks.

Doug H. Dittfurth, TEHDI Continuum of Care Coordinator  
 Department of State Health Services/Newborn Screening Unit  
 512.776.7726 (use relay option of your choice to call if needed)  
[doug.dittfurth@dshs.state.tx.us](mailto:doug.dittfurth@dshs.state.tx.us)

**\* 1. Name of licensed birthing facility to be certified, with city and county:**

Name of Facility

City

County

**\* 2. Our facility has an up-to-date TEHDI MIS (02 eSP) user profile (newborn hearing screening program manager supervisor are listed):**

Yes

No

Unsure

**\* 3. One or more of our newborn hearing screening staff attend the free trainings offered monthly:**

Monthly, as scheduled

At least quarterly

When we can/when a training appears to be beneficial

None of the above

**\* 4. Written parental consent is secured before our staff enter newborn's or their parent's identifying information into the TEHDI MIS (02 eSP):**

Yes

No

## Information requested on survey:

- Program information
- Program staff
- Program staff training maintenance
- Consent form provided to TEHDI
- Hearing screening equipment information
- Program protocols
- Follow-up communication procedures

# Certification Process

**Certification Reviews**– January and July

**Certification Survey** – 60 days prior to Certification

**Performance Metrics** – Electronic Report Cards (bi-monthly)

- **Timeframes for certification have been revised:**
  - Preliminary: initial classification at opening  
*(1st certification cycle with six months of performance data)*
  - Provisional: 6 months *(no change)*
  - Standard: 12 months *(from 24)*
  - Distinguished: 24 months *(from 36)*



# Certification Metrics: 1 - 4

1. **Screened** – Infants screened prior to discharge
  2. **Passed** – Infants who passed screening prior to discharge
  3. **Parental Contact** – Records that contain parent contact information, for infants who \* do not pass the birth screen
  4. **Primary Care Provider (PCP) Identification** – Records that contain pediatricians/primary care providers (PCP) contact information for infants who \*do not pass the birth screen
- ✓ Metrics referring to do not pass - \* defined by the following four (4) birth screen outcomes: 1) unilateral refer; 2) bilateral refer; 3) missed; 4) not indicated.

## Certification Metrics: 5 - 8

5. **PCP Communication** - Records documenting correspondence to pediatricians/primary care providers (PCPs) provided with screening results for infants who \*do not pass the birth screen
  6. **Electronic Import** – Screening results imported into TEHDI MIS within five days of discharge
  7. **Outpatient Contact Record** – Add an outpatient screening provider to the record for infants who \* do not pass the birth screen.
  8. **Parent Letter** – Records documenting parents provided with infant's screening result
- ✓ Metrics referring to do not pass - \* defined by the following four (4) birth screen outcomes: 1) unilateral refer; 2) bilateral refer; 3) missed; 4) not indicated.

D = Distinguished; S = Standard and P = Provisional

	<b>D</b>	<b>S</b>	<b>P</b>
1. Newborns screened prior to discharge	98	95	<95
2. Newborns who pass screening prior to discharge	95	90	<90
3. Records containing parent contact information for newborns/infants who do not pass the hearing screen	95	90	<90
4. Records containing PCP contact information for newborns/infants who do not pass the hearing screen	95	80	<80
5. Records confirming do not pass results submitted to PCP	90	80	<80
6. Records imported into TEHDI MIS within five business days of the date of discharge	95	90	<90
7. Records containing outpatient screening provider referral information for newborns/infants who do not pass the hearing screen	70	60	<60
8. Records confirming the parent was provided with do not pass screen result	95	90	<90

*Do not pass* is defined by the following birth screen outcomes:  
unilateral refer, bilateral refer, missed or not indicated

## For All Newborns/Infants:

- ✓ **Patient's**
  - ✓ First Name
  - ✓ Last Name
  - ✓ Medicaid Number (if applicable)\*
  - ✓ Medical Record Number
  - ✓ Date of Birth
  - ✓ Gender
- ✓ **Consent Type**
- ✓ **Risk Factors - measured and reported but not used for classification**



*\* If the newborn/infant is eligible for Medicaid, you are required to provide either their # or the mother's #.*

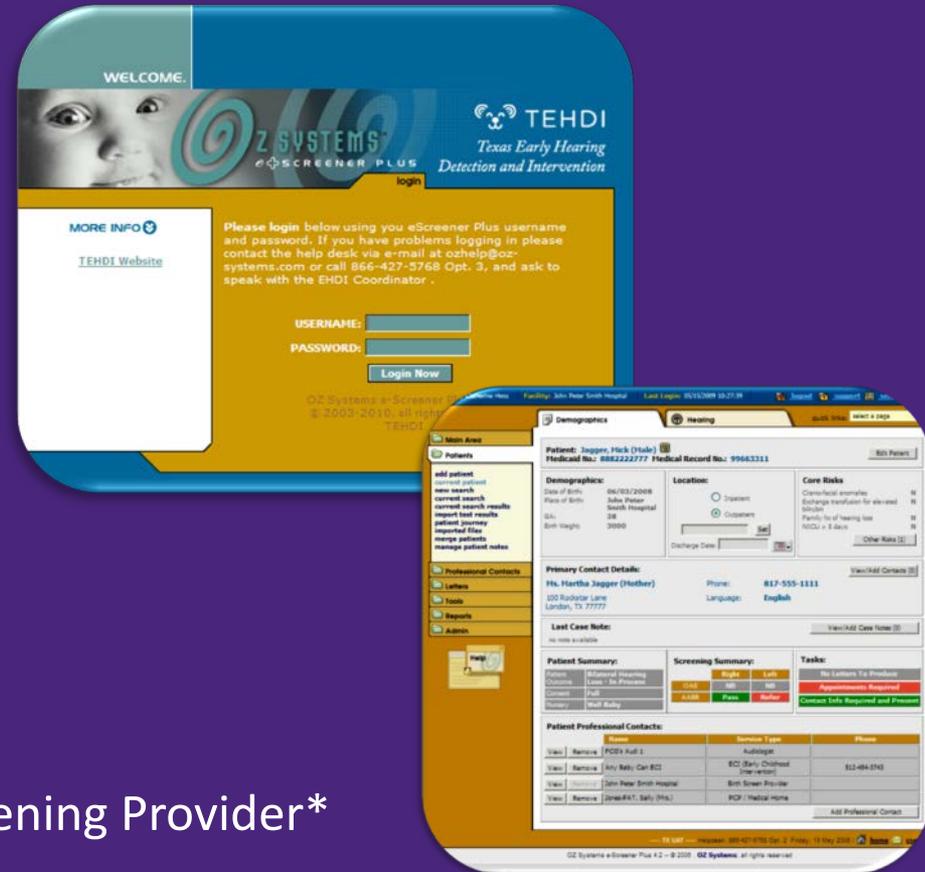
## For All Newborns/Infants who Do Not Pass:

### ✓ Parent/Guardian's

- ✓ First Name
- ✓ Last Name
- ✓ Street Address
- ✓ City
- ✓ Zip Code
- ✓ Phone Number
- ✓ Primary Language

### ✓ Professional Contact for:

- ✓ Primary Care Provider
- ✓ Outpatient Follow-up Rescreening Provider\*



\* If your facility provides outpatient follow-up rescreening:  
**re-enter your facility name.**



# Resources for Newborn Hearing Screening Programs

## ✓ **TEHDI Website**

[www.dshs.state.tx.us/tehdi](http://www.dshs.state.tx.us/tehdi)

Sample policies and procedures

Sample scripts

## ✓ **TEHDI MIS or e Screener Plus™ (eSP™) Reporting System**

[www.tehdi.com](http://www.tehdi.com)

Online help tool

Practice website

Technical assistance available

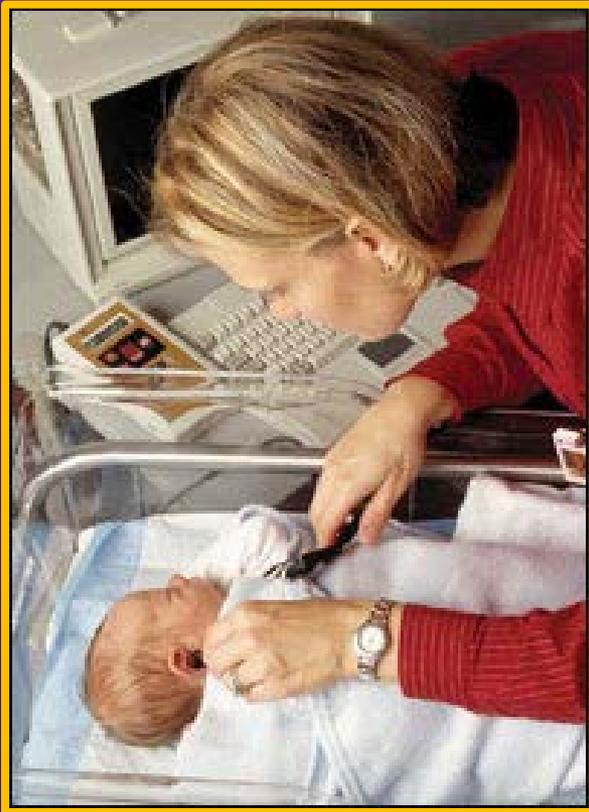
## ✓ **Educational Outreach Materials**

Materials for parents and providers

<https://secure.thstepsproducts.com/default.asp>



# Resources for Staff Training



**National Center for Hearing Assessment and Management (NCHAM)**

**TEHDI Training (*Free Online CEUs*)**

[www.tehditraining.com](http://www.tehditraining.com)

**Online CEU accredited training through Texas Health Steps**

[www.txhealthsteps.com/cms/?q=catalog/course/1883](http://www.txhealthsteps.com/cms/?q=catalog/course/1883)

All above training options are on the TEHDI website:

[www.dshs.state.tx.us/tehdi](http://www.dshs.state.tx.us/tehdi)



# TEHDI Contact Information

## TEHDI Coordinator: Doug Dittfurth

doug.dittfurth@dshs.state.tx.us

512.776.7726 \*

For questions about TEHDI process and TEHDI website

## TEHDI Program Specialist: Scott Smith

scott.smith@dshs.state.tx.us

512.776.6616 \*

For questions regarding certification



## TEHDI Educational Outreach Specialist: James Goolsby

james.goolsby@dshs.state.tx.us

512.776.2957 \*

For questions regarding educational materials

*\*use relay option of your choice to call if needed*



# TEHDI MIS Contractor Contact Information

## TEHDI Account Manager: Mary Catherine Hess

[mhess@ozsystems.com](mailto:mhess@ozsystems.com)

866.427.5768 ext. 2455 \*

For general questions about the TEHDI MIS (eSP™)

## TEHDI Advocate: DaShondra Daniels Hanks

[dhanks@ozsystems.com](mailto:dhanks@ozsystems.com)

866.427.5768 ext. 2446 \*

For questions about reporting requirements and using the TEHDI MIS (eSP™)

*\*use relay option of your choice to call if needed*

