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
Bi-monthly Report Card

✔ **Process:**
Emails, with report card data, will be sent around the 16th 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

Report cards will be distributed the same months TEHD1 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

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Dear Selly Screen,

TEHD1 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 matrix as of [xx/xx/xxxx].

<table>
<thead>
<tr>
<th>Newborn Hearing Screening Report Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth Facility Name: Xxxxxxxxxxxxxx</td>
</tr>
<tr>
<td>Program Manager: Xxxxxx Xxxxxx</td>
</tr>
<tr>
<td>Months Reviewed: xxxxxx, XXXX and xxxxxx, XXXX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Distribution</th>
<th>Standard</th>
<th>State Average</th>
<th>Your Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newborns screened, prior to discharge</td>
<td>90%</td>
<td>80%</td>
<td>90%</td>
<td>80%</td>
</tr>
<tr>
<td>Newborns who pass the screening prior to discharge</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Records containing parent contact information for newborns/infants who do not pass the hearing screen</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Records containing PCP contact information for newborns/infants who do not pass the hearing screen</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Reports confirming do not pass results submitted to PCP</td>
<td>90%</td>
<td>80%</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Reports imported into TEHD1 MIS within five business days of the date of discharge</td>
<td>90%</td>
<td>80%</td>
<td>90%</td>
<td>80%</td>
</tr>
<tr>
<td>Reports containing outpatient screening provider referral information for newborns/infants who do not pass the hearing screen</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Reports confirming the parent was provided with do not pass screen results</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
</tbody>
</table>

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 800.252.0023, ext. 7720 (use any option of your choice to call if needed). For information regarding the newborn hearing screening certification requirements, training, or TEHD1 educational materials please visit TEHD1’s website at www.dahe.state.tx.us/tehd1.

Regards,
The TEHD1 Team
Certification Process

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

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.
### TEHDI Metric Standards

<table>
<thead>
<tr>
<th>Metric Description</th>
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<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th>S</th>
<th>P</th>
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</thead>
<tbody>
<tr>
<td>98</td>
<td>95</td>
<td>&lt;95</td>
</tr>
<tr>
<td>95</td>
<td>90</td>
<td>&lt;90</td>
</tr>
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<td>95</td>
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<tr>
<td>70</td>
<td>60</td>
<td>&lt;60</td>
</tr>
<tr>
<td>95</td>
<td>90</td>
<td>&lt;90</td>
</tr>
</tbody>
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*Do not pass* is defined by the following birth screen outcomes: unilateral refer, bilateral refer, missed or not indicated.
Required Reporting Fields in TEHDI MIS (eSP™)

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
Sample policies and procedures
Sample scripts

✓ TEHDI MIS or eScreener Plus™ (eSP™) Reporting System
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

Online CEU accredited training through Texas Health Steps
www.txhealthsteps.com/cms/?q=catalog/course/1883

All above training options are on the TEDHI website:
www.dshs.state.tx.us/tehdi
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 Account Manager: Mary Catherine Hess
mhess@ozsystems.com
866.427.5768 ext. 2455 *
For general questions about the TEHDI MIS (eSP™)

TEHDI Advocate: DaShondra Daniels Hanks
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