

An Overview of Certification: Certification Reinstatement





TEHDI Assistance with Certification

- Technical assistance, educational materials and current data reporting support
- Program Certification
- Electronic communication (notification, reminders, tools)
- Email notification six months in advance of certification date
- Certification Survey to Programs
- Bi-monthly report card with program specific metrics



General Requirements for Certification:

- Program Supervisor
- Equipment approved by DSHS
- Trained staff
- Electronic data reporting requirements
- Reporting screening and follow-up results
- Distribution of information to parents regarding follow-up services
- Identification of Primary Care Provider
- Correspondence with Primary Care Provider

Certification Process (Reinstatement)

Certification Review Dates – January and July

Certification Survey – 60 days prior to Certification

Performance Metrics – Electronic Report Card (bi-monthly)

Certification Status Levels:

Preliminary – 6 months

Distinguished – 3 years

Standard – 2 years

Provisional – 6 months





Required Certification Performance Metrics

- ✓ **Screened** – Infants screened prior to discharge
- ✓ **Passed** – Infants who passed screening prior to discharge
- ✓ **Parental Contact** – Records that contain parent contact information, for infants who do not pass the birth screen
- ✓ **Parent Letter** – Records documenting parents provided with infant's screening result (Metric TBD; unable to be calculated at this time)
- ✓ **Primary Care Provider (PCP) Identification** – Records that contain pediatricians/primary care providers (PCP) contact information for babies that do not pass the birth screen



Required Certification Performance Metrics

- ✓ **PCP Communication** - Records documenting correspondence to pediatricians/primary care providers (PCPs) provided with screening results for babies that do not pass the birth screen
- ✓ **Electronic Import** – Screening results imported into TEHDI eSP

* *Do not pass* is defined by the following four (4) birth screen outcomes:
1) unilateral refer; 2) bilateral refer; 3) missed; 4) not indicated.

Two additional metrics are measured and reported, but not a required certification metric:

- ✓ **Timely Electronic Import** – Screening results imported into TEHDI eSP within five business days of initial birth screen.
- ✓ **Outpatient Contact Record** – Add an outpatient screening provider to the record for babies that do not pass the birth screen.





Certification Process



New Bi-monthly Report Card



Bi-monthly Report Card

✓ **Process:**

Emails will be sent on or near the 16th of every other month.

Email with Report Card will be sent to provide performance status.

Email will be sent to all facilities (according to roll-out).

Certification status will be determined using six months of data (from notification through certification date).

The report card data will be provided regardless of the facility's certification date.

✓ **Content:**

The facility's percentage for each performance metric.

Goals in percentages for standard certification status.

State average score for each metric.



Bi-monthly Report Card

Dear Sally Screener,

The TEHDI Program 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 1/XX/2013.

Newborn Hearing Screening Report Card					
		Distinguished	Standard	State Average	Your Facility's Score
Birth Facility	Texas Birth Facility (PHR 2/3)				
Program Manager	Sally Screener, PM (Sally.screener@pm.com)				
Months Reviewed	November 2012 and December 2012				
1)	Infants screened prior to discharge	98%	95%	96%	95%
2)	Infants who pass the screening prior to discharge	95%	90%	96%	90%
*	3) Records that contain parent contact information, for infants that do not pass the birth screen	95%	90%	95%	90%
**	4) Records documenting parents provided with infant's screening result	95%	90%	TBD	TBD
*	5) Records that contain pediatricians/primary care providers (PCP) contact information for babies that do not pass the birth screen	90%	80%	92%	80%
*	6) Records documenting correspondence to pediatricians/primary care providers (PCPs) provided with screening results for babies that do not pass the birth screen	90%	80%	93%	80%
	7) Screening results imported electronically into the TEHDI system	95%	90%	96%	90%
***	8) Screening results imported into the TEHDI system within five business days of the initial birth screen	95%	90%	96%	90%
***	9) Add an outpatient screening provider to the record for babies that do not pass the birth screen	70%	60%	90%	60%
<p>* Do Not Pass is defined by the following: birth screen outcomes: 1) Unilateral Refer 2) Bilateral Refer 3) Missed 4) Not Indicated</p> <p>** This metric is unable to be calculated at this time.</p> <p>*** Metrics will be measured and reported; however, the data is not a required certification metric.</p>					

If you would like assistance in improving your newborn hearing screening program's status, please contact us at 1-800-252-8023, ext. 7726. 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/tehdj.

Regards,
The TEHDI Team

Electronic report card metrics will be distributed during the same months the TEHDI Program teleconferences are hosted.

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

Scheduled Months for 2013 Teleconference Calls (and distribution of Report Card)

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



Certification Process

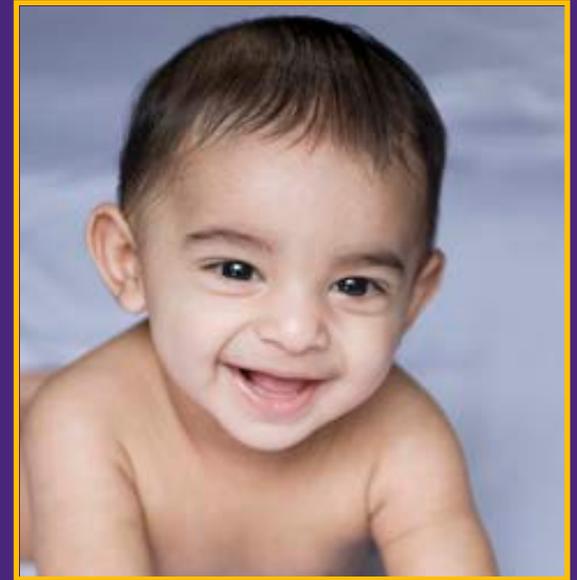


New Certification Survey

Certification Survey

Facilities will also be receiving a **new Program Certification Survey** to complete prior to their certification date.

The new Certification Survey will be emailed to each hearing screening program manager approximately sixty (60) days prior to the date of certification.





Certification Survey



Attachment 3: Certification Survey



★ CERTIFICATION SURVEY ★

Complete all areas of the form, where applicable.

Completed forms can be emailed to audiology@dshs.state.tx.us or faxed to 512-776-7125; ATTN: TEHDI Program.

The Department of State Health Services will use this information to verify your hearing screening program meets certification requirements.

Date: ___/___/___ Name of Person Completing the Form: _____

1. GENERAL FACILITY INFORMATION: PLEASE REVIEW AND UPDATE THE FOLLOWING INFORMATION AS NEEDED.

Type of Information:	Information in TEHDI Program Records:	Is this correct?	If not, please provide updated information here.
Name of Birthing Facility		Y N	
Mailing Address of Hearing Screening Program		Y N	
Mailing Address of the Facility CEO or Owner		Y N	
Mailing Address of Hearing Screening Program Contact (if different from address above)		Y N	

2. HEARING SCREENING EQUIPMENT INFORMATION:

Make/Model of Equipment in TEHDI MIS:	Date of Last Equipment Service or Calibration:	Please provide any additional details regarding equipment here.

3. FOLLOW-UP COMMUNICATION PROCEDURE:

Type of Documentation:	Attach documentation or Fax to 512-776-7421.
Sample Policies and Procedures for Newborn Hearing Screening Program	
Sample Communication (email content or letter) to a Parent/Legal Guardian of a Newborn Who Did Not Pass the Hearing Screening – include listing of any additional TEHDI resources provided to parent or legal guardian.	

Information requested:

- Program contact updates
- Hearing screening equipment information
- Follow-up communication procedures
- Additional staff info
- Training updates of staff
- Additional comments

- **Timeframes for certification have also been revised.** Certification timelines for facilities up for certification in 2012 will be split into two large groups of facilities in either January or July (who are past due or up for certification this year).
- **The *first* group of facilities will be notified in January 2013** (six months prior to their July 2013 certification date).
- **The *second* group of facilities will be notified in July 2013** (six months prior to their January 2014 certification date).



Certification Timeline

Schedule for 2013 through January 2014:

- January 2013:** Email announcement for July 2013 certification includes bi-monthly Report Card to 1st group
- April 2013:** New Certification Survey for Program Managers emailed to 1st group of facilities
- July 2013:** Email announcement for January 2014 certification for 2nd group of facilities ; First group is certified
- August 2013:** Certification results are emailed to the 1st group of facilities
- October 2013:** New Certification Survey for Program managers emailed to 2nd group of facilities
- January 2014:** Certification month for the second group of facilities (originally contacted in July 2013).
- February 2014:** Certification results are emailed to the 2nd group of facilities



TEHDI Program Review: Reporting



Required Reporting Fields

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**

** 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 Screening Provider*



* If your facility provides the outpatient screening, re-enter your facility name.



TEHDI Program: Resources & Contacts



Resources



TEHDI Resources for Programs

- ✓ **TEHDI Program Website**

<http://www.dshs.state.tx.us/tehdi/>

Sample policies and procedures

Sample scripts

- ✓ **TEHDI e Screener Plus (eSP) Reporting System**

www.tehdi.com

Online help tool

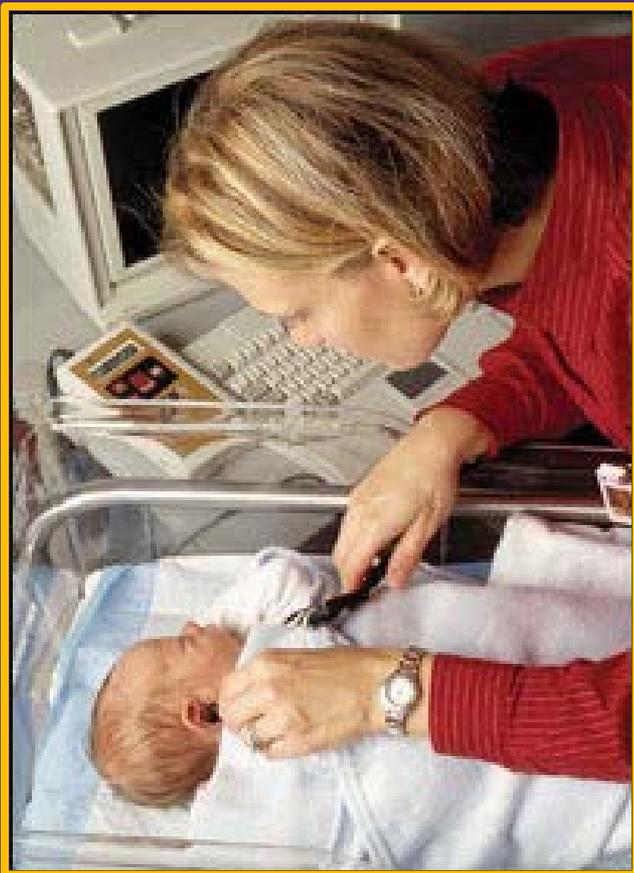
Technical assistance available

- ✓ **Educational & Outreach**

Materials for parents and providers

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





- ✓ **National Center for Hearing Assessment and Management (NCHAM) DVD**
Available from the TEHDI Program
- ✓ **Online TEHDI Program Training**
<http://www.tehditraining.com/UNHS/>
- ✓ **Online CEU accredited training through Texas Health Steps**
<http://www.txhealthsteps.com/cms/?q=catalog/course/1883>



DSHS TEHDI Contact Information

TEHDI Program:

audiology@dshs.state.tx.us

512-776-7726

For questions about the TEHDI program



TEHDI Support – Camden Frost

Camden.frost@dshs.state.tx.us

512-776-6616

For questions regarding education materials, the TEHDI website and certification



OZ Systems TEHDI Contact Information

TEHDI Child Health Coordinator – Mary Catherine Hess

mhess@oz-systems.com

866-427-5768 ext. 2455

For general questions about the TEHDI system



TEHDI Advocate – DaShondra Daniels

ddaniels@oz-systems.com

866-427-5768 ext. 2446

For questions about reporting requirements and
using the TEHDI system