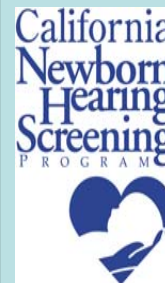


California Newborn Hearing Screening QI Collaborative: Then and Now

Hallie W. Morrow, M.D., M.P.H
California Department of Health Care Services



NICHQ Collaborative
June 2006 – June 2007

CA Continuation
July 2007 – Present

Focus on LA Area
> 155,000 births/year

Partners

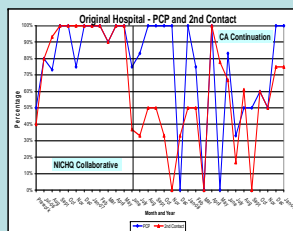
- Hospital (2000 births/year)
- Audiology Clinic
- ENT Clinic (data only)
- EI - Local School District
- EI – CA Dept. of Education
- Parents/Deaf Adults/Advocates
- Hearing Coordination Center
- AAP Chapter Champion
- Health Insurance Rep

Infrastructure

- Calls every other week
- Agendas and minutes
- Call facilitator
- Monthly data collection and graphing

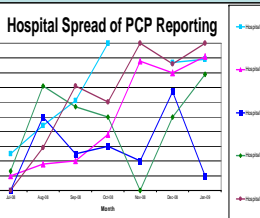
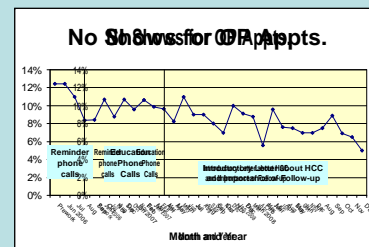
PCP & 2nd Contact Goal

Increase hospital reporting to 90%

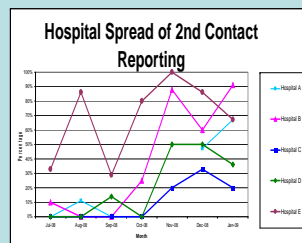


Goal for Outpatient No Shows

Decrease No Shows to 7%



Reporting Became Staff Performance Indicator in Spread Hospitals



Language Assessment

- Evaluate Outcomes
- Measure Language Acquisition
- Track Improvement
- Need Agreement and Training on a Standardized Normed Tool

Lessons Learned

- Maintaining a collaborative takes significant time and resources
- Infrastructure is critical
- Maintaining the gain in improvement is never-ending