

NCHAM Goal Bank

Sample Goals, Objectives and Activities for EHDI State Teams

Newborn Hearing Screening

Sample Goal: Improve newborn hearing screening to ensure that 98% of babies are screened prior to age one month.

Sample Objectives under Newborn Hearing Screening:

Objective 1: Obtain legislation for mandating UNHS in the ____ session.

Activities:

- 1.1 Draft legislation
- 1.2 Develop a fact sheet, post on website and refer legislative members to the website. Also, send fact sheet to include in individual letters
- 1.3 Identify who will sponsor the bill
- 1.4 Incorporate the support of state organizations, families, and all potential stakeholders to contract their legislators, visit with them, speak during the hearings, etc.
- 1.5 Celebrate when the bill becomes law and include sponsor(s) and stakeholders

Objective 2: Identify 100% of birthing facilities that conduct UNHS by (date).

Activities:

- 2.1 Develop a list of all hospitals that conduct UNHS, equipment used, screening personnel, and name of individual responsible for oversight of the program
- 2.2 Ensure that all Neonatal Intensive Care Units (NICU) are aware of need for ABR equipment for use with this population.
- 2.3 Post list on state website

Objective 3: Identify 90% of pediatricians who conduct UNHS in your state by (date).

Activities:

- 3.1 Develop survey for pediatricians to identify screening practices and whether newborn hearing screening is offered in their practice
- 3.2 Incorporate assistance from state or local AAP chapters to promote survey
- 3.3 Contact physician to acknowledge his/her practice of UNHS and inform him of any required reporting by your State.
- 3.4 Send State screening program requirements and reporting forms to physicians' office

Objective 4: Identify 100% of audiologists who conduct UNHS in your state by (date)

Activities:

- 4.1 Develop survey for audiologists to identify whether newborn screening is offered in their practice, equipment used to conduct screenings, and names of personnel who conduct screenings (Note: You should consider surveying audiologists on all aspects of diagnostic, amplification and intervention services offered in their setting as part of this survey)
- 4.2 Post list of audiologists who provide screening on State EHDI website

Objective 5: Establish UNHS screening protocols for babies born a) at a birthing hospital b) at home or c) en route to the birthing hospital by (date).

Activities:

- 5.1 Develop protocols for each scenario
- 5.2 Share protocols with EHDI Advisory Committee for feedback, support and approval
- 5.3 Share protocols with birthing hospitals, midwifery practices and clinics

5.4 Post protocols on State EHDI website

Objective 6: Identify criteria for “personnel who can conduct hearing screenings” by (date).

Activities:

- 6.1 Ensure that the State is not encroaching on scope of practices defined by each state for professionals who may participate in screening and diagnostic testing
- 6.2 Refer to the 2007 JCIH Position Statement for recommendations related to screening personnel
- 6.2 Obtain ASHA position statements related to hearing screening and assessment if needed.

Objective 7: Increase awareness of the importance of UNHS to pediatricians, family physicians, otolaryngologists, otologists and nurse practitioners.

Activities:

- 7.1 Coordinate efforts with AAP Chapter Champions
- 7.2 Identify who else needs to be involved in order to create maximum return on investment of time and efforts for maximum impact
- 7.3 Develop talking points/fact sheets
- 7.4 Disseminate information at key points in time
- 7.5 Guest lecture in training programs
- 7.6 Exhibit at AAP and other state conference(s)

Objective 8: Identify all professionals (i.e. audiologists, PCP/pediatricians) who conduct rescreenings in their offices.

Activities:

- 8.1 Post list of audiologists, physicians, etc. who conduct re-screenings on State EHDI website

Objective 9: Establish/Review State protocol(s) on babies who do not pass UNHS by (date).

Activities:

- 9.1 Draft protocols and share with EHDI Advisory Committee for review and feedback
- 9.2 Finalize protocols through any channels required by your State
- 9.3 Share protocols with birthing hospitals, physicians, audiologists, and State Part C program (Early Intervention)
- 9.4 Post on State website

Audiological Evaluation

Sample Goal: Reduce the percentage of children in our state during the current reporting period who do not pass UNHS, yet are not identified before age 3 months.

Sample Objectives under Audiological Evaluation

Objective 1: Identify audiologists (and equipment used) who are providing audiological services to infants, toddlers and children to confirm hearing status by (date).

Activities:

- 1.1 Post list of audiologists (and equipment used) on State EHDI website

Objective 2: Identify type and degree of hearing loss that will be followed through the EHDI program by (date).

Activities:

- 2.1 Identify your state’s current definition of hearing loss and eligibility requirements for services
- 2.2 Determine EHDI program protocols related to follow-up of different types of hearing loss (i.e. unilateral, minimal and mild, conductive)

2.3 Create document and post on State EHDI website

Early Intervention

Sample Goal: Increase the percentage of children with hearing loss who are enrolled in early intervention to (percent) by (date).

Sample Objectives under Early Intervention:

Objective 1: Improve access to hearing aids, cochlear implants, and FM systems for children with hearing loss.

Activities:

- 1.1 Identify state programs that cover hearing aids, cochlear implants, and FM systems for children with hearing loss
- 1.2 Ensure reimbursement appropriately covers the services asked to be rendered
- 1.3 Ensure families have options on where they go for those services (more than one provider needs to take the Part C/Medicaid funding)
- 1.4 Have a section on the website on how families can approach their employer and/or insurance company on getting these services and technologies included on their policy

Objective 2: Obtain legislation for mandating state coverage for hearing aids, cochlear implants, FM Systems for children birth- 21 years of age.

Activities:

- 2.1 Draft legislation
- 2.2 Develop a fact sheet, post on website and refer legislatures to the website or print it to include in individual letters
- 2.3 Identify who will sponsor the bill
- 2.4 Incorporate the support of state organizations, families, and all potential stakeholders to contact their legislators, visit with them, speak during the hearings, etc.
- 2.5 Celebrate when the bill becomes law

Objective 3: Assess State's Part C program in current service delivery and effectiveness related to children with hearing loss

Activities:

- 3.1 Develop a task force on how the state will comply with federal and state laws on presenting communication options in an unbiased manner
- 3.2 Determine the role of the case manager/service coordinator
- 3.3 Determine the role of the service provider (EI provider by the state)
- 3.4 Define qualified personnel for serving children with hearing loss through the Part C program
- 3.5 Establish guidelines for Service Coordinators/Case managers on funding for services
- 3.6 Establish guidelines for Part C funding technologies (i.e., hearing aids, FM systems, cochlear implants, batteries)
- 3.7 Establish guidelines for Part C funding for speech-language-auditory therapy
- 3.8 Establish guideline for Part C funding for educational services (i.e., day programs, head start, OptionSchools, community day cares, state schools for the deaf program, etc.)
- 3.9 Post on State Part C and State EHDI websites

Objective 4: Identify the state position on natural environment vs. clinical or educational settings for services for children with hearing loss.

Activities:

- 4.1 Review the federal and State definitions of natural environment

4.2 Establish State guidelines on placement options for children with hearing loss (i.e., developmental disability centers are not necessarily appropriate for this population, acoustics should be considered in placement, etc.)

4.3 Post on State Part C and EHDI websites

Objective 5: Improve the percentage of documentation of EHDI follow-up on individual children served through the Part C program.

Activities:

5.1 Identify documentation to be completed and when it needs to be completed

5.2 Documentation should be shared with all involved in that child's care

5.3 Identify data to be collected to allow for outcome measurements

5.4 Post annual aggregate data on the State's EHDI website

Objective 6: Improve transitional services from Part C to Part B services.

Activities:

6.1 Develop transitional resources for families to understand the differences

6.2 Ensure that materials are culturally sensitive and available in multiple languages

Objective 7: Develop Service Provider competencies based on best practices evidence-based research.

Activities:

7.1 Review literature

7.2 Conduct a survey on current practices

7.3 Develop a list of competencies that can be measured

Objective 8: Implement a credentialing program for state service providers for birth-3 population with children with hearing loss.

Activities:

8.1 Gather information on current credentialing programs

8.2 Determine if there is a "model" program that our state could use as a platform

8.3 Determine if program should be conducted through the State or through a combined approach (i.e. State, Option School, university)

8.4 Develop Needs Survey to determine need and interest

8.5 Seek funding sources for program

Objective 9: Select a state curriculum for service providers to use.

Activities:

9.1 Review curricula available

9.2 Provide training to appropriate people once curriculum selected

9.3 Track the effectiveness of the curriculum

9.4 Develop an ongoing training program once the program has been implemented in the state

9.5 Materials should be culturally sensitive and available in multiple languages

Objective 10: Establish the EHDI State protocol on UNHS/EHDI related to Part C.

Activities:

10.1 Establish the referral process

10.2 Include appropriate people on the initial IFSP and evaluation process for eligibility

Objective 11: Establish a state loaner hearing aid system.

Activities:

11.1 Identify potential funding sources

- 11.2 Establish who the loaner hearing aid system is for (i.e., newly identified babies, uninsured, repairs, lost, etc.)
- 11.3 Establish all the policies and procedures for accessing this program
- 11.4 Explore outsourcing services as an option to allow for competitive bidding and options for families (i.e., not all services have to be through the state)

Medical Homes/Medical Professionals

Sample Goal: Increase the percentage of children who have a Medical Home in our state by (percent) by (date).

Sample Objectives under Medical Homes/Medical Professionals:

Objective 1: Create an award system for hospitals that report the child's physician (rather than attending physician) to the EHDI program.

Activities:

- 1.1 Create an annual report card for hospitals which includes rate of referral to the child's actual physician
- 1.2 Send a joint letter to the child's physician and birthing hospital when child is identified with hearing loss as a result of their collaborative efforts

Objective 2: Identify all PCPs/pediatricians) who conduct rescreenings in their offices.

Activities:

- 2.1 Post list of audiologists, physicians, etc. who conduct re-screenings on State EHDI website

Objective 3: Interface with Maternal Child & Health to impact Medical Home initiatives occurring in our state.

Activities:

- 3.1 Work with the Community Integrated Services and Systems (CISS) committee to determine steps to improve communication between professionals, parents and the "Medical Home"
- 3.2 Volunteer for CISS subcommittee work (i.e. Medical Home, Parent and Professional Collaboration)

Objective 4: Develop physician outreach materials to share current information about components of EHDI, Medical Home, and the 2007 JCIH Position Statement for implementation across the state.

Activities:

- 4.1 Program Staff will work with the AAP Chapter Champion, the Regional Consultants and the EHDI Advisory Committee to develop materials.
- 4.2 Send physicians' a letter and an informational toolkit when his/her patient is identified with hearing loss.

Objective 5: Make one face-to-face contact with each participating birthing facility nursery contact per year from the EHDI program.

Activities:

- 5.1 Invite birthing facility personnel to participate in at least one regional activity
- 5.2 Invite birthing facility personnel to participate in centrally located trainings at Dept of Health to fulfill one annual face-to-face visit
- 5.3 Regional Audiology Consultants will contact each facility within their region of the state at least once per year. Visits to be scheduled if no other face-to-face contact has occurred.

Objective 6: Invite local health department personnel to participate in one regional face-to-face activity per year by 2011.

Activities:

- 6.1 Promote trainings through emails to Individual health dept nurses
- 6.2 Plan visits to health dept when in area providing other trainings.

Lost to Follow-up/Lost to Documentation

Goal: Reduce the percentage of babies who are lost to follow-up or documentation to (percent) in our state by (date).

Sample Objectives under Lost to Follow-up/Lost to Documentation

Objective 1: Establish/improve tracking system for increased compliance and timeliness.

Activities:

- 1.1 Ensure that all testing is completed and appropriate referrals have been made
- 1.2 Create letters to families and PCP, scripted phone calls, and/or secured emails regarding test results
- 1.3 Determine protocol for follow-up and accountability with hospitals and audiologists who do not file timely documentation
- 1.4 Track babies who were not screened, did not pass, or passed with risk factors for a period of (#years).
- 1.5 Report data on State EHDI website
- 1.6 Report data at stakeholder meetings

Objective 2: Improve communication of hearing screening results and recommendations by hospital personnel to improve the rate of timely follow-up.

Activities:

- 2.1 Refer to NCHAM’s Screening Curriculum for ideas for our state
- 2.2 Develop written and verbal training on procedures and scripts (for different results and recommendations)
- 2.3 Train birthing facilities to report individual results to web-based data management system on a daily basis for those babies who did not receive Universal Newborn Hearing Screening (UNHS), who did not pass, and those with risk indicators

Objective 3: Provide formal feedback to birthing facilities regarding their facility statistics.

Activities:

- 3.1 Develop an Annual Report Card that indicates their center’s percentage of babies screened, referred children who completed follow-up before one month of age (2nd screening) and before three months of age (aud eval), and number of babies identified with hearing loss
- 3.2 Send certificates with Report Card rating to a supervisor or hospital administrator
- 3.3 EHDI staff will provide updated training to birthing hospitals and review procedures and report goal/objectives areas during those trainings.

Family Support

Sample Goal: Increase the percentage of families who participate in 1 to 3 identified aspects of Family Support as outlined on the “Where Families Find Support” Model (NCHAM and Hands & Voices).

Sample Objectives under Family Support

Objective 1: Identify national, state, and/or local organizations that provide family support

Activities:

- 1.1 Make a list of family organizations, their mission, and contact information
- 1.2 Denote those that work with families of various cultures and languages
- 1.3 Disseminate family resources to audiologists, SLPs, pediatricians/PCP, and other organizations with an interest in deaf and hard of hearing
- 1.4 Post on website

Objective 2: Seek appropriate parent representation on identified state groups.

Activities:

- 2.1 Make a list of committee/boards in which it would be advantageous to have a parent and/or adult with hearing loss on
- 2.2 Appoint these identified individuals to these committee/boards (i.e., State ICC, Local ICC, EDHI, Advisory Boards for Part B, Part C, governor)

Objective 3: Create a specific family support component for families with children with a hearing loss.

Activities:

- 3.1 Initiate the Hands & Voices Guide by Your Side program
- 3.2 Initiate the Parents as Partners program

Objective 4: Identify outreach support for families with children with hearing loss.

Activities:

- 4.1 Identify support groups held by various agencies and programs
- 4.2 Create a Deaf Mentor program
- 4.3 Disseminate family resources to audiologists, SLPs, pediatricians/PCP, and other organizations with an interest in deaf and hard of hearing
- 4.4 Collaborate with Big Brother/Big Sister programs
- 4.5 Create a family support network
- 4.6 Start a Hands & Voices Chapter
- 4.7 Start an AG Bell Chapter
- 4.8 Start a Deaf Chapter/Group
- 4.9 Start a Hearing Loss Association Chapter (formerly known as SHHH)
- 4.10 Have monthly/quarterly/semi-annual/annual parent events (i.e., pizza party, picnic, family retreat, speaker and social, etc.)
- 4.11 Create a summer camp for children and retreat for families
- 4.12 Post these events on the website, newspaper, newsletter with phone/email reminders

Objective 5: Create training and/or materials for families.

Activities:

- 5.1 Create "Web Training 101" for parents
- 5.2 Develop an auditory learning guide
- 5.3 Make materials culturally sensitive and in multiple languages
- 5.4 Develop curricula to use with parents and identify who will implement these curricula
- 5.5 Conduct self-advocacy trainings
- 5.6 Conduct trainings on laws and regulations (i.e., parent rights)

Objective 6: Determine the current needs of families in your state.

Activities:

- 6.1 Administer a survey to identify the kinds of support families with young children need to help them

- 6.2 Conduct focus groups
- 6.3 Add a parent needs survey component to each IFSP meeting (every six months)
- 6.4 Provide script to Service Coordinator related to the survey

Objective 7: Hire a parent coordinator to work in the EDHI office/division.

Activities:

- 7.1 Develop a business plan to justify the position
- 7.2 Identify the key functions of the position
- 7.3 Post, interview, and hire for the position

Objective 8: Create a Parent Handbook for parents of newly identified children who are deaf or hard of hearing

Activities:

- 8.1 Identify components needed in the handbook
- 8.2 Find authors for these sections
- 8.3 Compile handbook and publish it
- 8.4 Find an underwriter for the expenses

Objective 9: Include parent panels at state conferences/workshops.

Activities:

Objective 10: Develop community systems teams to help families get to their follow-up appointments.

Activities:

- 10.1 Identify families who need help
- 10.2 Identify state transportation systems that could assist the families to get to their appointments
- 10.3 Develop a fact sheet for employers to help them to understand why the employee needs time away from work to keep these appointments
- 10.4 Develop a fact sheet on FMLA to help families understand their rights

Periodic Early Childhood Screening

Goal: Create a system for periodic early childhood screening of children in our state that encompasses those children identified with a risk factor at birth, who exhibit a condition associated with hearing loss, or who may develop hearing loss for some other reason prior to kindergarten by (date).

Sample Objectives under Periodic Early Childhood Screening

Objective 1: Establish/Review State protocol(s) on babies who pass UNHS but have a risk factor for late onset hearing loss by (date).

Activities:

- 1.1 Draft protocols and share with EHDH Advisory Committee for review and feedback
- 1.2 Finalize protocols through any channels required by your State.
- 1.3 Share protocols with birthing hospitals, physicians, audiologists, and State Part C program (Early Intervention)
- 1.4 Disseminate family resources to audiologists, SLPs, pediatricians/PCP, and other organizations with an interest in deaf and hard of hearing

1.5 Post on State EHDI website

Objective 2: Develop state protocols for follow-up screening schedule for all children ages birth to three.

Activities:

- 2.1 Offer to provide a presentation re: EHDI at a local or state Head Start meeting/conference.
- 2.2 Discuss potential collaborative work with Head Start with Dept of Health leadership.
- 2.3 Meet with the state's Head Start leadership to discuss screening needs of children enrolled in Early Head Start

Objective 3: Work with primary care providers to include hearing, speech and language screening milestones tool as part of developmental screening at well-baby check-ups at age 9 months, 18 months and 24 to 30 months.

Activities:

- 3.1 Review AAP recommendations related to screening and follow-up after UNHS
- 3.2 Develop short presentation and offer to present at AAP state conferences and grand rounds
- 3.3 Develop an "elevator speech" related to hearing screening and developmental screening to use on the phone with medical personnel

Professional Development

Sample Goal: Improve outcomes of babies, toddlers and young children with hearing loss through a formulated plan of continuing education by (date) focused on enhancing the knowledge and skills sets of providers.

Sample Objectives under Professional Development

Objective 1: Establish a state-wide program on training hospital screeners.

Activities:

- 1.1 Determine all aspects of training (i.e. importance of screening, how to screen, how to check the equipment and troubleshoot, how to report the data to the state, consents, scripts for sharing different results with families)
- 1.2 Determine ongoing training needs due to changes in staff, protocols, etc.

Objective 2: Identify state training needs for the personnel serving this population.

Activities:

- 2.1 Survey state providers regarding their needs for serving this population
- 2.2 Post training opportunities on the state website
- 2.3 Work in partnership with state organizations in providing the training needed as identified (i.e., state meetings, webinars/web-events, conferences, workshops, etc.)
- 2.4 Create a list of providers who specialize in provision of services that are part of UNHS and EHDI follow-up (i.e. LSLs Cert AVT, LSLs Cert AVEd, SLP, pediatric audiologists, Teachers of the Deaf, hospitals, CI programs, parent classes on sign language)
- 2.5 Create DVD,CD, web event that can be used for convenient and immediate training of new staff

Objective 3: Determine training needs for professionals who provide direct services as part of the EHDI system by (date).

Activities:

- 3.1 Determine all professionals who need training (i.e. physicians, hospital screening personnel, audiologists, early interventionists).
- 3.2 Determine long-term training goals/objectives
- 3.3 Determine resources needed to meet goals/objectives

Program Infrastructure

Sample Goal: Improve the outcomes of children in our State through a well-developed EHDI system that encompasses at least 11 of the 12 program components and is coordinated through the EHDI program.

Sample Objectives under Program Infrastructure

Objective 1: Create/Adapt and disseminate Fact Sheet(s) and Information on hearing loss.

Activities:

- 1.1 Determine who your target audience is for the information (i.e., parents, hospitals, legislators, insurance companies, Part C/B personnel, audiologists, SLPs, etc.)
- 1.2 Identify and develop fact sheets to present to that targeted group
- 1.3 Create a public service announcement for May is Better Hearing and Speech Month
- 1.4 Determine when information should be disseminated (i.e., auditory milestones, CMV, etc.)

Objective 2: Post family information on the state website.

Activities:

- 2.1 Create handouts/flyers, resource booklets, videos, DVD, CDs, interactive CD, screen savers for clinics, etc.
- 2.2 Make information culturally sensitive and accessible in multiple languages
- 2.3 Review forms annually
- 2.4 Create a booklet on family stories

Objective 3: Create/Modify a State UNHS Advisory Committee/Board.

Activities:

- 3.1 Establish purpose of the board (i.e., improve collaboration between EHDI, Part C, Medical Homes, Part B, Audiologists, SLPs, state legislators, groups representing people with hearing loss, etc.)
- 3.2 Determine who should be on the Advisory Committee/Board (i.e., representatives from hospitals, insurance, Medicaid, legislator(s), ICC, audiology, SLP, pediatrician/otolaryngology, Part C, Part B, Head Start, State Deaf Association, Hands & Voices, OptionSchools, AG Bell, State School for the Deaf, Deaf/Blind group, parent(s), adult(s) with hearing loss, instructors of undergraduate/graduate training programs)
- 3.3 Create bylaws
- 3.4 Create sub-committees (i.e., data committee, continuing education, policy and procedures, family support,

Objective 4: Create a state policy and procedure manual on early detection and intervention of children with hearing loss

Activities:

- 4.1 Identify all components of the program
- 4.2 Compile protocols used by all professionals working with this population
- 4.3 Include legislations, state resources, flowcharts, step-by-step procedures, example forms, list of Medical Homes in the state, pediatric audiologists, cochlear implant programs, SLP who specialize in this population, data to be collected and when it should be turned in and where
- 4.4 Post on State EHDI website
- 4.5 Distribute manual/link to the website to all appropriate providers
- 4.6 Review annually as determined by the identified person responsible for this

Objective 5: Establish a guiding document for the state to use on the roles and responsibilities of the state EDHI coordinator.

Activities:

- 5.1 Review roles and responsibilities usually carried out in this position
- 5.2 Determine the State's need for this position
- 5.3 Create a job description
- 5.4 Include in the Policy and Procedure manual

Objective 6: Promote and celebrate Early Hearing Detection and Intervention (EHDI) during the annual "May is Better Hearing and Speech Month" campaign.

Activities:

- 6.1 Identify activities that can promote EHDI to stakeholders including families (i.e., annual picnic, award by the governor, post awards and recognitions on website, post stories from professionals and families on website, etc.)
- 6.2 Identify where and when these events will take place
- 6.3 Identify other potential organizations that would be willing to share the expenses

Objective 7: Secure funding to improve loss to follow-up and documentation on children enrolled in the EHDI process.

Activities:

- 7.1 Complete CDC grant application
- 7.2 Complete annual CDC performance reports
- 7.3 Complete annual CDC Survey
- 7.4 Complete HRSA grant application
- 7.4 Complete annual HRSA performance reports
- 7.5 Conduct surveys to gather information about the needs, quality of services being provided, and any other identified topic
- 7.6 Work with State agencies to ensure adequate funding for program

Data Collection and Management

Sample Goal: Improve data collection methods to ensure that the correct screening status is reported on all children born in our state.

Sample Objectives under Data Collection and Management

Objective 1: Establish your State benchmarks for data collection and reporting.

Activities:

- 1.1 Include 1-3-6 model, as outlined in *Healthy People 2010*, as program benchmarks
- 1.2 Review data items on the Centers for Disease Control (CDC) annual survey
- 1.3 Consult with NCHAM Network Regional Consultant for additional advice, suggestions, feedback on metrics that may be appropriate for your EHDI program.
- 1.4 Review Joint Committee on Infant Hearing (JCIH) 2007 Position Statement (which includes recommendations related to EHDI) to determine additional data items
- 1.5 Meet with epidemiologist to review data items and to receive feedback.
- 1.6 Meet with Integrated Technology personnel to integrate data items into database

Objective 2: Collect and disseminate data gathered by the EHDI program.

Activities:

- 2.1 Identify variables to be collected and track (i.e., hospital, audiology, SLP, Part C, family support, etc.)

- 2.2 Identify and implement ways to collect data from key people (i.e., audiologists, Part C personnel, SLP, hospitals, etc.)
- 2.3 Investigate if your state has other data management systems that you can link with
- 2.4 Develop a tracking system and protocol (i.e., paper, internet, electronic birth certificate)
- 2.5 Train providers on the tracking system and protocol
- 2.6 Validate data collected
- 2.7 Post validated data on the state website
- 2.8 Report validated data to appropriate agencies
- 2.9 Send regular data reports to identified key stakeholders (i.e., UNSH Advisory Committee/Board members, state legislators, parent groups, CDC, NCHAM)

Quality Enhancement/Continuous Improvement/Evaluation

Sample Goal: : Improve the quality of our state’s EHDI system through identifying and meeting 80% of quality enhancement/continuous improvement/evaluation program metrics as determined by (i.e. agency name, Title V grant, parents, a diverse group of stakeholders).

Sample Objectives under Quality Enhancement/Continuous Improvement/Evaluation

Objective 1: Identify funding sources/CPT codes to pay for services rendered by (date).

Activities:

- 1.1 Provide information to all appropriate providers
- 1.2 Post information on state website

Objective 2: Create a system to monitor equipment used in the hospitals for UNHS (if hospital does not have an audiologist overseeing the program)

Activities:

- 2.1 Hospitals report list of equipment to State EHDI program
- 2.2 Hospitals report evidence of annual equipment calibration to State EHDI program

Collaboration

Sample Goal: Enhance communication between the EHDI program and stakeholders to increase the percentage of children who are receive early hearing detection and intervention (screening before 1 month of age; identification before 3 months of age; early intervention before 6 months of age).

Sample Objectives under Collaboration:

Objective 1: Develop a Communication and Outreach Plan between the EHDI program and stakeholders.

Activities:

- 1.1 Survey state providers on how they want information shared
- 1.2 Submit articles to state organizations for publications in their newsletters, journals, etc.
- 1.3 Determine the time line for communication
- 1.4 Create an EHDI list serve and invite stakeholders to participate
- 1.5 Create and post a blog on the state website
- 1.6 Present at grand rounds, university training programs, state association meetings, etc.

- 1.7 Create state outreach program to parents, physicians and providers with designated speakers sending the same message (i.e., speak at birthing classes)
- 1.8 Make information culturally sensitive and accessible in multiple languages
- 1.9 Create state outreach program to various charitable organization (i.e., Lion's club, Kiwanis, Sertoma, League, etc.) with designated speakers requesting support for state identified needs (i.e., printing materials in Spanish, conducting trainings to providers, loaner hearing aid program, etc.)

Objective 2: Determine current State practices related to sharing information as part of UNHS/EHDI follow-up.

Activities:

- 2.1 Review HIPAA, FERPA and Part C regulations in preparation for any discussions that may need to occur related to information sharing.
- 2.2 Review Parent Consent forms used by State in preparation for discussions that may need to occur related to information sharing.

Objective 3: Identify state organizations/agencies where EDHI should be represented

Activities:

- 3.1 Seek EHDI representation (staff or advisory committee members) on other agency/organization committees/task forces/boards (i.e., State ICC, Children advocacy groups, etc.)

Objective 4: Develop a Memorandum of Understanding (MOU) between agencies to facilitate communication.

Activities:

- 4.1 Develop draft MOU and submit to appropriate agencies
- 4.2 Consider recommended changes and submit second draft to appropriate agencies
With a note requesting approval
- 4.3 Submit MOU to appropriate State Office (i.e. Office of Public Affairs) for approval
- 4.4 Once approved, include MOU in the Policies and Procedures Manual