

2021 APHL NewSTEPS Continuous Quality Improvement (CQI) National Meeting - Session 3
CQI Roundtable Discussion Notes

Breakout Topic	Discussion Notes
<p align="center">Expanding QA/QI Efforts in Follow-up and Workforce Development</p>	<p><i>How can we incorporate some existing quality practices that are established within the lab already into non-lab activities?</i></p> <ul style="list-style-type: none"> • There is the potential to explore the education/compliance needs on QA/QI on the post-analytical stakeholders including primary care providers (PCPs) and specialists. • A lot of effort is currently focused on the lab and it could be helpful to look at QA/QI around specialists in timeliness initiatives such as time to seeing patients, diagnosis, and return of diagnostic forms and share lessons learned with follow-up staff. • Standard Operation Procedures (SOPs) are important to have for both lab and follow-up. When creating or reviewing SOPs for follow-up, it is important to consider allowing for room for variability. Consider utilizing sub-SOPs, troubleshooting guides, and flowcharts. Documentation is key! • Consider using internal audits within follow-up. Staff can invite members of the quality team to review the existing process and assist with building out the audit process. “You have to know what you are doing before you can figure out how to do it better”. • There exist certain database limitations for monitoring and data analytics in follow-up. How can we begin looking at variations within the staff and between disorders to address these limitations?

Timeliness and Hospital Engagement

What are some successes programs have had with improving transit times/turnaround times for birth hospitals?

- Some programs have found success in sending monthly/quarterly report cards to birthing facilities. These report cards can contain the birthing facility's transit time, state average transit time, target transit time, and examples of unsatisfactory specimens with an explanation on why the samples were deemed unsatisfactory. When creating these report cards, ensure that the reports get to the right contact person (nurse managers, NICU, quality assurance officer, etc.).
- Practicing closing the feedback loop by sharing diagnosed cases with birthing hospitals can help to reinforce everyone's role in the newborn screening (NBS) system.
- Creating a website that is updated monthly that ranks the birthing facilities and can be used to help drive targeted outreach to outliers.
- Hosting virtual "site visits" to go through a facility's process from collection to out for delivery.
- Sending data on individual specimens to the birthing facilities.

How did programs achieve these successes? What strategies did they implement? How did you get buy-in from hospitals to implement changes?

- To achieve successes with bringing on a new courier, consider implementing a barcode scanning system that also syncs before leaving the birthing facility to allow for real-time tracking, sharing target data with competitors to spark competition, and ensuring continuity of services (once a facility is added to a route, interruption of pick-ups should be avoided).

What strategies have programs implemented to engage unresponsive hospitals/facilities in CQI activities (i.e. improving timeliness, etc.)?

- Scheduling meetings with the hospitals/birthing facilities who are engaging in CQI activities and having them present and share their data with the facilities who are not yet participating or as engaged.

Open Discussion

Were there any activities or ideas highlighted in the timeliness panel presentation that your program may consider implementing (ex: Sunday courier, pre-printed labels, education/training for couriers regarding importance of NBS, etc.)?

- Implementing mandatory training for all courier drivers.
- Implementing lock-boxes at birthing facilities for specimen collection.

Resources and ideas for onboarding new hires in newborn screening:

- One thing to remember is to take it slow and break down the acronyms and really showcase the importance of the work in NBS.
- The NewSTEPS Short Term Follow-Up Workgroup developed a molecular literacy terminology list which may be helpful for new staff:
<https://www.newsteps.org/node/14582>
- Some states have shared orientation check-lists. Please don't hesitate to reach out to Sikha.Singh@aphl.org if you would like examples.
- Consider having new hires do a tour of both the lab and follow-up so that they have a sense of the various parts of the NBS system and general understanding of who does what.

Programs that are able to submit a majority of data to the NewSTEPS repository, can you share what you are doing and what is working?

- Having a dedicated data staff member assigned to do this work is critical. However, these positions can often be difficult to hire.

Additional discussion comments:

- Maybe consider developing a workgroup to figure out how to focus on PCP engagement/education and how to get them to use technology to improve NBS communication and education.