



NewSTEPS

A Program of the Association of Public Health Laboratories™

Newborn Screening Follow-up Learning EXchange (FLEX) Program

NewSTEPS at APHL is implementing a new method of support for follow-up programs. The purpose of the FLEX Program is to encourage peer-to-peer connection of follow-up staff to help address areas of opportunity and challenge.

Learning from other NBS programs through in-person interactions and site visits is a proven way to enhance collaboration and improve program workflows and processes. The FLEX program is designed to promote these interactions for follow-up staff by matching peers between NBS programs and facilitating travel between NBS programs for in-person learning and mentorship.

Though recent travel restrictions across the country have prevented in-person meetings, ongoing needs and challenges of follow-up programs have not stopped. As such, we are looking to roll out the FLEX program virtually until in-person opportunities return. The FLEX program is designed to be dynamic and flexible with multiple rounds of assistance as needs are addressed and new challenges arise.

INSTRUCTIONS:

Follow-up coordinators are highly encouraged to work with their staff as a team to identify the following:

- Areas where you would like assistance
- Areas where you feel that you could provide support to others.

Once you have met with your team, please complete the survey in the following manner:

Indicate your willingness to participate in this program. If yes:

- Identify your Top 3 immediate areas of need
- Identify your Top 3 areas where you can offer support to others
- If differences of opinion around areas of need arose between team members, please capture these in the comment section at the end of the survey

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1.5 million with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).



NewSTEPS

A Program of the Association of Public Health Laboratories™

Newborn Screening Follow-up Learning EXchange (FLEX) Program

Areas of Need

* Does your program have immediate **needs** and are you able to participate in this program virtually?

Yes

No

* When travel restrictions are lifted, is your program interested in hosting an in-person visit from a colleague with expertise in an area of your need?

Yes

No

* Please check your top 3 areas of immediate need:

- ORGANIZATION/INFRASTRUCTURE**
Advisory Committee
Internal Organization between Lab and Follow-Up
Regulation/Law Updates
Contracts
Hours of Operation/Follow-up Coverage

- WORKFORCE**
Supervision
Staff Development
Hiring/Retention

- COMMUNICATION and EDUCATION**
Working with Advocacy Groups
External Communication/Education
Internal Communication/Education
Listservs
Training

- FOLLOW-UP WORKFLOWS/PROCESSES**
Case Closure/Definitions/Outcomes
Case Management
Documentation
SOPs/Follow-Up Protocols

- EMERGENCY PREPAREDNESS**
COOP Development
Essential Services
Incident Communication and Management

- DATA ANALYTICS/REPORTS**
QA Reports
Queries

- HIT/INTEROPERABILITY**
LIMS/Case Management System (CMS)
Connections to hospitals
Connections to other health programs
Web portals

- LONG-TERM FOLLOW-UP**

- NO IMMEDIATE AREAS OF NEED**

- Other (please specify)

Any additional comments on areas of need?



NewSTEPS

A Program of the Association of Public Health Laboratories™

Newborn Screening Follow-up Learning EXchange (FLEX) Program

Areas of Expertise

* Does your program have **expertise** you are willing to share by mentoring another program virtually?

Yes

No

* When travel restrictions are lifted, is your program interested in mentoring another program with an in-person visit?

Yes

No

* Please check up to 3 areas of expertise:

- ORGANIZATION/INFRASTRUCTURE**
Advisory Committee
Internal Organization between Lab and Follow-Up
Regulation/Law Updates
Contracts
Hours of Operation/Follow-up Coverage

- WORKFORCE**
Supervision
Staff Development
Hiring/Retention

- COMMUNICATION and EDUCATION**
Working with Advocacy Groups
External Communication/Education
Internal Communication/Education
Listservs
Training

- FOLLOW-UP WORKFLOWS/PROCESSES**
Case Closure/Definitions/Outcomes
Case Management
Documentation
SOPs/Follow-Up Protocols

- EMERGENCY PREPAREDNESS**
COOP Development
Essential Services
Incident Communication and Management

- DATA ANALYTICS/REPORTS**
Quality Assurance (QA) Reports
Queries

- HIT/INTEROPERABILITY**
LIMS/Case Management System (CMS)
Connections to hospitals
Connections to other health programs
Web portals

- LONG-TERM FOLLOW-UP**

- NO AREAS OF EXPERTISE OR SUPPORT**

- Other (please specify)

Any additional comments on areas of expertise?



NewSTEPS

A Program of the Association of Public Health Laboratories™

Newborn Screening Follow-up Learning EXchange (FLEX) Program

Contact Information

* Who is completing this survey?

Name

State/Territory

Email Address

Phone Number

Any additional comments on your participation in the FLEX program?