

The Impacts of Virtual Site Visits on Hospital Quality Improvement

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Introduction

In New York State (NYS), birth attendants collect a blood specimen from each newborn shortly after birth and ship those specimens to the Newborn Screening Program (NBSP) where they are tested for more than 50 disorders. The goal of the NBSP is to identify infants born with one or more of the disorders on the screening panel within the first week of life, allowing for early recognition and treatment before irreparable harm has occurred. To meet key timeliness goals, the NBSP relies on strong partnerships with birth facilities across the state to adhere to current newborn screening regulations and meet 5 key newborn screening metrics:

1. Collect initial specimens within 36 hours of age
2. Allow for delivery of specimens to the testing laboratory within 48 hours of collection
3. Collect specimens that are suitable for testing
4. Collect specimens that are suitable for testing (Non-NICU only)
5. Submit demographic data that is accurate, legible, and complete

To promote continuous quality improvement (CQI) related to these metrics, the NYS NBSP conducted virtual site visits with birth hospitals. Site visits delivered an education session tailored to each hospital's strengths and barriers, included a comprehensive data overview, and allotted time for questions and general discussion. The impacts of the first year of virtual site visits are summarized in this poster.

Methods

1

Virtual site visit invitation sent to hospital staff via email

2

Site visit date and time selected, attendee list finalized

3

All site visit materials created and tailored to hospital specific strengths and weaknesses

4

Site visit completed and copies of all resources sent to hospital attendees

5

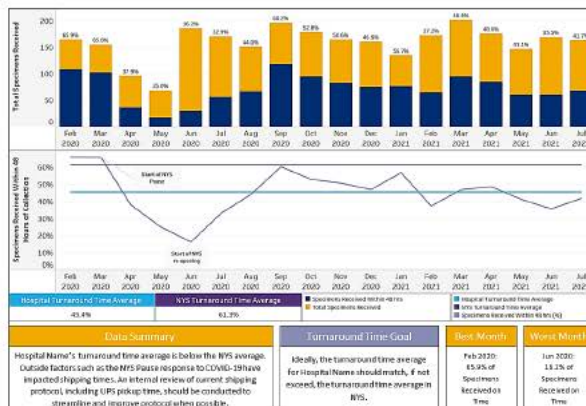
Post-site visit monitoring completed 12 months after site visit occurs

Tools and Resources

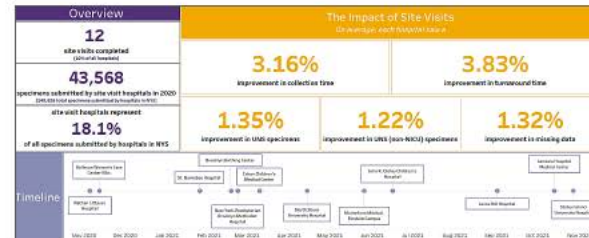
Several materials were created to standardize the site visit process and provide quality improvement support to hospitals, including:

1. A **virtual site visit toolkit**. This toolkit included checklists, surveys, and protocol quick-checks to plan and complete successful site visits.
2. A **presentation on the newborn screening process**. Each site visit began with a template presentation on specimen collection, shipping, documentation, NICU protocol, and follow-up. The presentations were tailored to address hospital specific strengths, concerns, and questions based on data and pre-site visit survey responses.
3. A **hospital performance summary**. Each site visit included a comprehensive data presentation that covered the most recent 18 months of data for each newborn screening metric, allowing for hospitals to easily identify areas requiring focused quality improvement efforts.
4. A **hospital self-evaluation form**. A concise document that helps hospital staff to refresh their newborn screening protocol and ensure that they are meeting current regulations.
5. **Various educational resources**. Additional resources to promote quality improvement such as user guides, fact sheets, and toolkits.

Hospital Performance Summary



Results



Holding the Gains

Post-Site Visit Hospital Performance Summary

12 months after each site visit, the NBSP created a post-site visit hospital performance summary that was disseminated to hospital staff. These summaries are designed similarly to the summaries shared during the site visit and allow hospitals to easily track their post-site visit progress. The post-site visit summaries identify what goals have been met, and what areas require additional quality improvement efforts. At this time, hospitals are also sent supplementary tools to promote continued improvement, such as breakdown data and new educational resources.

Virtual Site Visit Refresher

A virtual site visit refresher was held for all hospitals who participated in year one of the virtual site visits. Representatives from each hospital joined a single meeting, where the NBSP shared site visit outcomes and reviewed improvement strategies to overcome common challenges faced by hospitals.

Continuation of Virtual Site Visits

Conducting virtual site visits with birth hospitals proved to be a very successful quality improvement initiative. Virtual site visits will continue to include more hospitals to promote additional improvements.

Acknowledgments

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References

1. Newborn Screening Program. (n.d.). New York State Department of Health, Wadsworth Center. <https://www.wadsworth.org/programs/newborn-screening>
2. Public Health Law § 10 [§§ 1] 2500-a, 2500-f, 2019 <https://regs.health.ny.gov/volume-1a-title-10/content/subpart-05-1-newborn-screening-phenylketonuria-and-other-diseases>

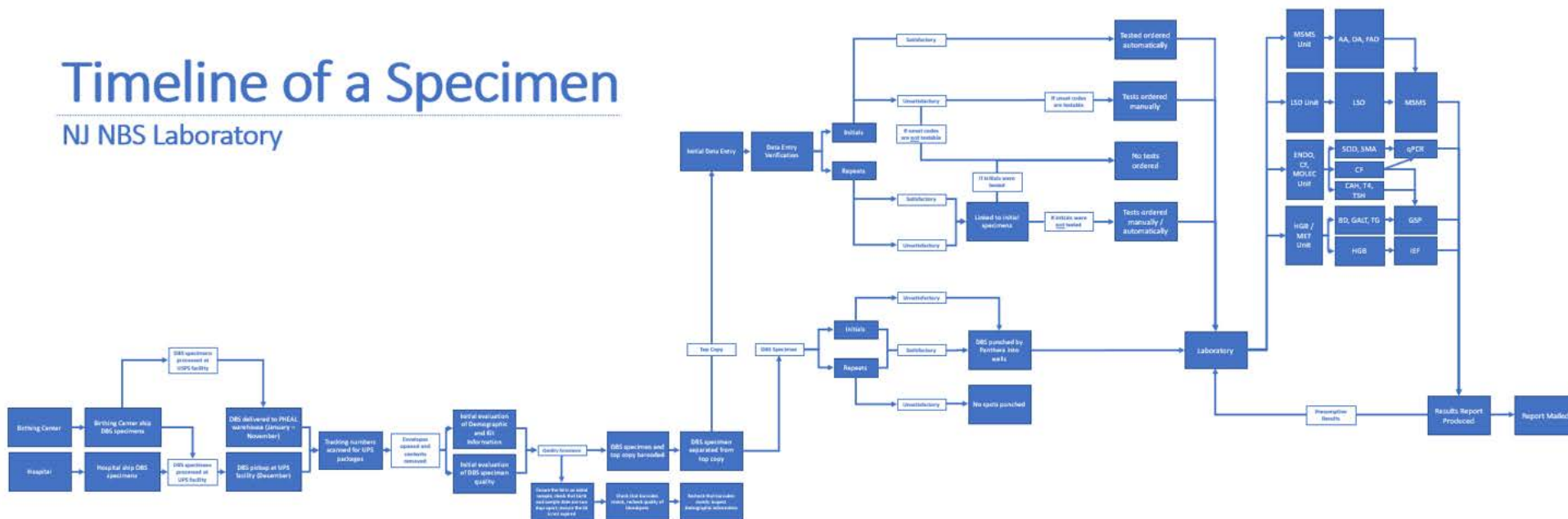
New Jersey Quality Improvement Project Resources



PROJECT AIM STATEMENT: Reduce the time from specimen collection to arrival in the NJ NBS Laboratory to 2 days or less, with the specimens spending less than 24 hours in transit, for 95% of the specimens received during the pilot period in 3-5 hospitals from different geographic regions of the state through the utilization of a medical courier and through communication with hospitals about optimal timing.



Timeline of a Specimen NJ NBS Laboratory



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Information for the Laboratory Template
 Are you transitioning to a medical courier? Use this form to survey submitter hospitals for information that can be useful for the laboratory.

New Jersey Newborn Screening Laboratory Information for the NBS Laboratory	
HOSPITAL INFORMATION	
Unit 1:	Click or tap here to enter text.
Location:	Click or tap here to enter text.
Contact:	Click or tap here to enter text.
Email/Phone:	Click or tap here to enter text.
Unit 2:	Click or tap here to enter text.
Location:	Click or tap here to enter text.
Contact:	Click or tap here to enter text.
Email/Phone:	Click or tap here to enter text.
Unit 3:	Click or tap here to enter text.
Location:	Click or tap here to enter text.
Contact:	Click or tap here to enter text.
Email/Phone:	Click or tap here to enter text.
DEMOGRAPHIC AND KIT INFORMATION	
Who is tasked with completing the IEM cards?	Click or tap here to enter text.
Is the demographic info verified with parents?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Who reviews the IEM cards?	Click or tap here to enter text.
Describe in detail the process for filling in missing demographic information	Click or tap here to enter text.
Where are unused kits stored?	Click or tap here to enter text.
Who checks for expired kits?	Click or tap here to enter text.
BLOOD SPOT INFORMATION	
Who is tasked with collecting specimens?	Click or tap here to enter text.
Describe in detail the process for ensuring satisfactory blood spot quality	Click or tap here to enter text.
How are unsatisfactory blood spots handled?	Click or tap here to enter text.
Where do specimens dry?	Click or tap here to enter text.
PACKAGING INFORMATION	
Who is tasked with preparing and packaging specimens for pickup?	Click or tap here to enter text.
How are specimens logged?	Click or tap here to enter text.
How do you track packages?	Click or tap here to enter text.
Where are specimens dropped for pickup?	Click or tap here to enter text.
Who brings specimens to the pickup location?	Click or tap here to enter text.
What days of the week does UPS service pick up?	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> R <input type="checkbox"/> F <input checked="" type="checkbox"/> S
What time does UPS typically arrive for pickup?	Click or tap here to enter text.

OTHER INFORMATION	
What is your fax number?	Click or tap here to enter text.
Would you like to schedule an in-service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you interested in receiving in educational materials?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Questions or concerns	Click or tap here to enter text.

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Information for the Courier Template
 Are you transitioning to a medical courier? Use this form to survey submitter hospitals for information that can be useful for the courier.

New Jersey Newborn Screening Laboratory Information for the Medical Courier	
HOSPITAL INFORMATION	
Name:	Click or tap here to enter text.
Address:	Click or tap here to enter text.
City:	Click or tap here to enter text. State: NJ Zip Code: Click or tap here to enter text.
Phone:	Click or tap here to enter text.
CONTACT INFORMATION	
Contact Name 1:	Click or tap here to enter text.
Title:	Click or tap here to enter text.
Department:	Click or tap here to enter text.
Phone Number:	Click or tap here to enter text.
Email Address:	Click or tap here to enter text.
Access to tracking software?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact Name 2:	Click or tap here to enter text.
Title:	Click or tap here to enter text.
Department:	Click or tap here to enter text.
Phone Number:	Click or tap here to enter text.
Email Address:	Click or tap here to enter text.
Access to tracking software?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact Name 3:	Click or tap here to enter text.
Title:	Click or tap here to enter text.
Department:	Click or tap here to enter text.
Phone Number:	Click or tap here to enter text.
Email Address:	Click or tap here to enter text.
Access to tracking software?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact Name 4:	Click or tap here to enter text.
Title:	Click or tap here to enter text.
Department:	Click or tap here to enter text.
Phone Number:	Click or tap here to enter text.
Email Address:	Click or tap here to enter text.
Access to tracking software?	<input type="checkbox"/> Yes <input type="checkbox"/> No
PICK UP INFORMATION	
Pick Up Location:	Click or tap here to enter text.
Directions to Pick Up Location:	Click or tap here to enter text.

COURIER DRIVER INFORMATION	
If the driver cannot idle, is there free parking on site?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, where can the driver idle? Click or tap here to enter text. If no, where can the driver park? Click or tap here to enter text.
Are there COVID restrictions on site?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please elaborate: Click or tap here to enter text.
Does the driver require security clearance?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please elaborate: Click or tap here to enter text.

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Daily Tracker Template

The timeline of any specimen from birth to testing can be tracked. Use this template to combine courier and laboratory information. Each row follows the timeline for one specimen.

Reference Number		Package Picked Up	Package Received in Lab		Timeline of a Specimen								
Hospital Code		6/2/2022 13:49	6/2/2022 15:04		Hospital		Hospital to Courier		Courier	Laboratory			
Tracking Number		Package Dropped Off	Testing Started		Average age at collection (hr)		Average time to transit (hr)		Average transit time (hr)	Average time to receiving (hr)		Average time to lab (hr)	
Tracking Number		6/2/2022 14:24	6/3/2022 10:00		25.89		19.26		0.58	0.67		18.93	
Example	Hospital	Accession Number	Baby Last Name	Gender	Birth Date	Birth Time	Age at Collection (hr)	Date of Sample	Sample Time	Time to Transit (hr)	Age at arrival at warehouse (hr)	Age at arrival at receiving (hr)	Age at arrival at lab (hr)
	000	00000000001	Baby A	FEMALE	5/31/2022	11:12	29	6/1/2022	17:00	20.82	50.40	51.07	70.00
	000	00000000002	Baby B	MALE	5/31/2022	10:23	25	6/1/2022	11:37	26.20	51.78	52.45	71.38
	000	00000000003	Baby C	MALE	6/1/2022	0:05	24	6/2/2022	0:15	13.57	38.15	38.82	57.75
	000	00000000004	Baby D	MALE	5/31/2022	16:43	25	6/1/2022	18:30	19.32	44.90	45.57	64.50
	000	00000000005	Baby E	MALE	5/31/2022	7:40	25	6/1/2022	9:38	28.18	53.77	54.43	73.37
	000	00000000006	Baby F	FEMALE	5/31/2022	18:05	24	6/1/2022	18:20	19.48	44.07	44.73	63.67
	000	00000000007	Baby G	FEMALE	5/31/2022	10:18	28	6/1/2022	14:19	23.50	52.08	52.75	71.68
	000	00000000008	Baby H	MALE	5/31/2022	8:21	26	6/1/2022	10:23	27.43	54.02	54.68	73.62
	000	00000000009	Baby I	MALE	5/31/2022	17:40	27	6/1/2022	21:30	16.32	43.90	44.57	63.50
	000	00000000010	Baby J	MALE	5/26/2022		149	6/2/2022	5:05	8.73	158.32	158.98	177.92
	000	00000000011	Baby K	FEMALE	5/19/2022		317	6/2/2022	5:30	8.32	325.90	326.57	345.50
Template	Reference Number	Pick up time	Package Received in Lab		Timeline of a Specimen								
	Hospital Code					Hospital		Hospital to Courier		Courier	Laboratory		
	Tracking Number		Drop off Time	Testing Started		Average age at collection (hr)		Average time to transit (hr)		Average transit time (hr)	Average time to receiving (hr)		Average time to lab (hr)
	Tracking Number					#DIV/0!		0.00		0.00	0.00		0.00
	Hospital	Accession Number	Baby Last Name	Gender	Birth Date	Birth Time	Age at Collection (hr)	Date of Sample	Sample Time	Time to Transit (hr)	Age at arrival at warehouse (hr)	Age at arrival at receiving (hr)	Age at arrival at lab (hr)
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00
										0.00	0.00	0.00	0.00

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PROJECT AIM STATEMENT: the North Dakota Newborn Screening Program will revise education materials to include all the components of newborn screening, highlighting the importance of long-term follow-up.

North Dakota Newborn Screening Brochures



WHAT IS NEWBORN SCREENING?

Newborn Screening consists of three parts: Blood Spot, Hearing and Pulse Oximetry screening. It is recommended that all babies in North Dakota receive all three screenings at 24 hours of age.

BLOOD SPOT SCREENING

A Every baby born in North Dakota is required by state law to complete the newborn blood spot screening, which is a blood test that identifies nearly 50 disorders.

B Babies with these disorders may look and act like a healthy newborn, but may have a medical condition that could cause serious illness, disability, or death.

C Treatments are available for all the disorders screened for and most babies who are identified early can grow up to be healthy. Ongoing family support is available at no cost.

Call or visit the North Dakota Newborn Screening Program website for more information.
1-800-755-2714 | 701-328-2436 | nbs.health.nd.gov
701-328-1645 | nbs@nd.gov

All babies benefit from newborn screening. To optimize your baby's health and meet the state requirement, ask your health care provider to screen your baby at 24 hours of age. For information on where to receive screening for babies born outside of the hospital, call the Newborn Screening Program or check the website for a facility near you.

PULSE OXIMETRY SCREENING

Identifies the amount of oxygen in your baby's blood and can help detect areas of low oxygen or problems. This may also be known as Critical Care or Pulse Oximetry Screening. The goal of pulse oximetry screening includes:

- Early identification of a concern with your baby's heart, before symptoms occur
- Early diagnosis of a heart condition
- Early intervention with medications or possible surgery

HEARING SCREENING

Identifies possible hearing loss in your baby. The screening hearing process uses three important 1-5 benchmarks below:

- By 1 month of age: Hearing Screening
- By 3 months of age: Hearing Evaluation
- By 6 months of age: Early intervention with medications or possible surgery

Both screenings are completed before discharge and the results are available immediately.

NEWBORN SCREENING, STEP-BY-STEP

CONGRATULATIONS, BABY IS BORN!

The blood spot, hearing and pulse oximetry screenings are done to check your baby's health.

After a few drops of blood are taken from your baby's heel and placed on a blood spot card, the card is sent to a lab for processing. At the lab, special equipment tests the blood spots. Your baby's blood is tested for nearly 50 disorders.

The results of the hearing and pulse oximetry screenings are available immediately and will be shared with you before you take your baby home. Blood spot results will be sent to your baby's primary care provider.

Your health care provider will give you the blood spot results when they are available.

NORMAL RESULTS
If everything looks ok, the results are sent to your baby's health care provider. Ask for your baby's results at the first newborn visit!

ABNORMAL RESULTS
If there is a concern, the lab will call you about your baby's health care provider. Screening can only tell if your baby **MIGHT** have a health concern; we won't know for sure until your baby has more testing. Your baby's health care provider will talk to you about what needs to happen next.

WHAT HAPPENS TO BLOOD SPOT CARDS?

- To make sure the tests and equipment work the way they should, quality control may be done at the laboratory before the blood spot goes into storage. The blood spots are de-identified, meaning the baby's name, date of birth, and any other identifying information is removed.
- After testing, the dried blood spot cards are returned to the North Dakota Department of Health and are stored at a secure location in North Dakota. The blood spot cards are destroyed after your child turns 18 years old.
- Families may benefit from having their baby's blood spot card stored. If a child gets sick, the blood spot can help to see if something at birth may have been the cause. A blood spot may also be used to identify a missing or deceased child or if the parents request information for future pregnancies.
- If you would like your baby's blood spot card returned to you and not be stored, please complete a request form that can be found on the Newborn Screening Program website or ask your health care provider for more details. Storage, destruction and further testing would be your responsibility if the card is returned to you.

No research will be done on your baby's blood spot without your written consent.

By law, newborn screening is required; however, you may refuse the testing by completing a refusal form, which can be found on the Newborn Screening Program website.

This project is supported by a grant from the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant # UG8MC31893 as part of an award totaling \$3.3 million dollars. This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the US Government.

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Iowa Quality Improvement Project Resources

PROJECT AIM STATEMENT: We will work with two obstetrics/gynecology clinics to improve the clinic prenatal providers' capacity to provide access to NBS education for their clients as measured by surveys of their clients' newborn screening knowledge and attitudes.



Accordion-folded informational brochure (we laminate it) providers can review with the client or client may review on their own. English & Spanish

IDPH
IOWA Department of PUBLIC HEALTH

NEWBORN SCREENINGS

A Guide for Expecting Parents

Congratulations!
The Iowa Newborn Screening Program wants to help you make sure your baby gets the best start and grows into a happy, healthy future!

While most babies appear to be healthy and beautiful when they are born, some have health problems that can't be identified without special testing.

Screening your baby shortly after birth may prevent serious health problems from happening. Early detection and diagnosis allow for treatment to begin immediately.

3 Routine Screenings

- Blood spot**
performed at two days of age
- Critical congenital heart disease**
performed at two days of age
- Hearing**
completed by one month of age

Blood spot screening
Tests for 40+ disorders. Testing done when baby is less than two days old. Your baby's doctor will be notified of the results. Results often take two or more days.

What to expect during the screening

- Five drops of blood
- Collected on special form
- Sent to the state newborn screening lab in Ankeny, IA

FOLLOW-UP SCREENINGS
If further testing is needed, someone from the newborn screening program will contact the hospital or your baby's provider with results and instructions.

Flip over for more

IDPH
IOWA Department of PUBLIC HEALTH

EVALUACIONES DEL RECIÉN NACIDO

Una guía para los futuros padres

¡Felicidades!
¡El Programa de evaluación del recién nacido de Iowa quiere ayudarlo a asegurarse de que su bebé tenga el mejor comienzo y crezca con un futuro feliz y saludable!

Si bien la mayoría de los bebés pueden parecer saludables y hermosos cuando nacen, algunos tienen problemas de salud que no se pueden identificar sin realizar pruebas especiales.

Evaluar a su bebé poco después del nacimiento puede evitar que sucedan problemas de salud graves en un futuro. La detección y el diagnóstico tempranos permiten que el tratamiento comience de inmediato.

3 evaluaciones de rutina

- Gotas de sangre seca**
realizado en menos de dos días de edad
- Cardiopatía congénita crítica**
realizado a los dos días de edad
- Audición**
completado al tener un mes de edad

Evaluación de gotas de sangre seca
A más de 40 trastornos. Prueba realizada usando el bebé tiene menos de dos días de nacido. El médico de su bebé será notificado de los resultados. Los resultados a menudo tardan dos o más días.

Qué esperar durante la evaluación

- Una coma de cinco gotas de sangre
- Recolección en una hoja especial
- Enviado al laboratorio estatal de detección de recién nacidos en Ankeny, IA

EVALUACIONES DE SEGUIMIENTO
Si se necesitan más pruebas, alguien del Programa de evaluación del recién nacido se comunicará con el hospital o con el proveedor de su bebé con los resultados e instrucciones.

Dé la vuelta para conocer más

Contact Information

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For more information about the Iowa Newborn Screening Program Call 1-866-890-5965



What to expect from Iowa Newborn Screening mobile.idph.iowa.gov/inse/
Save to your home page

"Business card" with QR code and web site for the Iowa newborn Screening Wiki website

EVERY IOWA BABY RECEIVES NEWBORN SCREENING

Blood Spot Screening

- Testing is done when baby is 1 to 2 days old
- Tests for over 40 disorders that are not detectable by a regular exam
- Uses five drops of blood from baby's heel
- Baby's health care provider will get the results


Hearing Screening

- Done at 2 days old
- Tests for hearing loss that may not be detectable by a regular examination
- Done using either patches on the baby's head, or by small plugs placed in the baby's ears
- Results are available right away

Critical Congenital Heart Disease Screening

- Testing is done when baby is about 2 days old
- Tests for possibility of a heart defect
- Uses a sensor on baby's skin
- Results are available right away

For more information scan the code or visit the link

 <http://mobile.idph.iowa.gov/inse/>

A program of the Iowa Department of Public Health

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Infographic poster that clinics may post in the clinic waiting area and exam rooms



Contact Information

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