

Report to Heartland Regional Genetics and Newborns Screening
Collaborative Annual Meeting

Quality Enhancement for Newborn Screening

August 2011

Quality

Today the most progressive view of
quality is:

- 🌐 Defined entirely by the customer or end user
- 🌐 Based upon that person's evaluation of his or her entire customer/client experience.

QA & QE -They are not the same!!!

Quality assurance:

- Reactive; works on problems after they occur
- Regulatory
- Led by management
- One point in time

Quality improvement:

- Proactive – works on processes before problems occur
- Self determined
- Led by staff
- Continuous
- Exceeds expectations

Importance of Quality Enhancement

- No longer optional if an agency wants to stay viable and competitive
- Market demands it
 - We have to deliver the services and in the manner they want them
- Funders demand it
 - Using resources efficiently requires ongoing standardized process improvement; funders won't fund if we don't invest their money wisely

Importance of Quality Enhancement

Quality Enhancement positions an agency to achieve:

- Customer satisfaction
- Efficient use of resources
- Measureable outcomes
- Community impact

Quality Enhancement

QE = QI

- 🌐 Move to quality enhancement focus to take proactive approach for systems improvement
- 🌐 QE Team – team-based approach and ownership
- 🌐 Initial “intro to QE” presentation to QE Team
- 🌐 Selected first QE activity based on prioritization process
- 🌐 Using PEAS as guide for performance measures and standardization

Tri-state Quality Enhancement

Iowa, North Dakota and South Dakota Newborn Dried Blood Spot Screening programs

- Previously used a quality assurance, analytical-phase focus (test turn-around time, inadequate specimens, reporting results)
- Reactive to problems as they arose
- Perceived as punitive by staff
- One point in time
- Reviewed at monthly QA Team meetings

Getting Started

Objectives

- Identifying Areas for Improvement
- Developing AIM Statements
- Establishing QI Teams

Identifying Areas for Enhancement

Defining the current state

- What is the current state?
- Why is this important?
- What is it costing us—time/dollars/staff/etc.?
- What is the impact on our clients/customers/stakeholders?
- What is the impact on our agency?

Identifying Areas for Improvement

- Other things to think about?
 - Is the problem inside or outside of our control?
 - Do we have to involve and influence others to get the problem resolved?
 - What is the proposed timeline?
 - Do we have any data to help guide us in our decision?

Brainstorming

- The Tri-state QE Team brainstormed some issues/systems that needed attention.
- Most issues involved provider's and consumer's lack of awareness/education about the NBS program
 - Decision to develop education plan

What to tackle first?

- The QE Team decided to address an issue that would give us the most "bang for our buck"
 - Within our control
 - Amenable to the rapid change cycle – PDSA
 - Large impact
 - Quick success

PEAS

Program Evaluation and Assessment Scheme (PEAS)
A context for quality enhancement

Six component parts:

- education
- screening
- follow-up
- diagnosis
- management
- evaluation

PEAS provides a uniform set of questions that can be used as a self-assessment tool in evaluating the way in which the various parts of individual screening systems function.

PRE-ANALYTICAL CONSIDERATIONS

PRENATAL EDUCATION - Education of parents and health professionals prior to the birth of the newborn provides the optimal mechanism for delivering useful information about the screening process. Materials should be available in a variety of formats and must meet the needs of the intended audience. They must be consistent with the general education plan and evaluated accordingly.

Provider awareness and education

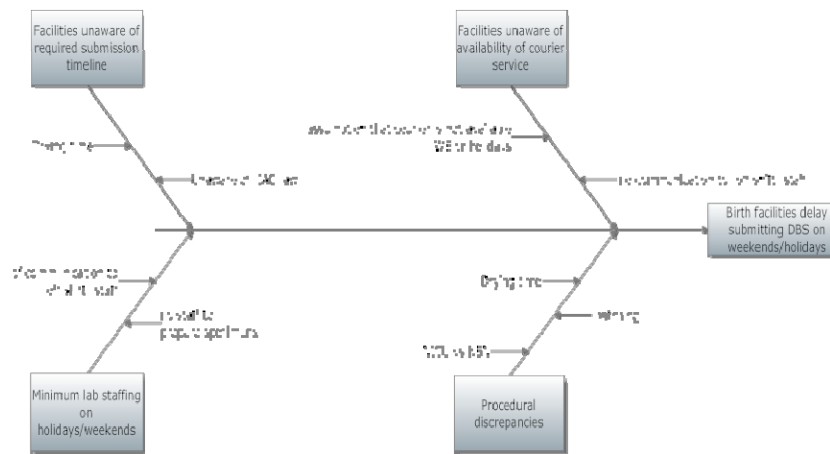
Problem statement:

“Birth facilities delay submitting DBS on weekend and holidays””

Problem statement

Birth facilities delay submitting DBS specimens on weekends or holidays

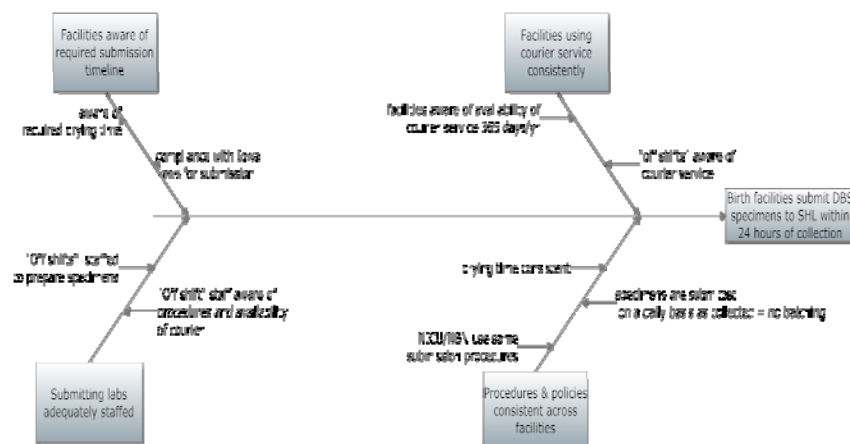
Root Cause Analysis Fishbone



AIM Statement

- Now that we have defined the problem, we will be writing an AIM statement
- An aim statement is a concise, specific written statement that defines what the team hopes to accomplish with its QI efforts. It needs to be time specific and measurable and define the specific population that will be affected.

AIM statement



Potential root cause/intervention	awareness of submission timelines	Facilities use courier service	Improve off shift staffing	Consistent implementation of policies/procedures	Priority
Piper contact lab mgrs	X	X	X	X	1
Provide letters to support adequate staffing			X		3
Reinforcement of appropriate submission procedures	X	X	X	X	2
Inservice training to birth facility nursery and lab staff	X	X		X	2
Resources made available to birth facilities	X	X	X	X	1

Current status

Education plan

- Assess current education materials available and update
- Update presentations
- Apply for CEUs
- Determine what materials should be disseminated
- Develop educational regional travel plan. Contact facility/provider requesting dates and times for implementation for mid-August and September and October. Develop travel budget and gain approval.
- Developing an online educational video/site visit video

Tri-state NBS QE process overview

- At regularly scheduled monthly QE Team meetings, QI tools will be used to guide the team through the PDSA cycle to address the selected "problem."
- Will attempt to conduct the PDSA for each issue in a quick, efficient manner.
- Will have "break-out teams" that brainstorm possible solutions, and present to the QE Team to prioritize and assign actions and tasks.
- QE Team leader keeps the QE Team focused on a specific "cycle."
- Monitor the process and "hold the gains"

Quality Culture

Goal is to infuse a culture of QE in the tri-state NBS programs

- Culture is what holds an organization's DNA together
- It helps define its personality and explain its performance
- "It is how we do things around here"