Facility Feedback – HEPP Reports and Graphs
How to Best Utilize These Reports for Optimal Outcomes
- Timeliness in Specimen Collection and Transit
- TRF Completion
- Early/Missing Information Reports

New NBS Forms / Summer 2018
TRF 32 Million Series
Newborn Screening Program Area
Service Centers (ASC)

- Stanford University Medical Center
- Valley Children’s Hospital, Madera, CA
- UCLA Medical Center
- Harbor /UCLA Medical Center
- Rady Children’s Hospital, San Diego

Kaiser Permanente, Northern CA
- Kaiser Permanente, Southern CA
NBS Area Service Center Responsibilities

- Follow-up
- Education
- Consultation
- Referral
- Evaluation
- Quality Improvement — Facility Feedback/HEPP/Graphs
Purpose of HEPP Reports
“Hospital Evaluation and Performance Profile”

- Provide feedback on facility performance
  - Timeliness measures now a Regulatory Requirement

- Tool for NBS process improvement
  - Reflect specimen collection and transport timeliness issues
  - Reflect completion of all areas of TRFs
  - Reflect specimen quality issues e.g. inadequate specimen or early collection

- Quarterly and Annual distribution
Hospital Evaluation Performance Profile
Type: Hospital - Well Baby
Transit and Collection Time - Summary
Accession Date From January 1, 2018 to March 31, 2018

<table>
<thead>
<tr>
<th>Performance Measures</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days from Birth Date to Accession Date &gt; 5</td>
<td>64</td>
<td>8.51%</td>
</tr>
<tr>
<td>Age at Collection(Hours) &lt; 12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 &lt;= Age at Collection(Hours) &lt;= 24</td>
<td>203</td>
<td>26.99%</td>
</tr>
<tr>
<td>24 &lt; Age at Collection(Hours) &lt;= 48</td>
<td>545</td>
<td>72.47%</td>
</tr>
<tr>
<td>Age at Collection(Hours) &gt; 48</td>
<td>3</td>
<td>0.40%</td>
</tr>
<tr>
<td>Average Age at Collection Transits</td>
<td>25.70</td>
<td></td>
</tr>
<tr>
<td>Transit Days &lt; 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit Days = 1</td>
<td>.139</td>
<td>18.48%</td>
</tr>
<tr>
<td>Transit Days = 2</td>
<td>295</td>
<td>39.23%</td>
</tr>
<tr>
<td>Transit Days &gt; 2</td>
<td>318</td>
<td>42.29%</td>
</tr>
<tr>
<td>Average Number of Transit Days</td>
<td>2.53</td>
<td></td>
</tr>
</tbody>
</table>
Newborn Screening Quality Improvement Standards for Specimen Collection & Transit
Nursery Data FY July 2017-June 2018
Annual Total Panel Count n=

Newborn Screening QI Standards

#1, Collection Time: 95% of Newborn Screening Specimens Collected within 12-48 hours
#2, Transit Time: 85% of Newborn Screening Specimens Received at Processing Laboratory within 48 hours of Collection Date of edu. visit: 11/21/16 Quarter of edu. visit: Q2 FY 16-17
Timeliness Goals in California
A Nationwide effort through New Steps 360

- 95% of all NBS Specimens collected 12 – 48 hours
  - No hospitals in service area <80% of goal
- 85% of all NBS specimens received at the NAPS laboratory within 48 hours of collection

A Quality Improvement Project 2014 – 2017
A Regulatory **Requirement** in CA as of April 2017 (Title 17, Public Health)

https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=IF4DFC5E0D60511DE88AEDDE29ED1DC0A&originationContext=documentttoc&transitionType=Default&contextData=(sc.Default)

Transparency!!!!

Additional National goals include improving timeliness in reporting out all critical positive and non-positive results. Deadly delays!
Action – What can I do at my Facility?

Evaluate the NBS Process – from Collection to Pick-Up

▪ What Time are you collecting the specimens?
  ▪ Plan for 3 hours of drying time + time to prepare shipment

▪ Is someone assigned every day to prepare the shipment
  ▪ Is there a back up person for sick days/vacations?
  ▪ Do you have to take the specimens to another location for p/u?
  ▪ Do you need to collaborate and coordinate with another dept?
  ▪ Consider adding this to a JD and/or incorporating NBS timeliness into your unit’s Policy and Procedures.
  ▪ Don’t forget New Staff orientation

▪ Know when the courier pick up time is at your facility
  ▪ Same time on all pick up days +/- 30 min.
  ▪ Saturday MAY be a different p/u time!
  ▪ Report problems/issues to your ASC – we are here to help!

Those with Mo-Fri pick up only – we know – help is on the way!
OTHER CAUSES FOR DELAYS

Outside of the Collection and Transit delays

• Delays due to missing/incorrect info on TRF
• No alternate ph # / Incorrect PCP Info on TRF
• TRF Illegible
• Laboratory equipment failure
• Holidays (can sometimes be overcome!)
• Lost / misplaced specimens
  • HUMAN ERROR
# Hospital Evaluation Performance Profile

**Type:** Hospital - Well Baby  
**TRF Completion - Summary**

Accession Date From January 1, 2018 to March 31, 2018

**Hospital**

- Total Screened: 752

<table>
<thead>
<tr>
<th>Performance Measures</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Birth Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Birth Time</td>
<td>1</td>
<td>0.13%</td>
</tr>
<tr>
<td>Missing Collection Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Collection Time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Birth Weight</td>
<td>1</td>
<td>0.13%</td>
</tr>
<tr>
<td>Missing Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Ethnicity</td>
<td>1</td>
<td>0.13%</td>
</tr>
<tr>
<td>Missing Mother's Maiden Name</td>
<td>4</td>
<td>0.53%</td>
</tr>
<tr>
<td>Missing Mother's Date Of Birth (DOB)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Mother's Social Security Number (SSN)</td>
<td>2</td>
<td>0.27%</td>
</tr>
<tr>
<td>Missing NPI/License No.</td>
<td>47</td>
<td>6.25%</td>
</tr>
<tr>
<td>NBS Corrected Early/Missing</td>
<td>5</td>
<td>0.66%</td>
</tr>
<tr>
<td>NBS Unexplained Early</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Gestational Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Medical Record Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Reason For Test</td>
<td>8</td>
<td>1.06%</td>
</tr>
<tr>
<td>Total Inadequate Specimens</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TRF completion & Early Collection Errors

- Every incorrectly filled field – or blank - on the TRF causes an error or “Shaded Area” on the HEPP Report
  - Ten or more errors over three consecutive months – Corrective Action Plan may be warranted
  - ASC will contact you to discuss trends / preventative actions

- Errors in Date/Time of Birth or Date Time of Collection
  - Monitored monthly – reported to you quarterly
  - Follow up action depends on # of errors and the size of your facility
  - ASC will contact you to alert you to issues before Corrective Action Plan

Remember – each field on the TRF must be filled – no blanks!
(A few small exceptions may apply)
New TRF – 32 Million Series
Summer 2018

What is changing?

1. NBS Test Refusal is now included on the same TRF
   ▪ Parent can sign the refusal on the same form
   ▪ Eliminates need for 2nd “Refusal” form
2. Blood spots are now split into two separate rows of 3 spots
   ▪ Still a total of 6 blood spots need to be collected

Additional changes on the TRF include fields that have been moved around to accommodate for the test refusal signature on the TRF.

Educational materials - including a poster to take with you to your unit – are included in your packets today
Why is the TRF changing?

- Process improvement – by creating a space for parent signature directly on the TRF eliminates the need to fill out two separate forms in the case of a test refusal. This is ultimately cost effective, environmentally sound and reduces errors due to misplaced forms.
- New disorders being added to the California NBS panel in 2018. While most of the disorders will continue to be processed at the local NAPS laboratory, some disorders will be processed at GDL (the State genetic lab). In order to minimize delays in processing, the NAPS lab will detach and forward 3 of the spots upon receipt of the specimen to GDL via overnight courier.
New TRF – 32 Million Series
Summer 2018

**When do the TRF changes take place?**

- Planned “go-live” date is August 1, 2018
- New TRFs will start shipping in June/July
- Additional copies of the education materials will be included with the shipments
- **New:** The State will offer a one-time “even exchange” program to mail in your existing stock of the TRF 31-million series currently in use. In other words, you can email the amount of “stock” you have left of the 31-series to the State order portal and you will receive an equal amount of the new TRFs at no charge. This will take place in mid-July, more information to follow. **Watch your mail / emails from the NBS program!**
Changes And New Fields

- Stamp here or place sticker with the NBS provider code.

- All information related to the baby has been moved together.

- Information related to the parent/legal guardian has been moved together.

- If infant is less than 1000 grams, complete the four digit number

- TPN Since Birth:
  TPN has been added back. Select TPN if given at anytime since birth

- If Collection occurs after first 30 days please enter current weight.
If the test is refused make sure the parent or legal guardians sign the TRF. Add the date of refusal.

New Format! Fill the six spots completely. Note the new spot position.

The filter paper should not come apart, however if they do separate, put name, date and medical record or hospital code number in the white space above and below the NBS Form Number.
Thank You!
UCLA
Newborn Screening Symposium
2018