

# Managing the hearing screening incident

---

May 2013



National Screening Unit

## Four key components to managing the incident

---

- Communications
- Standard Operating Procedures
- Reporting
- Workshops



# Communications

---

- Ø Develop DHB Communications plan and recall strategy
- Ø Inform parents / caregivers about the incorrect screening process and ensure they are offered rapid access to further information and expert advice at any stage
- Ø Ongoing regular communications to provide support, advice, and review of plans for recall.



# Standard Operating Procedures

---

- Ø Incident notification process
- Ø DHB Action plan
- Ø Recommended rescreening protocol
- Ø Data management guidelines
- Ø Summary result of the investigation



# Reporting

---

- District Health Boards were required to provide three progress reports to the National Screening Unit - initially weekly and then monthly
- National Screening Unit provided weekly updates on the incident to Ministers of Health and the National Director of the National Health Board
- Weekly recall process report
- Weekly outcome report
- Audiology outcome report



# Weekly Recall Reporting

---

Week	Letters sent	Letters returned with no address	Phone call for appointments	Appointments made	Issues/ comments
03/01/2013	122	12	31	11	2 letters returned and 5 rang to decline rescreen
10/01/2013	310	5	56	29	2 DNAs



# Workshops

---

- Quality, audit and operational management of programme
- Strengthening relationships between newborn screening and audiology
- Screener competency requirements
- Practical session on data download monitoring.



*‘Quality improvement review of a screening event in the Universal Newborn Hearing Screening and Early Intervention Programme’*

---

National Screening Unit undertook a review with the input of the Incident Review Group who endorsed a total of 21 recommendations comprising:

- *1 recommendation on the screening protocol*
- *4 recommendations for individual screener monitoring*
- *7 recommendations for the screener role*
- *3 recommendations for the co-ordinator role*
- *1 recommendation for audiology*
- *5 recommendations for programme management.*





# Progress on Implementation of the Recommendations

---

## District Health Boards

- Building support mechanisms for hearing screening services and establishing formal linkages between key stakeholders
- Facilitating co-ordinators' attendance at the ANHS conference and at NSU-led meetings and teleconferences.

## National Screening Unit

- Monthly teleconferences with coordinators
- Development of coordinators manual
- Revision of UNHSEIP NPSQ
- Screener advisors appointed
- Data monitoring protocols
- Workshops with screener trainers to develop ACE tool.





National Screening Unit