

Promoting Family Centered Care through Newborn Hearing Screening Services

The Problem

- Previously, conducting a hearing screening required separation of mother and baby, which was not supportive of the family-centered environment.
- Rooming-in (the practice of keeping mothers and babies together) provides numerous benefits to families.
- Families can feel inadequately informed about the hearing screen process.

Aim/Goal

To transition hearing screening from the newborn nursery to the post-partum room, and to assess parental satisfaction levels with this new practice.

The Team

Jennifer Bentley, Au.D. – Audiologist, NHSP Coordinator
Jane Stewart, M.D., MPH – Neonatologist, NHSP Medical Director
Wen-Yang Mao, M.S. – Statistician, Dept. of Neonatology
Audiology Technicians (5): Jessica Roberts, Jessica Barbour, Emily Tyrell, Taylor Kelly, Angela Vallillo.

The Interventions

- Battery packs obtained to make hearing screening equipment portable.
- Technicians asked to screen infants in parent room, unless infant was already in nursery or if otherwise requested by parents.
- Parents encouraged to directly observe the entire screening process.
- At the completion of the all screenings, the technicians shared the results with the parents and provided them with documentation.
- After screen, parents asked to complete an anonymous satisfaction survey using a 5-point Likert scale (1=Not at all satisfied; 5=Extremely Satisfied).

The Results/Progress to Date

- In-room screenings begun in May 2013 (5 Feldberg) and September 2013 (6 Feldberg).
- From September through December 2013, 1647 screenings were conducted; 36% were performed in post-partum room (see Figure 1).
- From June through December 2013, 201 parents completed satisfaction surveys; of these, 103 had testing performed in nursery and 98 in post-partum room (see Figure 2).

The Results/Progress to Date (cont)

Figure 1: Screenings Conducted in the Room

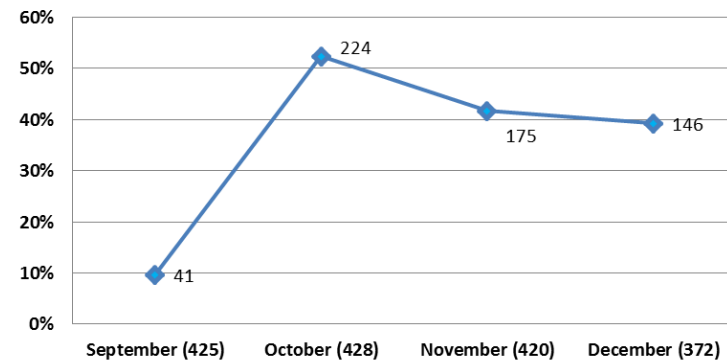
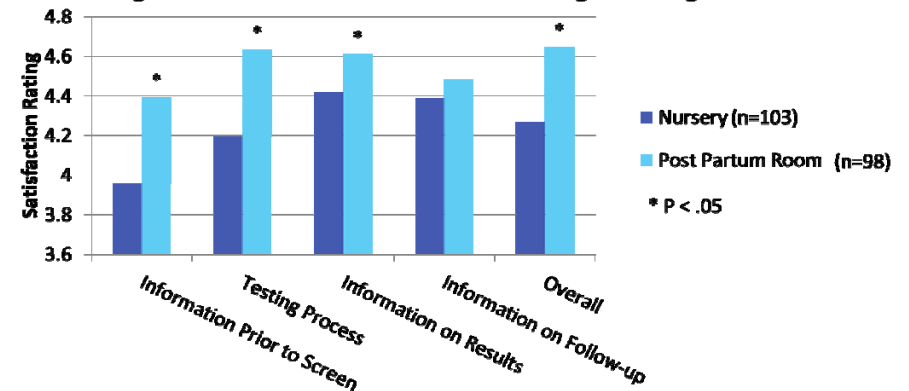


Figure 2: Satisfaction with Newborn Hearing Screening Services



Lessons Learned

- The percentage of screenings performed in the room was below expected levels.
- Families with infants screened in their post-partum room showed statistically higher levels of satisfaction with numerous aspects of the program

Next Steps/What Should Happen Next

- Increase in-room testing to 60% in FY14 and eventually to 100%.
- Continue staff education and training
- Continue to monitor satisfaction levels on a monthly basis.

For more information, contact:

Jennifer Bentley, Au.D., NHSP Coordinator
jbentle1@bidmc.harvard.edu

