

# NEWBORN HEARING SCREENING MONTHLY

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## Missed Screens, Incomplete Screens, & Loss to Follow-Up

First, some definitions:

- A **missed screen** is when a baby does not receive a newborn hearing screening.
- An **incomplete screen** is when a second attempt to screen a baby's hearing is not made after they refer on their initial screening in one or both ears.

Missed screens can occur if a baby born at home never receives a screening, if a baby is discharged before a screening is performed, or if a baby is transferred to a different hospital and a screening is never performed.

Another concern is **loss to follow-up**. This is when a baby does not pass their newborn hearing screening and no further action is taken. Said another way, there is no follow-up. Loss to follow-up most commonly occurs when it is not clear to families what their next steps are after a baby refers on their newborn hearing screening. This issue focuses on strategies that newborn hearing screening programs can take to reduce loss to follow-up.

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**UPDATED NCHAM NEWBORN HEARING SCREENING TRAINING CURRICULUM - CLICK HERE TO GET STARTED!**

# Strategies to Reduce Loss to Follow-Up

Families are presented with a lot of new information after having a baby. If a baby does not pass their newborn hearing screening, it is important that next steps for follow-up are outlined for them and easy to understand.

Below are four strategies newborn hearing screening programs can take to reduce loss to follow-up. Refer to the updated [newborn hearing screening curriculum from NCHAM](#) for additional information and resources to reduce loss to follow-up.

- 1

## Provide Written Information About Next Steps

Letting families know verbally and in writing where they need to go to follow-up.
  
- 2

## Schedule a Follow-Up Visit Before Discharge

If follow-up can be performed at your facility, helping the family schedule follow-up before discharge can help ensure there is a plan in place moving forward. Scheduling follow-up within 1-2 weeks of discharge can help the family remember the appointment.
  
- 3

## Use an Interpreter

If the family’s primary language is not spoken English, using an interpreter can be helpful to ensure families understand screening results and next steps for follow-up.
  
- 4

## Provide Written Information in Family’s Primary Language

Providing written information for families in their primary language can help to ensure families understand screening results and next steps for follow-up.

## Here To Help

For technical questions about hearing screening, please contact:  
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