

# NEWBORN HEARING SCREENING MONTHLY

AN OFFICIAL PUBLICATION OF COLORADO EHDI



## 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.

## IN THIS ISSUE

---

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

---

**Strategies to Reduce Loss to Follow-Up**

**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:  
**Hannah Glick, AuD, PhD, CCC-A**  
 EHDI Consultant  
[hannah.glick@colorado.edu](mailto:hannah.glick@colorado.edu)  
 303-518-2053

For HIDS system questions, please contact:  
**Leanne Glenn**  
 Newborn Hearing Screening Coordinator  
[Leanne.Glenn@state.co.us](mailto:Leanne.Glenn@state.co.us)  
 303-692-2603