

Challenges in implementing risk-baby protocol within newborn hearing screening

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Established in 1998 the initial stage of newborn screening has been OAE and ABR was reserved for NICU referrals. Over the year its been noticed a growing number of fall outs and delays in diagnosis of hearing loss. In order to improve screening coverage and flow, we have redefined criteria for ABR screening as more than 48 hours in NICU. Implementation of the new risk definition has been quite challenging. The project, which started with a bottom-up management style in the beginning faced opposition from neonatal specialists and audiologists. Major concerns were economical, logistical, lack of personnel and equipment. Concerns were resolved with increased interdepartmental information flow and active communication while the intradepartmental problems required shifting to a top-down approach that utilized weekly monitoring meetings, workplace trainings and task reassigning.