

# APHL NEWBORN SCREENING AND GENETICS SYMPOSIUM

## Making Texas Smaller – Finding the Hard-to Find

Karen Hess

Newborn Screening and Genetics Branch

April 9, 2019



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services



# Cell Phones

- Cell phones for Saturday calls and texting
  - 2 phones shared by staff
  - Text when other attempts fail
  - Locked cabinet
  - Responsible person/charging/sign out sheet
  - Met with staff
- Review the texts for QA purposes
- Subject to HIPAA - developed scripts
- Successful call back results



# Public Health Databases

- Data Use Agreement with Vital Statistics
- Birth and death records
  - baby's name
  - mother's name
  - place/hospital of birth
  - living status
  - date of death



# Public Health Databases

- State Medicaid DB
  - Parent contact information
  - Current providers
  - “Updated” date
- Future Access to Databases
  - Immunizations
  - WIC



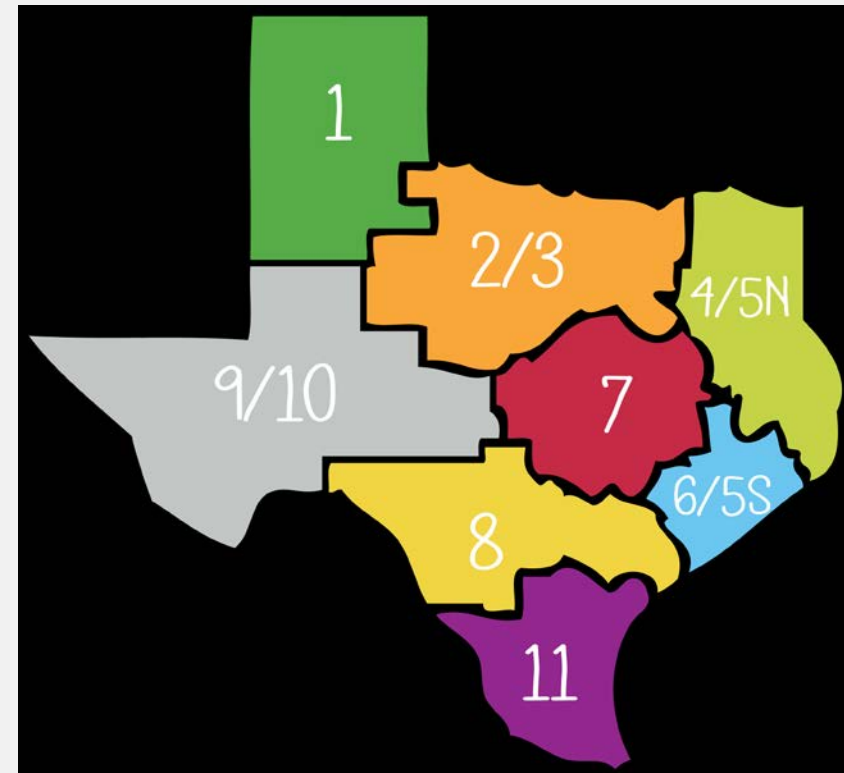
# Texas is Large



Texas Department of State  
Health Services

# Regional Case Managers

- Cover 11 regions
- Urgent and non urgent
  - Home visits
  - Searching additional databases (such as WIC )
  - Phone calls assess needs
- Law Enforcement



# Protocol and Tools for Case Manager Assistance

- NBS nurse responsibilities
- Regional manager responsibilities
- Developed sample scripts
- Forms for urgent and non urgent requests







Texas Department of State Health Services

# URGENT REGION 2/3

## Newborn Screening - Assistance Request Form

**REQUEST FOR URGENT ASSISTANCE IN LOCATING A NEWBORN WITH AN ABNORMAL SCREEN RESULT. THIS IS CONSIDERED A MEDICAL EMERGENCY.**

### Region 2/3 Contact Information

<b>Name:</b> David Hess (Manager) <b>Phone:</b> (O) 817-264-0000 (M) 817-819-0000
<b>Fax:</b> 817-264-4911
<b>Backup:</b> Karen Martinez (Supervisor) (O) 817-264-0000 (M) 817-333-0000

### Newborn Screening Nurse

**RN SGUser                      Phone:** 512-776-xxxx    **Cell:** 512-xxx-xxxx    **Fax:** 512-776-xxxx

### Assistance Requested

Urgent Home visit

### Primary Care Provider:

**Name:**  
**Phone:**

### LAST KNOWN CLIENT INFORMATION

<b>Name:</b>	<b>Primary Language:</b> <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other -	<b>Date of Birth:</b>	<b>Male</b> - <b>Female</b>
<b>Parent/Guardian Name:</b>		<b>Foster Care Name :</b>	
<b>Address:</b>			<b>Mother's SSN:</b>
<b>Main Phone:</b>	<b>Work Phone:</b>	<b>Alternate Contact:</b>	

**Requested assistance :**

**INSERT SCRIPTS or OTHER  
DETAILS HERE**

# Referrals by Region

- 11 Urgent
- 60 Non-Urgent
- Law enforcement

2018 REFERRALS			
REGION	NON URGENT	URGENT	TOTAL
1	1		2
2/3	30	4	34
4/5N	2		2
6/5S	16	4	20
7	3		3
8	4	3	7
10	1		1
11	3		3
<b>Total</b>	<b>60</b>	<b>11</b>	<b>71</b>



# Case Manager Actions

## **HSR 5/6 Victor**

- CF DNA
- Contacted family member
- Located mother and made visits
- Baby diagnosed

## **HSR 11 Blanca**

- Assist with accessing services and with Medicaid application
- Assist with finding special formula in Mexico
- Communicated to family and updated NBS nurse on status





## Special Thanks to:

Michelle Shaffer, Endocrine Manager

David R. Martinez, Newborn Screening Unit Manager

# Thank You

Karen Hess, Manager

Newborn Screening Genetics Branch

512-776-3376

[karen.hess@dshs.texas.gov](mailto:karen.hess@dshs.texas.gov)

# Texas Department of State Health Services NBS FOLLOW UP TEAM

