Making Texas Smaller – Finding the Hard-to Find

Karen Hess
Newborn Screening and Genetics Branch
April 9, 2019
Hard to locate

Limited resources and means

Addition of Cell phones

Public Health Databases

Social Worker Network
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 790 miles long and 660 miles wide at its most distant points.

Texas covers 268,601 square miles, making it the 2nd largest of the 50 states, right behind Alaska.

Texas Newborn Screening centralized in Austin.
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
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
Name: David Hees (Manager)  Phone: (O) 817-264-0000 (M) 817-819-0000
Fax: 817-264-4911
Backup: 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

☑️ Urgent Home visit

Primary Care Provider:
Name:
Phone:

LAST KNOWN CLIENT INFORMATION

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<th>Name:</th>
<th>Primary Language:</th>
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<td>☐ English ☐ Spanish ☐ Other -</td>
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<tr>
<th>Parent/Guardian Name:</th>
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<tr>
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<th>Alternate Contact:</th>
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REQUESTED ASSISTANCE:

INSERT SCRIPTS or OTHER DETAILS HERE
Referrals by Region

- 11 Urgent
- 60 Non-Urgent
- Law enforcement

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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
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karen.hess@dshs.texas.gov
Texas Department of State Health Services
NBS FOLLOW UP TEAM