



Quality Assessment and Performance Improvement (QAPI) Initiative

Rady Children's is committed to delivering the highest quality care and services to our patients and their families.

This dedication is illustrated through our collaboration with the Children's Hospitals' Solutions for Patient Safety Network as we aim to eliminate all preventable harm at Rady Children's and at children's hospitals across the United States.

To achieve our clinical quality and safety goals, we use a systematic, comprehensive, data-driven, proactive approach that allows us to make continuous improvements in the quality and safety of care and services we provide.

Description of QAPI Initiative:

Determine if the CHAT clinic model had reduced wait times for our families from the pre-CHAT clinic baseline.

Important to our patient population because:

Patients expect us to create systems that allow them to transition through the CI process as quickly as possible, in order to meet the goal of implantation by 6 months of age.

This initiative AIMS to achieve the following goal(s):

By May of 2023, evaluate the effectiveness of the CHAT clinic model in reducing the duration between identification of CI candidacy and implantation from pre-CHAT baseline of 15.16 months by 30% (10.5 months)

Data:

The Comprehensive Hearing Assessment Team (CHAT) Clinic was developed by our team to serve children who are considering obtaining a cochlear implant. Experts from otolaryngology, speech language pathology, genetics, social work, and audiology work together to assess a child's cochlear implant (CI) candidacy in a single visit. This not only reduced the burden on the family but also allows (we hoped) for reduction in wait times. We were able to draw upon data from our first 13 clinics with a total of 46 children included in this project. We determined that:

- The time from the first evaluation to surgery was significantly reduced for prelingual patients. We reduced the duration to 3.73 months as compared to pre-CHAT clinic baseline of 15.16 months.
- Patients were fit with hearing aids more quickly through the CHAT clinic. We fit patients by 8.42 months of age at CHAT as compared to the pre-CHAT baseline of 25.83 months of age.

In addition, patient satisfaction data was gathered:

- 93% of our families reported very good to excellent satisfaction with the multidisciplinary team setting for their family.
- 83% of the families reported very good to excellent satisfaction with the multidisciplinary team setting for their child.

Focused interventions include:

- Children identified by our BAER or Audiology team were referred directly to our CHAT team.
- Visits were combined so that families could obtain required services at one time.
- Submission to insurance (if possible) was done following CHAT or obtained at the next CHIP meeting.

What does this data tell us?

The CHAT clinic has been successful in reducing delays by 75% which exceeded our expectation. In addition, this clinic has been well received by families. We will continue to assess patient satisfaction as well as our ability to accelerate the implant candidacy process.

Our next steps include:

Continue to identify delays in the CI assessment process and seek solutions:

- Create Developmental Evaluation Clinic appointments on the same day as CHAT
- Use of Telehealth