

NBS Results Pilot Project



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NBS Results Pilot Project Feedback Survey

Survey Monkey was utilized to create a method for pilot feedback and recommendation. The survey link was sent to all hospitals participating and in to those in the process of getting set up to participate. A summary of the survey responses are attached.

Pilot Project Readiness

By June 21st, we had two more hospitals ready to participate in the pilot; this brings the total number of participants to ten. No additional participation forms have been received. **Green text below or bold text** indicates facility receiving electronic results with pilot start date. **Red text** indicates facility is preparing to participate.

Participant Readiness

ASC 93	04/21/2010	K600 KAISER VALLEJO HOSPITAL
ASC 99	04/23/2010	R421 JOHN F KENNEDY MEMORIAL
ASC 96	05/17/2010	R439 MERCY SAN JUAN HOSPITAL
ASC 98	05/17/2010	R467 COMMUNITY HOSPITAL of SAN BERNARDINO
ASC 96	05/17/2010	R055 CLOVIS COMMUNITY MEDICAL CENTER
ASC 97	05/17/2010	R262 POMONA VALLEY HOSPITAL MEDICAL CENTER
ASC 93	05/20/2010	K788 KAISER ROSEVILLE WOMEN & CHILDREN'S CTR
ASC 95	05/27/2010	R362 SALINAS VALLEY MEMORIAL HOSPITAL
ASC 94	06/04/2010	K457 KAISER-FONTANA
ASC 94	06/21/2010	K729 KAISER-WOODLAND HILLS
ASC 98		R297 TORRANCE MEMORIAL HOSPITAL
ASC 98		R213 LITTLE COMPANY OF MARY HOSPITAL
ASC 93		K751 KAISER SANTA ROSA
ASC 93		K578 KAISER FOUNDATION HOSPITAL SAN JOSE
ASC 93		K772 KAISER FRESNO MEDICAL CENTER
ASC 95		R777 STANFORD/LUCILE S PACKARD
ASC 99		PX01 RADY CHILDREN'S HOSPITAL SAN DIEGO no form
ASC 97		TBD

Pilot Evaluation

It is clear that it takes longer for the facilities to set up the dedicated mailbox and software to review the encrypted results. For the facilities that are participating, they appear to prefer the electronic method. Some desire a file to file transfer or different way to identify the result files. NBS and ASC Directors need to decide whether to continue the pilot by adding additional facilities or to end the pilot. The response to the request to add more hospitals to the pilot has been minimal for non Kaiser hospitals. Kaiser north and southern areas are actively working to add more hospitals.

NBS Results Pilot Project - Survey Monkey June, 2010

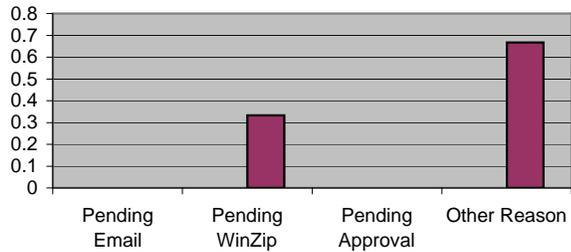
Robin Thomas, NBS NC III

1. Are you receiving NBS results via secure e-mail?



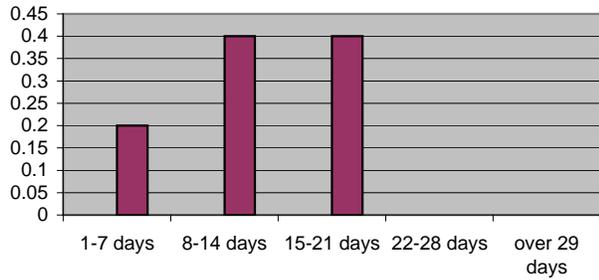
answered question	5
skipped question	0
Response	Response
Percent	Count
Yes	60.00%
No	40.00%
	3
	2

2. If the answer in question 1 above is No, please select your reason below.



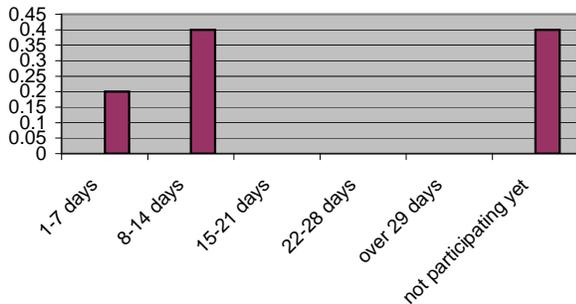
answered question	3
skipped question	2
Response	Response
Percent	Count
Pending Email	0.00%
Pending WinZip	33.30%
Pending Approval	0.00%
Other Reason	66.70%
	0
	1
	0
	2

3. What was the AVERAGE time from NBS TRF Collection date to the date you received NBS Results BEFORE THE PILOT PROJECT?



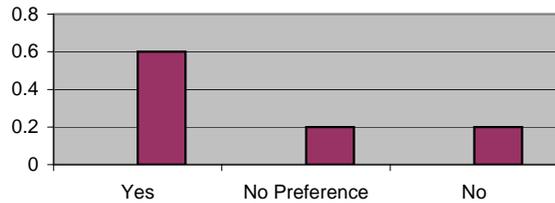
answered question	5
skipped question	0
Response	Response
Percent	Count
1-7 days	20.00%
8-14 days	40.00%
15-21 days	40.00%
22-28 days	0.00%
over 29 days	0.00%
	1
	2
	2
	0
	0

4. What is the AVERAGE time from NBS TRF Collection date to the date you receive NBS Results since PARTICIPATING IN THE PILOT PROJECT?



answered question	5
skipped question	0
Response	Response
Percent	Count
1-7 days	20.00%
8-14 days	40.00%
15-21 days	0.00%
22-28 days	0.00%
over 29 days	0.00%
not participating yet	40.00%
	1
	2
	0
	0
	0
	2

5. If CDPH offered NBS Results via Secure e-mail as a future delivery choice instead of USPS mail, would you prefer the electronic Secure e-mail choice?



answered question	5
skipped question	0
Response	Response
Percent	Count
Yes	3
No Preference	1
No	1

6. Please add any suggestions or recommendations that will be helpful.

answered question	3
skipped question	2
Response	Count

- Receipt of results is faster, however, much more time intensive to check each result. Partially due to the fact that the results are not in date of birth order. That 's the first thing we did with paper results making much faster to check against birth log record. 14-Jun-10
- receiving dup results, is beeing a hassle, and it can get confusing 9-Jun-10
- I've had a little bit of trouble viewing the results. You can only try once and I've had to ask for results to be sent again. Otherwise, I really like receiving the results by email. 3-Jun-10

7. Please enter your contact information (Optional)

answered question	4
skipped question	1
Response	Response
Percent	Count
100.00%	4

- Kaiser Roseville 14-Jun-10
- Clovis Community Hospital 3-Jun-10
- TORRANCE 3-Jun-10
- KP San Jose Medical Center 3-Jun-10