

INFANT HEARING  SCREENING SPECIALISTS
IHSS

FOCUS ON CARE

The Experts in Infant Hearing Screening



Who We Are

Our founder and CEO

Leonard Machado is a Respiratory Therapist with clinical experience in neonatology. Since the inception of the California Newborn Hearing Screening Program (CA NHSP), IHSS has been dedicated to making the programs easier to manage for our hospitals.

Our Medical Director

Donna Eskwitt, Ph.D. is a CCS-paneled Audiologist with nearly thirty years experience in Audiology. She regularly reviews policies and procedures and develops nursing and physician staff education modules that satisfy the education requirements for the CA NHSP.

Our Screeners

Our screeners include RNs, LVNs, and trained technicians with demonstrated ability to perform hearing screens in a professional manner that will provide your patients with the best experience in hearing screening.

Our Data Management team

Our team is led by a former data coordinator for the CA NHSP. She brought her experience to our company in 2007 and has been instrumental in developing our comprehensive approach to the new CA Data Management Service (DMS). The DMS has led many hospitals to inquire about our services due to the increased labor costs associated with the new data entry requirements. We are able to use our dedicated Data Management staff to remove the burden and worry of this new program.



Experience, Confidence

Disposables – No Inventory.

Any disposable supplies for the screening are provided by IHSS.

“Green” Technology – We believe in being an environmentally responsible corporate citizen. Working towards that goal, IHSS has invested heavily over the past two years in the acquisition of screening equipment that leaves less of an environmental footprint. Reducing medical waste in landfills is one area we can work together to reduce the impact our activity has on the overall environment.



QUALITY INTEGRITY

Why Outsource your NHSP?

Personnel

Better staff utilization. By outsourcing your newborn hearing screen program, you can improve your overall quality of care by put your nursing staff back into direct nursing care. Our staff is specifically trained to do hearing screens as well as handle the ever growing needs of Data Management for the NHSP.

Equipment

No capital, maintenance, or service costs. We provide our own equipment. IHSS has made a significant investment in bringing the latest technology to our facilities. In so doing, we have built an inventory of backup equipment that is readily available in the event of machine downtime. We are typically able to get back to screening within a few hours of the first report of machine difficulty. All of our equipment is calibrated by outside service technicians to the manufacturers' standards, removing concern about the quality and accuracy of the screening equipment.

Increase Quality Assurance

By outsourcing to IHSS, your program becomes part of the largest contract hearing screening provider in the U.S. We are able to utilize our vast experience in equipment, hospital environments, and data reporting to give you the best program possible.

Multi-Disciplined Team with One Goal

Our staff, from CEO to newest hearing screener, always strives to provide the best service to benefit your infant population. Every employee at IHSS understands that they each play an important role in assisting those infants that need referral to diagnostic services.

Regulatory Compliance

Our program is in compliance with state and federal guidelines and rules such as the Joint Commission, CCS, HIPAA and the CA NHSP.

Zero Hospital Costs

The Hospital is only charged a low per baby fee for Medi-Cal patients. This fee is covered by Medi-Cal reimbursement. In essence, your facility can receive all of our services at NO cost! We are able to do this because we already have contracts with most major insurers and we are able to bill these insurers directly.

What We Do

DAFS

IHSS provides a complete, turn-key solution to NHSP outsourcing. Screening, Data Management, Insurance Billing, State Recertification Assistance – all of these services come together to provide the most complete newborn hearing screening solution for hospitals today.

IHSS has assisted hospitals with their program certifications and recertifications since 2002. We have worked with all California Hearing Coordination Centers (HCC). In fact, many of our northern California hospitals participated in the pilot program for the new DMS. By developing good working relationships with the regional Hearing Coordination Centers, we are able to best integrate the latest language and standards into your policy and procedure and consistently meet and exceed expectations for the NHSP.

Our screeners provide screening 7 days per week, 365 days per year. We dedicate 2-3 regular screeners for each facility. Small staff size and minimal staff turnover allow us to best integrate with your team.

Our screeners receive annual competency evaluation that includes CA standards based testing. Additionally, our staff is constantly being measured against state standards for refer rates to ensure compliance with mandated refer rates.

Our data reporting is consistently rated to be outstanding by the HCCs. Our data staff is very diligent in making sure the right information is delivered to the HCCs complete and on time.

The technology IHSS uses to screen includes the most advanced Otoacoustic Emission (OAE) and Screening Auditory Brainstem Response (SABR) equipment available. We are in the process of replacing all of our older devices with models that are more environmentally responsible and ones that often take less time with the patient to achieve the same quality result. Minimizing the amount of time spent performing hearing screens allows mother and baby to spend more time together bonding and allows nursing and physician staff more access to their patients.

The proof is in our results. Our 2.0% average refer rate is well within CA state guidelines for referrals. Additionally, IHSS has a less than 0.03% waiver rate.

IHSS is proud to offer our Director's Access File System (DAFS) Website to our hospitals. The DAFS maintains hospital specific information which includes aggregate monthly reporting to the HCCs, educational resources for hospital staff, equipment calibration certificates, company insurance certificates, and screener identification and health clearance documents.

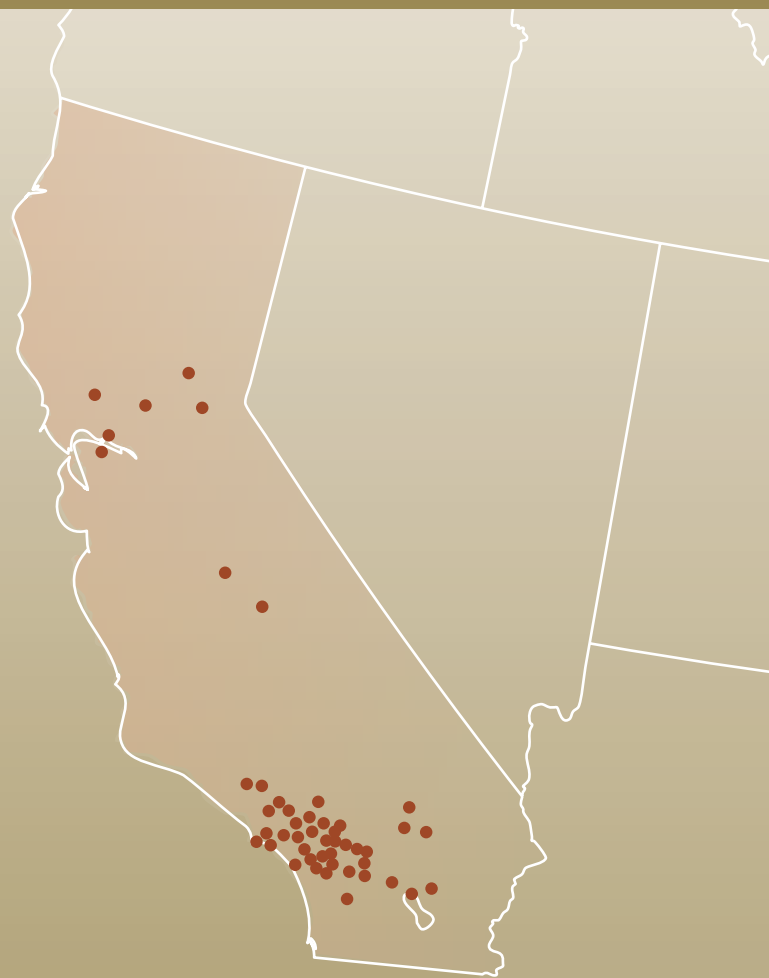
Our DAFS system:

- Recently was examined and passed by a major healthcare system Security & Compliance Officer
- IHSS maintains the DAFS on our own secure network
- Utilizes industry standard security controls, with regular log audits
- Uses best practices including user level permission controls to ensure that each hospital's records are only accessible by approved staff
- PDF watermarking for additional security and accountability
- Easy to navigate website provides up-to-the minute information, as well as audiologist developed educational modules for nursing department training or skills days.

By making these documents available online, we reduce the need to constantly print paper copies. If a surveyor visits your facility, you are able to print everything you need to be compliant with documentation standards.

Solution

Screening since 2002, IHSS has grown to service more than 50 hospitals in California. For the past several years, we have screened more than 100,000 babies annually. In fact, IHSS screens more babies each year than are born in 39 other states!



1867 California Ave. Suite 101
Corona, CA 92881
P: 714-692-2270
F: 714-908-8898