

---

## The NSO Unsatisfactory CCHD Screen Indicator

A determination of unsatisfactory for a CCHD screen may result in:

- a delay in the identification of a baby affected with one of the diseases screened
- additional stress to the baby and family related to the performance of a repeat screen
- a missed or incomplete screen if parents refuse a repeat screen
- an increase in hospital/midwife workload in locating/retrieving the baby and performing the repeat screen
- an increase in NSO workload in the processing and follow up of the initial unsatisfactory and repeat screens

<p><b>Screens are reported as unsatisfactory when specific data and screen quality criteria are not met.</b></p>
--

<p>Reasons for an unsatisfactory CCHD screen could include:</p>
---

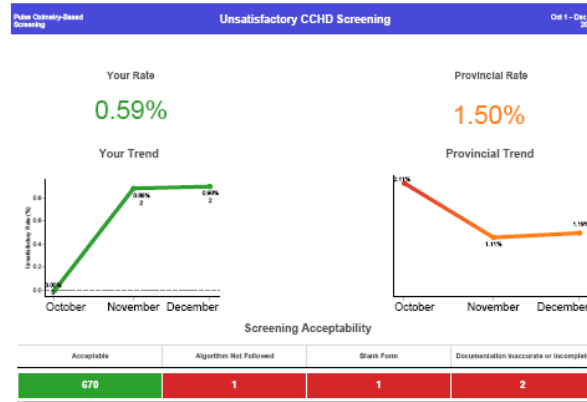
- |   |
|---|
| <ul style="list-style-type: none"><li>• The screening algorithm was not followed (repeat not documented, referral not documented for example)</li><li>• A blank card was submitted</li><li>• The documentation was inaccurate or incomplete – information was partially missing or inaccurate</li></ul> |
|---|

### Benchmark and Interpretation

The Unsatisfactory CCHD screen indicator report is a graphical representation of CCHD screens performed at your hospital or midwifery practice and received at NSO during the period of the report. The report contains the following metrics for CCHD screens received at NSO during the period of the report:

- number of acceptable or satisfactory screens or cards
- number of unsatisfactory screens or cards reported by reason
- your percentage rate of unsatisfactory screens or cards
- the provincial percentage rate of unsatisfactory screens or cards
- graphs depicting unsatisfactory screens or cards rate trends for the period of the report for both your site and the province as a whole

Example:



Unsatisfactory screens or cards are reported both as an absolute number and as a percentage of the total number of screens performed or cards received. They are colour coded to reflect performance based on an NSO defined benchmark. The NSO benchmark for CCHD screens aligns closely with other NSO laboratory specimen type rejection rates.

COLOUR	DESCRIPTION	MESSAGE
<b>GREEN</b>	The total # of unsatisfactory CCHD screens at your institution or practice is <1%.	You are doing a great job performing and documenting CCHD screens
<b>YELLOW</b>	The total # of unsatisfactory CCHD screens at your institution or practice is ≥1% and <1.5%	Your practice is good. Try focusing on and improving the most frequent reason for specimen rejection.
<b>RED</b>	The total # of unsatisfactory CCHD screens at your institution or practice is ≥1.5%	Your CCHD screen rejection rate is contributing to delays in reporting newborn screening results, potentially putting babies at risk.

### Low Volume Submitters

NSO is providing percentage unsatisfactory metrics in all reports. NSO acknowledges that because of low birth volumes, some institutions or midwifery practices will experience high unsatisfactory CCHD screen percentage rates. When ascertaining opportunities for improvement, low volume submitters should review the absolute number of unsatisfactory screens or cards submitted and the unsatisfactory reason.