NHS National Services Scotland

UNIVERSAL NEWBORN HEARING SCREENING MANUAL

V6.8 - February 2014

INDEX

BACKGROUND & INTRODUCTION 3
Acronyms 3
Suggested Outcomes (see Appendix 1) 3
Levels of Access (see Appendix 2) 4
WELCOME PAGE 4
WORKFLOW 5
Pending (appointments) 5
Screening Results 5
Follow-up Babies 6
Records Received 6
Send/Allocated History 6
LEFT HAND MENU 7
Add New Patient 7
Search/Edit patient 8
National Search 8
Pending Baby Search 9
Letters & Patient Proforma 11
NICU/SCBU Baby Search 12
Sharing a Record 13
Sending a Record 15
Allocate Sent Records 16
Reports 17
Outcomes for Well and NICU babies 17
Screener Performance 18
Screening Activity 18
Records Sent Out 18
Records Received In 19
CHI Numbers 19
Import Test Results 20
Criteria for imports 20
Matching of records 20
Import History 22
Equipment 23
Data Admin 23
Deleted Records 24
Duplicated Records 24
Health Board Site Codes 24
Hearing Screening Downloads 25
Hearing Screening Audit Trail 25
User Admin 25
How to create a new user account 26
Passwords 27
My Account 28
SBR NEWBORN HEARING SCREENING RECORD – TABS 28
Baby tab 29
Risks tab 32
Mother tab 33
Carer Tab 34
Contacts Tab 35
Adding a Health Visitor as a contact 36
Adding a Social Worker as a contact 36
Consent tab 37
Screening tab 37
Follow-up tab 42
Notes tab 43
Appendix 1 – Suggested Outcomes 44
Appendix 2 – User Roles 48
Appendix 3 - Contacting Us 49

BACKGROUND & INTRODUCTION

Welcome to the Universal Newborn Hearing Screening System (UNHS).

UNHS is a module to the Scottish Birth Record (SBR). The SBR is used by maternity units throughout Scotland to varying degrees to record birth details and some neonatal care. However, to use the UNHS there is no need to have to use the SBR. They are 2 separate applications, just sitting on the same server, thereby allowing the UNHS to see all births within Scotland.

UNHS is a web-based system although it does not reside on the public internet; instead it is on the NHSnet, which is the NHS private version of the Internet. All interactions are password protected and the system has a full audit trail.

The UNHS records will appear on the system by one of 2 ways. Either by:

- Manual addition by the midwives within your hospital if they use SBR as a clinical tool

or

- By an automatic import file which is transferred electronically from your Patient Administration System or PMS.

Records should appear on the UNHS as close to real time as possible (within a few hours of the birth).

Acronyms

UNHS	Universal Newborn Hearing Screening
NICU	Neonatal Intensive Care Unit
SCBU	Special Care Baby Unit
CR	Clear Result
NCR	No Clear Result
NCR - unilateral	No Clear Result one ear
NCR - bilateral	No Clear Result both ears
AABR (hearing test)	Automated Auditory Brainstem Response
AOAE (hearing test)	Automated Otoacoustic Emission
SBR Ind	SBR Indicator (SBR Unique Identifier)
PAS	Patient Administration System
PMS	Patient Management System

Suggested Outcomes (see Appendix 1)

There are 4 different protocols for which suggested outcomes (overall result) are required (see Appendix 1 for Suggested Outcomes flow charts). The suggested outcomes are automatic outcomes set by the system dependent on which protocol is followed (NICU or Well baby protocol), any risk factors entered, and the result on the screening tab for the left/right ear.

- Outcomes for well babies AABR Protocol
- Outcomes for NICU babies AABR Protocol
- Outcomes for well babies AOAE Protocol
- Outcomes for NICU babies AOAE Protocol.

Levels of Access (see Appendix 2)

3 Levels of Access

- Screener
- Senior Screener (has same levels as Screener but can share records)
- Screening Manager (has same level as Senior Screener but can also manage user accounts and view reports/audit trail)

WELCOME PAGE

- Displays what level of user you are logged in as, name, date and site you are logged in at
- Left-hand side – Tabs: Workflow, Add New Patient, Search/Edit Patient, National Search, Pending Babies Search, NICU/SCBU Baby Search, Allocate Sent Records, Reports, Import Test Results, Equipment, Data Admin, User Admin, My Account and Log Out.
- Workflow

Some options displayed in the workflow and menu will depend on your user type/access level.

WORKFLOW

This provides a facility to allow users to navigate quickly and easily through their daily tasks. The Workflow diagram illustrates a range of search facilities available, where each function has a button within SBR-UNHS. The following list provides the definition of what is displayed when a user clicks one of the buttons in the workflow screen. Lists of babies in most of these displays can be further filtered by entering name, CHI number, site and a date of birth range.

(Please note that in all result lists, babies that have died are indicated in **bold red font**. If a risk or note has been added to the record, the relevant icon also appears in the result filter).

Pending (appointments)

- All Pending (Appointments); displays a list of all babies who have not yet been fully screened (they have no overall result) with their screen status.
- Inpatient: this will display a list of inpatient babies who have not yet been screened (they have no overall result).
  - Well baby: this will display a list of inpatient newborns who were in the well baby ward(s) and have not yet been screened (no overall result).
  - NICU: this will display a list of inpatient newborns who were in the NICU or SCBU and who have not yet been screened (they have no overall result).
- Outpatient: this will display a list of outpatient babies who have not yet been screened (they have no overall result) with their screen status.
  - Well baby: this will display a list of outpatient newborns who were in the well baby ward(s) and have not yet been screened (no overall result).
  - NICU: this will display a list of outpatient newborns that were in the NICU or SCBU and who have not yet been screened (no overall result).
  -

When a record is added to the database if the appropriate ward id not picked from the drop down list then the record will be added as an inpatient.

Screening Results

This filter displays a list of babies that have completed the screening process:

- All Screening Results: this will display a complete list of all babies that completed their screens and their overall result.
- Inpatient Results: this will display a combined list of all babies receiving their screens as an inpatient and their overall result (Well babies and NICU).
  - Well baby: this will display a list of newborns receiving their screen as an inpatient in the well baby ward(s).
  - NICU: this will display a list of inpatient newborns in the NICU.
- Outpatient Results: this will display a list of all babies who were screened as outpatients and their overall result (Well babies and NICU).
  - Well baby: this will display a list of newborns receiving their screening as an outpatient who were in the well baby ward(s).
  - NICU: this will display a list of outpatient newborns that were in the NICU.

Follow-up Babies

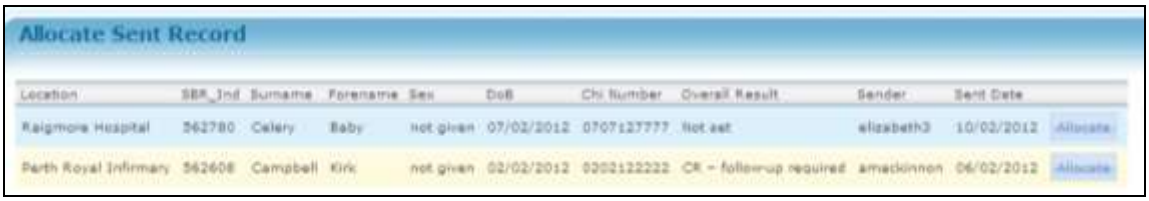
- Targeted Follow-up: This facility will display a list of all babies in NICU/SCBU or with any other risk factor noted who have been targeted as requiring a follow-up for Audiology, i.e. overall result has been set as CR – follow-up required.

- Diagnostic Testing (Unilateral and Bilateral): Any babies (well or sick) with no clear result in one or both ears which have been referred to Audiology, i.e. overall result has been set as either: NCR – unilateral referral, NCR – bilateral referral.

Records Received

(Screening managers/Senior screeners only)

This will display a list of records which have been sent into the health board and which are currently unallocated to a site.

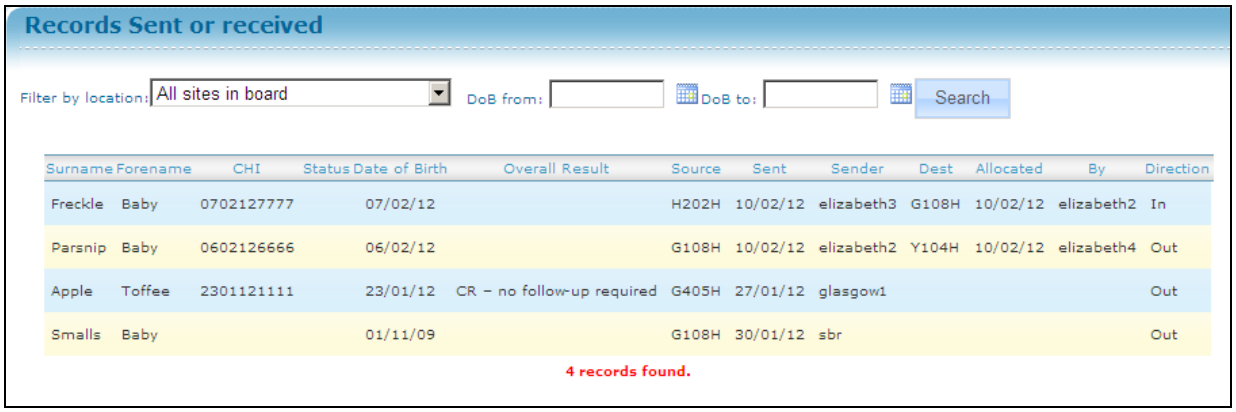


Each record has an ‘allocate’ button to allocate a baby to an appropriate site within your board (see Allocate Sent Records).

Send/Allocated History

This will display a list of those records which have been sent into or out of the board. The site where the record was sent from (source) and where the record was sent to (dest), including direction of send will be displayed. The table also shows date of allocation and sender.

Please note that the record stays at your site until it is allocated by the receiving site. Until this happens, the destination field in this table will remain blank.



LEFT HAND MENU

ADD NEW PATIENT

This provides a link to a screen where users are able to add a new patient to the UNHS. All fields are mandatory except CHI and first name. Add details and click on 'Add Baby', you are then taken into the record to add more details. **Please note that it is essential that a search is completed for an existing record before adding new records.**

At this point the CHI number is not a mandatory field; however validation is incorporated into this field once the sex of the baby has been added. Once the record has been created if the CHI number is invalid an error message will appear in red alerting you to this and you will not be able to save any further changes to any of the tabs where the CHI field is present. If the CHI number has been allocated via the XML interface on the SBR Maternity module this will need to be unlocked by either the Atos Helpdesk or the local SBR Administrator. However, if

the CHI has been manually entered on the SBR Maternity module then this CHI can be deleted out and the correct one re-entered.

SEARCH/EDIT PATIENT

This provides a link to a search function allowing users to search for babies within their health board and in turn edit any relevant information. The 'Send' status of the record is displayed in addition to location. Clicking on 'Search' with no other details added will display a list of all records, irrespective of screening status or outcome.

The search criteria include Surname, Forename, Overall Result, CHI number, Date of Birth range and Risk factor.

NATIONAL SEARCH

This provides the facility for all users to perform a national record search on all records including those out with your site. The users must enter the following criteria to perform such a search:

1. CHI number or SBR indicator number
2. Reason for performing the search

If an exact match is found, the result will be returned to the screen in the following format:-

1. SBR Indicator number
2. Baby CHI number
3. Overall Result
4. Record Location Code
5. Sharing Status (whether or not the record is currently shared with another Health Board. If not gives you the ability to share).

6. Test Date: Date and time for screen.
7. Test Location (inpatient, outpatient)
8. Protocol Stage
9. Result (of test for each ear, “Left” or “Right”).
10. Share this record button (or Un-share)
11. Open this record button (own health board only)
12. If baby has died (and the record has been updated) this will be displayed:

‘**Please be aware that this baby has died**’.

NB: If the record has been sent to a site and is awaiting allocation, the record location on this screen will display the ‘sending’ site; however a note will appear advising of the health board that the record was sent to.

PENDING BABY SEARCH

This provides the facility for all users to perform a search/filter on all pending babies, i.e. babies who have yet to receive hearing screening, or who are still in progress or have no overall result from the Screening tab. This is the same search found in the workflow filters. The date of birth range will automatically default to the last 6 months. If this is not what you require just click on the ‘Clear’ button. If a record is coloured grey it will no longer have a tick box to select it and you will be unable to access this record. This is because the record has been moved to another site. Hover over the greyed out record, the following information should be provided: the movement type (UNHS send or SBR send/transfer), the new location, the date of the movement, and the user who moved the record.

A screener of any role (screening manager, senior screener or screener) will be able to search for pending babies of all sites in their health board.

There is an option to filter the results by site; limited to sites within the health board. If no individual site is selected, results will be limited to the currently logged-in user's health board.

There is an option to limit the search by date of birth i.e. "date of birth from" and "date of birth to". The name field searches on forename as well as surname.

The search results will be limited to the first 1000 rows. This is because the following data requirement criteria – with no other limiting criteria – could potentially return all SBR records for a health board.

These babies are identified through the following criteria:

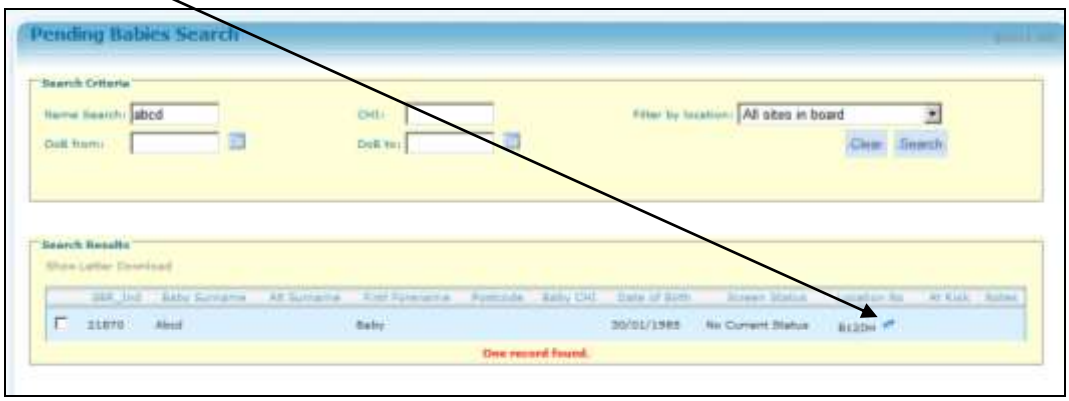
1. Overall result is blank

Search results will be returned to the screen in the following format:

1. SBR Indicator number (SBR_Ind)
2. Baby's surname
3. Baby's (alt) alternative surname
4. Baby's first forename
5. Postcode
6. Baby CHI number
7. Status
8. Baby's date of birth
9. Screen status
10. Location
11. At Risk
12. Notes

The user will be able to sort the search results by each of the fields 1-10 stated above. The user is able to access the complete record from the results list and is also able to scroll/page through the search results.

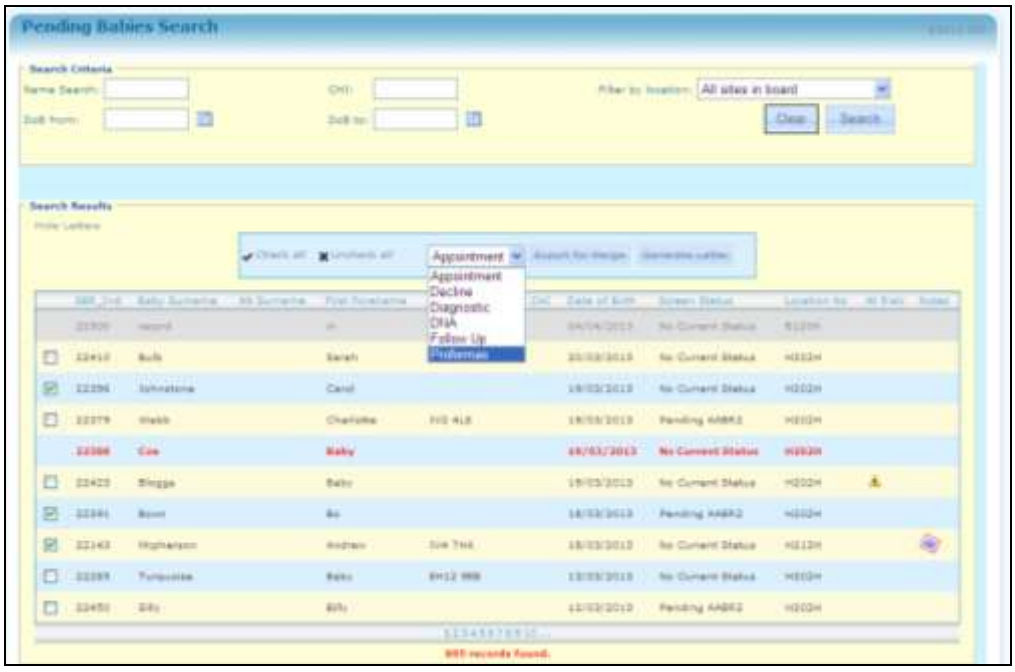
Any baby records which are shared will be identified with their location number and also this symbol:



Letters & Patient Proforma

The system holds five standard letters and a Newborn Hearing Screening Form which can be directly downloaded or used in a mail merge [excel format] these are:

- Appointment
- Decline
- Diagnostic
- DNA
- Follow up
- Newborn Hearing Screening Form [Proforma]



Search for the baby records you require in Pending Babies Search. Check the records you wish to download data for letters/proforma. Select Show Letters below 'Search Results' then select from the dropdown box the type of letter/proforma you require. Finally click the format you wish to download the data in either 'Export for Merge' or 'Generate Letter'

NICU/SCBU BABY SEARCH

This provides the facility for all users to perform a search/filter on all babies resident in a NICU or SCBU **>48hrs**, regardless of the reason. This differs from the NICU options in the workflow filter which display babies in the NICU/SCBU wards. A baby staying in NICU/SCBU longer than 48 hours is a risk factor option on the Risk tab.

A screener of any role (screening manager, senior screener or screener) will be able to search for NICU/SCBU >48hrs babies of all sites in their health board.

There is the option to filter the results by site; limited to sites within the health board. If no individual site is selected, results will be limited to the currently logged-in user's health board.

There is the option to limit the search by date of birth i.e. "date of birth from" and "date of birth to".

The search results will be limited to the first 1000 rows. This is to limit performance degradation caused by database queries returning large result-sets and to keep result size consistent with the previous requirement.

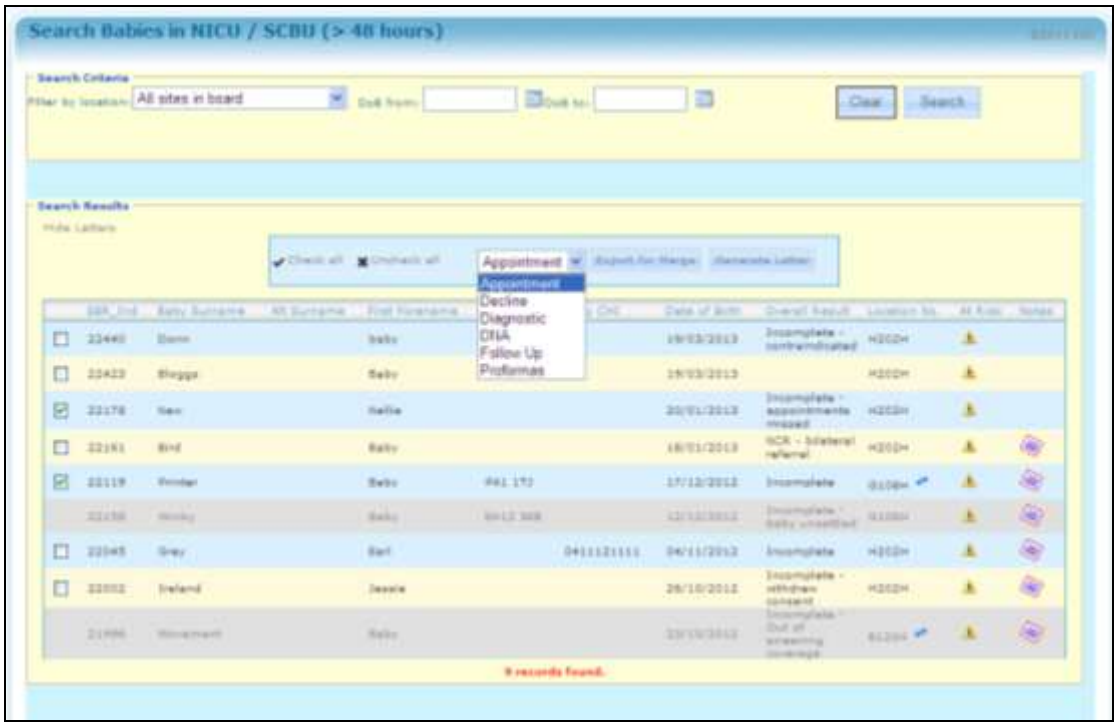
These babies are identified through the following criteria:

1. SCBU/NICU>48hrs

Search results will be returned to the screen in the same format Pending Babies and the user will be able to sort by each of the fields returned.

The user is able to access the complete record from the results list and is able to scroll/page through the search results.

Letter & Proforma download facility are also available on this page. Search for the baby records you require in NICU/SCBU Babies Search. Check the records you wish to download data for letters/proforma. Select Show Letters below 'Search Results' then select from the dropdown box the type of letter/proforma you require. Finally click the format you wish to download the data in either 'Export for Merge' or 'Generate Letter'



Sharing a Record

This is only available to Screening Managers and Senior Screeners to initiate a 'share'. This provides the facility to allow two health boards to view and edit a record, regardless of which board is currently providing care to the baby (i.e. the record has not been sent to the second board).

Once a user has obtained a result following a National Record Search, the user will be able to access the record from there by clicking on the Share this record button.

Once accessed and shared the record will automatically display the health board location code in the sharing status field. This will be visible to anyone who is searching for the record included Screeners. There cannot be a 3rd party share.

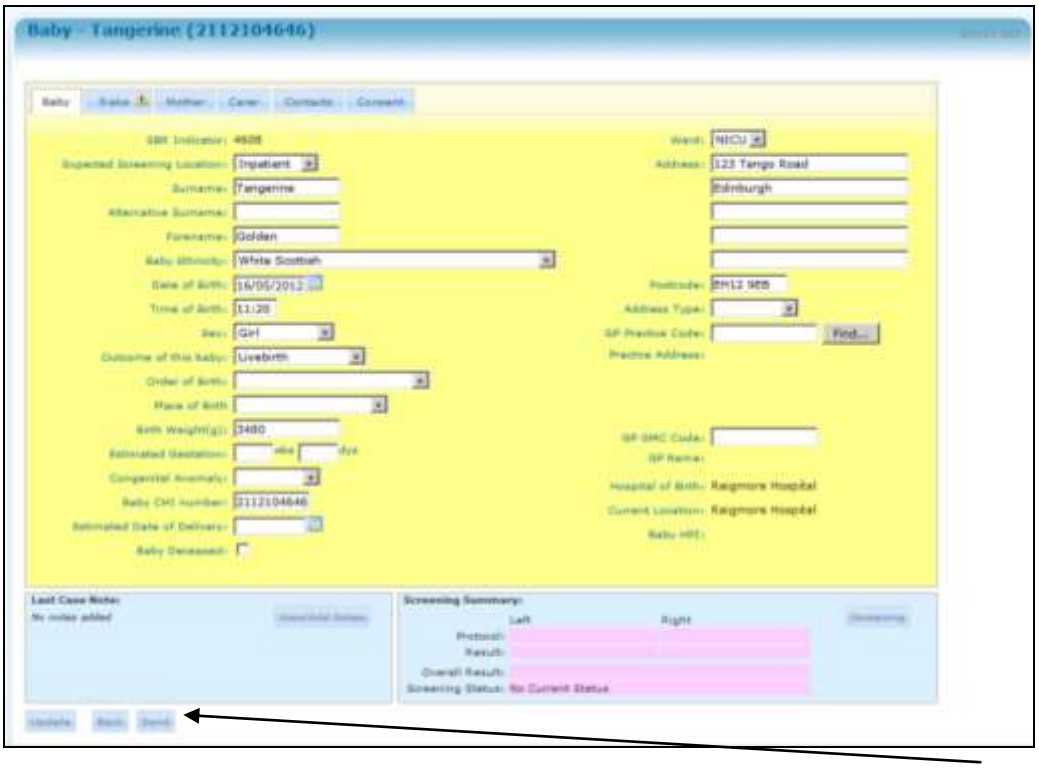
The site where the record is situated can also look for the record via the national search and choose to either open the record or 'Un-Share' if required (not at health board level).

When completing a normal search (search/edit, pending babies search, or Workflow), any baby records which are shared will be identified with their location number and also this symbol:

A shared record will also appear in local reports and extracts if the tick box is clicked upon and again will be identified by the same symbol as above, but as soon as the share is broken, this record will disappear from local reports, extracts etc.

Sending a Record

This is available to Screening managers and Senior Screeners only. This provides the facility for a site to send the record to another health board. The button can be found on all the record tabs (when the send facility is still available).



1. Only senior screeners and screening managers have the permissions to send records.
2. Once a record has been sent to another health board, it is the responsibility of the senior screener or screening manager at that board level to allocate it to the appropriate site.
3. While the record is awaiting allocation, the sent record will not be available in UNHS at any site in the target health board.
4. While the record sits at the board level awaiting allocation, the sent record will still be available to open in SBR (Maternity) or UNHS at the “sent from” site but the send function will not be available in either SBR or UNHS.
5. If an SBR Maternity user tries to initiate the SBR Send procedure whilst the record is awaiting allocation in UNHS, they will be shown the message “Unable to send -already sent in UNHS”. In UNHS the send button in the record will also disappear as the record is unavailable for a 2nd send while awaiting allocation.
6. The record will also be available for sharing by another site using the national record search - until it is allocated by the targeted site. There cannot be a third party share, so once the record is allocated to the target board, a third site using the national search would only be able to view the SBR indicator number, chi number and location of the record. For example; a record sent from Raigmore hospital to NHS Glasgow & Clyde awaits allocation. Forth Valley hospital would be able to complete a national search and request to share the record. Once NHS Glasgow & Clyde allocate the record to

PRM, neither Raigmore nor any site other than Forth Valley hospital and PRM can open the record.

7. When a record is allocated to a specific site, the record location field will be updated to the new site location and will be available to both UNHS and SBR Maternity.

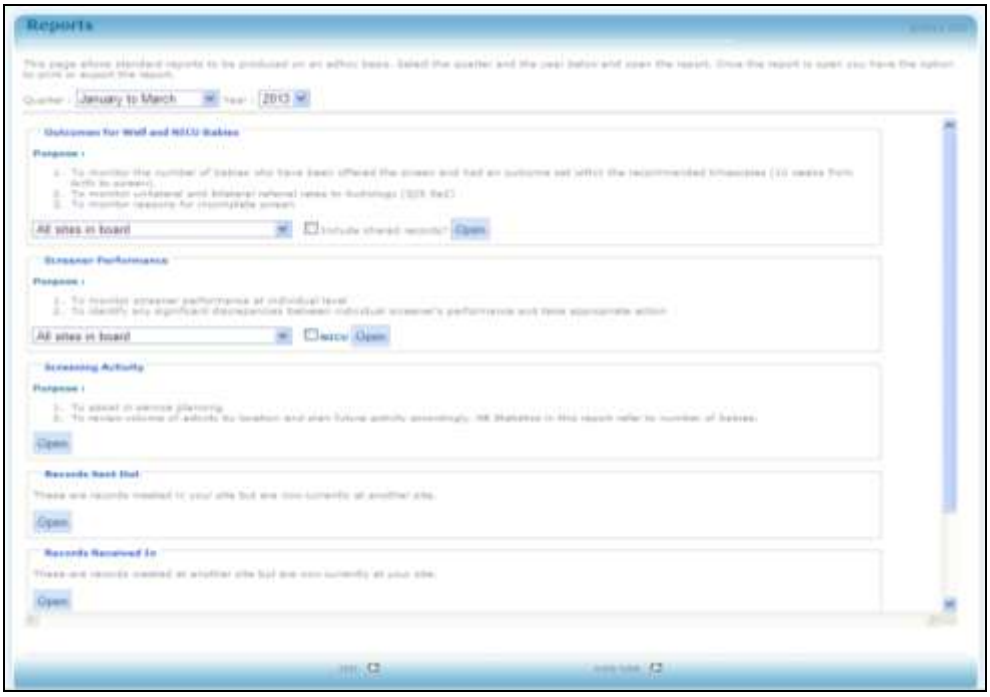
ALLOCATE SENT RECORDS

This facility is only available to Screening Managers or Senior Screeners. By clicking on "Allocate Sent Records" from the left hand side menu bar you can then view all records which have been sent to your health board. By clicking on the Allocate button to the right of the Sent Date another box will appear with the information below and a list of all the sites within your health board.

Select the relevant site from the dropdown box you want this baby record to be allocated to, click on "Allocate" then click on OK. This record will then disappear from your "Allocate Sent Records" menu and will be available from whichever site you allocated it to.

REPORTS

Reports are only available to Screening Managers.

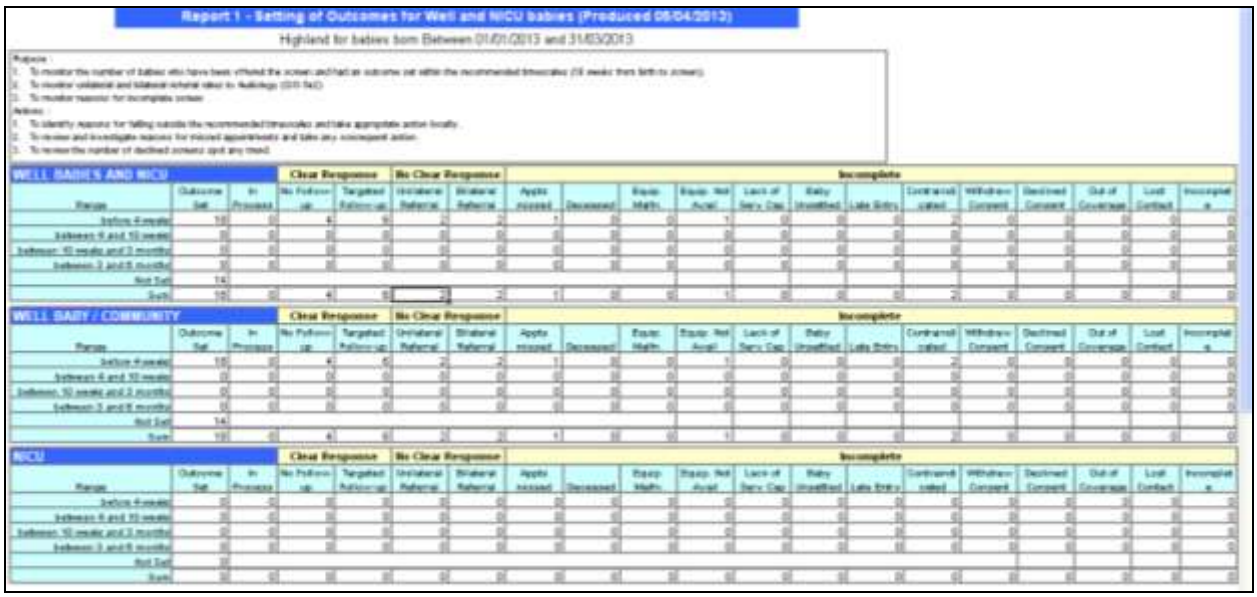


This page allows standard reports to be produced on an ad-hoc basis. Select the 'quarter' and the 'year' and open the report. The 'CHI Numbers' report does not use 'quarter' and 'year', it shows data based on the date for the previous month. All reports can be downloaded in either a PDF or Excel format.

Outcomes for Well and NICU babies

This report is used to monitor the number of babies who have been offered the screen and had an outcome set within the recommended timescales (10 weeks from birth to screen). To monitor unilateral and bilateral referral rates to Audiology (QIS 5e2). Plus to monitor reasons for incomplete screening.

Data can either be reported upon per hospital or by Health Board and you have a tick box option to include *'shared'* records if required.

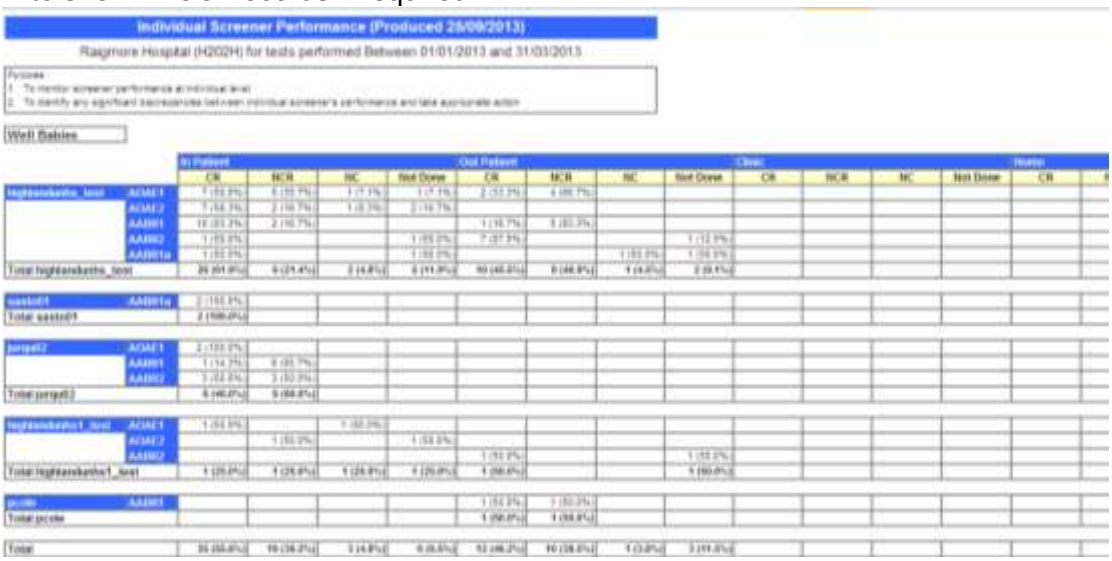


The 'NICU' and 'Well Baby/Community' tables should total the 'Well Babies and NICU' table.

Screener Performance

This report allows each individual hearing screeners performance to be monitored and also to identify any significant discrepancies between individual screeners performance and to allow appropriate action to be taken.

Data can either be reported upon per hospital or by Health Board and you have a tick box option to show *'NICU'* records if required.



Individual Screener Performance (Produced 25/09/2013)

Raigmore Hospital (H202H) for tests performed Between 01/01/2013 and 31/03/2013

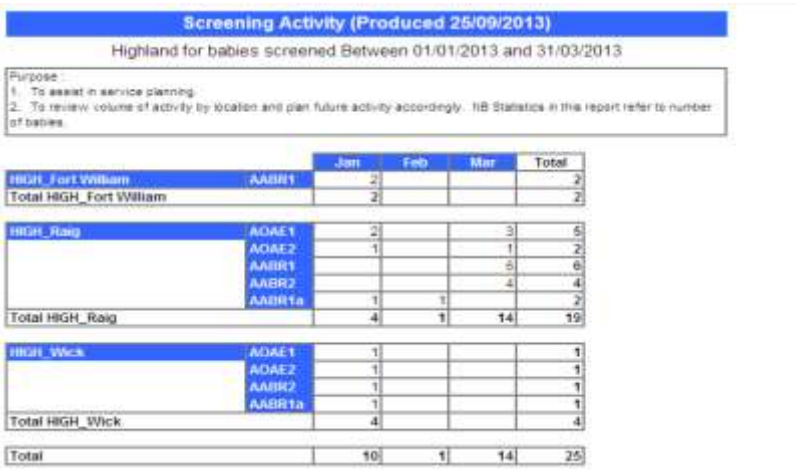
Pyrcoes :
1. To monitor screener performance at individual level
2. To identify any significant discrepancies between individual screener's performance and take appropriate action

Well Babies

		In Patient				Out Patient				Clinic				Home	
		CR	NCR	NC	Not Done	CR	NCR	NC	Not Done	CR	NCR	NC	Not Done	CR	
highlandunhs_test	AOAE1	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]								
	AOAE2	[illegible]	[illegible]	[illegible]	[illegible]										
	AABR1	[illegible]	[illegible]			[illegible]	[illegible]								
	AABR2	[illegible]			[illegible]	[illegible]			[illegible]						
	AABR1a	[illegible]			[illegible]			[illegible]	[illegible]						
Total highlandunhs_test		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]						
sasto01	AABR1a	[illegible]													
Total sasto01		[illegible]													
jurqu02	AOAE1	[illegible]													
	AABR1	[illegible]	[illegible]												
	AABR2	[illegible]	[illegible]												
Total jurqu02		[illegible]	[illegible]												
highlandunhs1_test	AOAE1	[illegible]		[illegible]											
	AOAE2		[illegible]		[illegible]										
	AABR2					[illegible]			[illegible]						
Total highlandunhs1_test		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			[illegible]						
pcole	AABR1					[illegible]	[illegible]								
Total pcole						[illegible]	[illegible]								
Total		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]						

Screening Activity

This report can assist in service planning and to allow a review of volume activity by location and for future requirements per site within a particular health board. *NB Statistics in this report refer to number of babies.*



Screening Activity (Produced 25/09/2013)

Highland for babies screened Between 01/01/2013 and 31/03/2013

Purpose :
1. To assist in service planning.
2. To review volume of activity by location and plan future activity accordingly. NB Statistics in this report refer to number of babies.

		Jan	Feb	Mar	Total
HIGH_Fort William	AABR1	2			2
Total HIGH_Fort William		2			2
HIGH_Raig	AOAE1	2		3	5
	AOAE2	1		1	2
	AABR1			6	6
	AABR2			4	4
	AABR1a	1	1		2
Total HIGH_Raig		4	1	14	19
HIGH_Wick	AOAE1	1			1
	AOAE2	1			1
	AABR2	1			1
	AABR1a	1			1
Total HIGH_Wick		4			4
Total		10	1	14	25

Records Sent Out

This lists all records that have been created at your site and then moved to another site outwith your health board.

Transfers Out (records created in Raigmore Hospital but currently at another site) (Produced 25/09/2013)

For Site : Raigmore Hospital

Babies Born Between 01/01/2013 and 31/03/2013

Purpose :
To ensure completion and correct recording of the hearing screening process when more than one health board has been involved.

Actions :
To identify and account for any discrepancies in transfer information between CHIPS data and local community Child Health department data.

Month	Health Board	Current Site	Babies *	Outcome Set Before Transfer	Screen Outcome Set
January					
	Borders	Borders General Hospital	1	1	1
	Highland	Raigmore Hospital	1	0	1
		Total for Month	**2**	**1**	**2**
March					
	Borders	Borders General Hospital	1	0	1
	Highland	Raigmore Hospital	3	0	0
	Lothian	Royal Infirmary of Edinburgh at Little France	1	1	1
		Total for Month	**5**	**1**	**2**

Records Received In

Lists all records created at another health board that have since been sent to your site.

Transfers In (records currently at Raigmore Hospital but transfered from another site) (Produced 25/09/2013)

For Site : Raigmore Hospital

Babies Born Between 01/01/2013 and 31/03/2013

Month	Creating Health Board	Creating site	Babies *	Outcome Set Before Transfer	Screen Outcome Set
March					
	Borders	Borders General Hospital	1	0	0
		Total for Month	**1**	**0**	**0**

CHI Numbers

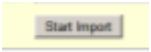
Monitor Chi number allocation for your health board. This report is generated monthly and will include all babies born in the previous month.

Chi Summary by Health Board (Produced 25/09/2013)

Highland for babies born Between 01/08/2013 and 31/08/2013

Health Board	Patient with Chi	Patient without Chi	Total Patient
Highland	2	0	2

IMPORT TEST RESULTS

Complete all displayed fields and browse for your files to import new data. Click on 

Criteria for imports

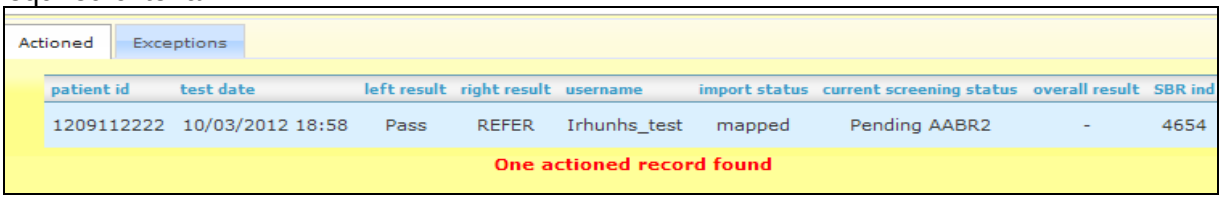
- Import file name must be unique
- File must not be more than 1000KThe file entered in the 'File Location' field must have a:
    - '.txt' suffix to be a valid Otoport file.
    - Either '.txt or '.xml' to be a valid Accuscreen file.
- N.B - Files will not be imported unless they have the correct extension.

Matching of records

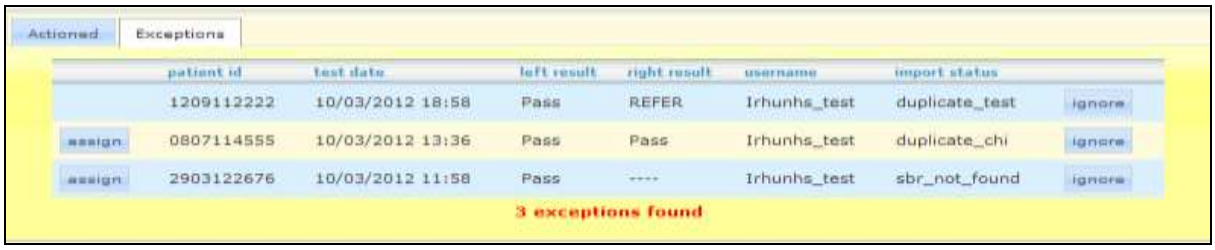
- CHI or HPI must match an existing SBR record within your Health Board – this includes records that have been sent to your site but not yet allocated.
- Records must not be deleted or of a deceased baby.
- Current screening status must not be 'complete'
- All data must be valid
- Import must not be a duplicate

The imported data will be categorised as 'Actioned' or 'Exceptions'

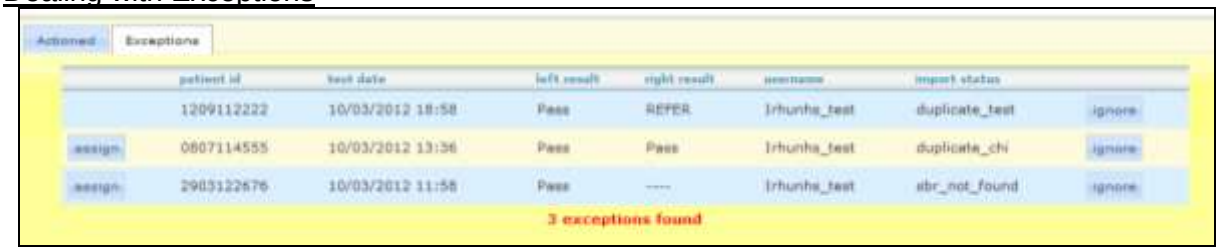
Actioned – these data are automatically imported to the SBR because they meet all the required criteria.



Exceptions – these data are not automatically imported as there are anomalies or errors which need to be checked.



Dealing with Exceptions



Click the ignore icon to remove the items from the 'Exceptions' screen. This would be appropriate for the following:

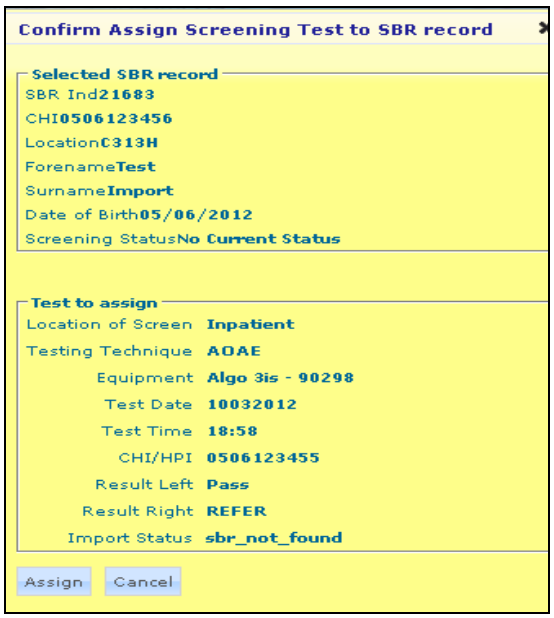
- Duplicate test

For the following exceptions the options are to 'assign' or 'ignore'

- Duplicate CHI
- SBR not found

Click the assign icon to access a search screen.
The search results will return any matching records plus the option to create a new record.

Click on the required record and this screen will appear



Check that the records match and click on assign or Cancel
Once assigned the import log will show that the exception was actioned and the record was manually mapped.

Import History

The import history can be accessed from the menu bar on the left of the 'Import Screening Data' screen.

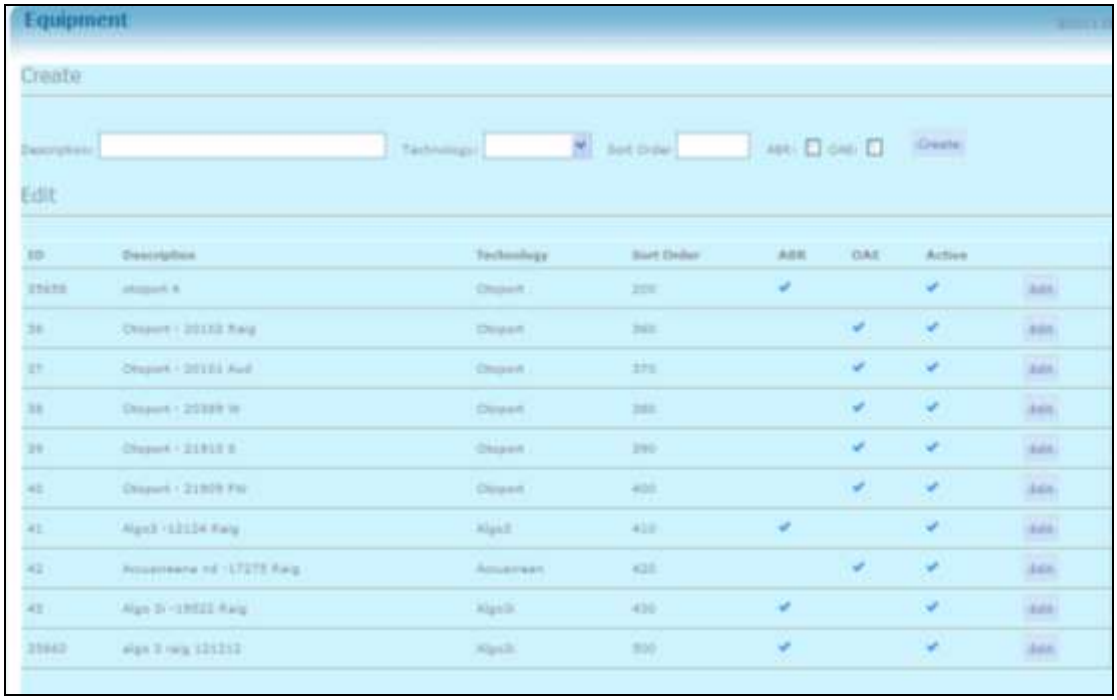
Once attended to the exceptions will appear in the 'Actioned' tab and a tick will appear in the completed column of the import history.

EQUIPMENT

Hearing Screening Managers and Administrators can make amendments on this screen.

This screen details the equipment at your health board. To add new equipment to the list, complete: Description, choose the related Technology, enter Equipment name and serial number into the Description field. Sort Order (this is a user defined number to set the priority for the piece of equipment to appear on the equipment list) then the relevant protocol and select 'Create'.

You can edit any entry listed by selecting 'Edit' at the end of the row.



DATA ADMIN

This facility is only available to Screening Managers.

This page shows a selection of reports that can be downloaded from UNHS or SBR. Click on the open button for the report required. Once the report is open you have the option to filter by site (in your health board), search for specific records and print or export the report in either excel or a PDF format. Click on the back button to return to the main Data Admin screen.

Deleted Records

This shows records that have been deleted by the main SBR site. It does not include those records whose reason for deletion is error.

SBR Ind	Surname	Forename	DoB	Reason for Deletion	Location No	Deleted On	Username
558273	Paddan	BABY	03/03/2011	Reason is Moved outwith area	Southern General Hospital (G405H)	27/02/2012 09:54	sg_dev
562670	Blueberry	Baby	06/02/2012	Reason is Moved outwith area	The Princess Royal Maternity Unit (G108H)	23/02/2012 09:49	prm_d
562991	Tiger	Baby	22/02/2012	Reason is Miscarriage	The Princess Royal Maternity Unit (G108H)	23/02/2012 09:48	prm_d

Duplicated Records

This report shows records that have been identified as duplicates in all SBR.

Surname	Forename	DoB	Sex	Postcode	Number of Duplicates
Jones	Baby				2
Longbottom	Leonard	01/01/2012	Boy		2
Longstone	Baby				3
Longstone	Baby		Boy		2
Simpson	Bart	11/10/2011			2
Thorpe	Baby	22/11/2011			2
					Total : 13

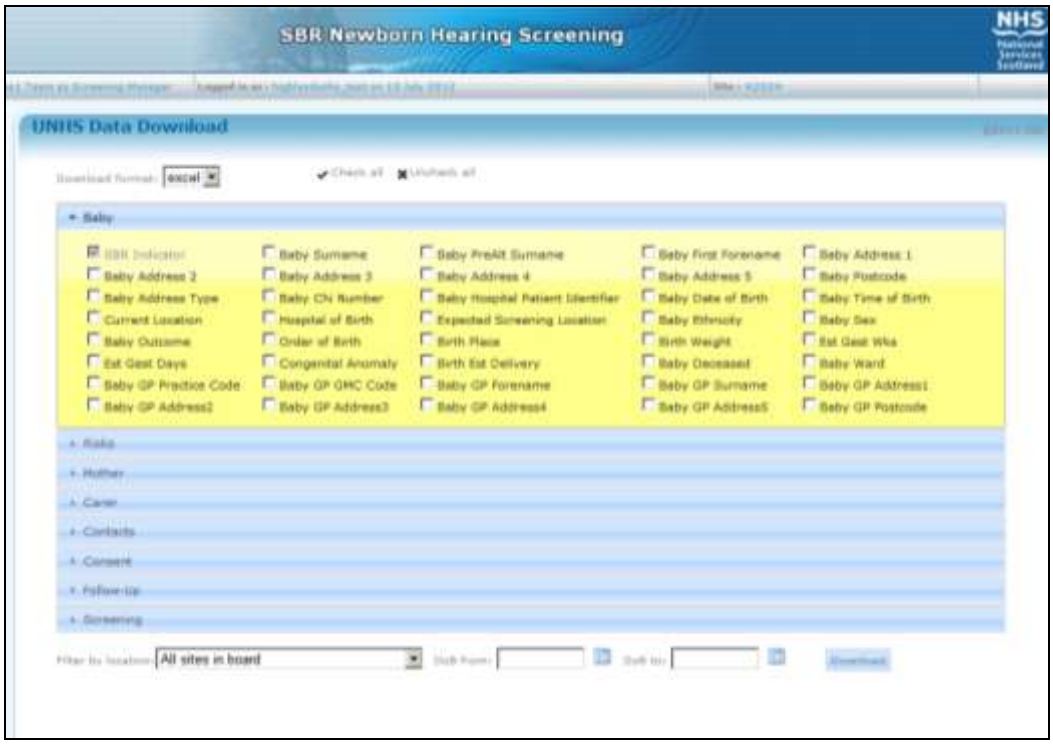
Health Board Site Codes

This produces a list of Health Boards and their sites including related information such as names, location codes and addresses.

Health Board	Location	Name	Address
	W113C	Clach Mhile Surgery	Castlebay, Isle of Barra, HS9 5XD
Ayrshire & Arran	A101H	Isle of Arran War Memorial Hospital	Lamlash, Isle of Arran, KA27 8LF
Ayrshire & Arran	A111H	Crosshouse Hospital	Kilmarnock Road, Kilmarnock, Ayrshire,KA2 0BE
Borders	B120H	Borders General Hospital	Melrose,TD6 9BS
Dumfries & Galloway	Y104H	Dumfries & Galloway Royal Infirmary	Bankend Road, Dumfries, DG1 4AP
Fife	F705H	Forth Park Hospital	Bennochy Road, Kirkcaldy, KY2 5RA

Hearing Screening Downloads

This facility has the ability download in excel or csv all the data fields in UNHS, completed by your health board. The report can be filtered by site and data up to a year can be downloaded.



Hearing Screening Audit Trail

By entering an SBR Indicator the audit trail can be viewed for a given record. This facility is only available to hearing screening managers.

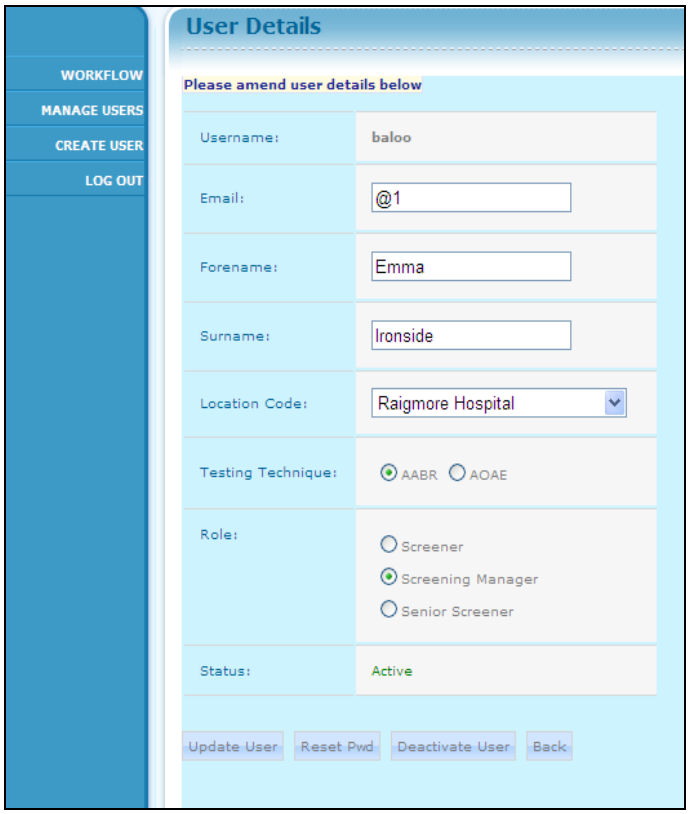
USER ADMIN

Only Screening Managers will have this functionality:

A list of users within your health board will be displayed with their username, role, name, location, email and current status. You can search to find a user by entering their details and clicking on search.

By clicking on any user (select row) you can:

- Amend user details, e.g. change their email, name, location, testing technique and role. (You cannot change their Username or your own role). Select 'Update User' after you have made the necessary changes.
- Reset password
- Inactivate their account
- Unlock their account (button only appears if account has been locked)

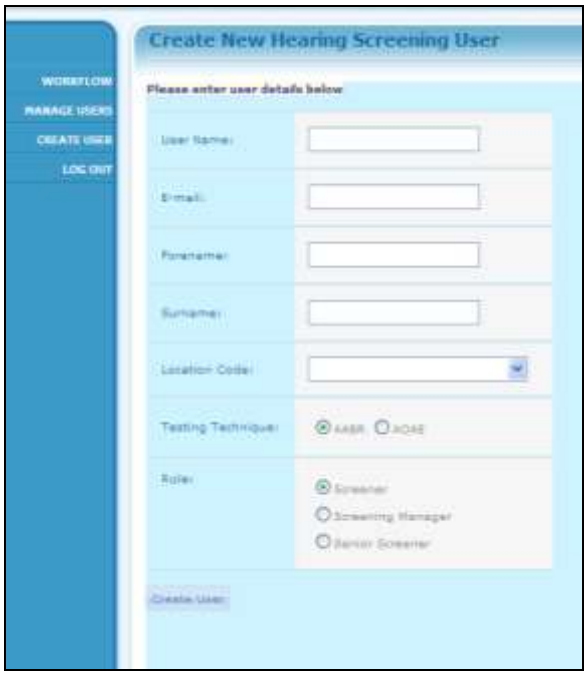


How to create a new user account

Click on 'Create User' link down the left hand side menu. To create a user account you will need, to create a username, their email, forename, surname, and location code, allocate them to the correct testing technique and their job role.

Create new user screen (below). Add their details to the relevant boxes. Remember when setting a username this cannot be changed. **Ensure you have the correct access level and testing technique for them, please be aware this will default to AABR and Screener and may require to be changed.**

Chose their location within your health board. Click on Create User button. If successful the following message will appear "The user account was successfully created!"



To check the account click back onto Manage Users in the left hand menu. The newly created account should now appear. You can return to Manage Users at any time if a change needs to be made to an account.

Passwords

- The re-set or new login password for UNHS is password#
- When you log in for the first time or when your password has been re-set you will be prompted to change it.
- The password must be 7 characters with one non-alphanumeric character (e.g. #, *).
- If you enter an incorrect password 5 times the account will be locked and will require a Screening Manager to unlock it.

MY ACCOUNT

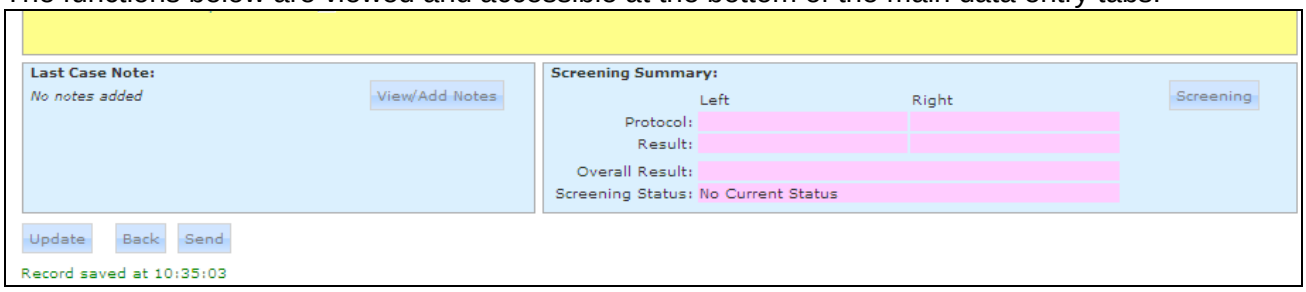
This facility is available to all users.

Users can change the following data items: Email, Forename, Surname and Testing Technique. *Please note: If users use AABR and AOAE protocol each user can change the Testing Technique here.*

SBR NEWBORN HEARING SCREENING RECORD – TABS

(All tabs)

The functions below are viewed and accessible at the bottom of the main data entry tabs:



Last Case Note - a box underneath every tab displays the last note added. You can access the full notes tab from here by clicking on View/Add Notes (see page 31 for more details).

Screening Summary - a box underneath all the tabs displays the screening results. You can access the full screening and follow-up tabs from here by clicking on Screening (see page 28 for more details)

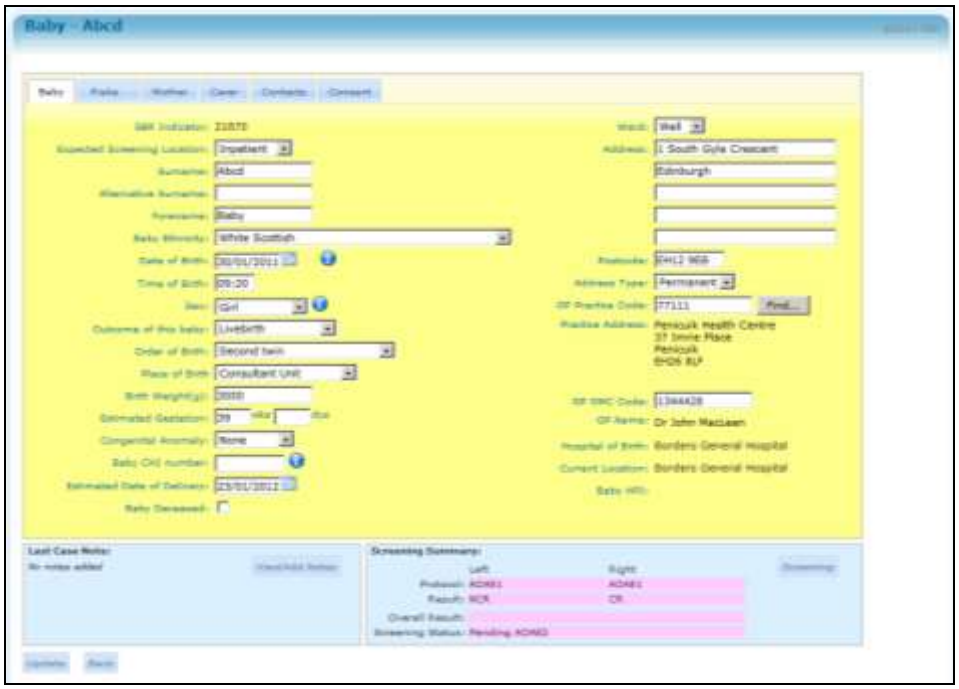
Update button - this is available on all the tabs. However you do not need to update every time you change tabs, only before you come out of the record. The time the record was last saved is displayed underneath.

Back button – this is available on all the tabs. If you click on this button it will take you back to your previous screen (not your previous tab but your previous screen).

Send button – this is available on all the tabs (Senior Screeners and Screening Managers only). Click on the SEND button and you can send the record to wherever it is required. The record will be sent to a Health Board, not a site, and then it is up to the Screening manager there to allocate the record to a site. Whilst the record is awaiting allocation from HB to site the record is still available to view and access from the site who sent it – in this case the SEND button will not appear.

Record saved (time) – the last time the record was saved is displayed at the bottom.

BABY TAB



Baby tab captures information regarding:

- Expected Screening Location: Inpatient or Outpatient (defaults to inpatient) – this field determines the location of the record within the Workflow (Pending Appts)
- Ward: Well or SCBU - this field determines the location of the record within the Workflow (Pending Appts, Well or NICU) and also determines which protocol is to be used.
- Birthing details
- Baby demographics

Providing the baby demographic items are completed in SBR (Maternity) this information will synchronise over to the Baby tab of UNHS. All the information is editable. If there is an update on the Maternity module this will update the UNHS and vice versa.

Baby Demographics synchronised from SBR	
Surname	Birth weight
Alternative Surname	Estimated Gestation
Forename	Baby CHI
Baby Ethnicity	Estimated Date of Delivery
Date of Birth	Address
Time of Birth	Postcode
Sex	GP Practice Code
Initial outcome	GP GMC Number
Order of Birth	GP Name
Place of Birth	

Expected Screening Location – this item should be completed on the Baby tab and is not synchronised over from SBR.

Ward – this will depend on the protocol used. Either **Well** or **SCUBU** should be picked from the drop down list. If a choice is not made from the drop down list the system will default to **Well** protocol.

Baby Deceased – if this is ticked then on a search the record will appear in **red bold font**. It will also be highlighted on each tab of the record. This includes babies who have been discharged as died on the SBR episode.

Hospital of Birth – this will automatically display the hospital of birth. This is worked out from where the date of birth was entered and is mandatory data item.

Current Location – this will display the hospital where the record sits currently.

GP Practice Finder – this will search on all GP practices throughout the UK. Enter a few details and click on Search. It will return all GPs with the details you entered. You can then choose your GP from the list and click on Select. It will then automatically enter it for you with the practice code and GP GMC number.

More often than not this information will already be entered.

It is recommended that you use the built in search facility to enter the address and postcode.

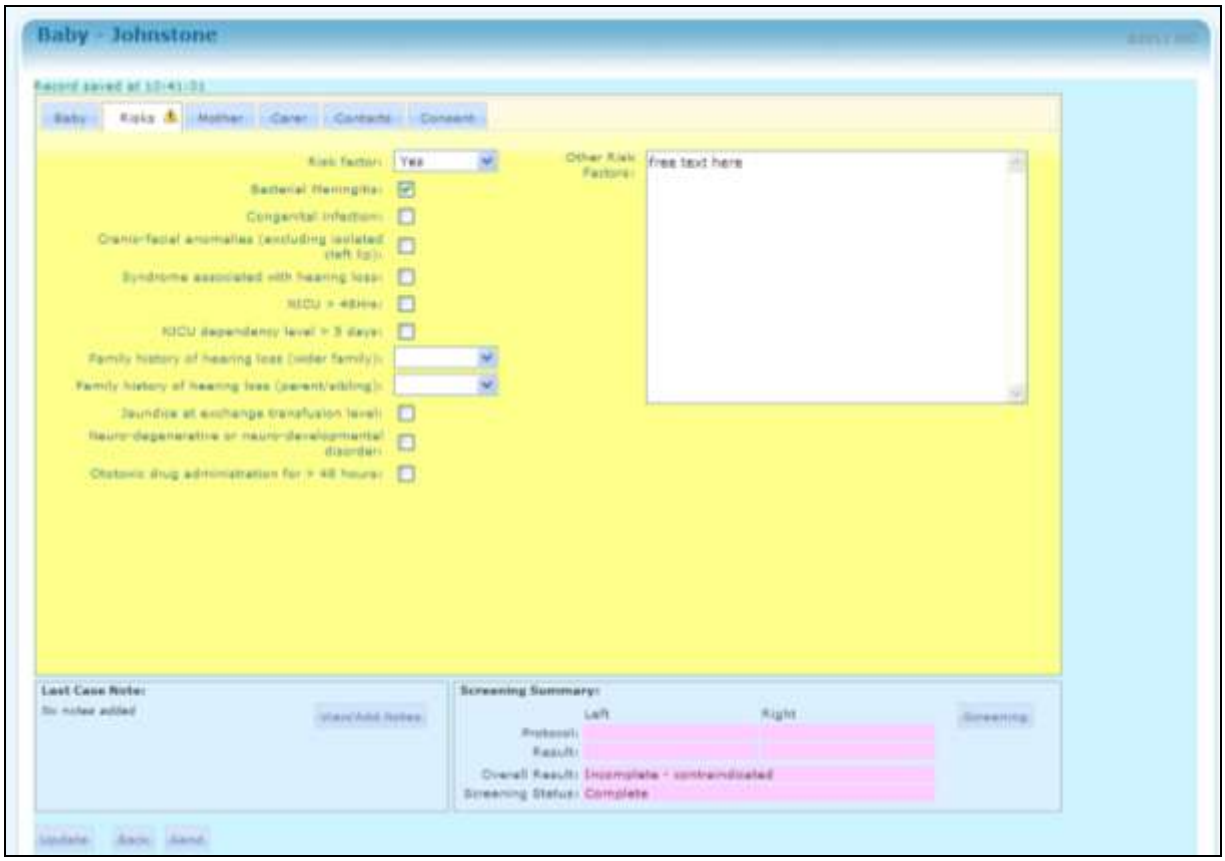
- Click on Find... to the left of the address field
- Search on either the postcode or part of the address
- Click on Search
- Highlight (click on) the relevant address from the list presented
- Click select
- The address and postcode are now automatically completed

Hints & Tips for Searching: -
The more specific your search is the quicker it will run. For example, if you are searching for a common street name such as ‘High Street’ you should also include the town / village
Do not enter a house name or number in the address search
When searching on a postcode you must include a space in the postcode e.g. EH3 9AW instead of EH39AW

If an invalid postcode is manually entered a warning will appear on screen. Where possible try to find the correct postcode.

However, if you know the address and postcode you can type them in to the relevant fields.

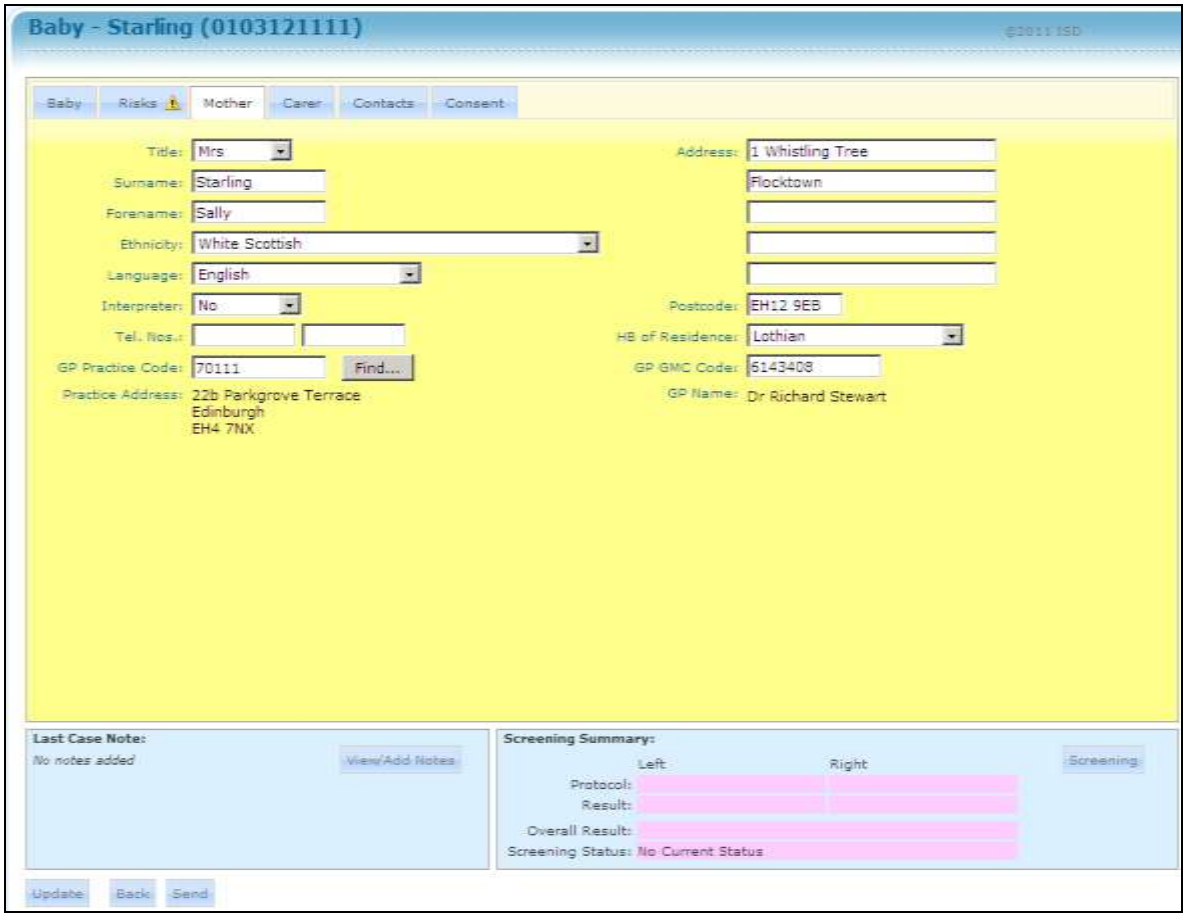
RISKS TAB



All these risks are linked to the suggested outcomes (Screening Tab) which are dependent on which protocol is used, i.e. Well Baby Protocol or NICU/SCUBU Baby Protocol. Any box ticked at all will flag up a risk, however the 'Other Risk Factors' free text box, if utilised will not alter the suggested outcomes within the Screening Tab.

Once a risk has been selected and the record updated a risk icon will appear on the tab Risks ⚠ and also in the risk column of the workflow filters.

MOTHER TAB



Mother demographics can be synchronised over from the SBR maternity module (if this information is available) All the information is editable. If there is an update on the Maternity module this will update the UNHS and vice versa.

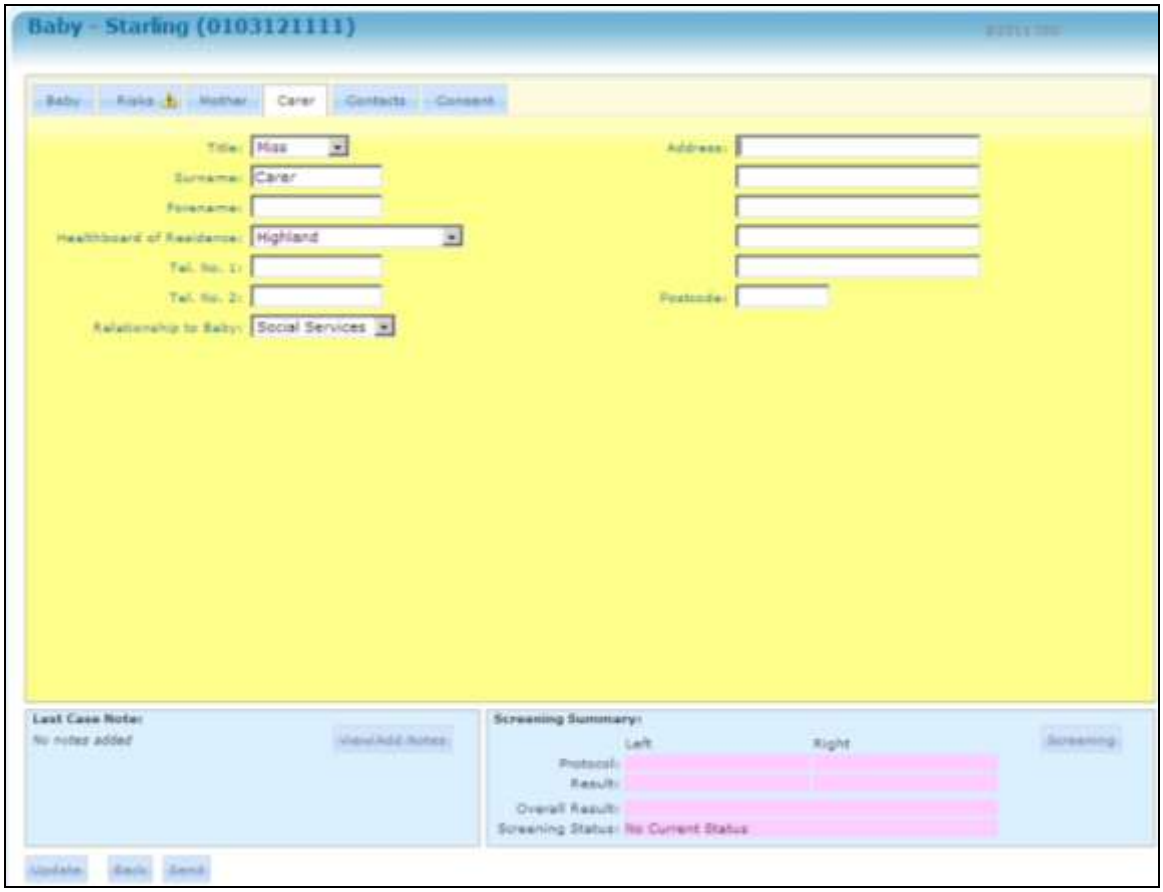
Mother Demographics Synchronised from SBR	
Surname	GP Practice Code
Forename	Address
Ethnicity	Postcode
Tel. no	GP GMC Code

Language – Choose the mother's first language.

Interpreter – If an interpreter is required select 'Yes, otherwise select from No or Not Known'.

HB of Residence – Select from drop down list Health Board of Residence.

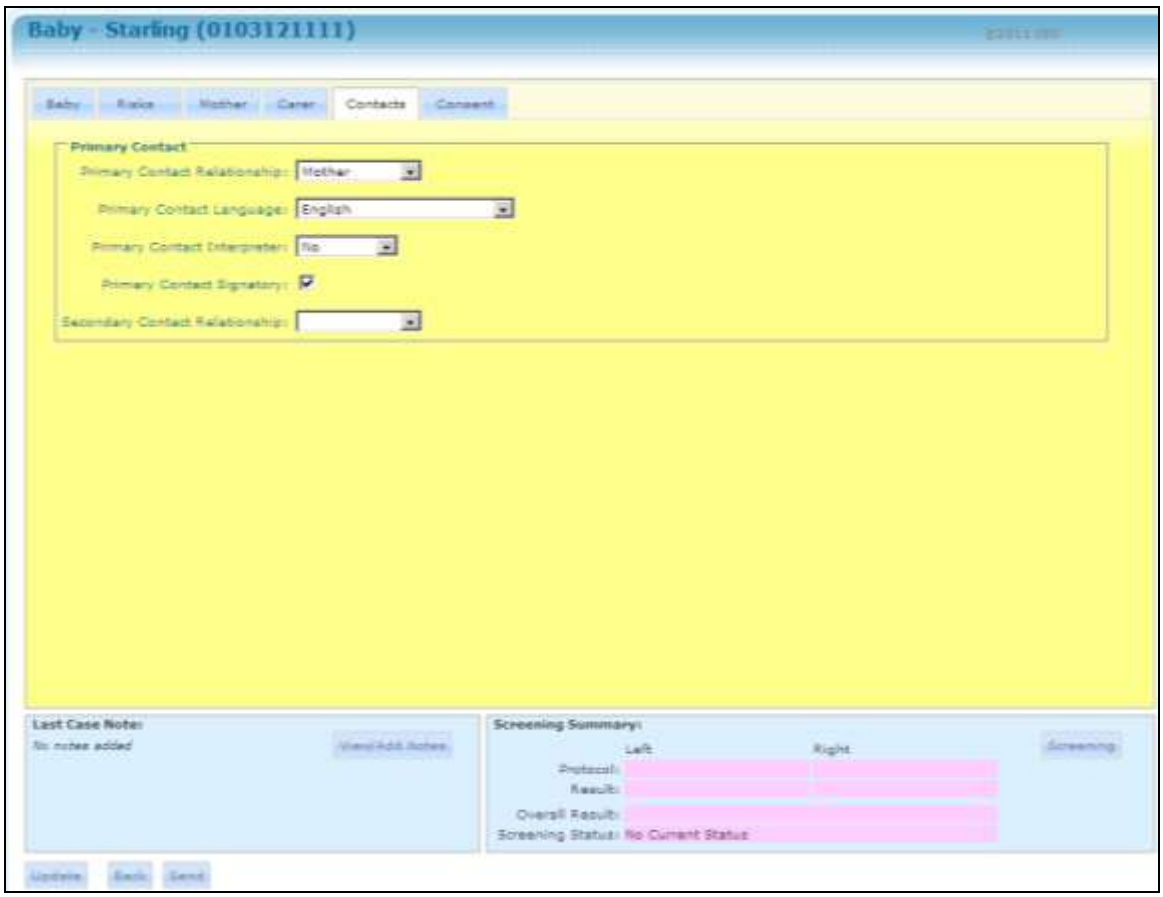
CARER TAB



The range of carer types are selected from the data field: 'Relationship to baby'
These are:
Mother
Father
Grandparent
Foster Carer
Social Services
Adoptive Parent
Medical
Other

'Relationship to baby' field defaults blank, please select the appropriate type of carer from the list.

CONTACTS TAB



The contact details should be the person to whom all communication is directed to. This may not necessarily be the mother.

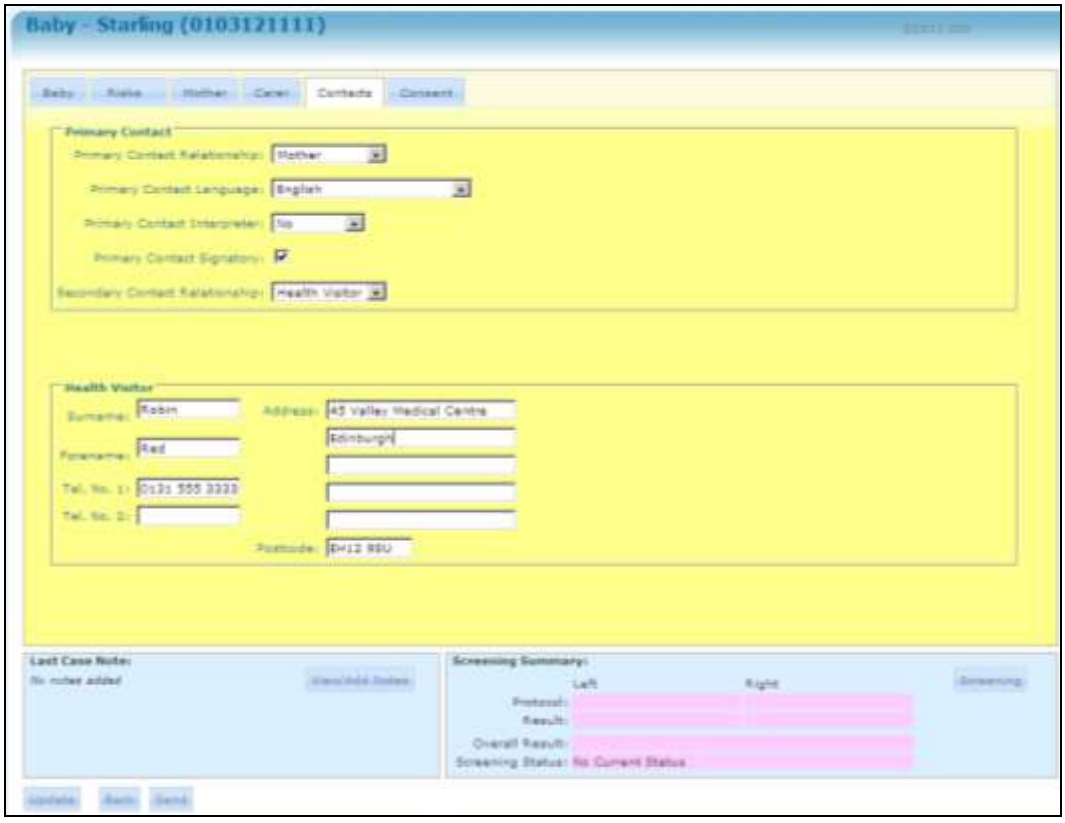
You have the option to complete both a Primary and a Secondary contact for the baby being screened.

The types of contacts you can choose from are:

- Mother
- Health Worker
- Social Worker
- Carer
- Father

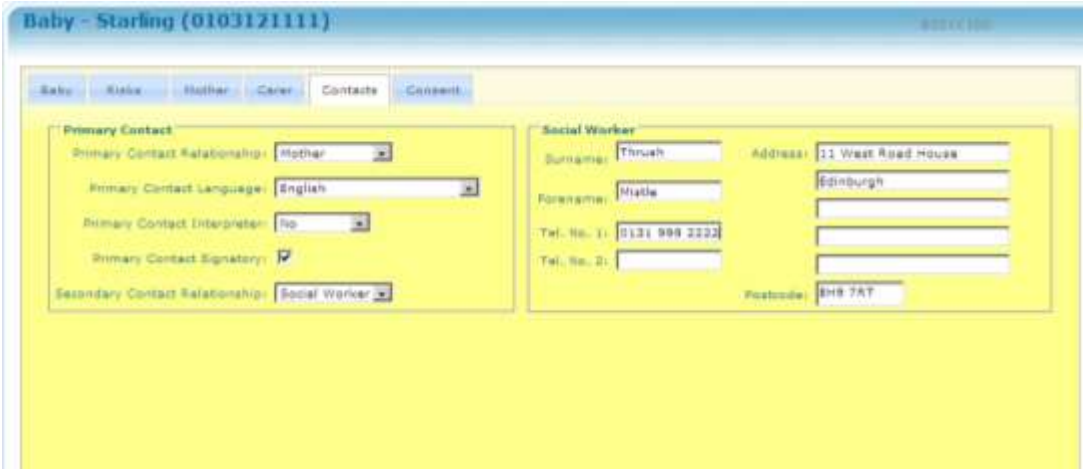
The Primary Contact Signatory box must be ticked. This is to ensure that they have agreed to be the primary contact and they have been given or explained the hearing screening process.

Adding a Health Visitor as a contact



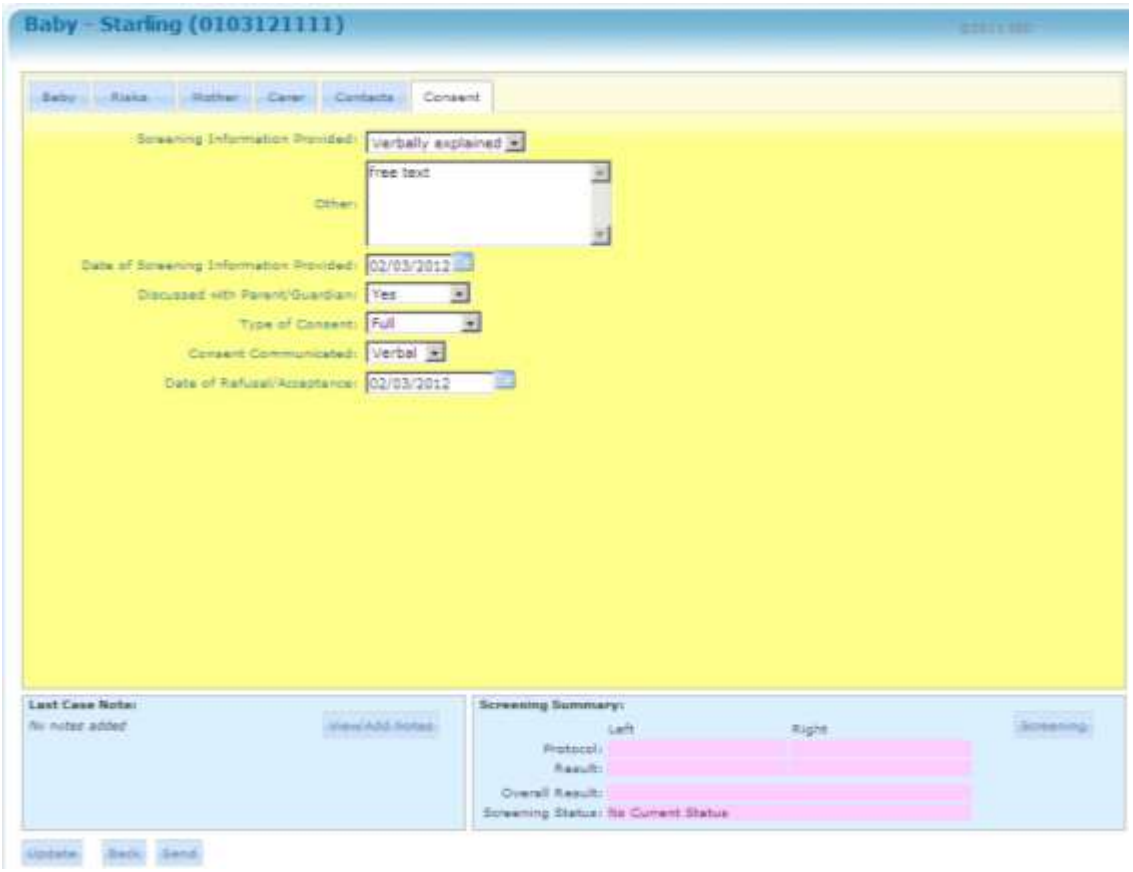
When Health Visitor is chosen as a Primary or Secondary Contact Relationship; at the bottom of the screen the ability to add the Health Visitors details will appear. If a Health Visitor is added as the primary contact then their details **MUST** be added.

Adding a Social Worker as a contact



When a Social Worker is added as a Primary or Secondary contact a panel at the right hand side of the screen will appear with the ability to add the Social workers details. If the social worker is the primary contact then their details **MUST** be added.

CONSENT TAB



'Screening Information Provided' – please select one of the following options:

- Booklet Shown
- Verbally explained
- Other
- Not Provided

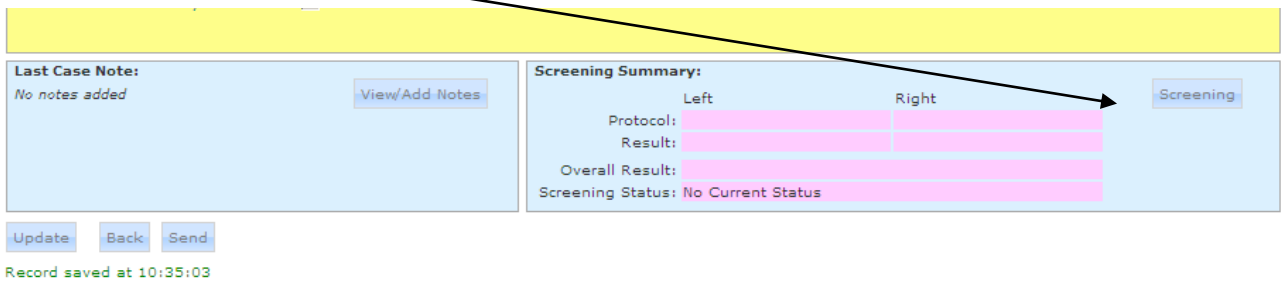
Completing the 'Type of Consent' field will either enable or disable you from adding a screening test to the record.

- 'Full', 'Screen Only' or 'Audit Only' allows a screening test to be added.
- 'Not Given' or leaving the field blank results in not being able to add a screening test.

Please complete all other related fields.

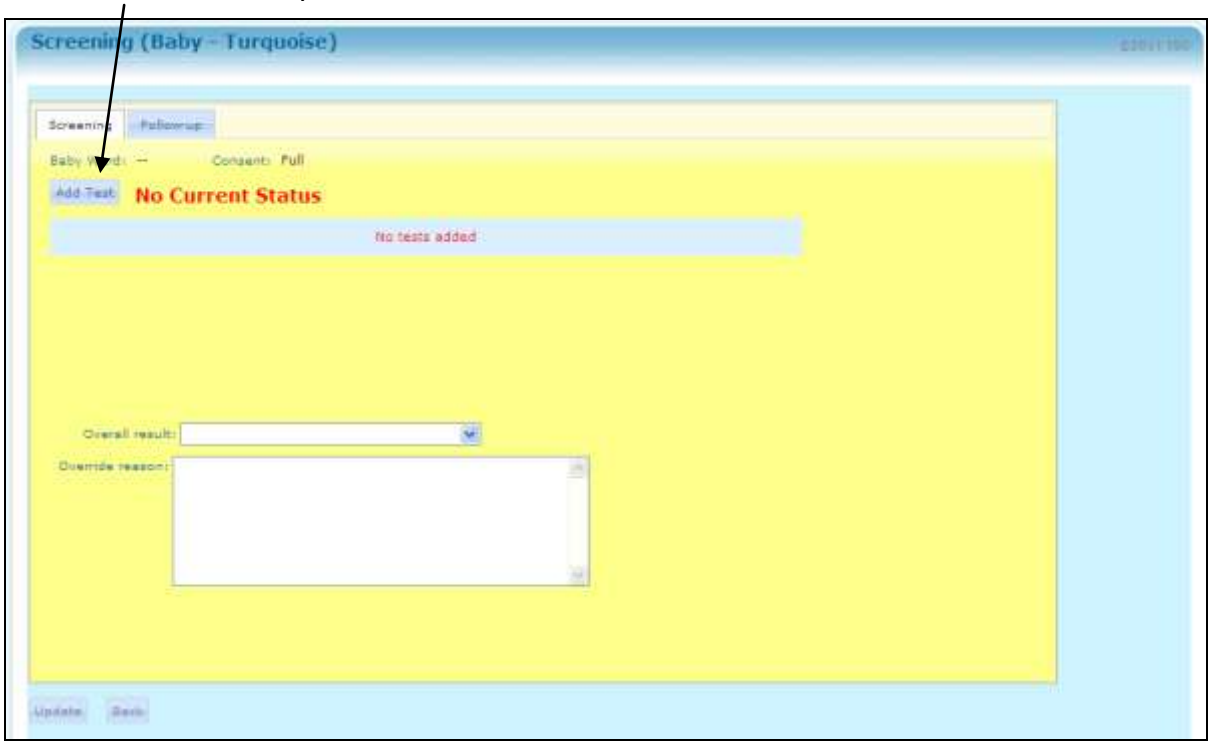
Screening tab

This tab is for recording the details of the hearing screening tests and is accessed from the bottom of the tabs.



Initially the page will have no test details entered with **'No Current Status'** displayed. The baby ward is indicated (if the field is completed on the baby tab) and consent is indicated (if the field 'Type of Consent' is completed on the consent tab). Until the consent field is updated and granted with consent, you are unable to select Add Test (currently greyed out).

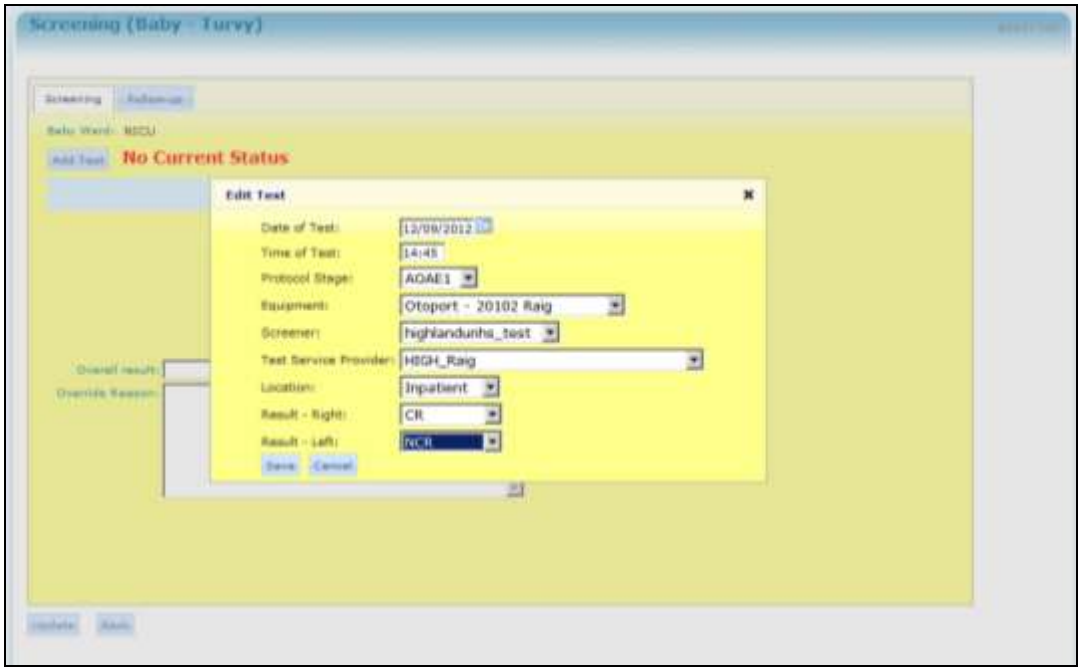
With consent now completed Add Test is now available.



Select Add Test will open an 'Edit Test' box. This allows you to add a new or additional test into the screening Tab. It provides the ability to record:

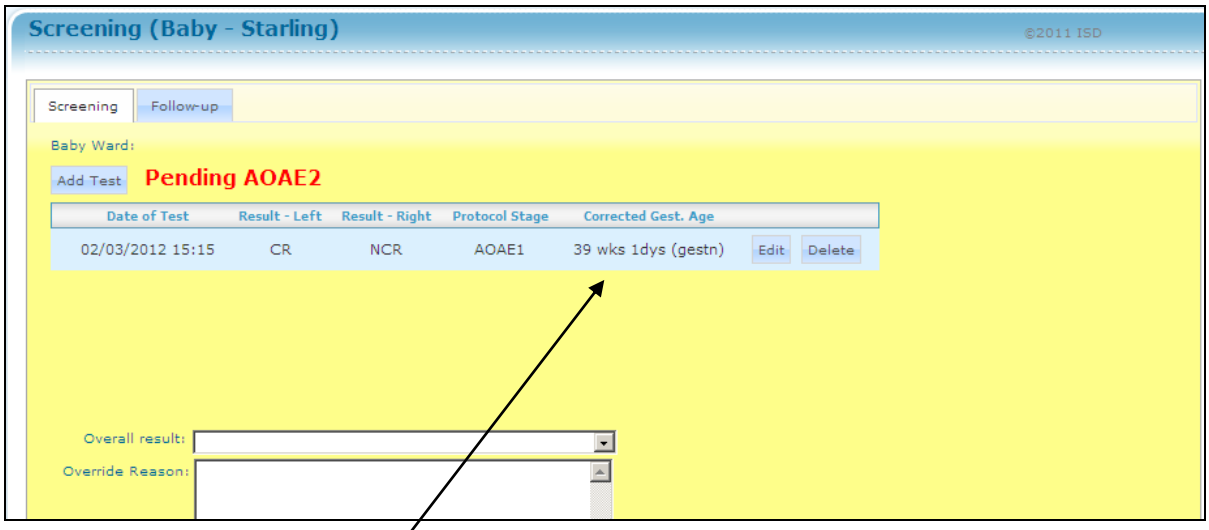
- Date and time of test,
- Protocol stage,
- Equipment,
- The screener name [it defaults to the name of the screener current logged in],
- Test Service Provider
- Location of test
- Result of left/right ears.

The following data items are mandatory when adding a test: Date, Time, Equipment and Test Service Provider.



Once the test results are entered from the first test, the Status will change to reflect if the test was completed for either ear and if more testing is required. If testing was not complete status becomes '**Pending**'. The Protocol Stage will also update depending on what was initially selected. In the example screenshot below the protocol stage has updated to: '**AOAE2**'. **Note:** A test result with AABR will override an AOAE test regardless of the order in which these tests occurred. This is to reflect National Guidelines, added in VR 6.7 – Oct 2013.

Tests can be edited or deleted by clicking on the buttons next to the test results or further tests can be added by clicking on the 'Add Test' button again.



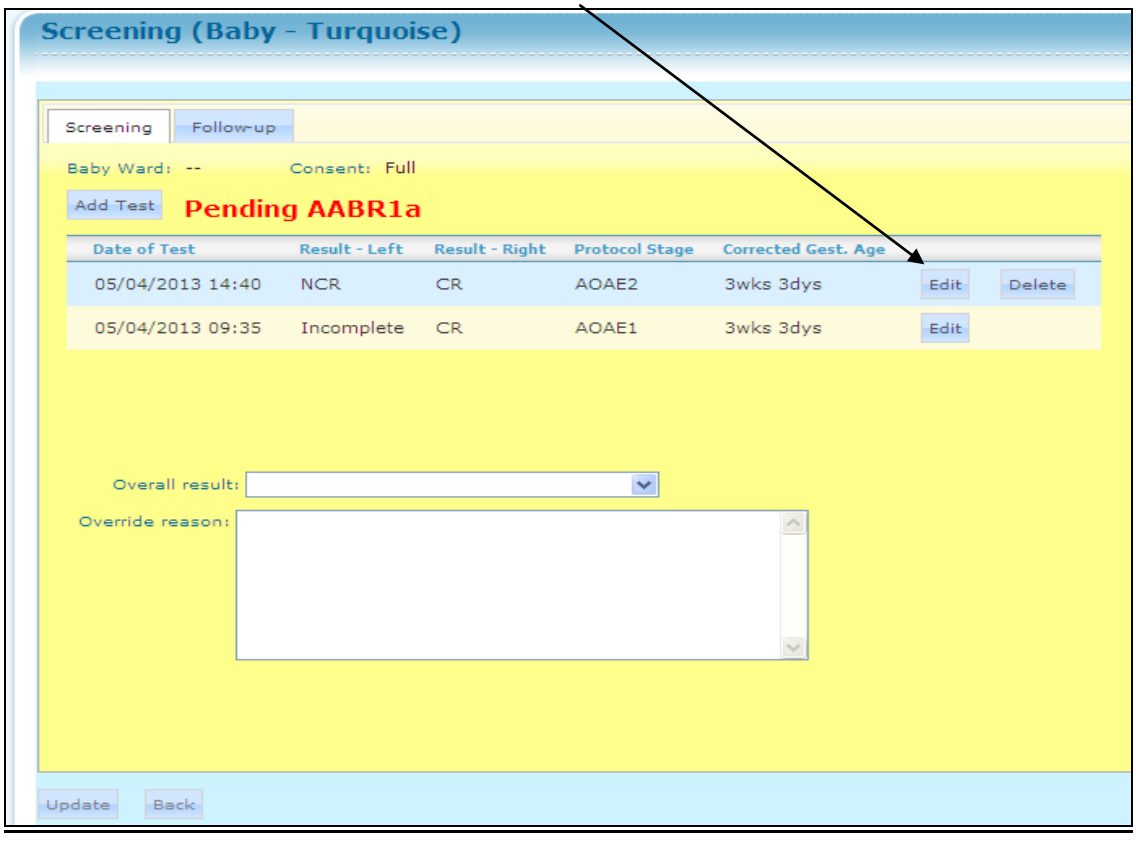
Corrected Gestational Age

The Baby's age is worked out from the estimated date of delivery (EDD on Baby Tab) to the date of the test. This is in order that babies born prematurely have an accurate gestational age.

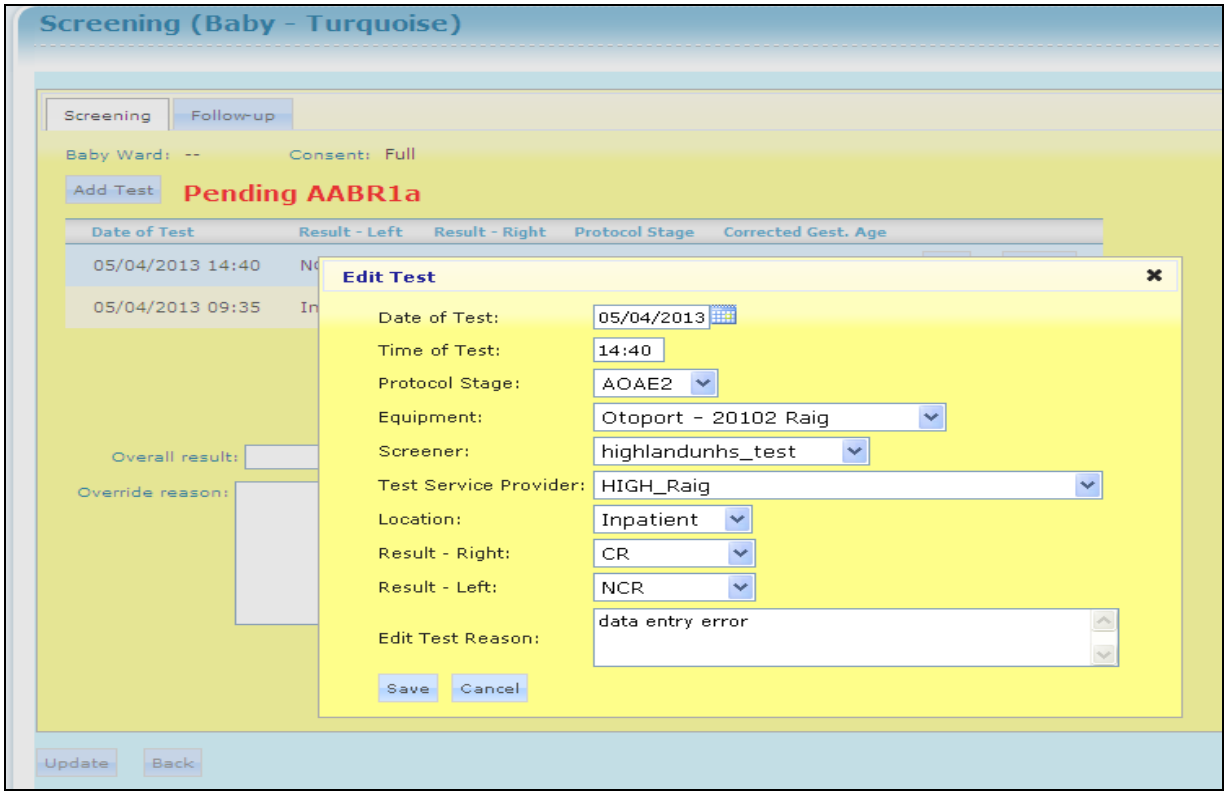
Edit & Deleting a Screening Test

Edit Button

By each screening test entry there is an edit button.



Select this to change any data items within the screening test. You will need to complete ‘Edit Test Reason’ free text box.



After saving the changes you will be back to the main ‘Screening’ page with the test summaries. When you hover over the test entry you edited a pop up box will appear and detail the edit test reason.

Delete Button

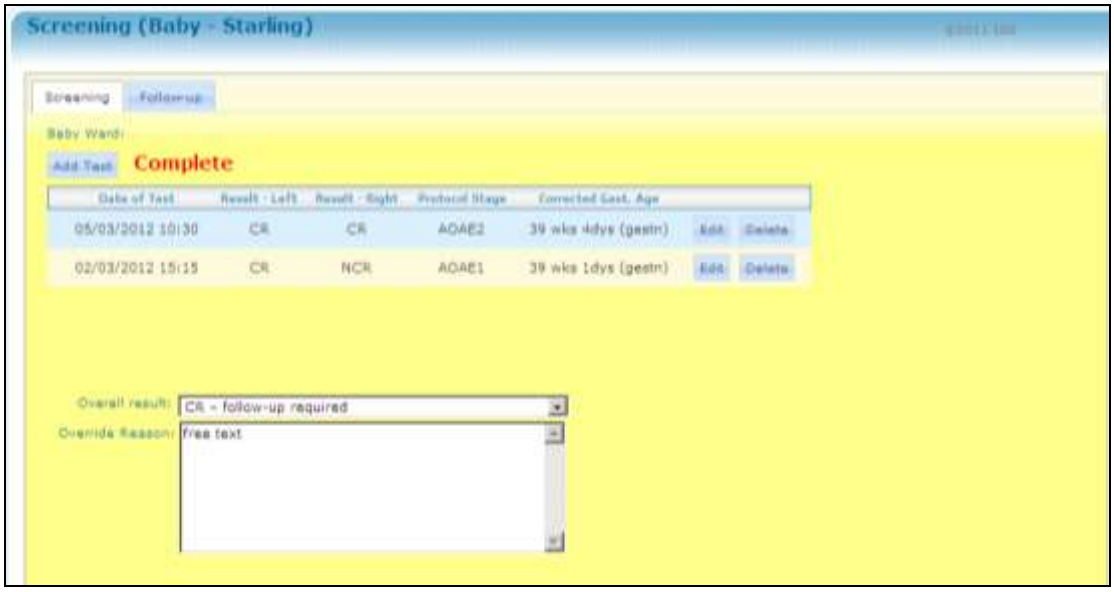
Only Senior Screeners and Screening Managers will have this functionality:

By each screening test entry these users will see a delete button. Once selected a pop up box with a free text box titled ‘Delete test reason’ appears, complete this and the test is deleted. It is greyed out on the screening page and once deleted it can not be un-deleted.

Overall result

Once you have completed a test the ‘Overall result’ will automatically populate a suggested outcome. This suggested outcome is worked out from any risk factors which may have entered and the results of the left/right ears.

If for some reason the suggested outcome is not what you require then you will need to select the Overall result from the drop-down list manually. This will prompt a message asking you for a reason to be entered in the ‘Override Reason’ text box to override the original result.



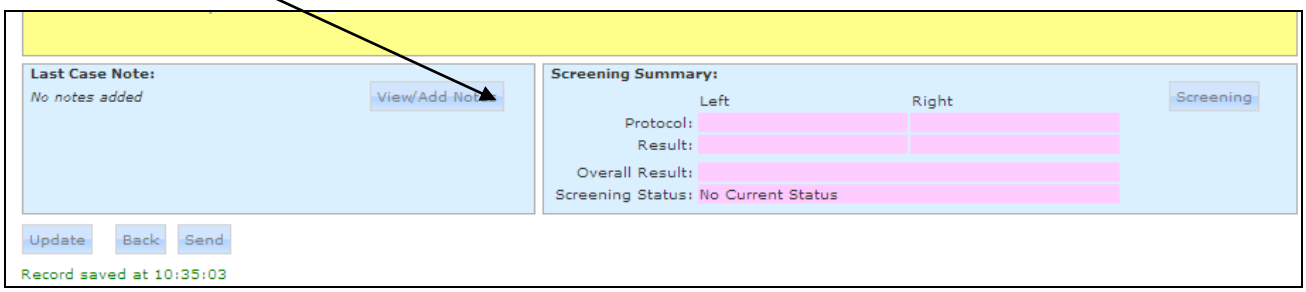
The overall result will also dictate where the baby record now appears in the workflow filters.

FOLLOW-UP TAB

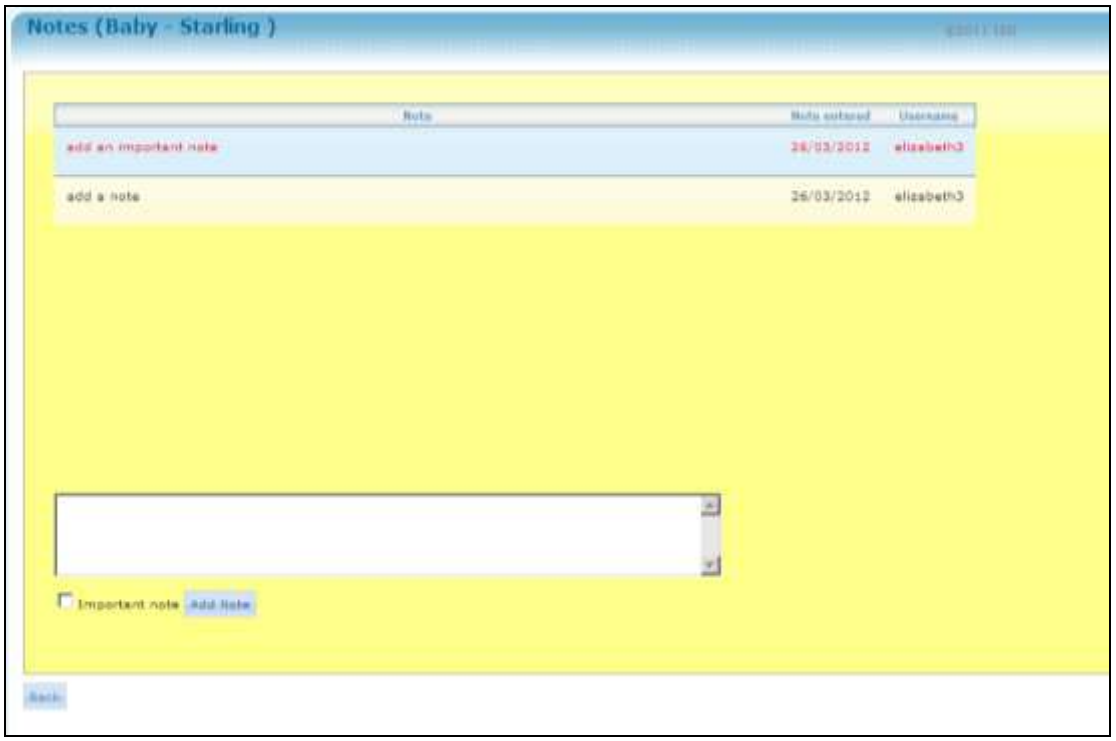
This tab is appears only when you have accessed the screening tab. The fields record the appointment of the final outcome of any follow-up or diagnostic appointments along with the results of this and would normally be used by audiologists if required.

NOTES TAB

This tab is for adding notes to the record and is accessed from the bottom of the main data entry tabs.



Once in the Notes tab, enter the information in the white text box and then click on the Add Note button.



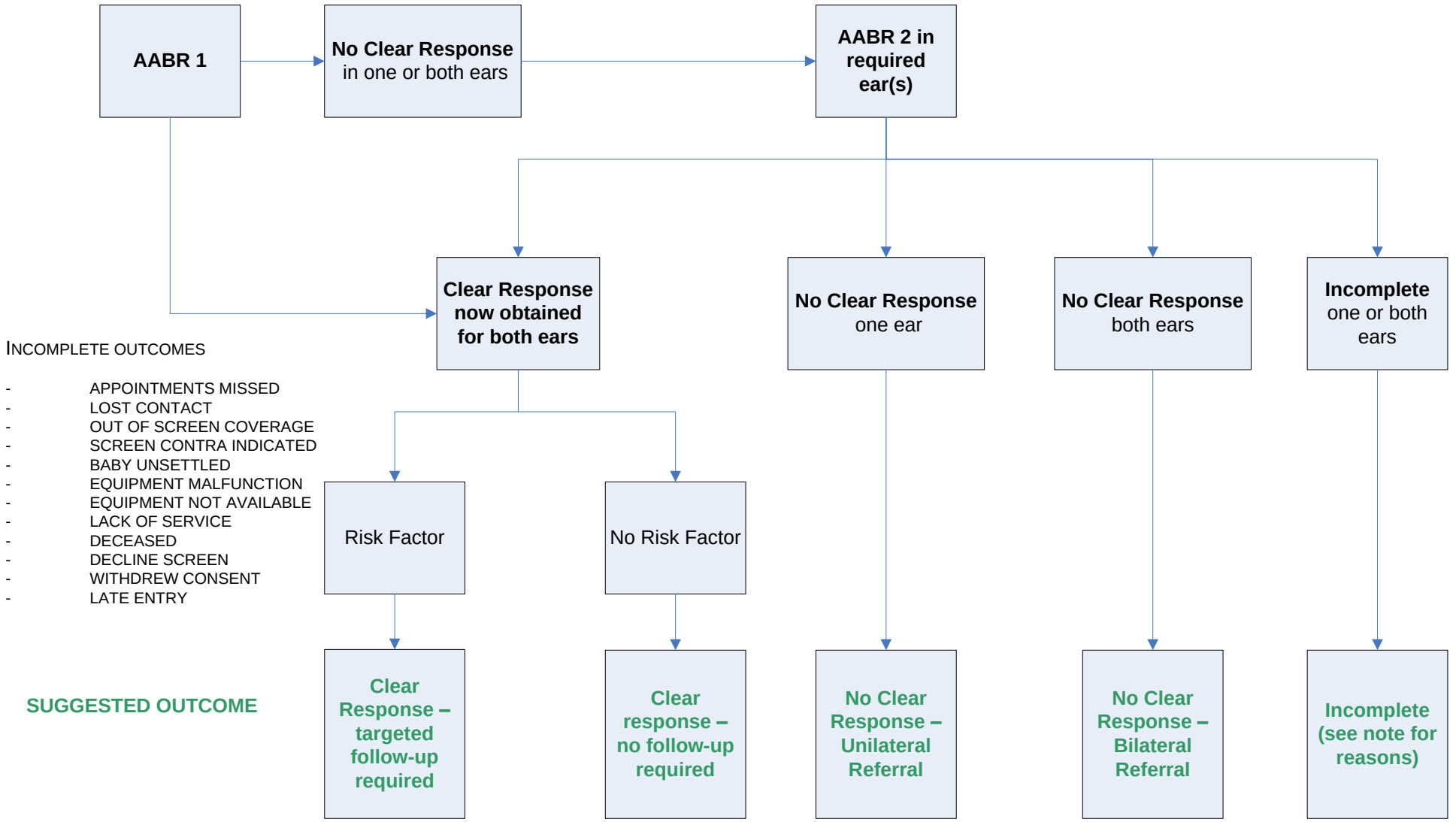
To mark your note as important, click on the small tick box next it. Important notes will be highlighted in red and will always appear at the top.

All notes are date stamped at the time of entry and the username recorded against each note.

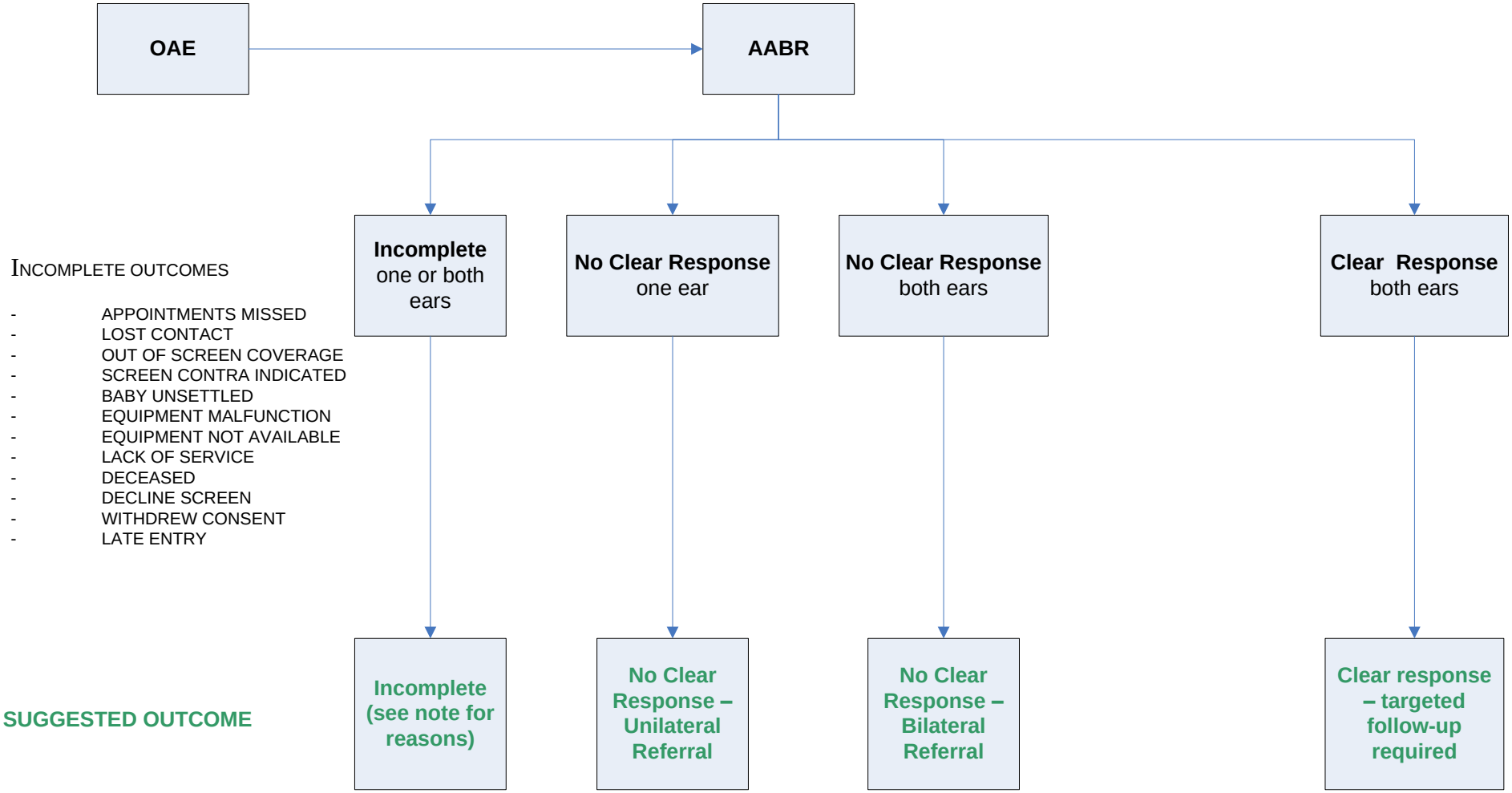
In addition a note icon will appear next to the record in the workflow filters/searches and if it is important it will be outlined in red.

APPENDIX 1 – SUGGESTED OUTCOMES

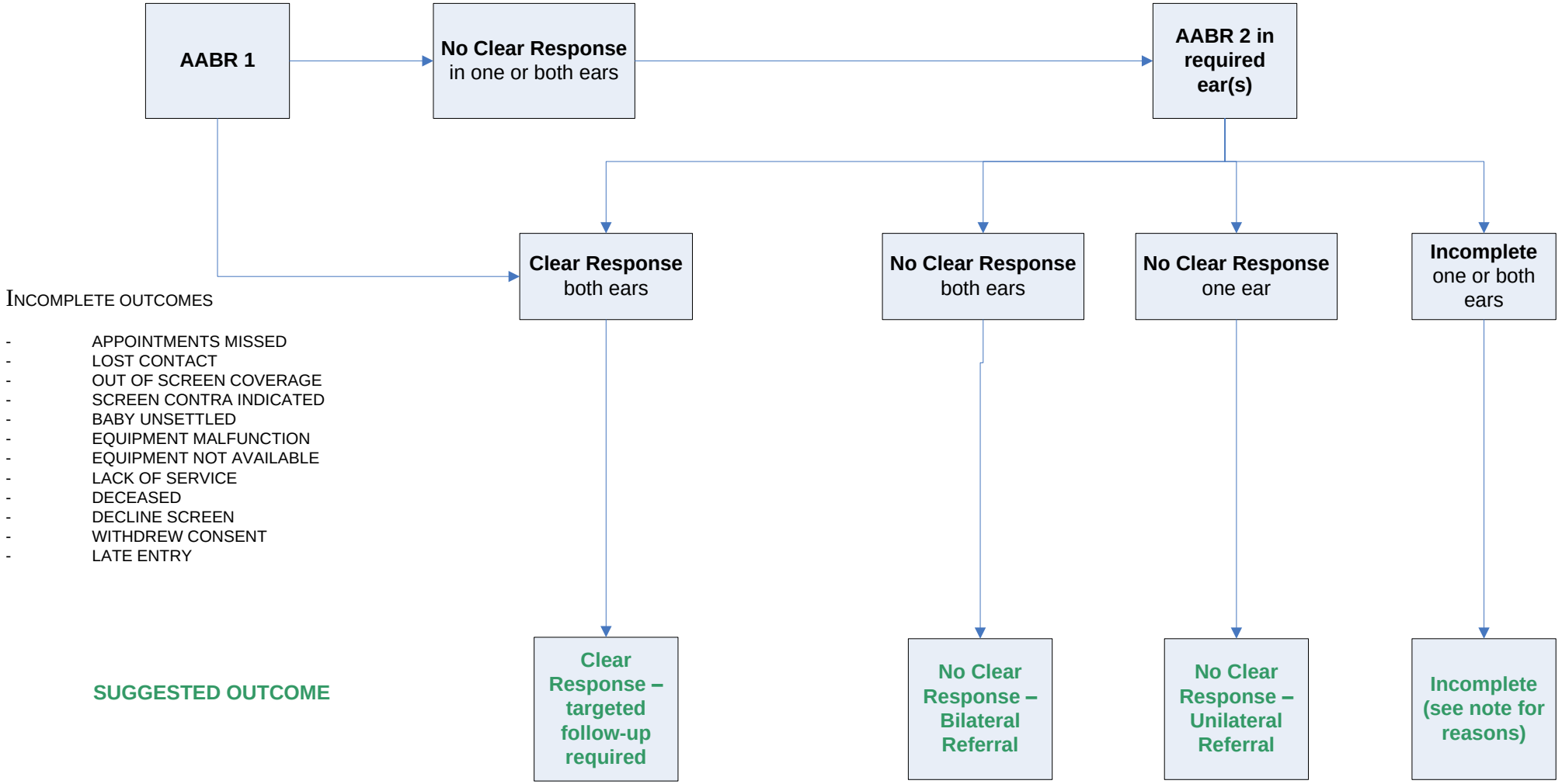
OUTCOMES FOR WELL BABIES AABR PROTOCOL



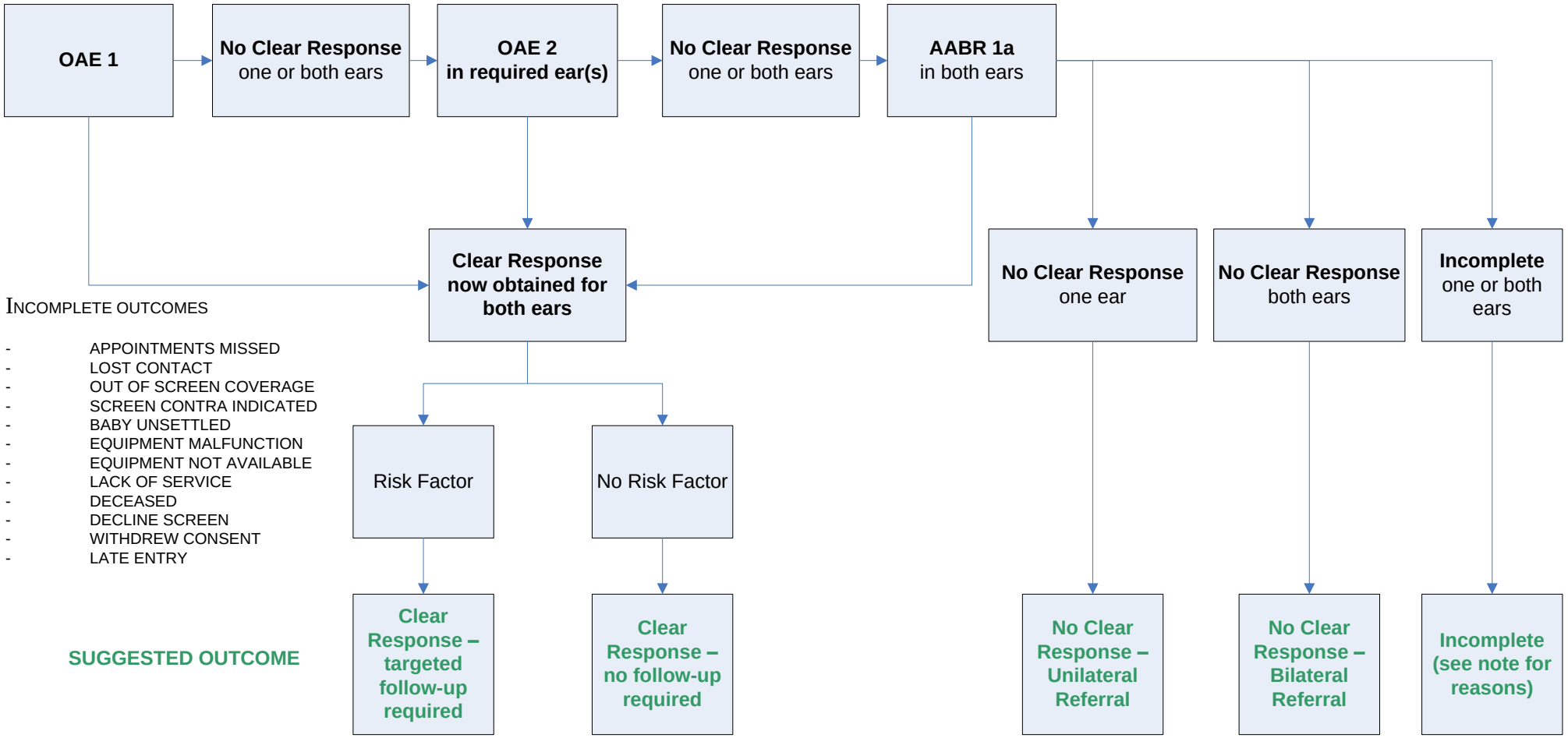
OUTCOMES FOR NICU BABIES OAE PROTOCOL



OUTCOMES FOR NICU BABIES AABR PROTOCOL



OUTCOMES FOR WELL BABIES OAE PROTOCOL



APPENDIX 2 – USER ROLES

Summary	The functionality that a user can perform within the system will be determined by their user role.
Screener	The screener will have the permission to do the following: • Add a patient • Search including National Record Search • Access Patient journey (Workflow) • Manage patient notes
Senior Screener	The senior screener will have all of the permission listed for the screener plus the following: • Send records • Share records with another Health Board • Allocate received records to a site within their Health Board

Screening Manager	The senior manager will have all of the permission listed for the senior screener plus the following:
	• User Admin
	  ○ Create new user accounts
	  ○ Reset passwords/unlock accounts
	  ○ Inactivate user accounts
	  ○ Edit user details
	• Reports
	  ○ Deleted Records
	  ○ Duplicated Records
	  ○ Hearing Screening Downloads

APPENDIX 3 - CONTACTING US

The SBR helpdesk is maintained by Atos Origin and is available 24/7. You can contact them in a number of ways:

- Email: itservicedesk.nhss-ns@atos.net

or

- Telephone: 0845 957 2700 (tel. no. on the log in page)

They will take your contact details and log your query/issue on their system. This will then be passed to the SBR team who will call you back within office hours to discuss.