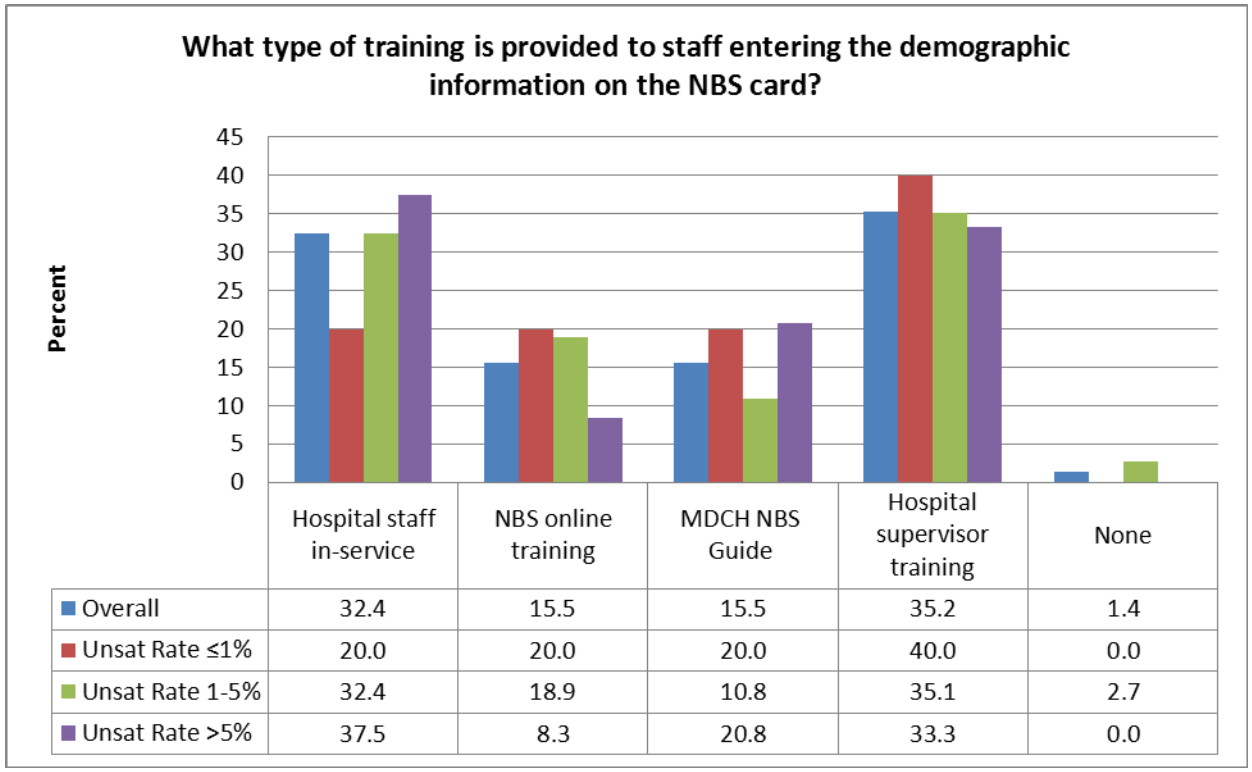
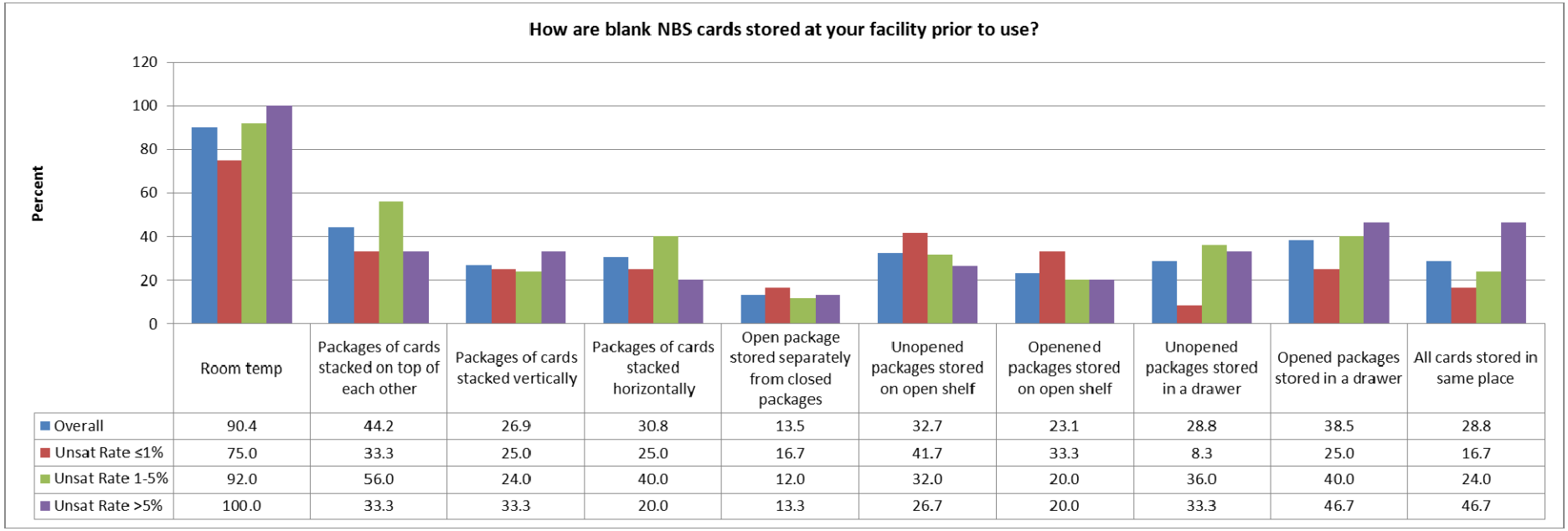
Detailed Responses from the Hospital Questionnaire

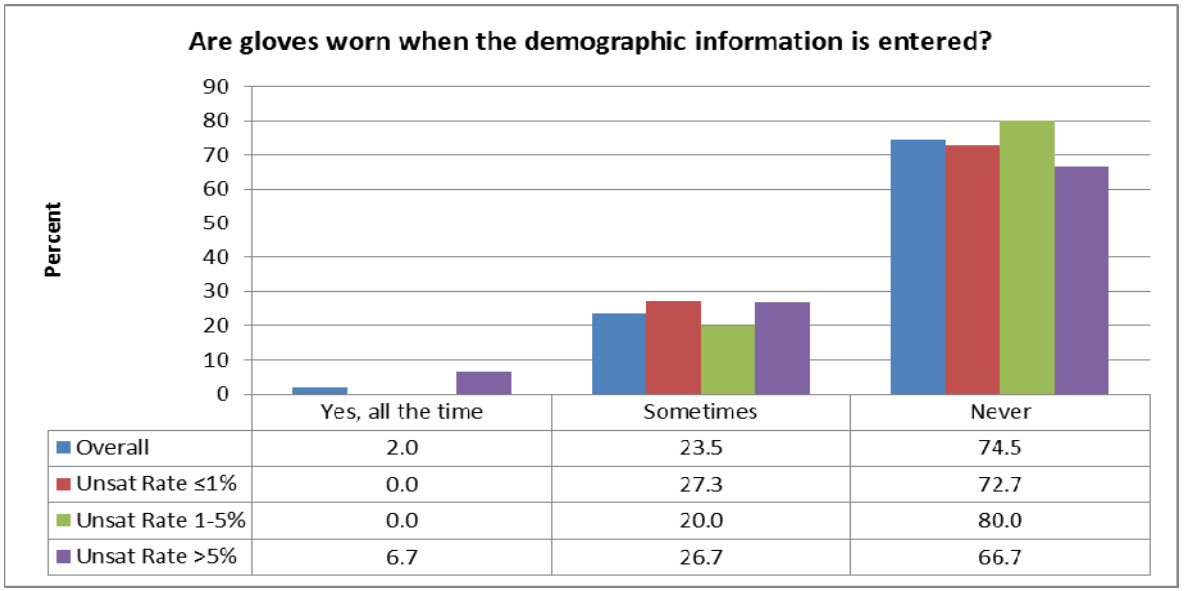
Unsatisfactory LEAN Workgroup



	Hospital staff in-service	NBS online training	MDCH NBS Guide	Hospital supervisor training	None
Overall	32.4	15.5	15.5	35.2	1.4
Unsat Rate ≤1%	20.0	20.0	20.0	40.0	0.0
Unsat Rate 1-5%	32.4	18.9	10.8	35.1	2.7
Unsat Rate >5%	37.5	8.3	20.8	33.3	0.0

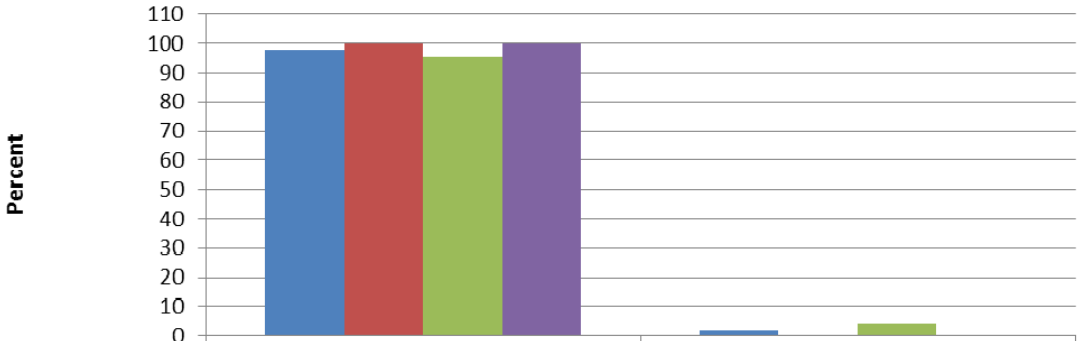


	Room temp	Packages of cards stacked on top of each other	Packages of cards stacked vertically	Packages of cards stacked horizontally	Open package stored separately from closed packages	Unopened packages stored on open shelf	Openened packages stored on open shelf	Unopened packages stored in a drawer	Opened packages stored in a drawer	All cards stored in same place
Overall	90.4	44.2	26.9	30.8	13.5	32.7	23.1	28.8	38.5	28.8
Unsat Rate ≤1%	75.0	33.3	25.0	25.0	16.7	41.7	33.3	8.3	25.0	16.7
Unsat Rate 1-5%	92.0	56.0	24.0	40.0	12.0	32.0	20.0	36.0	40.0	24.0
Unsat Rate >5%	100.0	33.3	33.3	20.0	13.3	26.7	20.0	33.3	46.7	46.7



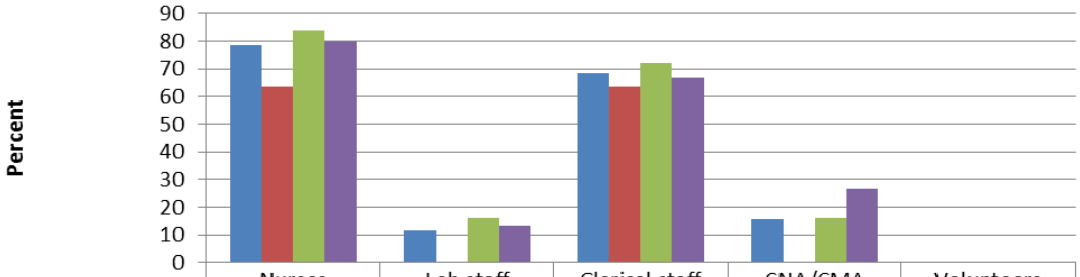
	Yes, all the time	Sometimes	Never
Overall	2.0	23.5	74.5
Unsat Rate ≤1%	0.0	27.3	72.7
Unsat Rate 1-5%	0.0	20.0	80.0
Unsat Rate >5%	6.7	26.7	66.7

Is the yellow flap covering the filter paper while entering the demographic information?

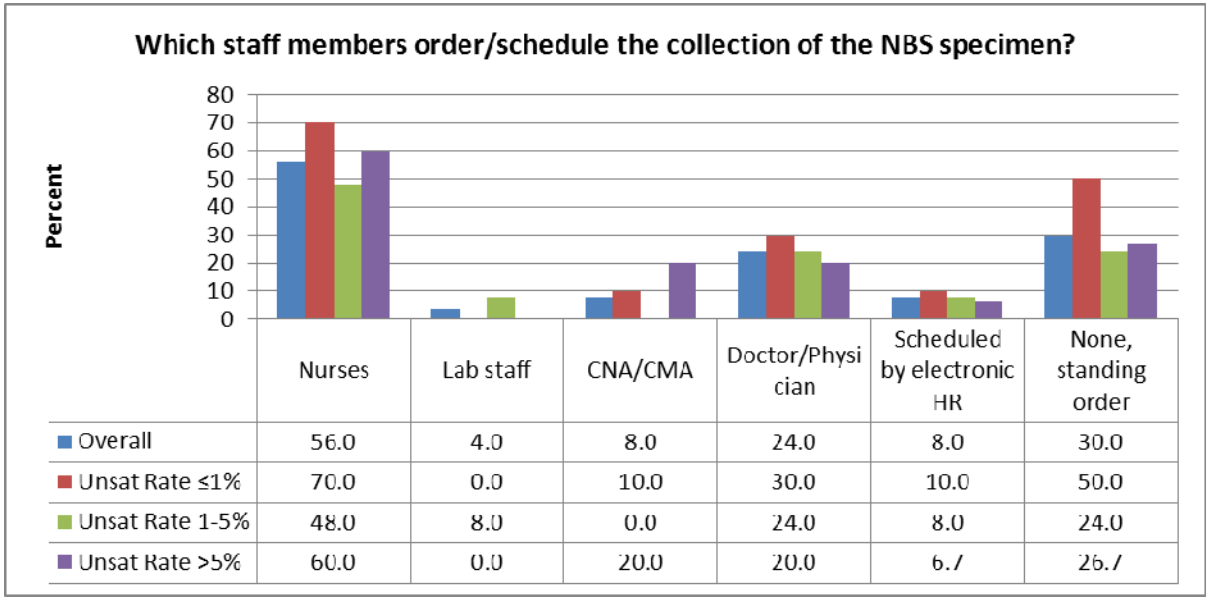


	Yes	No
Overall	97.9	2.1
Unsat Rate ≤1%	100.0	0.0
Unsat Rate 1-5%	95.7	4.3
Unsat Rate >5%	100.0	0.0

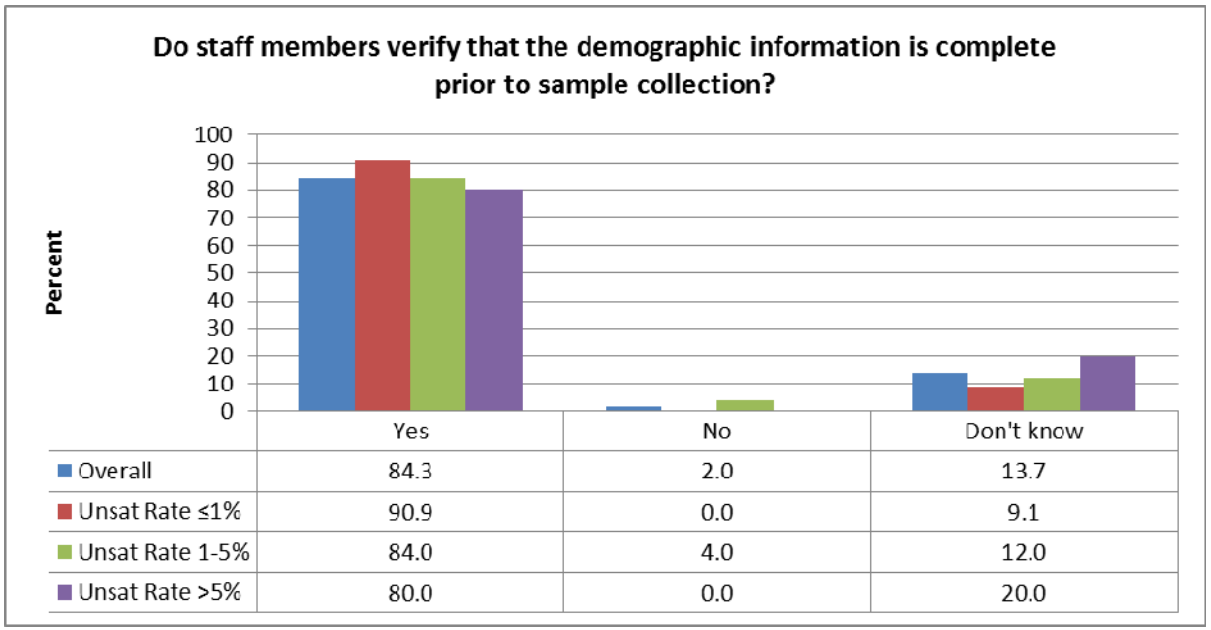
Which staff members complete the Baby, Mother, Provider, and Submitter portions of the NBS card?



	Nurses	Lab staff	Clerical staff	CNA/CMA	Volunteers
Overall	78.4	11.8	68.6	15.7	0.0
Unsat Rate ≤1%	63.6	0.0	63.6	0.0	0.0
Unsat Rate 1-5%	84.0	16.0	72.0	16.0	0.0
Unsat Rate >5%	80.0	13.3	66.7	26.7	0.0

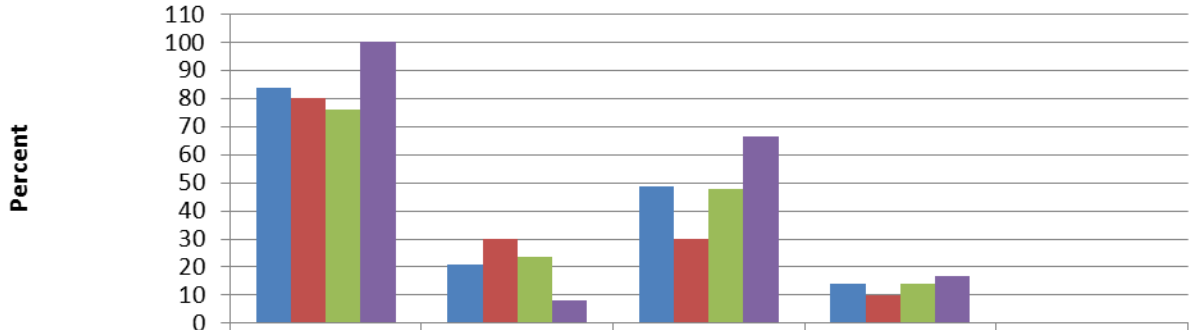


	Nurses	Lab staff	CNA/CMA	Doctor/Physician	Scheduled by electronic HR	None, standing order
Overall	56.0	4.0	8.0	24.0	8.0	30.0
Unsat Rate ≤1%	70.0	0.0	10.0	30.0	10.0	50.0
Unsat Rate 1-5%	48.0	8.0	0.0	24.0	8.0	24.0
Unsat Rate >5%	60.0	0.0	20.0	20.0	6.7	26.7



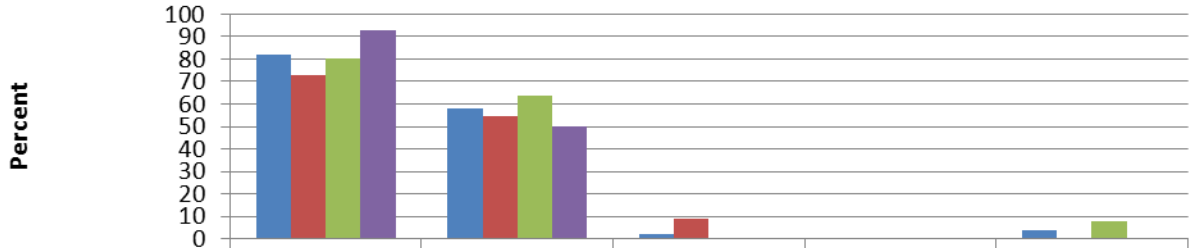
	Yes	No	Don't know
Overall	84.3	2.0	13.7
Unsat Rate ≤1%	90.9	0.0	9.1
Unsat Rate 1-5%	84.0	4.0	12.0
Unsat Rate >5%	80.0	0.0	20.0

If yes, which staff members perform this review?

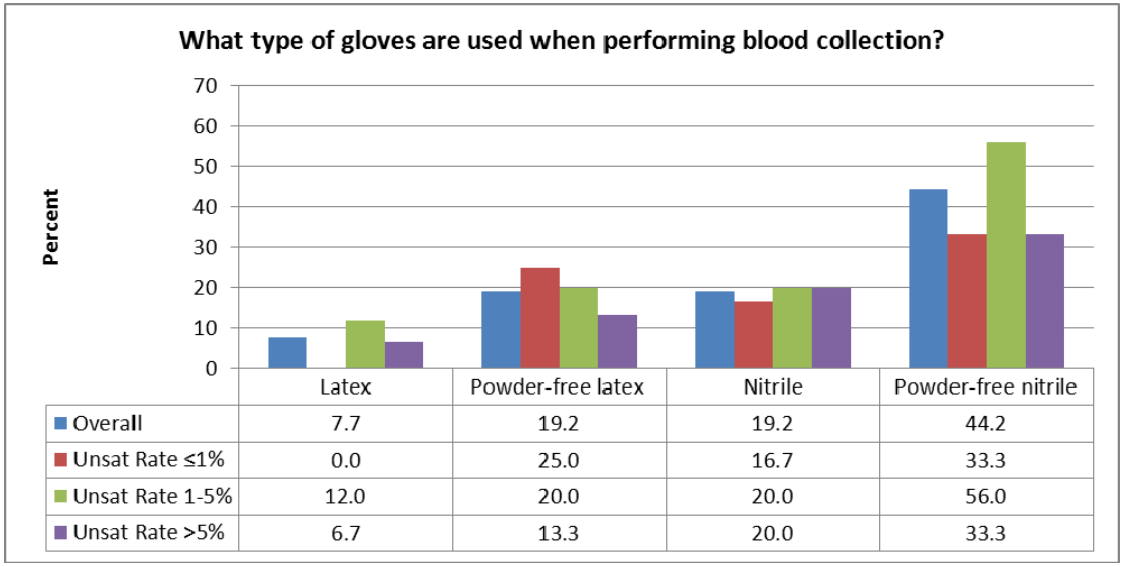


	Nurses	Lab staff	Clerical staff	CNA/CMA	Volunteers
Overall	83.7	20.9	48.8	14.0	0
Unsat Rate ≤1%	80.0	30.0	30.0	10.0	0
Unsat Rate 1-5%	76.2	23.8	47.6	14.3	0
Unsat Rate >5%	100.0	8.3	66.7	16.7	0

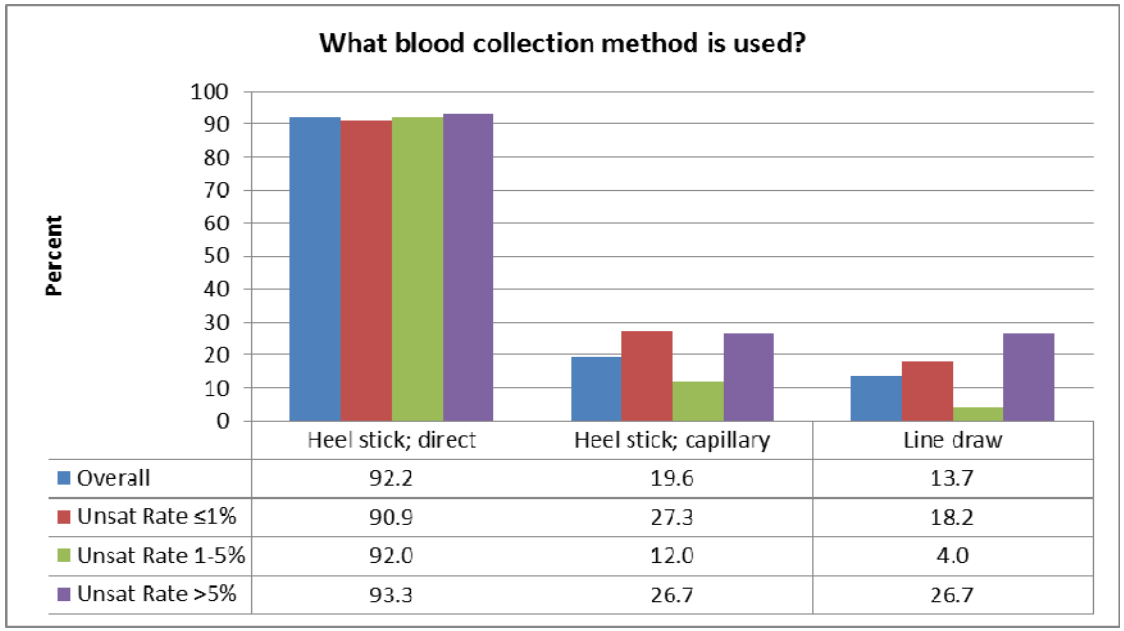
Which staff members perform the blood collection for the NBS card?



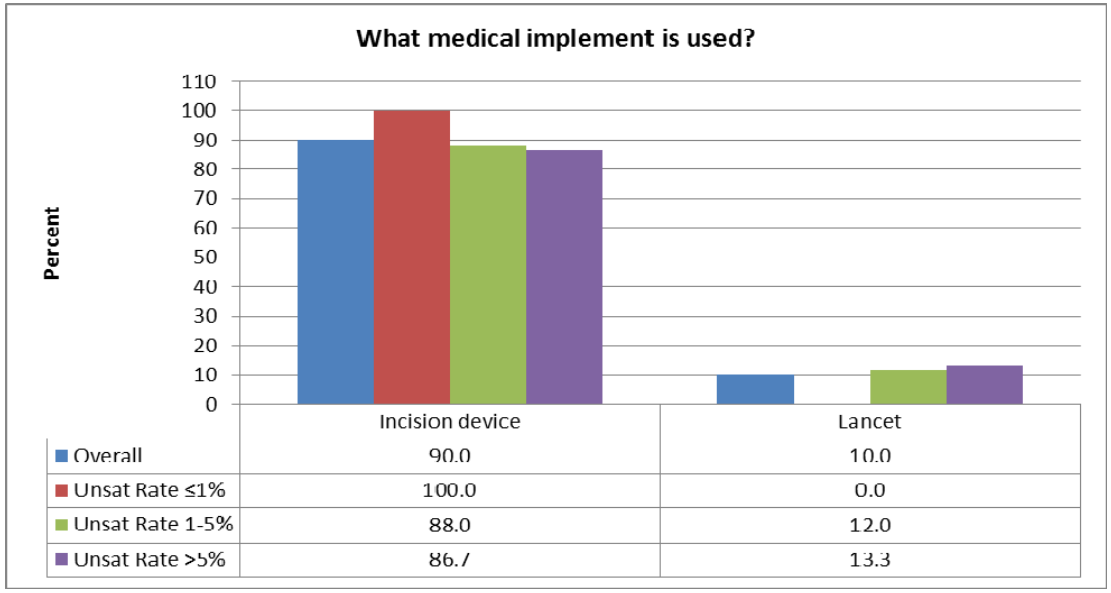
	Nurses	Phlebotomists/ Lab staff	Physician	PA	Respiratory therapist
Overall	82.0	58.0	2.0	0.0	4.0
Unsat Rate ≤1%	72.7	54.5	9.1	0.0	0.0
Unsat Rate 1-5%	80.0	64.0	0.0	0.0	8.0
Unsat Rate >5%	92.9	50.0	0.0	0.0	0.0



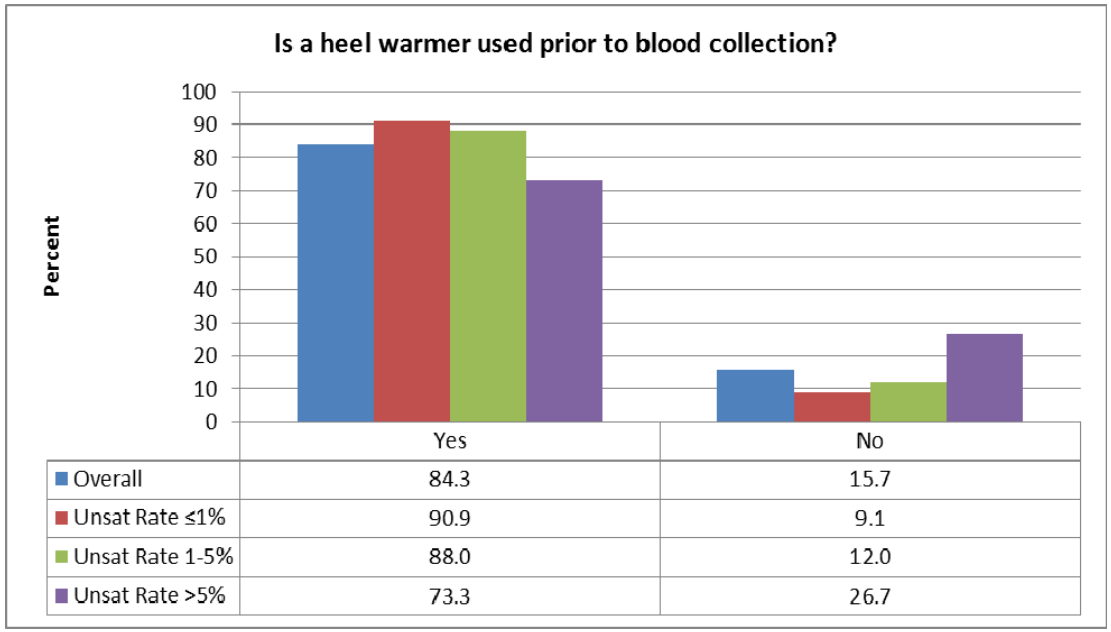
	Latex	Powder-free latex	Nitrile	Powder-free nitrile
Overall	7.7	19.2	19.2	44.2
Unsat Rate ≤1%	0.0	25.0	16.7	33.3
Unsat Rate 1-5%	12.0	20.0	20.0	56.0
Unsat Rate >5%	6.7	13.3	20.0	33.3



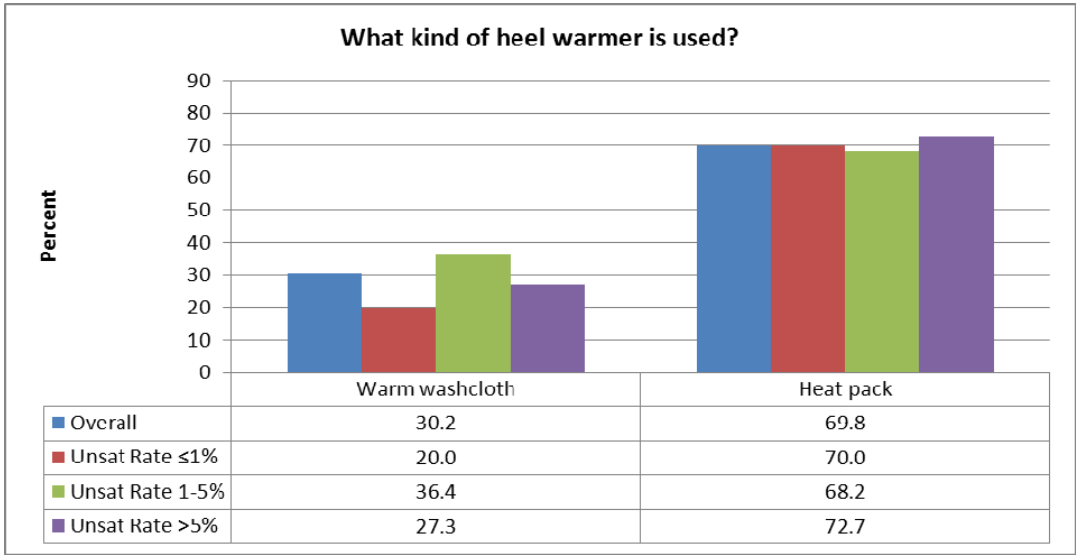
	Heel stick; direct	Heel stick; capillary	Line draw
Overall	92.2	19.6	13.7
Unsat Rate ≤1%	90.9	27.3	18.2
Unsat Rate 1-5%	92.0	12.0	4.0
Unsat Rate >5%	93.3	26.7	26.7



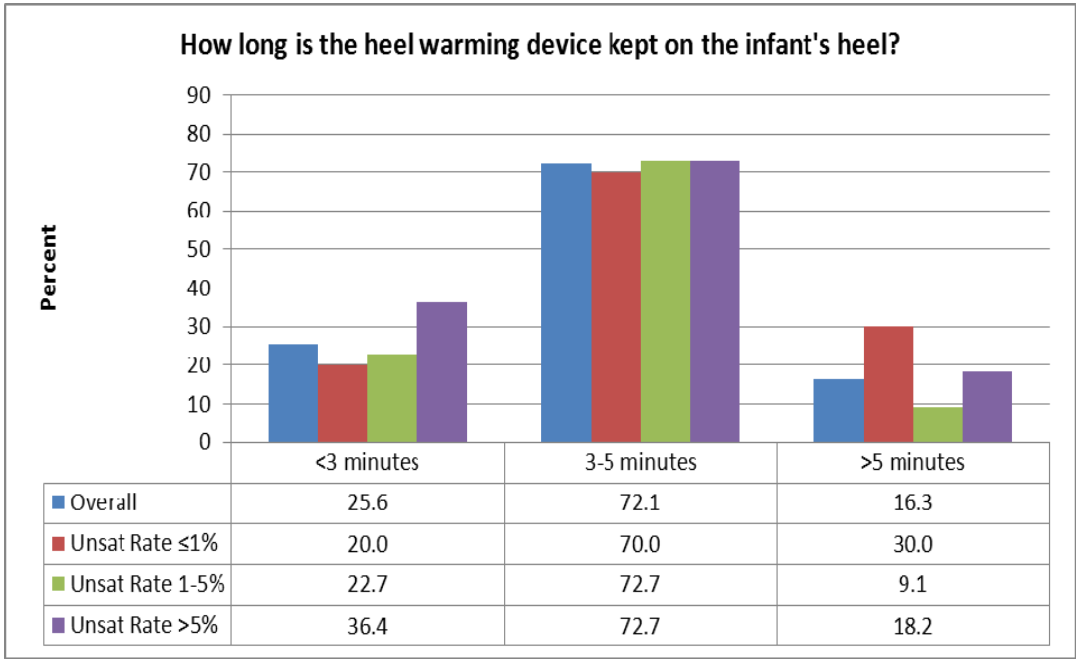
	Incision device	Lancet
Overall	90.0	10.0
Unsat Rate ≤1%	100.0	0.0
Unsat Rate 1-5%	88.0	12.0
Unsat Rate >5%	86.7	13.3



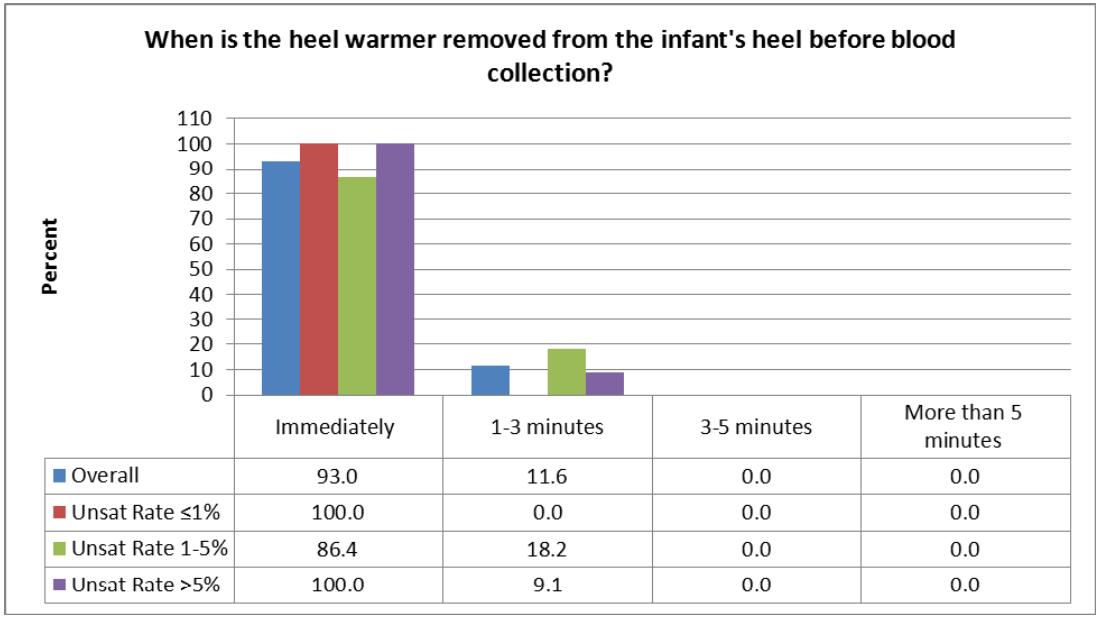
	Yes	No
Overall	84.3	15.7
Unsat Rate ≤1%	90.9	9.1
Unsat Rate 1-5%	88.0	12.0
Unsat Rate >5%	73.3	26.7



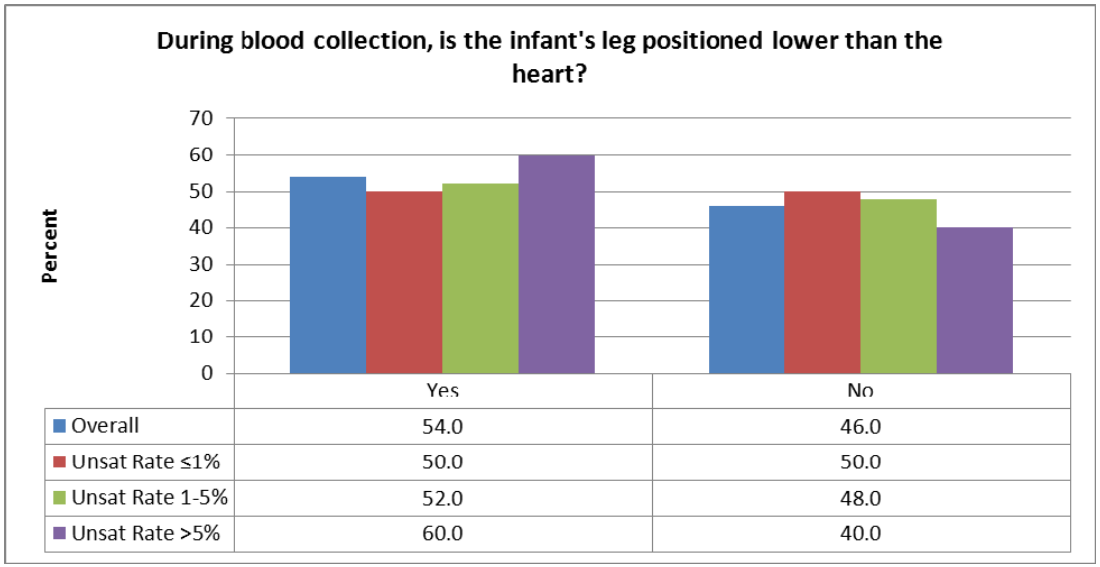
	Warm washcloth	Heat pack
Overall	30.2	69.8
Unsat Rate ≤1%	20.0	70.0
Unsat Rate 1-5%	36.4	68.2
Unsat Rate >5%	27.3	72.7



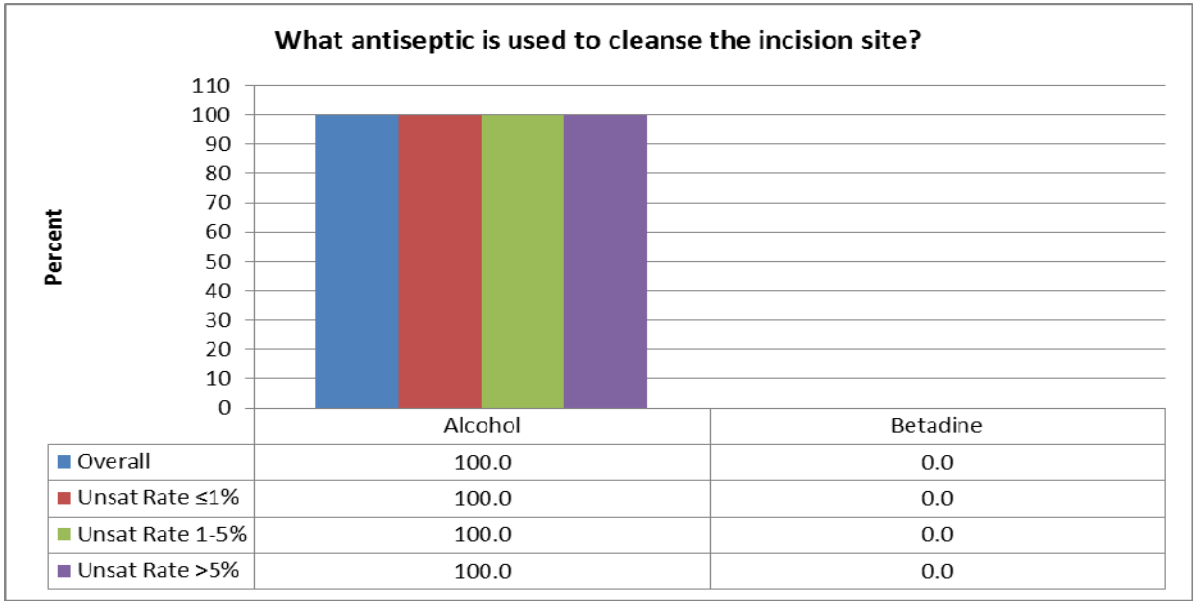
	<3 minutes	3-5 minutes	>5 minutes
Overall	25.6	72.1	16.3
Unsat Rate ≤1%	20.0	70.0	30.0
Unsat Rate 1-5%	22.7	72.7	9.1
Unsat Rate >5%	36.4	72.7	18.2



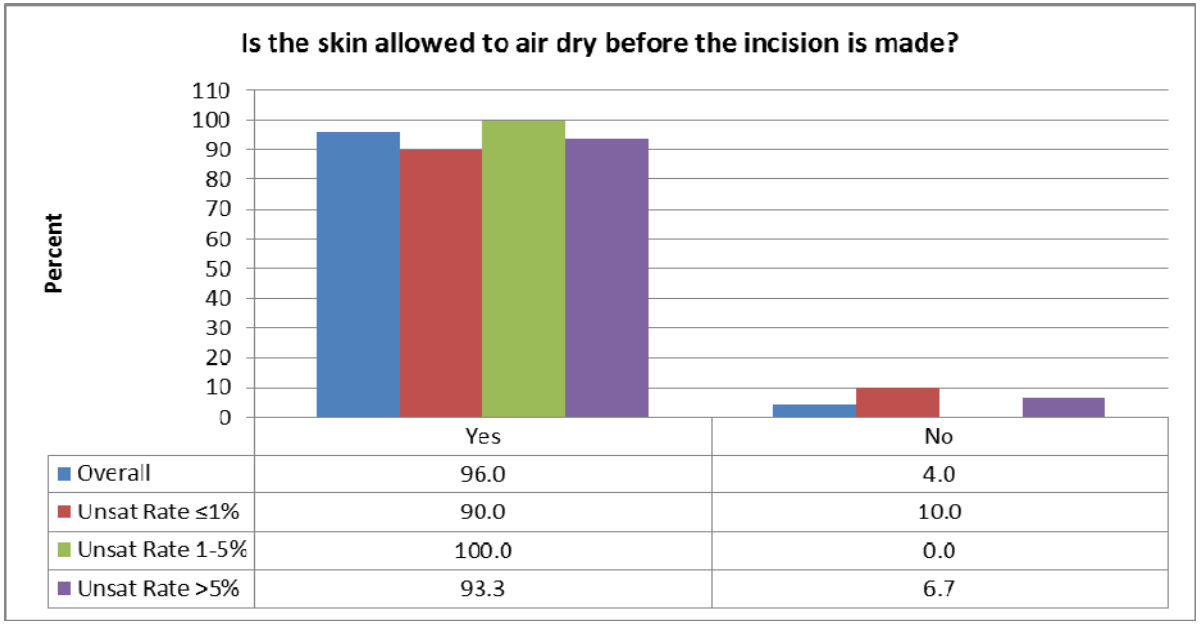
	Immediately	1-3 minutes	3-5 minutes	More than 5 minutes
Overall	93.0	11.6	0.0	0.0
Unsat Rate ≤1%	100.0	0.0	0.0	0.0
Unsat Rate 1-5%	86.4	18.2	0.0	0.0
Unsat Rate >5%	100.0	9.1	0.0	0.0



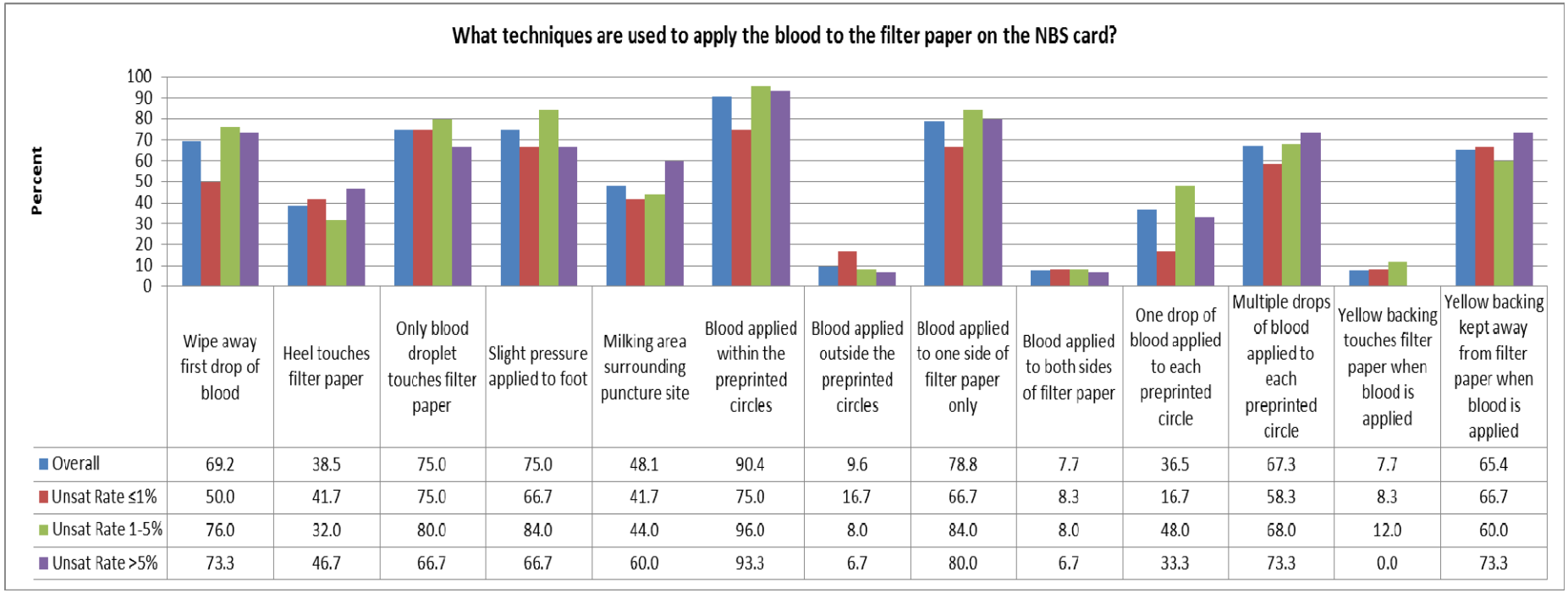
	Yes	No
Overall	54.0	46.0
Unsat Rate ≤1%	50.0	50.0
Unsat Rate 1-5%	52.0	48.0
Unsat Rate >5%	60.0	40.0



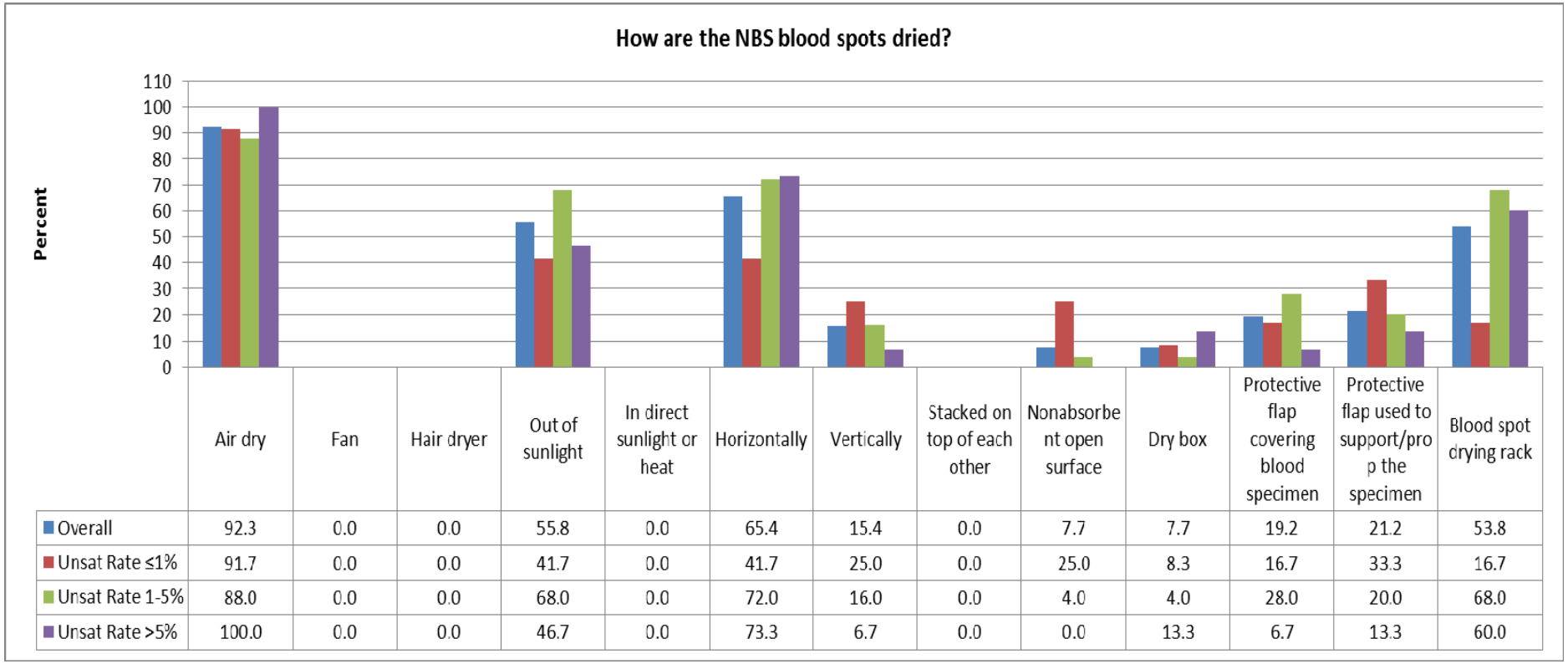
	Alcohol	Betadine
Overall	100.0	0.0
Unsat Rate ≤1%	100.0	0.0
Unsat Rate 1-5%	100.0	0.0
Unsat Rate >5%	100.0	0.0



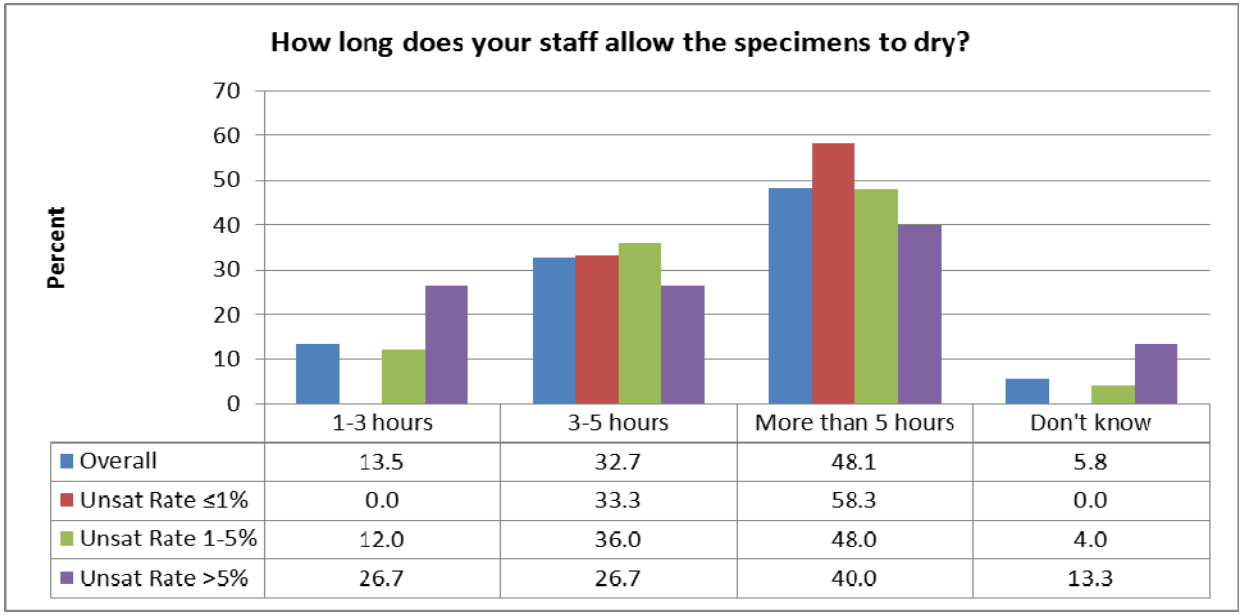
	Yes	No
Overall	96.0	4.0
Unsat Rate ≤1%	90.0	10.0
Unsat Rate 1-5%	100.0	0.0
Unsat Rate >5%	93.3	6.7



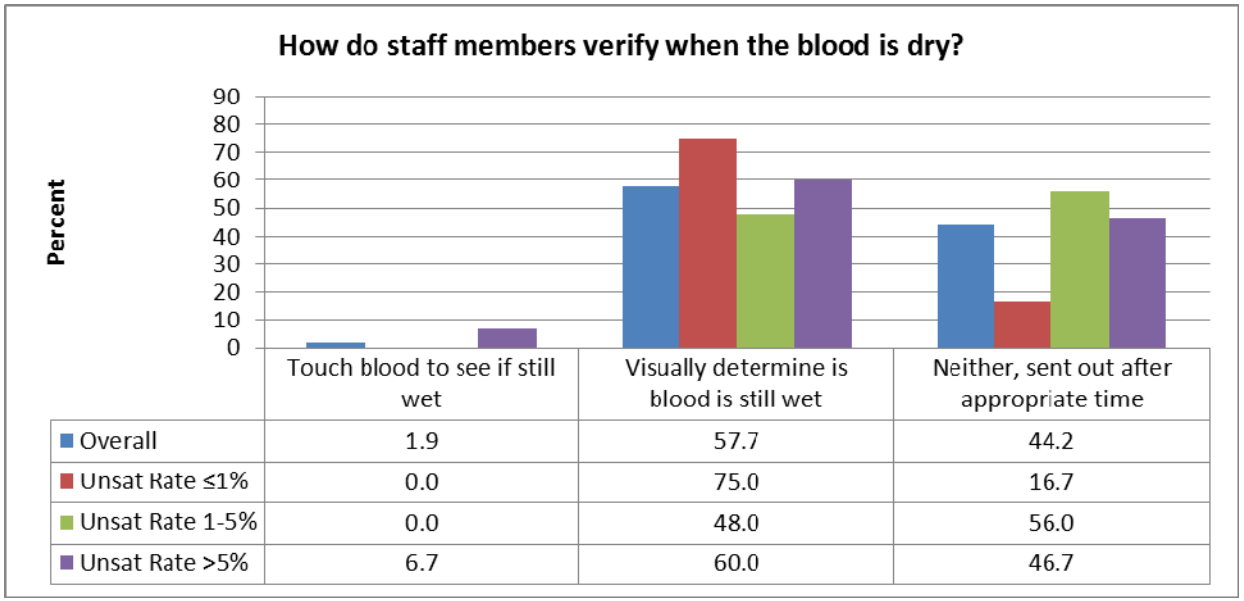
	Wipe away first drop of blood	Heel touches filter paper	Only blood droplet touches filter paper	Slight pressure applied to foot	Milking area surrounding puncture site	Blood applied within the preprinted circles	Blood applied outside the preprinted circles	Blood applied to one side of filter paper only	Blood applied to both sides of filter paper	One drop of blood applied to each preprinted circle	Multiple drops of blood applied to each preprinted circle	Yellow backing touches filter paper when blood is applied	Yellow backing kept away from filter paper when blood is applied
Overall	69.2	38.5	75.0	75.0	48.1	90.4	9.6	78.8	7.7	36.5	67.3	7.7	65.4
Unsat Rate ≤1%	50.0	41.7	75.0	66.7	41.7	75.0	16.7	66.7	8.3	16.7	58.3	8.3	66.7
Unsat Rate 1-5%	76.0	32.0	80.0	84.0	44.0	96.0	8.0	84.0	8.0	48.0	68.0	12.0	60.0
Unsat Rate >5%	73.3	46.7	66.7	66.7	60.0	93.3	6.7	80.0	6.7	33.3	73.3	0.0	73.3



	Air dry	Fan	Hair dryer	Out of sunlight	In direct sunlight or heat	Horizontally	Vertically	Stacked on top of each other	Nonabsorbent open surface	Dry box	Protective flap covering blood specimen	Protective flap used to support/prop the specimen	Blood spot drying rack
Overall	92.3	0.0	0.0	55.8	0.0	65.4	15.4	0.0	7.7	7.7	19.2	21.2	53.8
Unsat Rate ≤1%	91.7	0.0	0.0	41.7	0.0	41.7	25.0	0.0	25.0	8.3	16.7	33.3	16.7
Unsat Rate 1-5%	88.0	0.0	0.0	68.0	0.0	72.0	16.0	0.0	4.0	4.0	28.0	20.0	68.0
Unsat Rate >5%	100.0	0.0	0.0	46.7	0.0	73.3	6.7	0.0	0.0	13.3	6.7	13.3	60.0

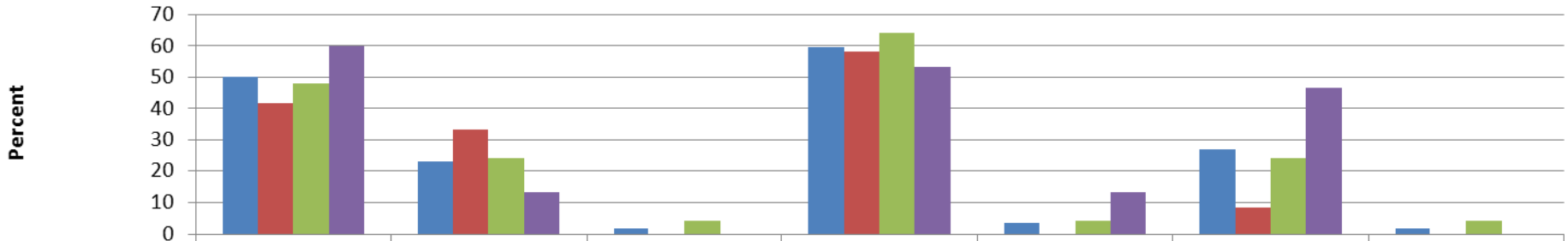


	1-3 hours	3-5 hours	More than 5 hours	Don't know
Overall	13.5	32.7	48.1	5.8
Unsat Rate ≤1%	0.0	33.3	58.3	0.0
Unsat Rate 1-5%	12.0	36.0	48.0	4.0
Unsat Rate >5%	26.7	26.7	40.0	13.3



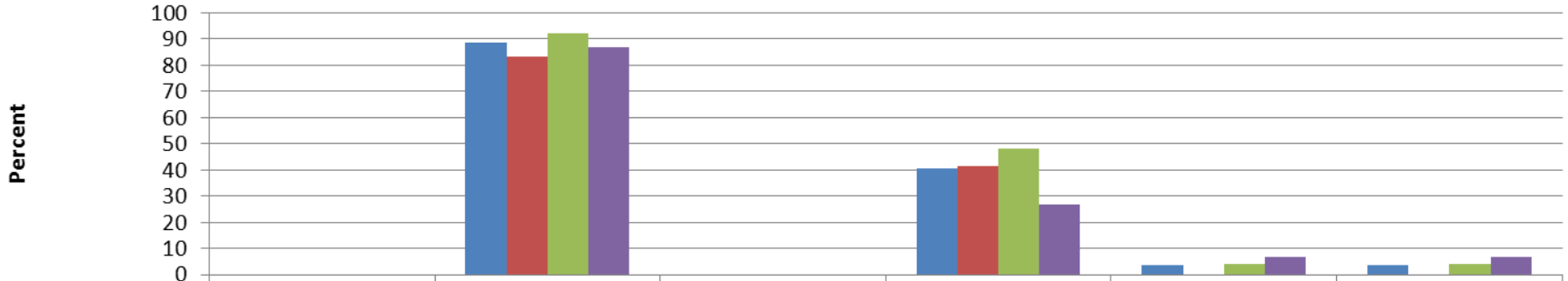
	Touch blood to see if still wet	Visually determine is blood is still wet	Neither, sent out after appropriate time
Overall	1.9	57.7	44.2
Unsat Rate ≤1%	0.0	75.0	16.7
Unsat Rate 1-5%	0.0	48.0	56.0
Unsat Rate >5%	6.7	60.0	46.7

When are the dried specimens sent to the designated courier/UPS pick up location within your facility?

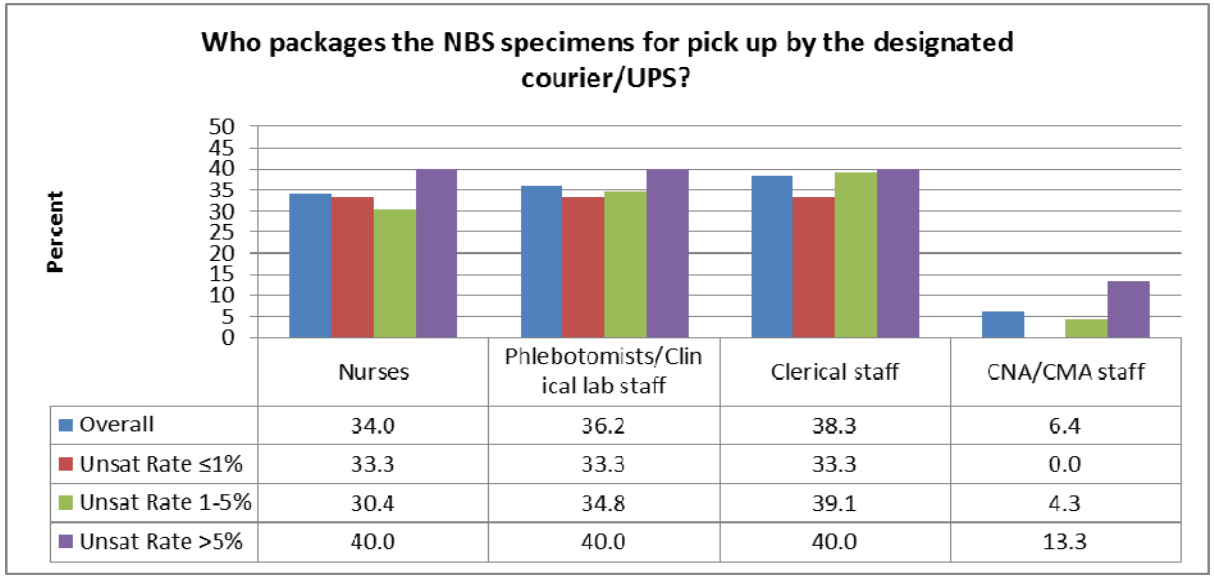


	Within 24 hours after specimen collection	As soon as the specimens are dried	Whenever there are X number of specimens ready to be sent	Every day	Don't know	When the courier/UPS arrives	At the end of each shift
Overall	50.0	23.1	1.9	59.6	3.8	26.9	1.9
Unsat Rate ≤1%	41.7	33.3	0.0	58.3	0.0	8.3	0.0
Unsat Rate 1-5%	48.0	24.0	4.0	64.0	4.0	24.0	4.0
Unsat Rate >5%	60.0	13.3	0.0	53.3	13.3	46.7	0.0

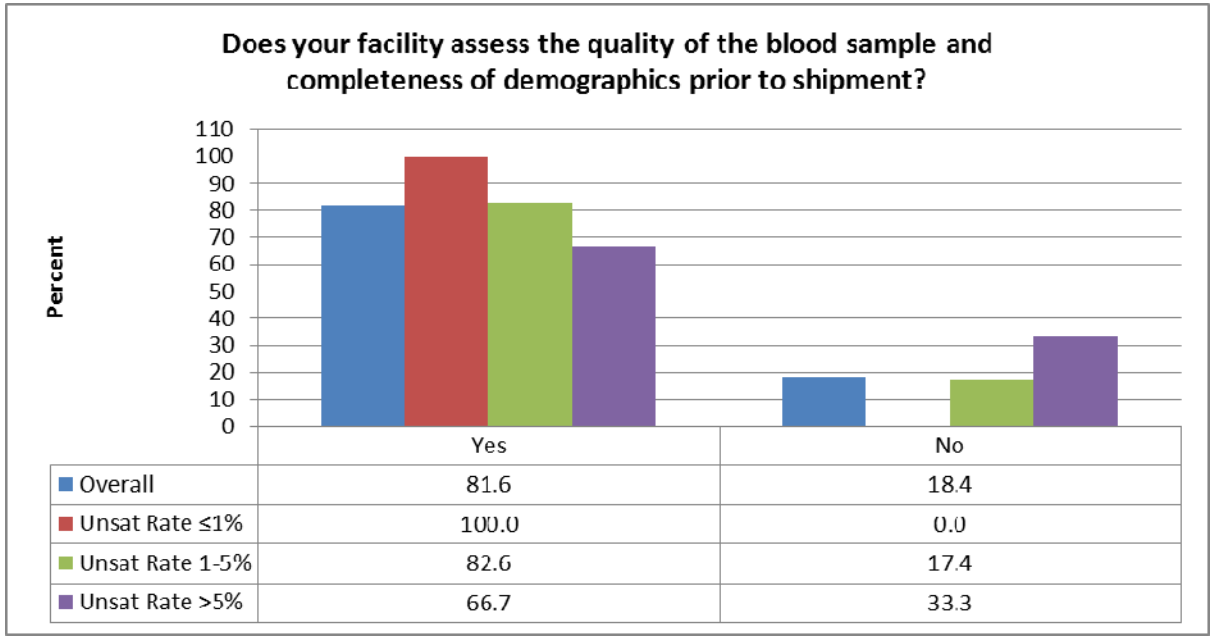
How are the NBS specimens packaged to go to the State of Michigan NBS lab?



	Air tight, plastic, leak proof, sealed container	Envelopes provided by the NBS Program	Facility/other envelope	Yellow flap covers the blood spots	Yellow flap removed-rotated 180 degrees	Yellow flap removed-specimens not rotated
Overall	0.0	88.5	0.0	40.4	3.8	3.8
Unsat Rate ≤1%	0.0	83.3	0.0	41.7	0.0	0.0
Unsat Rate 1-5%	0.0	92.0	0.0	48.0	4.0	4.0
Unsat Rate >5%	0.0	86.7	0.0	26.7	6.7	6.7



	Nurses	Phlebotomists/Clinical lab staff	Clerical staff	CNA/CMA staff
Overall	34.0	36.2	38.3	6.4
Unsat Rate ≤1%	33.3	33.3	33.3	0.0
Unsat Rate 1-5%	30.4	34.8	39.1	4.3
Unsat Rate >5%	40.0	40.0	40.0	13.3



	Yes	No
Overall	81.6	18.4
Unsat Rate ≤1%	100.0	0.0
Unsat Rate 1-5%	82.6	17.4
Unsat Rate >5%	66.7	33.3