

ROLES & RESPONSIBILITIES OF THE HCP MANAGER

- 1. Know Your Program. Know Your Tools. Know Your Region/Area of Responsibility.**
 - a. Be a master of all aspects of the Defense Occupational & Environmental Health Readiness System – Hearing Conservation (DOEHRS-HC) system and the Data Repository (DR).
 - b. Know all test sites under your area of responsibility.
 - c. Know which units, commands and Unit Identification Codes (UIC's) are enrolled in the Hearing Conservation Program (HCP) at each site.
 - d. Know the Hearing Conservation technicians at each site, and their phone numbers.
 - e. Know the Roles and Responsibilities of the HC Technicians.
 - f. Know their level of expertise with DOEHRS-HC.
 - g. Contact and/or visit all sites in your region regularly.
 - h. Ensure they know how to contact you for help or information.
 - i. Ensure they know the Military Health System (MHS) Help Desk contact information (800-600-9332, help@mhs-helpdesk.com).
 - j. Ensure they know the established patient referral process.

- 2. Manage Your Programs. Provide Assistance.**
 - a. Ensure all sites possess, understand and adhere to all pertinent Hearing Conservation Instructions and Regulations, to include a local HC Standard Operating Procedure (SOP).
 - b. Ensure all sites have functioning DOEHRS-HC equipment to include hardware and software. Use your management skills to expedite equipment repairs.
 - c. Know the Information Technology (IT) staff at each site and ensure they are familiar with DOEHRS requirements.
 - d. Ensure all sites have the most current version of DOEHRS-HC.
 - e. Ensure all sites download the current look-up table updates every month.
 - f. Ensure that all your sites are entering the correct data—particularly:
 1. UIC of the test facility in block 1
 2. UIC of the patient in block 11
 3. Location/Place of work in block 12
 4. Major Command in block 13
 5. Examiner Information in block 22
 6. Hearing Protection info in block 24
 - g. Ensure all sites have an internet connection for the DOEHRS-HC system. Use your management skills and authority to obtain one if they don't.
 - h. Ensure only current DOEHRS users are maintained in the system.
 - i. Ensure that every technician has a DR account and knows how to access the DR.
 - j. Ensure all sites are exporting data to the Data Repository at least weekly.
 - k. Check the Data Repository at least monthly to ensure data from all sites was successfully received. Evaluate the quantity and quality of the data.
 - l. Ensure each site knows the process for booth calibration, audiometer calibration and repair, and how to obtain service and parts (handswitches, headphones, ear cushions).
 - m. Ensure each technician knows the infection control protocol and Health Insurance Portability and Accountability Act (HIPAA) rules.

- 3. Be Pro-Active.**
 - a. Know the common DOEHRS trouble call problems and their solutions.

- b. Perform quarterly site assist visits. Ensure the booth, and DOEHRS software and hardware are properly maintained. Ensure technicians are qualified and adept at using them. Provide on-site on-the-job training (OJT).
- c. Submit ideas and requests for DOEHRS-HC software improvements as a System Change Requests (SCR) through the Occupational Health Portal website (<https://doehrswww.apgea.army.mil>). Go to Hearing Conservation, then DOEHRS-HC SCR.
- d. Submit requests for Data Repository improvements through the DR website (<https://doehrswww.apgea.army.mil/dohrsdr>). Go to the help menu.

4. Data Analysis & Metrics / Program Effectiveness

- a. Know and use all the reporting tools available in the DR.
- b. Review data from each site at least monthly.
- c. Monitor compliance.
- d. Make data-driven decisions.
- e. Submit reports on HCP results (compliance, STS rates, HPD use, etc.) to your supervisors and Commanding Officers of units tested.
- f. Focus improvement efforts on units with poor compliance and high STS rates.
- g. Use the data to improve your program through reporting and/or education & training.

5. Ask for Help. Offer Your Ideas.

- a. Know where to get assistance (Navy Environmental Health Center) at (757) 953-0773/0775 or <http://www-nehc.med.navy.mil>.
- b. Submit ideas for Hearing Conservation Program improvement to NEHC.