



## ROLES & RESPONSIBILITIES OF THE HCP MANAGER

### 1. Know Your Program. Know Your Tools. Know Your Region/Area of Responsibility.

- Be a master of all aspects of the Defense Occupational & Environmental Health Readiness System – Hearing Conservation (DOEHRS-HC) system and the Data Repository (DR).
- Know all test sites under your area of responsibility.
- Know which units, commands and Unit Identification Codes (UIC's) are enrolled in the Hearing Conservation Program (HCP) at each site.
- Know the Hearing Conservation technicians at each site, and their phone numbers.
- Know the Roles and Responsibilities of the HC Technicians.
- Know their level of expertise with DOEHRS-HC.
- Contact and/or visit all sites in your region regularly.
- Ensure they know how to contact you for help or information.
- Ensure they know the Military Health System (MHS) Help Desk contact information (800-600-9332, [MHSSC@TMA.OSD.MIL](mailto:MHSSC@TMA.OSD.MIL)).
- Ensure they know the established patient referral process.

### 2. Manage Your Programs. Provide Assistance.

- Ensure all sites possess, understand and adhere to all pertinent Hearing Conservation Instructions and Regulations, to include a local HC Standard Operating Procedure (SOP).
- Ensure all sites have functioning DOEHRS-HC equipment to include hardware and software. Use your management skills to expedite equipment repairs.
- Know the Information Technology (IT) staff at each site and ensure they are familiar with DOEHRS requirements.
- Ensure all sites have the most current version of DO EHRS-HC.
- Ensure all sites download the current look-up table updates every month.
- 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
- 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.



- Ensure only current DOEHRS users are maintained in the system.
- Ensure that every technician has a DR account and knows how to access the DR.
- Ensure all sites are exporting data to the Data Repository at least weekly.
- Check the Data Repository at least monthly to ensure data from all sites was successfully received. Evaluate the quantity and quality of the data.
- Ensure each site knows the process for booth calibration, audiometer calibration and repair, and how to obtain service and parts (handswitches, headphones, ear cushions).
- Ensure each technician knows the infection control protocol and Health Insurance Portability and Accountability Act (HIPAA) rules.

### **3. Be Pro-Active.**

- Know the common DOEHRS trouble call problems and their solutions.
- 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).
- 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/> ).

### **4. Data Analysis & Metrics / Program Effectiveness.**

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

### **5. Ask for Help. Offer Your Ideas.**

- Know where to get assistance (Navy and Marine Public Health Center) at (757) 953- 0772/0761
- <http://www.med.navy.mil/sites/nmcphc/occupational-and-environmental-medicine/oahcd/Pages/default.aspx>