



**Name:** Joy O'Neal

**Title:** Former Program Director of TEHDI (Texas Early Hearing Detection and Intervention), Audiologist, Retired

**Product:** OZ Screening Information Management System (SIMS), OZ eScreener Plus™ (eSP™)

Joy O'Neal was EHDI Program Director and partnered with OZ Systems from 1997 to 2007. During this time Joy was responsible for implementing newborn hearing screening in 281 hospitals throughout the state of Texas. Joy recommends OZ Systems because it was the best partnership she ever experienced.

“OZ Systems and their staff have expertise, honesty, compassion, integrity, and determination, and their focus is the babies. Their system is continuously improved and expanded, and I will be forever grateful that I had the good fortune to work with them. If you get that chance, seize it! It was the best partnership I ever experienced!”

In 1999 the Texas Newborn Hearing Screening law was signed, making Texas the 11th State with mandatory hearing screening. For two years prior there was a pilot project to determine the efficacy of newborn hearing screening. I did the pilot project with Dr. Terese Finitzo, who had been setting up newborn hearing screening in Dallas hospitals, and was known to me as a brilliant audiologist. Dr. Ken Pool, a neurologist, turned Wizard, had developed some data tracking software systems to help Dr. Finitzo, and that was the beginning of my decade-long association with OZ Systems and its talented staff. It was beyond daunting to set up hearing screening programs in the 281 hospital programs that existed in Texas at that time, but with legislative funding from the Department of State Health Services and the expertise of Dr. Finitzo and Dr. Pool and the OZ Systems staff, we accomplished the miracle of screening Texas newborns, one baby at a time. We set up hearing screening in small birth facilities in rural areas, and birthing facilities with more births than some states. Now, there are several million babies whose hearing has been screened, and babies with hearing loss and deafness who have received appropriate intervention. I worked with OZ Systems until I retired in 2007.



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