

## RCHC/RCCO

### Sharing Promising Practices: Petaluma Health Center

#### Colorectal Cancer Screening

Categories:  Clinical Practice  Operations  Compliance  Finance

#### Aim:

Increase Petaluma Health Center's colorectal cancer screening rate by 20% from 2012 to 2015 (determined via UDS data).

#### Target Population:

Adult patients over 50 years of age.

#### Promising Practice Overview:

Petaluma Health Center increased colorectal cancer screening rates from 24.4% in 2012 to 46.1% as of October 1<sup>st</sup> 2015 (determined via UDS data) by implementing the following changes:

- Updating workflows to include EHR alerts and a team huddle;
- Standardizing EHR alerts/codes to align with colorectal cancer screening protocol;
- Developing simplified instructions for the FIT test; and
- Implementing a robo-call for any FIT test not returned within 2 weeks

#### Measures:

- Increase colorectal cancer screening rate among adult patients over 50 years of age.
- Continue implementing a "15 minute huddle" at the start of every shift.
- Reduce time between ordering FIT test and receiving it back from patient by implementing a Robo-call for any FIT test not returned within 2 weeks.
- Develop/implement EHR alerts and identify a standard spot in the EHR to mark colorectal cancer screenings.
- Develop simplified instructions for the FIT test.
- Implement staff training on EHR changes and how to instruct patients on using the FIT test.

## Changes:

Petaluma Health Center made the following changes to increase colorectal cancer screening rates:

- **EHR**
  - PHC developed and implemented two EHR alerts:
    - Alert 1: Patient is over 50 and should have a FIT test each year.
    - Alert 2: Patient is over 50 and hasn't received a colonoscopy in the past 10 years.
    - Trained staff on EHR alerts.
  - Made a diagnostic image named "colonoscopy" and mapped it to the quality measure. This served as the standard spot to mark colorectal cancer screenings in the EHR. Colonoscopies were marked as a diagnostic image instead of a consult so they could be searched for as discrete data. Trained staff on where to mark screenings.
  - Ran a query for patients who had previously received a colonoscopy (searched by "colo" and selected patients who HAD received a colonoscopy in the past 10 years). Mined out the old information, had staff enter new patient data and attach the colonoscopy diagnostic image to the patient's record so alerts would NOT occur for patients with a recent colonoscopy.
- **Patient Friendly FIT test**
  - Since instructions from Quest can seem complicated, Petaluma Health Center developed simplified FIT Test instructions in English and Spanish.
  - PHC trained with care teams on how to take FIT kits apart and explain how to use them.
    - MAs labelled each kit with patient stickers.
    - MAs opened each package and explained each part to the patient.
  - PHC also developed an instructional video that provided simple instructions on how to use the FIT Test in English and Spanish.
  - Petaluma Health Center implemented a robo-call for FIT tests that were not returned within 2 weeks.

## Pre-existing infrastructure:

Petaluma Health Center had a pre-existing infrastructure that assisted with increasing colorectal cancer screening rates:

- **Team Huddle**
  - Petaluma Health Center continued to implement a mandatory 15 minute team huddle at the start of every shift.
    - During huddle the team reviewed charts, MA read out all alerts due for a patient, then the team developed a plan to address alerts (didn't automatically put out orders).

**Results:**

- Petaluma Health Center increased Colorectal Cancer Screening rates from 24.4% in 2012 to 46.1% as of October 1<sup>st</sup> 2015 (UDS data).
- Improved workflow by building on “team huddle,” implementing EHR alerts, and identifying a standard spot to mark colorectal cancer screenings with most recent diagnostic images.
- Improved FIT test ease-of-use by developing simplified instructions and an instructional video on how to use the test, available in English and Spanish.

**Conclusions:**

- Increased colorectal cancer screening rates by 21.7% from 2012 to 2015.
- Used the EHR alert system to easily add alerts for patients who needed a FIT test or colonoscopy. Informed medical teams about alerts.
- Continued to implement the “15 Minute Huddle” at the start of every shift to provide time for the medical team to strategize patient treatments/procedures.
- The FIT test instructions have been simplified and an instructional video was created to improve ease-of-use and make the test more patient friendly.
- All patients who haven’t returned the FIT test within two week now receive a robo-call reminder.

**Companion Documents:**

- FIT Test Instructional Video
  - English/Spanish: <http://phealthcenter.org/video-library-education/>