

Objective

Increase the colorectal screening rates at the Sanford Bemidji 1611, Cass Lake, and Walker family practice clinics by 10%, from 70% to 80% by June 1, 2019.

Background

Colorectal Cancer is the second most common cause of death from cancer in the U.S. Evidence has shown that colorectal cancer can be prevented by age appropriate colorectal screening, and early detection/intervention can lead to prolonged survival for patients. Despite the compelling evidence for colorectal screening, rates remain low especially in underserved communities. Sanford Health is committed to reaching the Healthy People 2020 goal of 80%. Overall, Sanford Bemidji's rate was 77.3% as of November 2018. However, it was identified several locations have an opportunity for improvement with additional resources. These locations are: Bemidji 1611, Cass Lake, and Walker family practice clinics. Combined, their screening rates were at 69.7%. Our work specifically targeted high-risk individuals with the use of a Patient Navigator for colorectal screening to assist patients throughout the screening process by understanding the medical implications for the screening, identifying appropriate screening for the individual, and recognizing and addressing barriers throughout the process.

Actions Taken

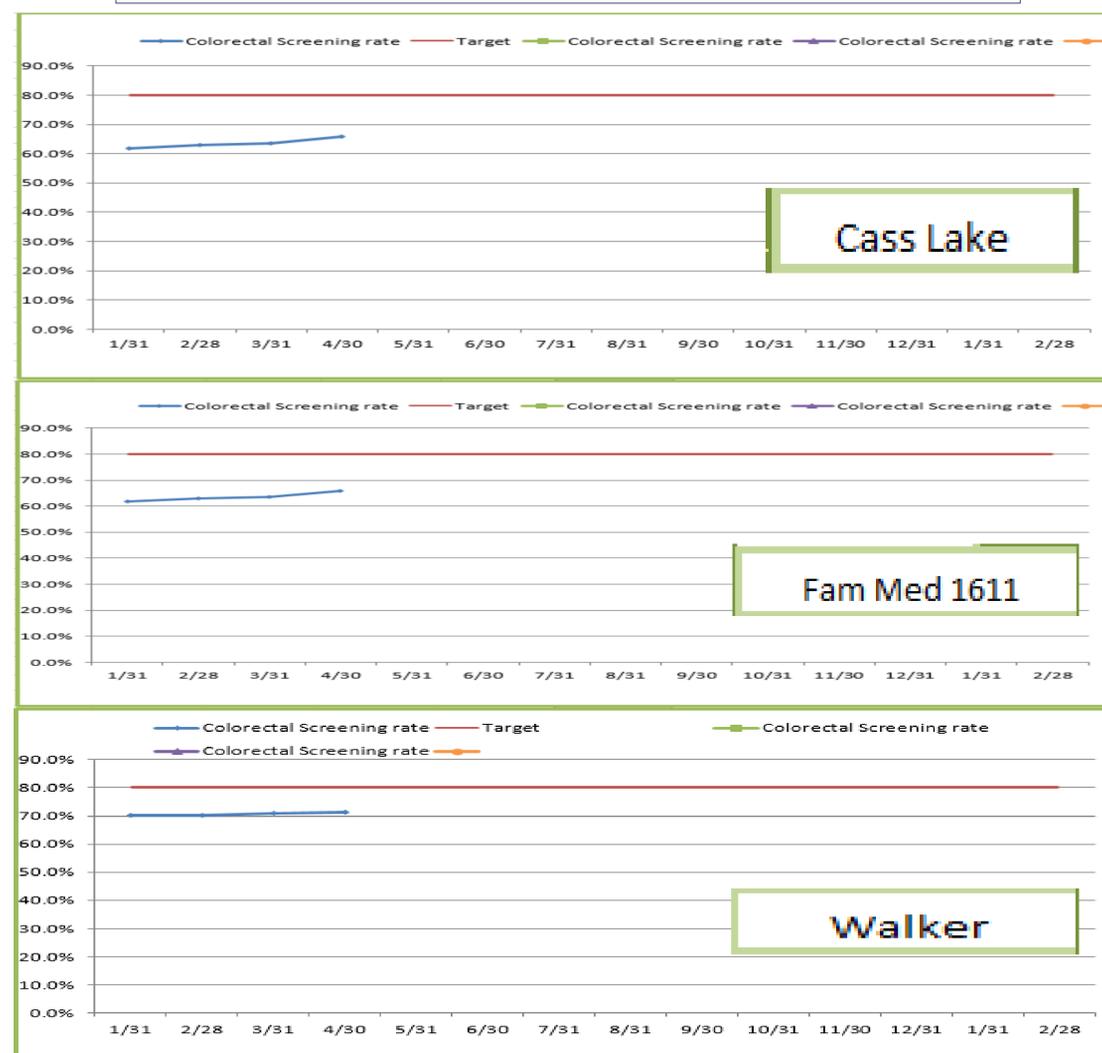
- Identification of patient navigator
- Developed toolkit and educated patient navigator
- Project overview and education provided to the providers, staff nurses, lab, and reception
- Monthly reports of overdue patients provided by quality
- Patient navigators reached out to overdue patients
 - Methods used:
 - Phone calls
 - MyChart Messages
 - Letters
- Provided time for patient navigators to dedicate work to improving colorectal screening rates
- Monthly meetings with Quality advisor, financial grant administrators, and clinic leadership
- Weekly touch bases with patient navigators and clinic leadership
- Encouraged competition by supplying colorectal bingo cards and prizes
- Care team updated Health maintenance at every visit
- Used standard protocol orders and clinical practice guidelines
- Providers remind patients of importance of CRC screening at appointments
- Transparency of data

Utilization of Patient Navigator to Improve Colorectal Screening Rates

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Metrics

Percentage of patients age 50-75 years who had appropriate screening for colorectal cancer.



Analysis

As of February 1st, our combined screening rate was 69.7% (n=1988). By incorporating a patient centered approach, we were able to increase our colorectal cancer screening rates by 1.2%. As of April 30, 2019 the combined rate was 70.9% (n=2172).

Next Steps

- Continue to have colorectal screening as a high focus
- Care coordination efforts with nursing staff, RN team leads and providers to ensure review of health maintenance
- Continue to raise awareness to the community through education
- Maintain a current referral list for community resources



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