

Population Management

As a tool for improving Colorectal Cancer Screening

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Case Study: Improving Colorectal Cancer Screening

UDS 2012

4%
(Yikes!!)

UDS 2013

20%

September 2014

27%*

Data Clean Up

- ✓ Start capturing Colorectal Cancer Screening as structured data on a consistent basis
- ✓ Clean up existing structured data
 - ✓ Review reports with screening results
- ✓ Enter missing results
 - ✓ Report for comparing completed orders with data field to find missed opportunities for colonoscopy data entry.
- ✓ Retrain staff, retrain staff, retrain staff!

Improve Workflow

- Create more places for the information to be entered and viewed
- Create Custom Forms to capture information in each department's EMR workflow
- Retrain staff to ask more consistently
- Implement system for follow up on FIT tests ordered
- Rework system for getting colonoscopy reports

Implement Pre-Visit Planning

- Create Pre-Visit Planning Tools that include measures required for UDS, QARR, PCMH, etc.
- Provide choice for how Pre-Visit Planning (PVP) activities take place, all yielding the same results.
 - Paper Worksheets
 - PVP tool in CPCI
 - EMR History Views
- Work with departments & Care Teams to define roles-who does what?

Using CPCI

- Validate to make sure the data is correct
- Pull lists of patients due for specific services to contact them
- Use the PVP tool during Care Team huddles

Patient Reminders

- Reminder Letters- coordinate Colorectal reminders with MU patient reminder measure.
- Reminder Calls from Care Management Staff
- Reminder Calls from our American Cancer Society volunteer
- Reminder Calls from the Care Team after a Colorectal Screening test was ordered

Celebrate your accomplishments

- Consistency with Reminder Calls
- Implementation into PVP
- Track and Report results by provider/department-
share data so they know where they stand

Learn from your mistakes

- Letters mailed with FIT kits
 - Out of 250 letters/kits mailed, only about 30 were returned (OUCH!)
- Convincing patients to take the test via letter/phone call vs in person

Tracking Results- Implementing Patient Panels

- Assigning Panels
 - Auto assigned if 3 of the 5 last visits were with the same provider
 - Giving patients the choice of a PCP if they have not seen a specific provider consistently
- Patient Education!
 - Help them see beyond meeting their immediate need and look towards building a relationship with their provider- a win, win!
- Consistency

Tracking Results- Reporting

- Separate data to the best of your ability at the time
 - Organization
 - Department/Site
 - Provider
- Analyze effectiveness of your efforts by comparing success in different departments/Care Teams
- Report at CQI- nothing like some healthy competition!

Next Steps

- Focus on Homeless Site
- Birthday Cards for patients turning 50 years old
- Provide FIT kits in the clinical setting- avoiding trips to the lab to get the kit
- Patient educational handouts to prompt staff to do more in-depth teaching