

Improving Systems To Increase Screening Colonoscopy Rates: The Mount Sinai Experience

Steven Itzkowitz, MD, FACP, FACG, AGAF

Professor of Medicine

&

Lina Jandorf, MA

Associate Professor of Oncological Sciences

Mount Sinai School of Medicine

NYC, NY



Barriers to CRC Screening: 2003

- **Physician (PCP) knowledge:**
 - Problem: Failure to recommend (any) CRC screening
 - Solution: Education sessions with PCPs
- **Physician (PCP) referral:**
 - Problem: Difficulty scheduling c'scopy
 - Solution: Established central phone number; Faxed referral forms



Barriers to CRC Screening: 2003

- **Endoscopy Unit Availability:**
 - Problem: Limited number of slots
 - Solution: Slots reserved for screening colos; more faculty participation
- **Endoscopy Unit Scheduling:**
 - Problem: Difficulty scheduling c'scopy
 - Solution: Established central phone number; Faxed referral forms
- **Insurance:**
 - Problem: Different carriers; uninsured pts
 - Solution: Focused first on Medicaid pts



Barriers to CRC Screening: 2003

- **Patient Beliefs and Awareness:**
 - Problem: Fear; mistrust; literacy; language; knowledge
 - Solution: Patient Navigator (bilingual health educator)
- **Patient Convenience:**
 - Problem: Inconvenient to see GI doctor first (thus, long lag time from PCP referral to c'scopy)
 - Solution: Open Access (medical clearance by MD or RN prior to scheduling)



Approach

- Open Access Endoscopy
 - Direct Referral Form faxed by PCP
 - Reviewed by Gastroenterologist
 - Appropriate cases given to Patient Navigator
- Patient Navigator then does the following:
 - Step 1: Scheduling Phone Call
 - Step 2: Reminder Postcard
 - Step 3: Two Week Reminder Call
 - Step 4: Three Day Reminder Call



Step 1: Scheduling Phone Call

- Review the following with the patient:
 - Reason for referral
 - Importance of having a colonoscopy
 - Review current medications
 - Review and mail prep materials
 - Ensure escort
 - Answer all questions
 - Address concerns



Step 2: Post Card

GET
SCREENED



DOCTORS'
ORDER

Dear _____

Your Colonoscopy Appointment is scheduled for

Please come to the Warren Alpert Pavilion
1184 5th Avenue
(Between 98th & 101st Street), 7th Floor at



To reschedule your appointment or to ask questions please contact:
Anabella Castillo at 212-659-5415 or Yira Duplessi at 212-659-8212

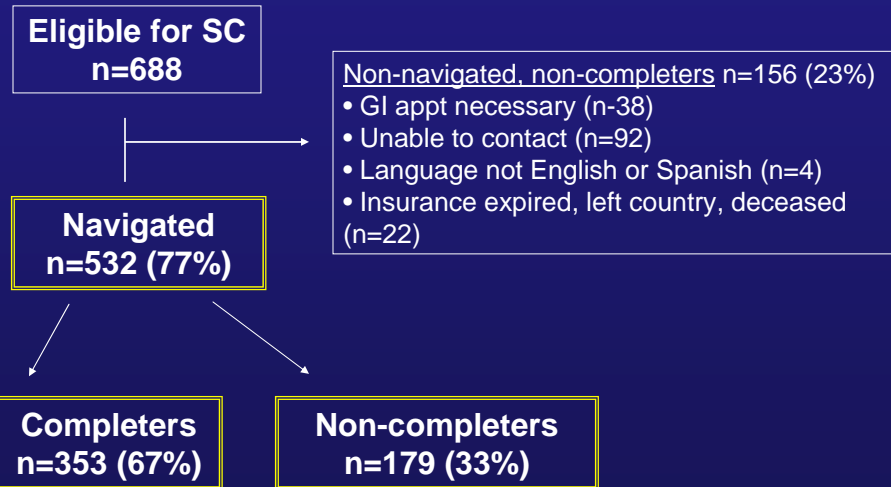


Steps 3 & 4: Reminder Phone Calls (2 weeks, and 3 days prior to procedure)

- Confirm receipt of prep and how to perform prep
- Confirm appointment time and location
- Confirm escort
- Review importance of having a colonoscopy
- Answer all questions
- Address concerns



Results of Navigation Program (2007)



Chen et al. *Clin Gastro Hepatol*, 6:443, 2008

Patient Navigation Improves Efficiency and Satisfaction

- **Prep Quality: Inadequate or Poor**
 - Pre-Navigation: 12%
 - Post-Navigation: 5%
- **“No-Show” Rates**
 - Pre-Navigation: 40%
 - Post-Navigation: 9.8%



Pathology Detected

- Pts w/ adenomas 58/353 (16.4%)
- Pts w/ advanced adenoma 7/353 (2.0%)
 - 2 cancers (Stage I)
 - 1 HGD
 - 1 villous adenoma



Patient Satisfaction (amongst completers)

- **64% of patients would not have completed colonoscopy without the assistance of the Patient Navigator**
- **Felt the procedure had been explained:**
 - by PCP: 84.2%
 - by PN: 92.1%
- **Understood bowel prep:**
 - by PCP: 34.9%
 - by PN: 58.5%
- **Satisfied with bowel prep explanation:**
 - by PCP: 83.0%
 - by PN: 99.1%



What is Needed to Construct an Outreach System

- **External Clinic (eg. Settlement Health)**
 - must be made partners (communicate; assign a champion)
 - Make it easy for PCPs to refer pts (DERS form; EMR)
 - Insurance clearance and verification
- **Patient Flow (Navigators)**
 - Make sure patients understand how to find the Endoscopy Unit (signage, language)
- **Gastroenterologists**
 - Perform quality exam; generate report; communicate findings to PCP



Acknowledgments

Navigation Program

- Steven Itzkowitz, MD
- Jennifer Christie, MD
- Lina Jandorf
- Anabella Castillo
- Yira Duplessi
- Lea Ann Chen, MD (medical intern)
- Stephanie Santos, MD (GI fellow)

Internal Medicine Associates

- Thomas McGinn, MD
- Jacqueline Arcienega

Grant Support

- NYC DOHMH & American Cancer Society
- Mount Sinai Dept of Medicine Advisory Board
- National Cancer Institute

Gastroenterologists

- Maria Abreu, MD
- Peter Chang, MD
- Sita Chokhavatia, MD
- Eric Goldstein, MD
- Peter Legnani, MD
- Michelle Kim, MD
- Lloyd Mayer, MD
- Thomas Ullman, MD
- Xianyang Yio, MD, PhD

