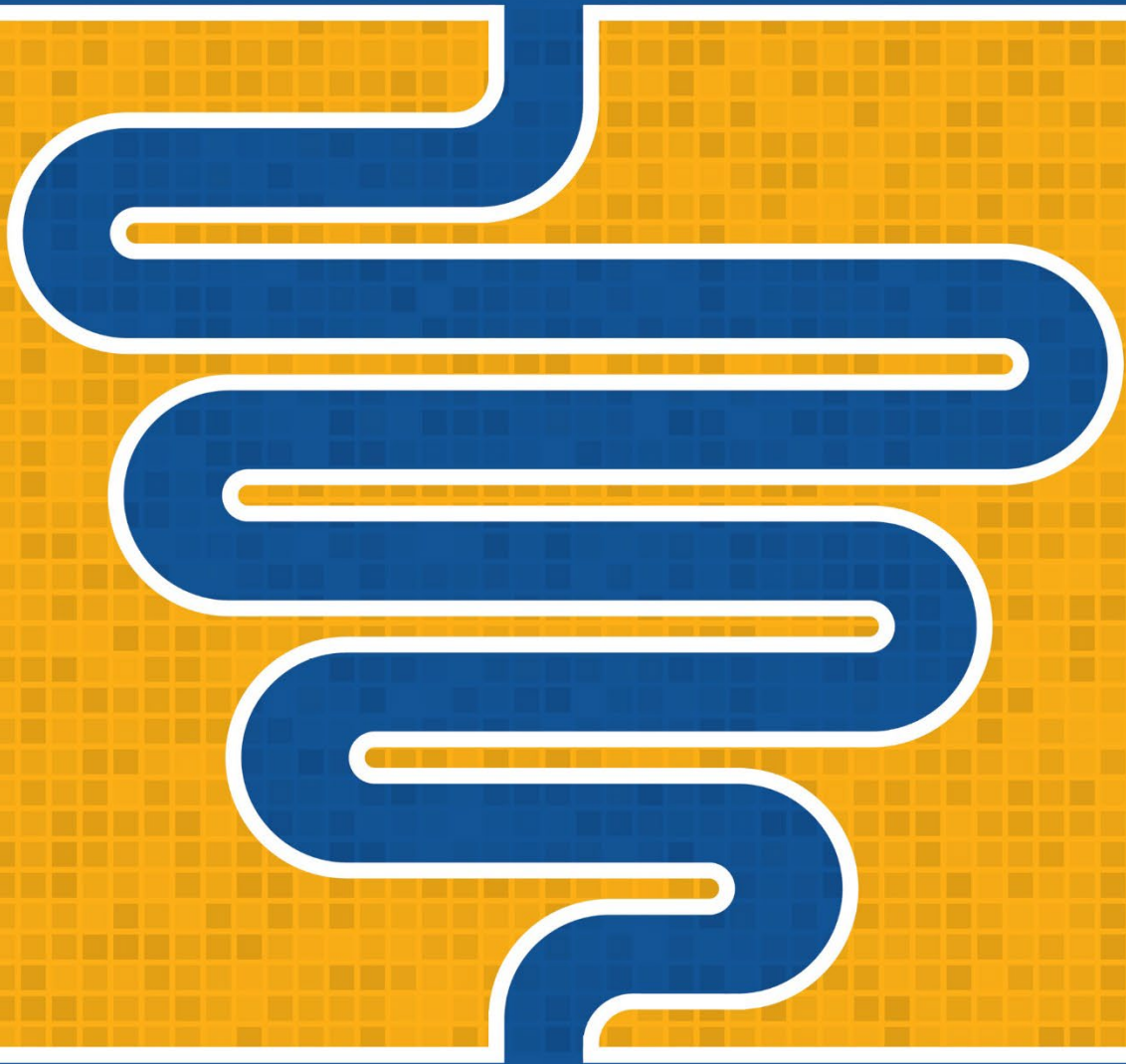


UNC SCORE Project Example Detailed Workflow



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



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Center for Health Research



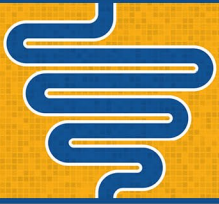
CENTERS FOR DISEASE
CONTROL AND PREVENTION



UNC SCORE DETAILED WORKFLOW

The table shows an example detailed workflow from the UNC SCORE project.

| Workflow Step | Timeline | Activity Time |
|---|--|--------------------------|
| Query EHR system to identify eligible patients | Day 1 | 1 hour |
| Check the patient list to make sure addresses are complete, etc. Remove any ineligible patients. | Day 2 | 3 hours |
| Upload or enter patient list to registry or database that will be used to print mailing labels, cover letters, etc. | Day 2 | ½ hour |
| Print and assemble primer letters to let patients know they are due for screening and will receive a FIT kit in the mail in 1 week. | Days 2-3 | 2 hours per 100 patients |
| Mail primer letter | Day 4 | ½ hour |
| Update registry (and/or EHR to show that letter was mailed) | Day 4 | ½ hour |
| Print and assemble FIT kit mailing | Days 7-10 | 5 hours per 100 patients |
| Mail FIT Kit | Day 11 (1 week after mailing the primer letter) | ½ hour |
| Update registry (and/or EHR to show that FIT was mailed) | Day 11 | ½ hour |
| Print and assemble Reminder Letter 1 | Days 23-24 | 2 hours per 100 patients |
| Mail the first reminder letter | Day 25 (2 weeks after mailing the FIT kit) | ½ hour |
| Update registry (and/or EHR to show that the first reminder letter was mailed) | Day 25 | ½ hour |



UNC SCORE DETAILED WORKFLOW

| Workflow Step | Timeline | Activity Time |
|--|---|--|
| Print and assemble the second reminder letter | Days 30-31 | 2 hours per 100 patients |
| Mail second reminder letter | Day 32 (1 week after Reminder Letter 1) | ½ hour |
| Update registry (and/or EHR to show that the second reminder letter was mailed) | Day 32 | ½ hour |
| Respond to patient phone calls about whether and how to complete mailed FIT | Ongoing | ½ hour per week or less |
| Provide patient navigation to follow-up colonoscopy after an abnormal FIT (Although highly variable depending on each patient's barriers to accessing care, plan on approximately 1 hour per patient) | Ongoing | approximately ½ hour-4 hours-# hours per patient |
| Monitor results, update registry or EHR system to show completed results | Ongoing | 1 hour/week |