FIT at Point of Care (In Clinic) Workflow

Goal: Increase the number of patients who return the FIT kits given at point of care.

Patients who are due for CRC screening receive a FIT order & a FIT kit in-clinic

1 week later patients are sent a text message reminder to complete their FIT & a link with video instructions

4 weeks later patient navigators call remaining unscreened patients & use motivational interviewing techniques to help FIT completion

1

Televisit FIT Test Distribution Workflow

Goal: Ensure telehealth patients who are due for CRC screening receive a FIT kit in the mail and return it.

Patients receive a FIT order via televisit

FIT kit is mailed by Patient Navigators

1 week later patients are sent a text message reminder to complete their FIT & a link with video instructions

4 weeks later patient navigators call remaining unscreened patients & use motivational interviewing techniques to help FIT completion

2

FIT Mass Mailer Workflow

Goal: Increase the amount of FIT kits returned as part of the Annual FIT Mass Mailer.

Team compiled list of patients due for CRC screening age 50-75 years old

Vendor mailed FIT kits, wordless instructions, patient letter & CRC screening flyer

4 days after mailing, we texted a behavioral declaration question and a link to a tailored fotonovela

1 week after mailing, we texted video instructions to complete the FIT

3 weeks after mailing, we sent a text message reminder to complete the FIT

1 month after mailing, Patient Navigators began doing lives calls to the remaining unscreened patients

Abnormal FIT Follow Up Workflow

Goal: Increase colonoscopy completion after abnormal FIT.

RN informs patient of abnormal results, next steps & submits GI referral

MA follows
up in 3
weeksobtains
consult date
or helps
make
appointment

2 days before GI appointment, MA send a text reminder

Patient goes to GI consult

MA verifies attendance, obtains colonoscopy date/time, offers bowel prep session

MA
coordinates
bowel prep
sessions:
send
reminders,
mails
materials,
etc.

1 week
before
colonoscopy,
RN leads
Bowel Prep
Session

Patient completes colonoscopy

MA verifies colonoscopy completion, obtains colonoscopy report & informs PCP of completion