

# NorthPoint Health & Wellness Center

Many Faces of Community Health Conference  
August 18<sup>th</sup>, 2022

# About NorthPoint Health & Wellness



- Medical, Dental, and Behavioral Health and Human Health Services.
- Located in North Minneapolis
- 50+ Years of Making Health Happen!

# Advancing Health Equity through Reigniting Cancer Screenings



# Northpoint Patient Population:

- We serve 21,227 patients
- 7,719 of those patients over the age of 45
- Black/African Americans make up 48%
- Lantix/Hispanic 28%
- Asian 12%
- Indigenous 1%



# Increasing Numbers thru Teamwork

- **Goal** – to increase our current CRC screening rate by 5%
- **Core Team**
  - Medical Clinic Manager, RN Supervisor, Lab Supervisor, Quality Improvement Staff, Provider Champion
- **Partners/Collaborators**
  - American Cancer Society
  - MDH/Sage Scopes
  - HCMC/MNGI

# Increasing Numbers thru Teamwork

- PDSA
- **Reviewed existing workflows**
  - Realized the existing workflow was causing a back-log of past due referrals, inconsistent communication with patients, and questioning providers.
  - Mainly due to one designated staff to do much of the work “GI Nurse”.

# Increasing Numbers thru Teamwork

- PDSA
  - Executed initial plan
    - Immediately implemented process to catch up on back-log, reconcile EMR in basket, to get a fresh start. CC Supervisor assisted with this work. GI RN made phone calls to patients with past due referrals.
    - Lab Supervisor volunteered to scrub charts in the am and place standing orders for patients due for CRC screening.
    - This leveraged the providers ability to see the order, discuss with patient and sign or remove order based on discussion.

# Increasing Numbers thru Teamwork

- PDSA
- **Revised plan based on studies of outcomes and challenges**
  - Outcome: CRC screening was improving using this method.
  - Challenge: Method was likely still not sustainable as it relied mostly on supervisors
    - Lab Supervisor, RN supervisor, etc
  - Challenge: Some patients still require a lot of education, prescriptions for prep. Face to Face education with NorthPoint “GI Nurse” still in progress.



# Increasing Numbers thru Teamwork

- PDSA
- **Revised plan based on studies of outcomes and challenges:**
  - **Incorporate scrubbing of charts/pre-visit planning into daily MA work**
    - Address gaps in care/over-due referrals at time of visit
    - Place order if patient agrees on screening during visit
    - Track and monitor for ongoing quality improvement.
  - Will require more training and “small tests of change.”

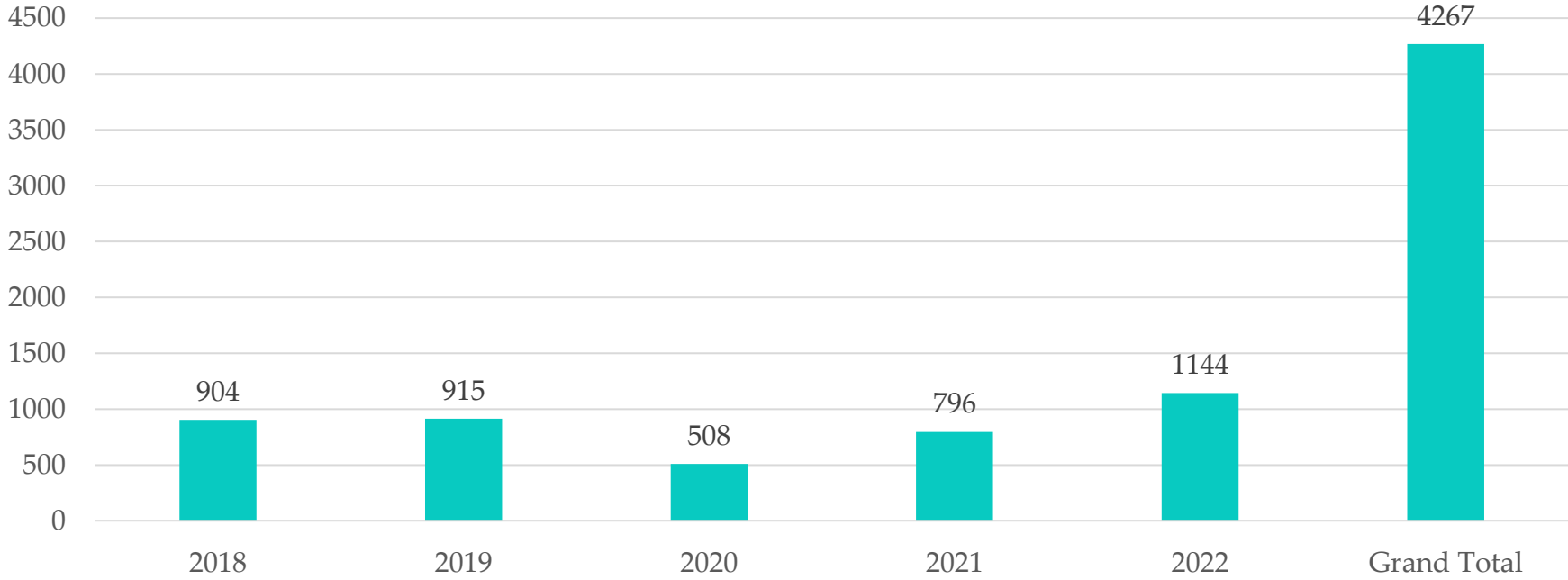
**RESULTS**

The word "RESULTS" is rendered in a bold, 3D green font. A magnifying glass with a white frame and a black handle is positioned over the letter 'S', which is enlarged through the lens. The entire graphic is set against a white rectangular background, which is itself centered on a dark teal background with a faint grid pattern. The overall image has a layered, collage-like appearance with various shades of green and blue.

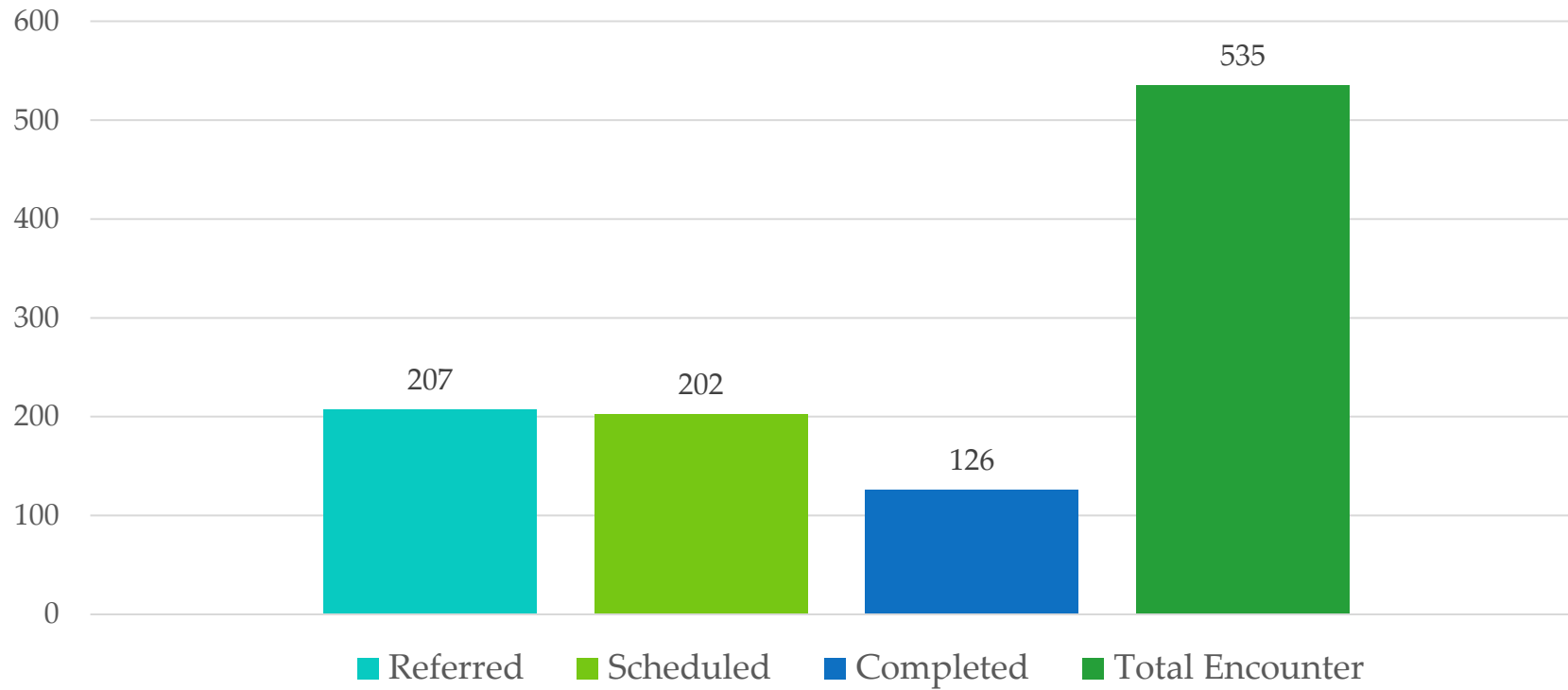
## Overall Outcomes for NP Screening Rates

- Screening rate for 2020 averaged 46%
- Screening rate for 2021 averaged 48.5%
- Screening rate for 2022 Q2 53%

# Snapshot NP iFOBs screening over the years



## Snapshot NP Colonoscopy status 2022



# Where we are

- **Dedicated MA Role:**
  - Schedules and coordinates CRC screenings
- **Collaborations:**
  - Lab/medical for ordering and/or reminders
  - NorthPoint Human Services for outreach to 60yrs+
- Incentives beginning September 1, 2022
- Moving to referral work queue embedded in EPIC instead of external tracking spreadsheet (expected late Q3/4 2022)
- Ongoing workflow revisions.
  - PDSA

# Challenges



# Challenges

- High demand coupled with staffing challenges
  - Interpreter services availability
  - Turnover
- Technical challenges (efficient use of EMR)
- Competing interests:
  - Need buy-in from all internal stakeholders to grow an interdisciplinary team.
- Communication challenges:
  - Unanswered phone calls
  - Returned mail







**Opportunity**

# Opportunities

- Expanding pre-visit planning by MAs
- Staff education and training to leverage use of EPIC
  - Using Health Maintenance to address gaps in care
  - MyChart messaging to patients, other tech/communication tools (i.e. text messaging)
- Using Integration to further improve rates:
  - Reminders in BH, Dental, Human Resources
  - Annual Education for All NP Staff
  - Ongoing continuing education opportunities e.g.: ECHO

# Question or Comments

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