Closing the Gap Following a Positive FIT

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Chief Quality Officer
Premier Medical Associates
Conflicts of Interest

• I have none to report
Outline of Talk

• Introduction of practice
• Overall 80% by 2018 efforts
• Description of problem with positive FIT follow up
• Description of practice’s interventions to improve follow up
• Results from improvement effort
INTRODUCTION OF PRACTICE
Premier Medical Associates

- Formed 1993
- 100 providers
- 22 specialties
- 1:1 ratio PCPs to specialists
- Part of Highmark Health
- Member of the Allegheny Health Network
Premier Medical Associates

• 2016 377,000 patient visits
• All adult and pediatric offices have level 3 PCMH certification
• AMGA Analytics For Improvement member
• AMGA Acclaim Award winner 2016
Eligible Population-as of 9/30/17

• 18,700 active 50-75 yo
• 3,516 choose to be screened with FITs
EHR and Registry

- Allscripts
- Touchworks
- CQS (Clinical Quality Solutions) registry
OVERALL 80% BY 2018 EFFORTS
Colon Cancer Screening Efforts

• Campaign kick off 12/13/12
• 57.5% screening rate 1/1/13
• Provider and staff education
• Emphasized importance of FIT
• Learned the power of transparent reporting
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We did it!

yay! yay! 80.2%

10/24/16
Colon Cancer Screening Efforts

1st Runner Up Recipient of the 80% by 2018 National Achievement Awards 2016
PROBLEM WITH POSITIVE FIT FOLLOW UP
Missing Opportunities

• March 2013 a list of all positive FIT results from the past year was requested from PMA’s lab information system
• 205 positive results
• 118 had completed colonoscopy
• 57.5%
IMPROVEMENT ACTIVITIES
IMPLEMENTED
Provider Education

• Some providers would order confirmatory FITs for patients with positive FITs
• Reminded them that all positive screening tests must be followed by a diagnostic test
Provider Education

• Gave providers a new script:
  • “I will agree to allow you to be screened with a FIT if you promise me that you will have a follow up colonoscopy if the FIT result is positive”
Staff Education

• Explained the absolute need for the follow up diagnostic testing
• Armed staff with scripted responses for reluctant patients
• Made contact back with ordering provider a must when patients are hesitant
Other Action Plans

• Created a positive FIT registry
• Emailed from lab every Monday

Good afternoon,

Please see the attached report from last week.

Thank you,
Alert added to EHR Banner
Reported in Positive FIT Registry

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<th>Patient name</th>
<th>DOB</th>
<th>MRUN</th>
<th>Date of + FIT</th>
<th>Home office</th>
<th>Provider</th>
<th>Action taken</th>
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On the 1st of each month
Every 6 months...
As of 11/11/2017

• Since 3/30/12 there have been:
  • 1385 positive FITs
  • 1207 completed colonoscopies
  • 5 colonoscopies scheduled/pending
  • 173 refusers/procrastinators
  • 87.5% completion rate
Time to Follow-up Colonoscopy: PMA Experience

Colonoscopy Completion Rate vs. Number of Days Since Positive FIT

- 0-30 days: 35.0%
- 31-60 days: 30.0%
- 61-90 days: 15.0%
- 91-120 days: 5.0%
- 121-150 days: 5.0%
- 151-180 days: 5.0%
- 181-210 days: 5.0%
- 211-240 days: 5.0%
- 241-270 days: 5.0%
- 271-300 days: 5.0%
- 300+ days: 5.0%
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