

CONSISTENT PATIENT NAVIGATION SUPPORTS HIGH 78% COLONOSCOPY COMPLETION RATE



InclusivCare • Marrero

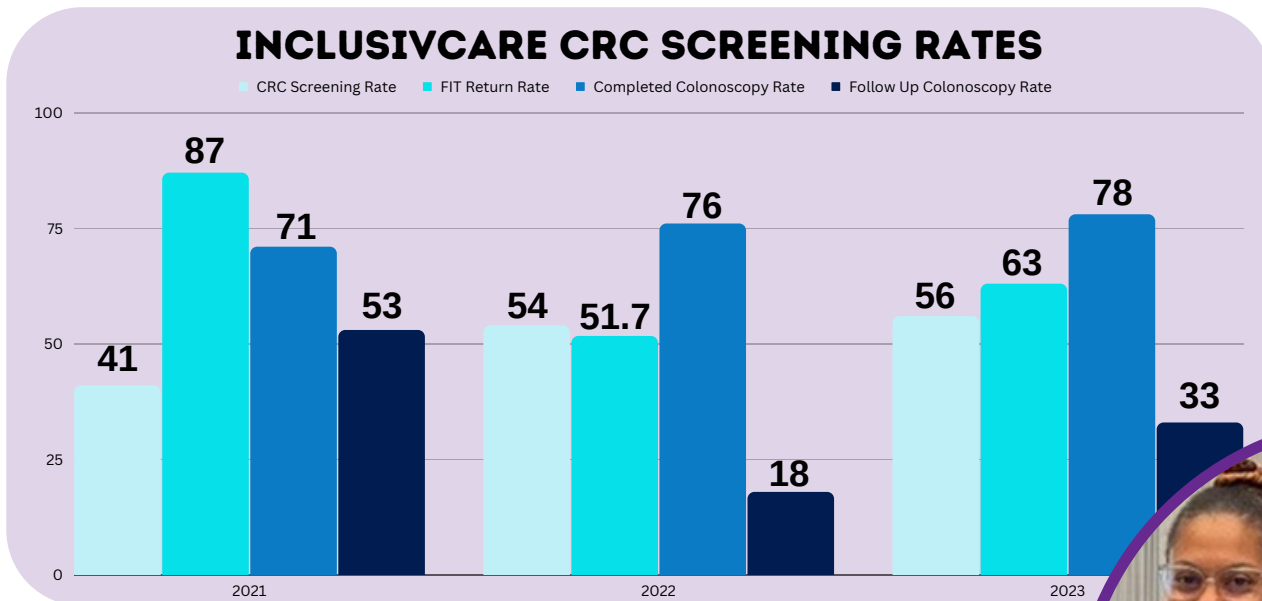
InclusivCare, a Federally Qualified Health Center in Marrero, Louisiana, serves a largely African American population with a relatively high number of uninsured patients. InclusivCare partnered with the CDC-funded Screen Up initiative of the Louisiana Cancer Prevention and Control Programs (LCP) to strengthen their colorectal cancer (CRC) screening workflow. After implementing evidence-based interventions (EBIs) for their 2nd year, InclusivCare increased their rates for all four measures in 2023. Their CRC screening rate rose from **54% in 2022 to 56% in 2023**, their FIT return rate improved from **52% to 63%**; the completed colonoscopy rate improved from **76% to 78%**, and their follow up colonoscopy rate improved from **18% to 33%**.

InclusivCare implemented evidence-based interventions and used supporting strategies to improve their CRC screening workflows, including:

- Establishing a workflow for the patient navigator to provide patient reminder phone calls for patients due for screening and for colonoscopy completion, while the lab they use for FIT tests, Quest, does patient FIT return reminders.
- Utilizing Azara DRVS, an EHR overlay, to improve data tracking and reporting capability, and its pre-visit planning report to remind providers of patients due for screening.
- Sending providers monthly "scorecards" that show their CRC screening rate and discussing areas for improvement.

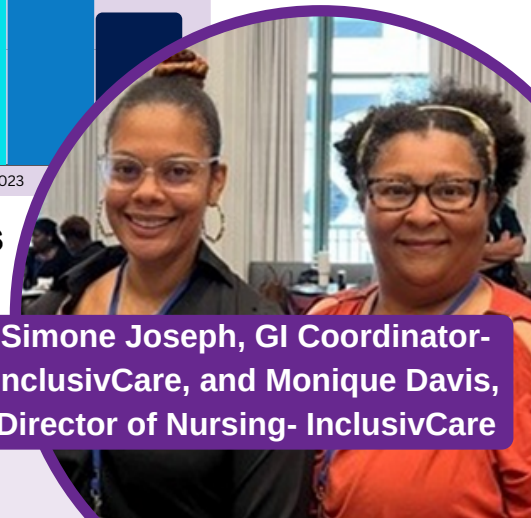
I love the challenge of assisting our patients with receiving quality healthcare. Many times, I am educating our patients on the importance of getting a colonoscopy or FIT test or soothing anxiety because someone has told them a horrible thing about having a colonoscopy.

– Simone Joseph, Patient Navigator



FOR MORE INFORMATION ON HOW INCLUSIVCARE ACHIEVED THIS SUCCESS, EMAIL RENI ELEWONIBI AT BELEWO@LSUHSC.EDU.

[CLICK HERE TO LEARN MORE ABOUT SCREEN UP!](#)



Simone Joseph, GI Coordinator- InclusivCare, and Monique Davis, Director of Nursing- InclusivCare

