

# Improving Health Screening in QIP: Part 1

In Spring 2024, SNI hosted a webinar series focused on lower-performing health screening measures in QIP. Part 1 of the series featured leaders from UC San Diego (UCSD) who discussed their population health and patient engagement efforts. The webinar slides and recording are available [here](#).

## Increasing Screening Through Population Health and Patient Engagement

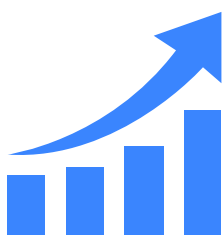
According to the National Health Interview Survey, the colorectal cancer screening rate for Medicaid patients is 53%, compared to 64% for private plans and 82% for Medicare. In QIP Program Year 6, UCSD achieved a 73% colorectal cancer screening rate.

### Leveraging EPIC/MyChart

- UCSD tracks a Daily Engagement System dashboard for the primary care population
- They use an EPIC reporting workbench to create FIT kit mailing lists and bulk order FIT tests. They conduct 3 mass FIT kit mailings per year, with 1,500-2,000 kits each.
- The team provides MyChart messaging in English and Spanish to all patients receiving a FIT kit. Patients also receive 2 follow-up calls from student nurses.

**“This is not just about a quality metric. Colon cancer is a major public health problem. We know that screening can save lives.”**

– Dr. Samir Gupta,  
Professor of Medicine, UCSD



Success from FIT kit mailings led to improved participation results. Overall screening uptake increased from 67% in 2021 to 70% in 2022 to 73% in 2023.

### Mailed FIT \*Outperformed\* Usual Care

	Mailed FIT (n=2,135)	In-Clinic Screening (n=4,270)
<b>FIT tests completed, n (%)</b>	579 (27%)	29 (1%)
<b>Abnormal findings</b>	70 (12%)	4 (14%)
<b>Follow-Up Colonoscopy</b>	38 (54%)	3 (75%)

### Addressing Challenges Around FIT Kit Follow Up

- To improve the follow-up rate for FIT-positive patients, population health and GI teams collaborate on evidence-based scripted language.
- The team has reserved colonoscopy slots for positive FIT/FIT DNA tests, but overall capacity for colonoscopy standard screenings is 6-8 months out.
- The team created a health system committee focused on cancer screening follow up, prioritizing colorectal cancer screening this year.

# Improving Health Screening in QIP: Part 2

In Part 2 of the series, San Mateo Medical Center (SMMC) shared how they've successfully improved outcomes across the suite of QIP women's health screening measures: breast cancer (BCS), cervical cancer (CCS), and chlamydia screening (CHL) in women. The webinar slides and recording are available [here](#).

## Strategies to Enhance Women's Health Screening Through Access and Engagement

In 2022, SMMC achieved 64% in BCS, 58% in CCS, and 77% in CHL. SMMC attributes this success to rigorous rooming standard work and expanded access to appointments.

### Rooming Standard Work

SMMC redesigned and improved their rooming standards for adults, pediatrics, and OBGYN clinics.

- **Medical support assistants (MSAs) lead daily care team huddles**, flagging overdue preventive services such as mammograms and vaccines, and creating a sense of MSA ownership over the work.
- **Clinical decision support in the EHR** complements the huddles between MSAs and providers, notifying when preventive services are due.
- **Room are set up in advance** for pap smears and chlamydia screening to expedite the appointment.
- A 24-step operator standard work process includes **templates for visit types**, such as adult preventive screenings, routine pediatric and teen visits, and breast and cervical cancer screenings. These templates are pre-loaded during the MSA-provider huddle.
- MSAs **scribe and pend orders** for mammograms.

### Engagement, Outreach, and Access



- The radiology team sends reminders 9 months prior to a patient's mammogram appointment. Reminder letters are **pink**, which patients have noted they enjoy!
- To increase access, appointments start at 7:30 a.m. and are available on Saturdays.
- SMMC collaborates with their local health plan to conduct annual targeted phone outreach to notify patients they are due for an appointment.



### For Further Exploration

Webinar participants expressed interest in learning more about HPV self-collection in a health care setting as an alternative to pap smears for cervical cancer screening. Read more on the recent FDA approval [here](#), and stay tuned for information from SNI on HPV self-collection.