

# FIT Test Lab Packaging at Fiesta Campus

## Redwood Community Health Coalition Promising Practice

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### PROMISING PRACTICE OVERVIEW

Santa Rosa Community Health’s (SRCH) Fiesta campus increased its Colorectal Cancer Screening rate from 39% in May 2018 to 43% in May 2019. This improvement is attributed to a new way of packaging FIT Tests.

The Fiesta campus does not have a laboratory onsite. Patients need to go to Quest Diagnostics for lab work. The campus created a process so patients would bring their completed FIT test with them to Quest when they go for additional lab work.

They simplified and pre-packaged the FIT tests and instructed patients to bring their sample with them to Quest when they went to complete other lab work. They also made environmental changes to make the FIT kits more easily accessible to staff.

### AIM

To increase the percentage of patients that are screened on time for colorectal cancer at SRCH’s Fiesta Campus.

### MEASURES

**Measure: Percentage of adults 50-75 years of age who had appropriate screening for colorectal cancer**

*Numerator:*

- Patients 50-75 yrs of age with one or more of the following colorectal cancer screenings during measurement yr. (MY):
  - FIT
  - flex sigmoidoscopy, MY or within four yrs prior
  - colonoscopy, MY or within nine years prior
  - CT colonoscopy, MY or within four years prior
  - FIT-DNA test, MY or within two yrs prior

*Denominator:*

- Patients 50-75 yrs of age with a medical visit during the measurement period.
- Excludes inactive and deceased patients

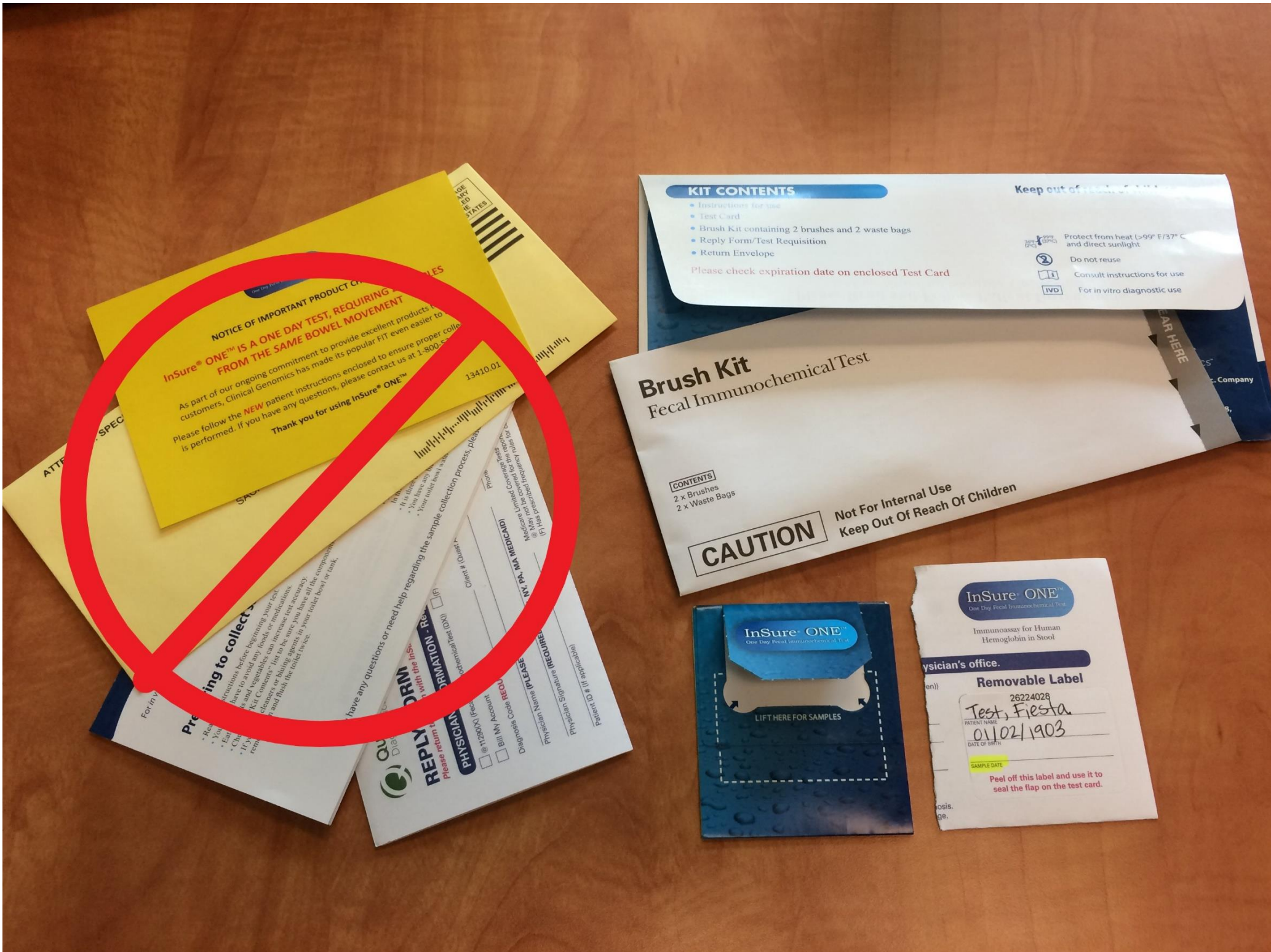
### ACTIONS TAKEN

At the weekly MA meeting, the MAs devised the FIT test work flow. Then, they regularly checked in on how it was working, adjusting the process until it felt smooth.

The MAs also placed a box of FIT kits on the Team Lead’s desk, where it would be easily accessible. The Team Lead was responsible for refilling the box when it was empty.



### WORKFLOW

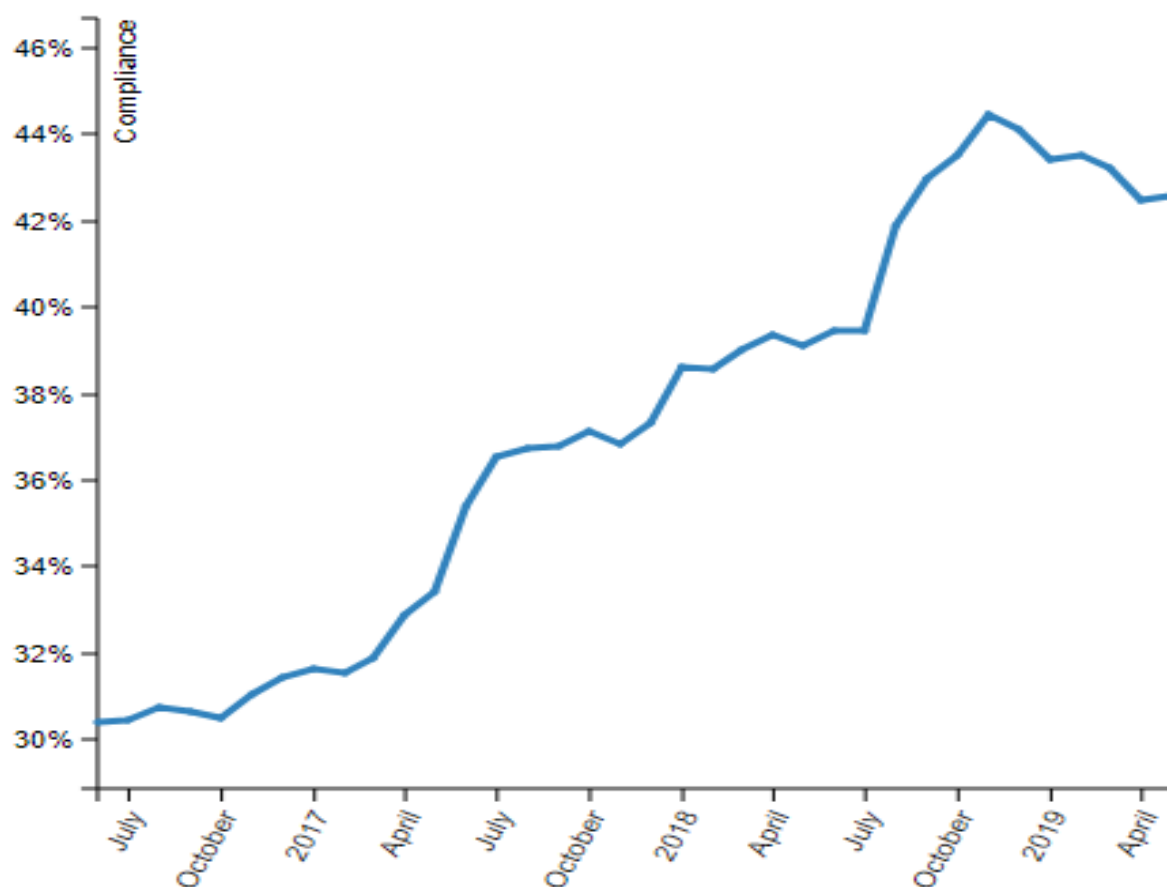


Medical Assistant (MA) completes the following steps:

- Pick up FIT kit from Team Lead’s desk and open contents
- Prepare contents:
  - Rip off Removable Label section from Reply Form
  - Remove and recycle yellow envelope, yellow postcard, instructions and rest of Reply Form
- Merge “MA: FIT TEST” template and transmit and print order
- Insert order in Quest plastic bag in one of the two divided pockets
- With patient:
  - Verify patient’s name and date of birth and write it on Removable label
  - Highlight “Sample Date” on Removable label
  - Explain to patient that only 1 sample is needed for both squares on the FIT card
  - Place FIT card, Removable Label, and FIT kit contents in other divided pocket
  - Staple or attach patient orders for other lab work needed (e.g. blood draws or urinalysis) to plastic bag
  - Instruct patient to bring completed FIT test with them to Quest when they go to complete additional lab work

### RESULTS TO DATE

SRCH’s Colorectal Cancer Screening rate was 39% in May 2018 and increased to 43% in May 2019.



### LESSONS LEARNED

- This process works very well for a clinic with no lab on site. Staff could set the expectation that Quest needed this sample, and the patient should bring it with them when they went to complete other lab work.
- It is helpful to take the time and explain the process to patients.
- Having the box of FIT kits out helped remind staff that they need to keep vigilant about checking if FIT tests were due.