

**Cancer Coalition of South Georgia
Community Cancer Screening Program™**

Quality Assurance Checklist for Colonoscopy Screening Navigation

The following checklist is to be used by the person responsible for navigation quality control. It is recommended that it be used weekly for the first three months for new navigators and at least monthly thereafter. Review completed Contact Logs, patient records, and other enrollment documents to evaluate the following activities.

EHR Chart Audit (to identify patients due for CRC screening)

- Appointment schedule reviewed weekly and age appropriate patients selected for chart review
- Patient's age, race, insurance status verified
- Patient Documents section for relevant reports of last CRC screening reviewed
- Last 2-3 office visit notes to assess history and personal and family risks reviewed
- Provider prompt set
- Responded to provider referral (daily or upon receipt)

Patient Intake Interview

- Patient contacted for intake interview within 5 business days of receipt of referral.
 - If patient cannot be reached, "Unable to Reach" letter mailed on day 6
- Insurance and financial information verified to confirm eligibility for no-cost screening
- Relevant medical history verified (e.g., symptoms, chronic health conditions stable, etc.)
- Previous CRC screenings verified
- Personal history of CRC and/or polyps verified
- Family history of colorectal cancer and/or polyps verified

Colonoscopy Scheduling

- Copy of the contact log, demographic page, and orders submitted to in-house scheduler (within 1 business day if Pt. Interview). (Scheduler contacts patient to schedule, returns contact log to navigator with appointment date and GI, and faxes GI's office the orders & demographic page).

Patient Reminder Contacts

- Appointment notice and instructional packet mailed within 2 business days of appointment scheduling
- Patient notified that prep is ready for pick up (or mailed) at least 1 week prior to appointment
- Patient contacted at least 1 week prior to appointment to review prep instructions, appointment time, and confirm transportation
- Patient called 3 days prior to appointment to remind him/her of dietary restrictions/prep instructions.
- Patient called twice on prep day - once in the morning and once in the late afternoon - to confirm that he/she understands and is following prep instructions
- Patient called after screening is completed to assess satisfaction with program

Bowel Cleansing Prep Bag

- Included magnesium citrate, 2 Dulcolax pills, and Nulytely – all labeled with prep day.
- Prep Packet included (instructions, medication protocol, liquid diet, driving directions)
- Prep bag delivered to clinic for pick up or mailed to patient at least 7 business days before appointment.
- Patient notified when prep bag was ready for pickup or mailed

EHR Documentation

- Receipt of referral noted (daily)
- Appointment date/time noted (with 5 business days after appointment is set)
- Colonoscopy procedure notes/pathology reports received and scanned into EHR.
- Completion of screening noted, referral closed out, and provider prompts removed
- Medical alert set - recall date entered