

## **Screen ND Success Stories**

When joining Screen ND in 2023, we had no idea that our success story would grow into multiple success stories for us during this program. With the tools provided by Screen ND, our successes will continue into our future.

Our first success story is not only meeting the goal we had set for our team. Our actual baseline was 29.37 for screenings. Our team set a goal to achieve a 50% screening rate. To date we have improved that rate by 20 percentage points and boast a relative improvement of 60.23%.

### **Challenge:**

- How to educate both the staff and the community on the importance of colorectal screening?
- How will we track any improvements and follow up where we need to adjust?
- What are we going to implement to ensure we are reaching patients for screening?

### **Action:**

- Through staff meetings, nurses and providers became more focused in the prevention with screenings.
- Preplanning was started with annual wellness visits to see when last screenings were completed and when patients are due.
- Jannel and Stacey met monthly to calculate the baseline and other factors. We are able to monitor any improvements or weaknesses that we need to adjust. This has provided us the opportunity to set different goals to monitor and improve on. (i.e. focus on screening rates for 45-49)
- Patient education is done on the clinic level with staff but also our advertising team. One campaign that was targeting the 45-49 age group, was so effective that some patients were calling to make appointments in older age groups. We were able to educate the public about additional options for screening (i.e. Cologuard vs traditional colonoscopy.)

### **Results:**

As of our last meeting we have improved our rate to 49.77%; so close to our goal! We know we can achieve it within the next month.

### **Sustainability:**

- Jannel and Stacey will continue to calculate our baseline for improvement with tools provided by Screen ND even after the program ends.
- Advertising team will continue to provide information for Colorectal awareness along with the clinic staff. (Attach photos of t-shirts.)
- Standing orders for Cologuard.
- Sending postcards to patients turning 45. (Attach postcard.)



HAPPY BIRTHDAY!  
LOOK WHO'S ALL GROWN UP...  
AND READY FOR COLORECTAL CANCER SCREENING!



**Call 701-628-2505 to schedule with your primary care provider to discuss screening options!**

Our next success story was ensuring that all patient records were up to date regarding colorectal screenings.

**Challenge:**

- Making sure all patient charts reflected correct colonoscopy history.
- Outside records reviewed and entered correctly for new patients moving into the area.
- Ensuring any positive results from Cologuard are followed up on.
- Ensuring correct screening times place in Health Maintenance of patient's chart. This makes running reports for follow up letters timelier.

**Action:**

- Care Coordinator is responsible for reconciling all charts with outside records and reports from other facilities
- Annual Wellness paperwork is prepared the day before the patient comes to the clinic. Colonoscopy reports and Exact Science reports are verified for accuracy and any follow-ups needed.
- Health Maintenance report is updated so providers and staff can see when next screenings are due. (This is helping to develop our next goal on missed opportunities with acute clinic visits. The

report is available for the providers and nursing staff to look at to see any missing or upcoming care gaps in real time.)

**Results:**

- Missing reports are being requested for patient chart. Dates entered incorrectly for follow up screening are being corrected based on patient risk. Some follow up screening dates were listed as 10 years, when records show patient was recommended for a 3–5-year follow-up.
- Records are ensured to be in patient charts for audits and any reviews needed. (If it isn't documented it didn't happen.)

**Sustainability:**

- This is now becoming the norm. All staff are reviewing the Health Maintenance report and updating at the time of patient visit. Any errors found have been reviewed by the healthcare team and corrected as needed.
- Spot reviews are done between Care Coordinator and Medical Records to ensure we have the most up to date information on the patient. Any reports the system is designed to upload are checked to ensure any 'glitch' is directed to the IT team.

Our future success story will be in July 2026-September 2027. MCMC will be adding a Surgical suite to our facility. This will allow us to do colonoscopies on site.

**Challenge:**

- Having to refer patients to other facilities for colonoscopies. This can create long wait times and long travel times for patients.
- Patients delay screenings that required more coordination for procedures.

**Action:**

- Construction of surgical suite.
- Contracting with surgeons to come to the facility to provide this service.
- Grants and funds in place to purchase equipment when construction completed.

**Results:**

- Will start tracking when this service is available.
- Provides more options to our patients. They can get care closer to home.

**Sustainability:**

- We are moving this way for the future of our patients and our community.
- Healthcare partners are excited to join us with providing more care options to our patients and community.



Our team wants to thank Screen ND for the tools and guidance your team has provided over the last few years. We have set obtainable goals and have been able to reach them. Colorectal screenings are now part of the clinic culture and will only continue to grow.

**Point of Contact:**

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March is  
**COLORECTAL  
CANCER AWARENESS  
MONTH**

Call us to find out if **COLOGUARD** is a  
good at-home screening option for you

 701-628-2505

