

## Process Mapping Activity

Coach: What is the first step in the action of patient engagement for colorectal cancer screening?

TM 1: The first Friday of each month, I review our list of patients due for their colorectal cancer screening.

Coach: Okay, what happens next?

TM 1: I check to see if each patient has an upcoming visit scheduled.

Coach: What do you do if a visit is scheduled? What about if no visit is scheduled?

TM 1: I send a note to the MA for the scheduled provider about offering a FIT test. If no visit is scheduled, I print a reminder letter and label. Then I mail out all letters with a FIT test.

Coach: For those patients who come in for visits, what does the MA do during the visit?

MA 1: I provide a brief health education intervention while taking vitals. Then, after the visit I hand the patient a FIT test to take home and complete.

Coach: Do any problems occur during this step?

MA 1: Yes, sometimes I don't see the note that the screening is due so the patient gets missed.

Coach: For the patients that receive a test by mail, what is the next step?

TM 1: Well, when we run the list of patients due for screening the first Friday, we also run a list of patients who have received the FIT test but have not returned them.

Coach: What action do you take with that list?

TM 1: I give that list to the Patient Navigator who calls the patient with a reminder to complete and return the test.

Coach: And how do patients return the FIT test?

MA 1: We have a FIT test return bin at the front of the clinic. Patients can drop it there. The tests are collected everyday and sent to the lab. The lab returns results to our clinic electronically so they are recorded in the patient record.

Coach: Once the test results are back, what's the next step?

MA 1: If results are normal, I call the patient with their test result. If results are abnormal, the Nurse in our team contacts the patient with the result.

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