

NHCRCSP Clinic Member Questionnaire*

Intro Over the next few years, your clinic will be working with the NH Colorectal Cancer Screening Program (NH CRCSP) to improve the quality and frequency of colorectal cancer (CRC) screening for your patients. As someone who works at the clinic, we're interested in gathering your understanding of the current processes for CRC screening and perspectives on how your clinic goes about making changes in practice.

This questionnaire should take less than 10 minutes and can be done on a phone, tablet or desktop computer.

To maintain your privacy, evaluators from the Center for Program Design and Evaluation at Dartmouth are administering this survey. All of your responses are confidential, and no one from the NH CRCSP implementation team or your clinic will ever see individual responses. Evaluators will combine answers and summarize the results to help guide implementation strategies.

Q1. How long have you worked at this practice?

- Less than 1 year
 - 1-3 years
 - 4-7 years
 - 7-10 years
 - More than 10 years
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*Survey items from the baseline clinic member questionnaire developed by the NH Colorectal Cancer Screening Program and evaluators from the Center for Program Design & Evaluation at Dartmouth College, September, 2020. Questions about clinic culture adapted from Olsson, J. A., Lic, T., Øvretveit, J., & Kammerlind, P. (2003). Developing and testing a model to predict outcomes of organizational change. *Quality Management in Healthcare*, 12(4), 240-249.



Q2. Which of the following best describes your role in the practice? (Select one best answer)

- Care Coordinator (non-RN)
 - Care Coordinator (RN level)
 - Data / IT / EHR
 - LPN
 - MA or LNA
 - Medical Director or other Senior Leadership
 - Nurse Practitioner
 - Physician
 - Physician Assistant
 - Receptionist
 - RN
 - Scheduler
 - Other, please specify: _____
-



Display This Question:

If which of the following best describes your role in the practice? (Select one best answer) = Other, please specify:

Q2.2. In your job, do you interact in some way with patients 50-75 years old, either through administrative duties to schedule or coordinate their care, through some aspect of clinical management, or through data and medical records (EMR) responsibilities?

No

Yes

Display This Question:

If In your job, do you interact in some way with patients 50-75 years old, either through administra... = No

Because you indicated you don't work with patients affected by this screening initiative, there is no need for you to answer the rest of the questions. You may click the arrow and exit the survey. THANK YOU for your time!

Skip To: End of Survey If Because you indicated you don't work with patients affected by this screening initiative, there i... Is Displayed



Q3. Please check one answer for each question below:

	5 days per week (40+ hours)	4 days per week (around 32 hours)	3 days per week (around 24 hours)	2 days per week (around 16 hours)	1 day or less per week
How much time in an average week do you work directly with patients (e.g., clinical responsibilities)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much time in an average week do you do non-clinical work such as paperwork, billing, personnel or supervisory responsibilities, or other administrative tasks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

This next set of questions asks you to reflect on your clinic's current practices related to colorectal cancer (CRC) screening.

Q4. What are the main types of colorectal cancer screening tests recommended or used by this clinic (check all that apply)?

- FIT (fecal immunochemical test)
 - Hemoccult (or other guaiac-based test)
 - Colonoscopy
 - Sigmoidoscopy
 - CT colonography
 - Cologuard (stool DNA test)
 - Other, please specify: _____
 - Not sure
-

Q5. Does your clinic have a written colorectal cancer screening policy?

- No
 - Yes
 - Not sure
-

Q6. Is your electronic health record (EHR) system currently set up to alert providers, medical assistants or other staff that a patient is due or past due for colorectal cancer screening?

- No
 - Yes
 - Not sure
-

Display This Question:

If Is your electronic health record (EHR) system currently set up to alert providers, medical assist... = Yes

Q6a. Who receives notification when a patient is due or past due for colorectal cancer screening? (Select all that apply)

- Patient's primary provider (MD, NP, PA-C)
- Medical Assistant
- Primary provider support staff
- Scheduler
- Other, please specify _____



Q7. Is your EHR system currently able to generate a list of patients age 50-75 who are not up-to-date on their colorectal cancer screening?

- No
 - Yes
 - Not sure
-

Q8. Is your EHR system currently set up to capture cancer risk factors, such as family and personal history of colorectal cancer?

- No
- Yes
- Not sure

Display This Question:

*If Is your EHR system currently set up to capture cancer risk factors, such as family and personal h...
= Yes*

Q8a. Does the EHR system give a prompt indicating the type of CRC screening test to order based on a patient's history or risk factors?

- No
- Yes
- Not sure

Q9. Is there currently a way for a patient's screening test result to be recorded in the EHR system?

- Yes, for any kind of screening test (colonoscopy, FIT, Hemoccult, others)
- Yes, but just for certain kinds of screening tests
- Results are saved in the EHR only in the form of scanned reports
- Some other way, please specify _____
- Results are not saved in EHR at the current time
- Not sure

Q9a. Are test results *readily available* for staff and providers to easily find in the EHR?

- No
 - Yes
 - Not Sure
-

Q10. Is there a consistent process for ensuring the provider receives the test results?

- No
 - Yes
 - Not Sure
-

Display This Question:

If is there a consistent process for ensuring the provider receives the test results? = Yes

Q10a. What is the process for ensuring providers receive or see screening test results?

- Email or phone communication with provider
 - Receive a copy of the test result or endoscopy report
 - EHR notification that results are back
 - Other, please specify: _____
 - Not sure
-



The following questions ask you to think about WHO is primarily responsible for different processes involved in colorectal cancer screening.

Q11. Please check all that apply:

	Scheduler, receptionist or administrative team member	MA or LNA	Care Coordinator (RN or non-licensed)	Clinical provider (MD, PA-C, NP)	Not specifically assigned	Not sure
Who in the practice is responsible for communicating or flagging that a patient is due or overdue for CRC screening?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who in the practice decides which CRC screening test (colonoscopy, Hemoccult, others) should be ordered for any given patient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who in the practice initiates a colonoscopy order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who actually schedules the colonoscopy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who in the practice initiates the order or process for stool-based tests like Hemoccult or FIT?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who is responsible for following up with a patient if a test was NOT done?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who is responsible for communicating test results to patients following a test?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q12. Thank you! Just a few more questions about current processes at your clinic. Please select one answer for the questions below:

	No	Yes	Not sure
Does your clinic currently use patient reminders to promote colorectal cancer screening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your clinic currently use provider reminders to promote colorectal cancer screening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your clinic currently use provider assessment and feedback to promote colorectal cancer screening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do providers currently ask risk assessment questions with all patients prior to recommending a particular colorectal cancer screening modality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your clinic identify and address potential barriers to patients getting colorectal cancer screening such as transportation issues, conflicting work schedules, concerns about colonoscopy prep, etc.?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your clinic currently use any kind of patient navigation system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Q13. In your best estimation, what percentage of patients age 50-75 served by your clinic are screened for colorectal cancer?

- Less than 30%
 - Between 30 and 50%
 - Between 50 and 70%
 - Greater than 70%
 - Not sure
-

Q14. How often do you see data showing the percentage of patients getting CRC screening, or in other words, see your clinic's overall CRC screening rate?

- Never
 - Once a year
 - Twice a year
 - Four times a year (quarterly)
 - Other, please specify: _____
-



Display This Question:

If ExternalDataReference = Provider

Q14a. How often do you see your **individual** CRC screening rate?

- Never
 - Once a year
 - Twice a year
 - Four times a year (quarterly)
 - Other, please specify: _____
-

Q15. The colorectal cancer screening rate **goal** for your clinic is:

- Less than 30%
 - Between 30 and 50%
 - Between 50 and 70%
 - Greater than 70%
 - Not sure
 - Our clinic doesn't have a specific screening rate goal
-



Q16. The next set of questions ask you to think about your clinic's culture and how change typically happens. Please be candid, your answers are totally confidential.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Clinic member roles are clear and respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At this clinic we celebrate successes and work together to solve problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Constructive criticism and differences of opinion are respected and encouraged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinic members have the mix of skills and expertise needed to address complex problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leaders give staff the power to make improvements in clinic processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is clear communication among clinic team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinic leaders are able to remove barriers and obtain needed support for an improvement project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is frequent turnover of staff at this clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All staff and providers have a strong understanding of clinic systems and patient flow processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This clinic has experience making successful changes in the past	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q17. In the past 3 years, how often has your practice used the following strategies to improve quality of care?

	Never	Once or twice	Once a year	Multiple times per year	Not sure/Have not been here long enough to know
Providing education and skills training to practice members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizing people into teams to make improvements in care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating process flow charts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviewing clinic data to identify areas needing improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting goals and benchmarking performance rates at least yearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using Plan-Do-Study-Act (PDSA) cycles to implement practice improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using periodic measurement to assess progress toward goals of improved care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. To what degree is it part of your job to be involved in practice improvement initiatives?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

Q19. Among all of your clinic's priorities, to what degree are the following a priority at your practice?

	Not a priority	Somewhat	Moderate	High priority
Increasing the number of patients who get colorectal cancer (CRC) screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishing an effective patient reminder system for CRC screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying barriers to CRC screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping patients work around barriers to CRC screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning new strategies to make practice improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20.

Thank you for your answers so far. Just one more question.

What do you see as the top 3 barriers or challenges to more widespread colorectal cancer screening at your clinic? These may be patient-level barriers or challenges at the clinic or health system level.



Q21. Thank you very much for your time! If you have any confidential comments or concerns about this project or even this survey, feel free to share them in the box below.
