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Improving the Patient Colonoscopy Prep Experience

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Improving the Patient Colonoscopy Prep Experience

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BACKGROUND

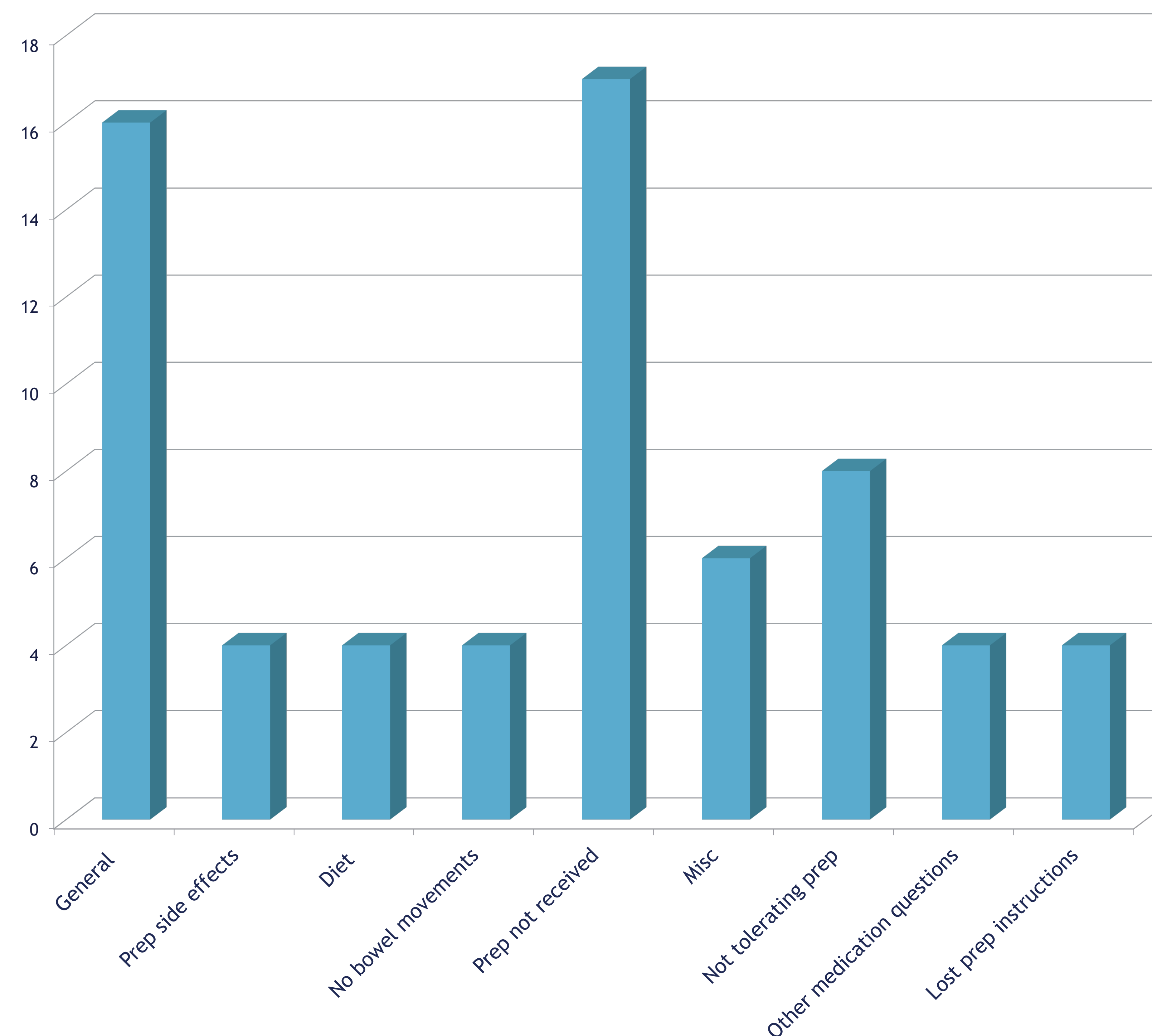
- Adequate colonic cleansing (prep) prior to colonoscopy is a vital component of colorectal cancer screening
- Inadequate bowel prep can result in missed lesions, cancelled procedures, increased procedural time, and a potential increase in complication rates (1-3).
- Patients often have questions or concerns regarding their prep medication and the process as a whole
- Currently, the only avenue for patients to address these prep questions or concerns is to call the GI office or on-call fellow, but not all patients may be comfortable doing this or find this effective
- A "colonoscopy prep" patient website may be a valuable resource for our patients
- This may ultimately result in a lower need for procedure cancellations, repeat procedures, decreased patient frustration and confusion, and improved patient prep satisfaction

AIM

- To improve patient prep compliance, prep quality, and an overall better experience by designing a prep specific website that will address the most common prep questions and concerns
- Once launched, the website address will be placed on printed colonoscopy prep instructions and stated on the after hours GI clinic voicemail as an additional patient resource

PRELIMINARY DATA

Prep related calls since Nov 2016: 67 total



METHODS

- All 12 gastroenterology fellows will participate in this project
- A database of the number of patient calls regarding colonoscopy prep and the nature of those calls will be maintained over a period of several months
- Common prep questions and concerns will then be identified from this database
- A Jefferson Colonoscopy Prep website will then be designed using the most common prep questions and concerns
- The number of patient calls pre and post website launch will be compared as a surrogate marker for improved patient understanding regarding their colonoscopy prep

PRELIMINARY WEBSITE DESIGN

- General procedure details, overview, and instructions
- Downloadable PDF files of colonoscopy prep instructions specific to each prep type (ie: Golytely, Miralax, Suprep)
- Video overview of basic prep instructions (in English, Spanish, and Mandarin)
- Calculator that allows patients to insert procedure date/time to help them figure out what times they should start taking their prep
- Diet instructions for prior to endoscopy, colonoscopy, and capsule endoscopy (including a list of what is considered a "clear liquid")
- A list of frequently asked questions with corresponding answers
- General advice regarding what to do about prep side effects/intolerance

FUTURE DIRECTIONS

- Currently working on website design based on database of patient prep questions and concerns
- After prep website is finished and launched, patient call number and type will be compared pre and post website launch to determine the website effectiveness. The website will then be modified based on patient responses.

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