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# Los Angeles County Colorectal Cancer Screening User Story - Amir Hassani



- Age: 62
- Health Concerns: High A1C, Chronic Kidney Disease
- Social Needs: Unhoused, Lack of transportation
- Location: Los Angeles County
- Occupation: N/A
- Insurance: Medi-Cal Plan
- Pronouns: He/Him

## About Amir:

- He is an Iranian male who speaks minimal English
- He is currently unhoused, resulting in difficulties maintaining consistent communication and care
- He has an elevated A1C and is experiencing difficulty managing it.

## Goals and Expectations from the CA Health and Social Care System:

- Easy to understand guidelines: Amir has language barriers due to limited English proficiency makes it difficult to understand screening instructions and navigate care.
- Continuity of Care: Amir has lived in multiple counties within California which means that he has moved between several Managed Care Plans over the years.

## Challenges from Amir's Perspective

- I don't always understand the letters, phone calls, or instructions because they are not in my language.
- Because I don't have stable housing, it's hard for me to answer calls, receive mail, or keep track of appointments.
- I have other health problems, like my blood sugar, that feel more urgent than screenings I don't fully understand.

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### Amir's Typical Routine & Interactions

- Amir's daily routine is largely shaped by meeting basic needs such as finding meals, shelter, and a safe place to rest.
- Most of his healthcare interactions occur at the shelters he frequents or emergency room visits rather than through regular primary care follow-ups.
- Amir is more likely to engage with care when services are co-located, offered in familiar community settings, and explained clearly in his preferred language.

### Colorectal Cancer Screening Use Case Scene Breakdown

- Use Case 1: Amir receives Colorectal Cancer Screening
  - Scene 1A: FQHC sends preventive care list to CBO to help provide CRC screening
    - OR
    - Scene 1A: FQHC contacts ECM provider via QHIO to help provide CRC screening
- Use Case 2: After positive colorectal cancer screening, Amir is scheduled for Colonoscopy
- Use Case 3: Amir completes Colonoscopy and results are shared
  - Scene 3A: Amir completes preparation for colonoscopy with ECM support
  - Scene 3B: Colonoscopy results are negative for cancer

### Assumptions:

- Amir is unhoused
- Amir has language barriers due to limited English proficiency
- Amir is a Medi-Cal member

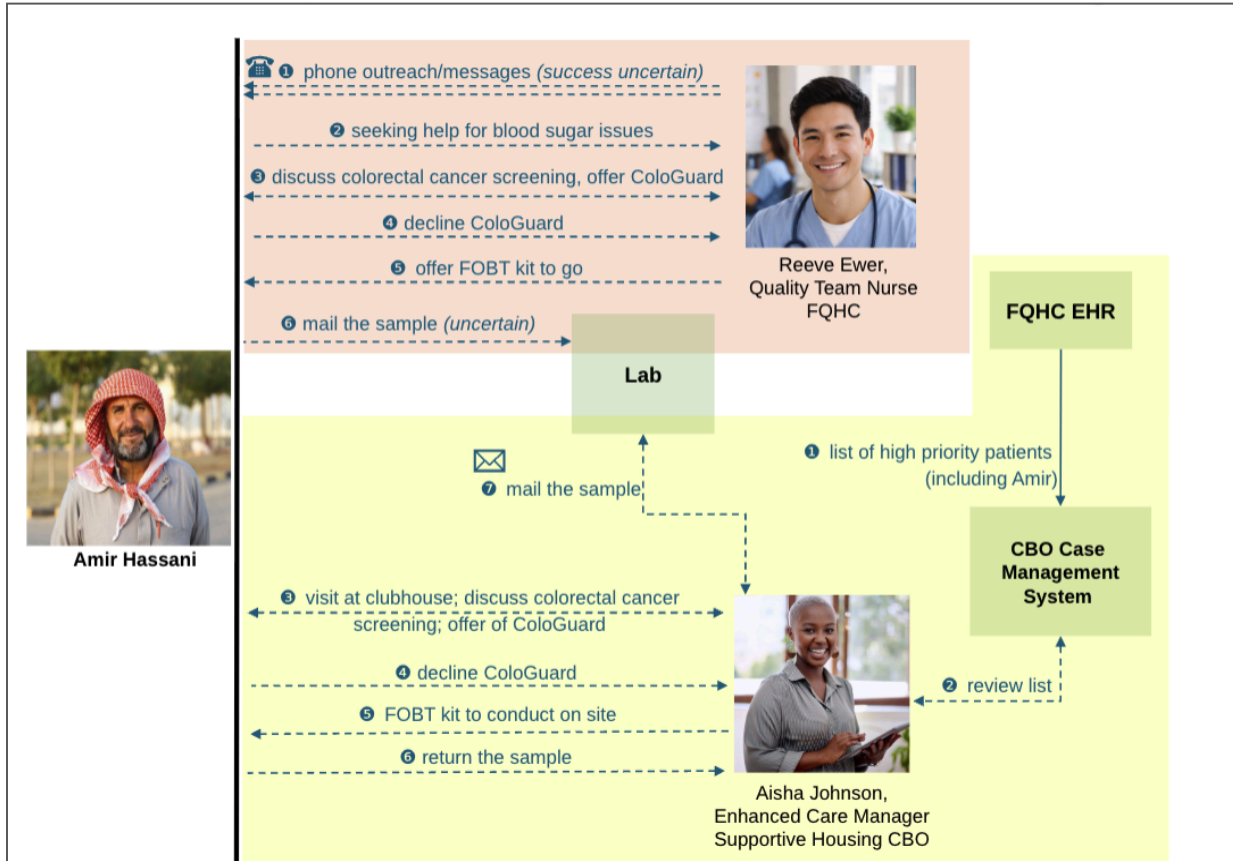
### Use Case 1: Amir, an unhoused individual, receives colorectal cancer screening

**Scene 1A:** FQHC sends preventive care list to CBO to help provide CRC screening

- FQHC sends a list of high priority patients (including Amir) to local Supportive Housing CBO
- **Aisha Johnson**, one of the Enhanced Care Managers at the CBO logs into the Case Management system and sees the list of clients who need preventative screenings.
- Seeing Amir's name, **Aisha** visits **Amir** in the clubhouse where he goes for daily support and talks with him about the importance of screening for colorectal cancer.
- **Amir** agrees to do the test.



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Use Case 1.1: Amir receives CRC screening

OR

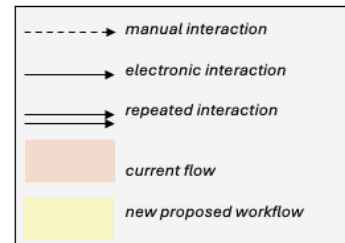
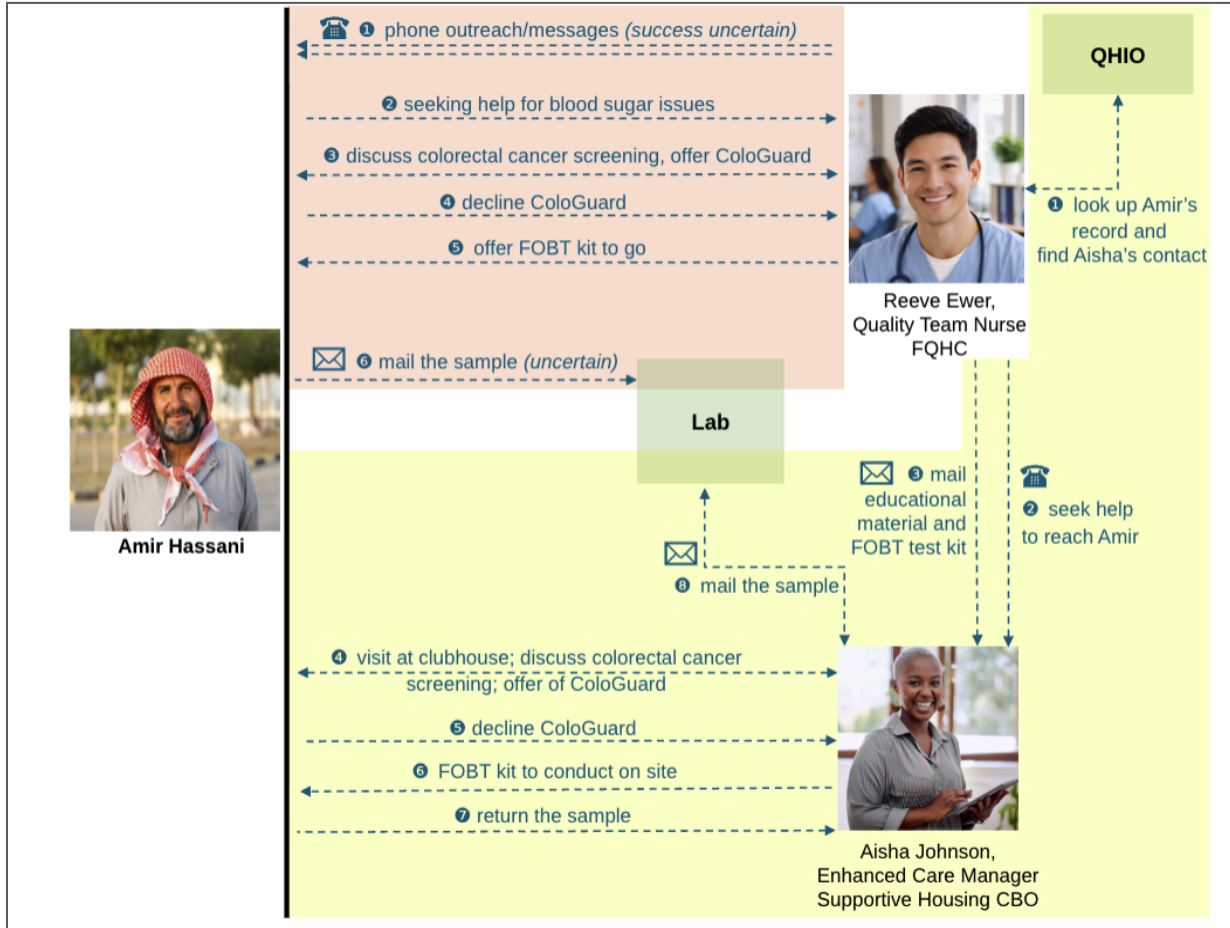
**Scene 1A:** FQHC contacts ECM provider via QHIO to help provide CRC screening

- **Reeve Ewer**, the nurse on the quality team at Amir's FQHC logs into the QHIO and searches for Amir's consolidated record within the QHIO. On the Face Sheet, the QHIO indicates that Amir is enrolled in Enhanced Care Management services through a Supportive Housing CBO and provides the name of his ECM Provider, Aisha Johnson, and her contact information.
- **Reeve** calls **Aisha** asking for her help in locating Amir to let him know that he is due for a colorectal cancer screening.



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- After the call, **Reeve** sends **Aisha** education materials on all of the tests available.
- He also mails her some FOBT test kits
- **Aisha** visits **Amir** in the clubhouse where he goes for daily support and talks with him about the importance of screening for colorectal cancer.



Use Case 1.2: Amir receives CRC screening

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## Use Case 2: After positive colorectal cancer screening, Amir is scheduled for Colonoscopy

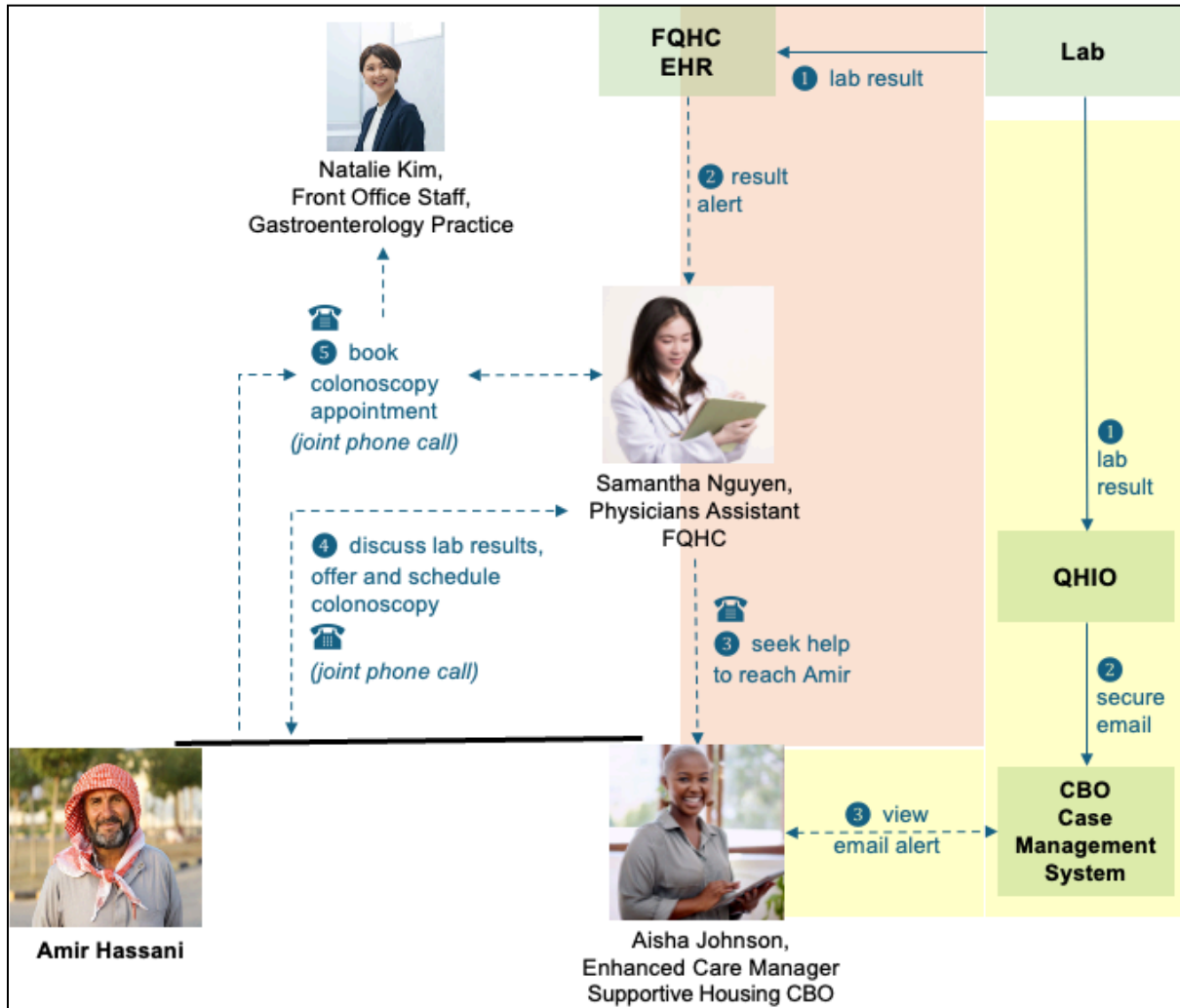
### Scene 2A: Amir has positive FOBT test

- The **QHIO** submits their patient panel monthly to the national and local laboratories including the one the FQHC uses for their FOBT tests.
- When Amir's FOBT results are available, the **lab** automatically sends the results to the QHIO since Amir is one of the patients in the panel.
- Upon receiving the "out of range" lab result, the **QHIO** sends a direct secure email to all of Amir's providers including the FQHC and Supportive Housing CBO.
- The next time **Aisha Johnson**, the EMC provider at the Supportive Housing CBO, logs into her case management system, she sees the email from the QHIO and selects the link which takes her to the QHIO dashboard where Amir's out of range FOBT test is displayed.

### Scene 2B: Physician's Assistant meets with Amir to explain importance of getting a Colonoscopy and helps Amir schedule with the local Gastroenterologist

- **Aisha** meets with **Amir** and together they call **Samantha**, the Physician's Assistant at the FQHC. Samantha explains to Amir what a positive result on an FOBT test means.
- **Samantha** schedules Amir for a Colonoscopy.
- **Aisha** makes note of the date and time of the appointment and agrees to drive Amir to the appointment.

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Use Case 2: After positive colorectal cancer screening, Amir is scheduled for Colonoscopy

### Use Case 3: Amir completes Colonoscopy and results are shared

**Scene 3A:** Amir completes the preparations for his Colonoscopy with the support of Aisha Johnson, his ECM Provider who works for the Supportive Housing CBO. Colonoscopy results are negative for cancer



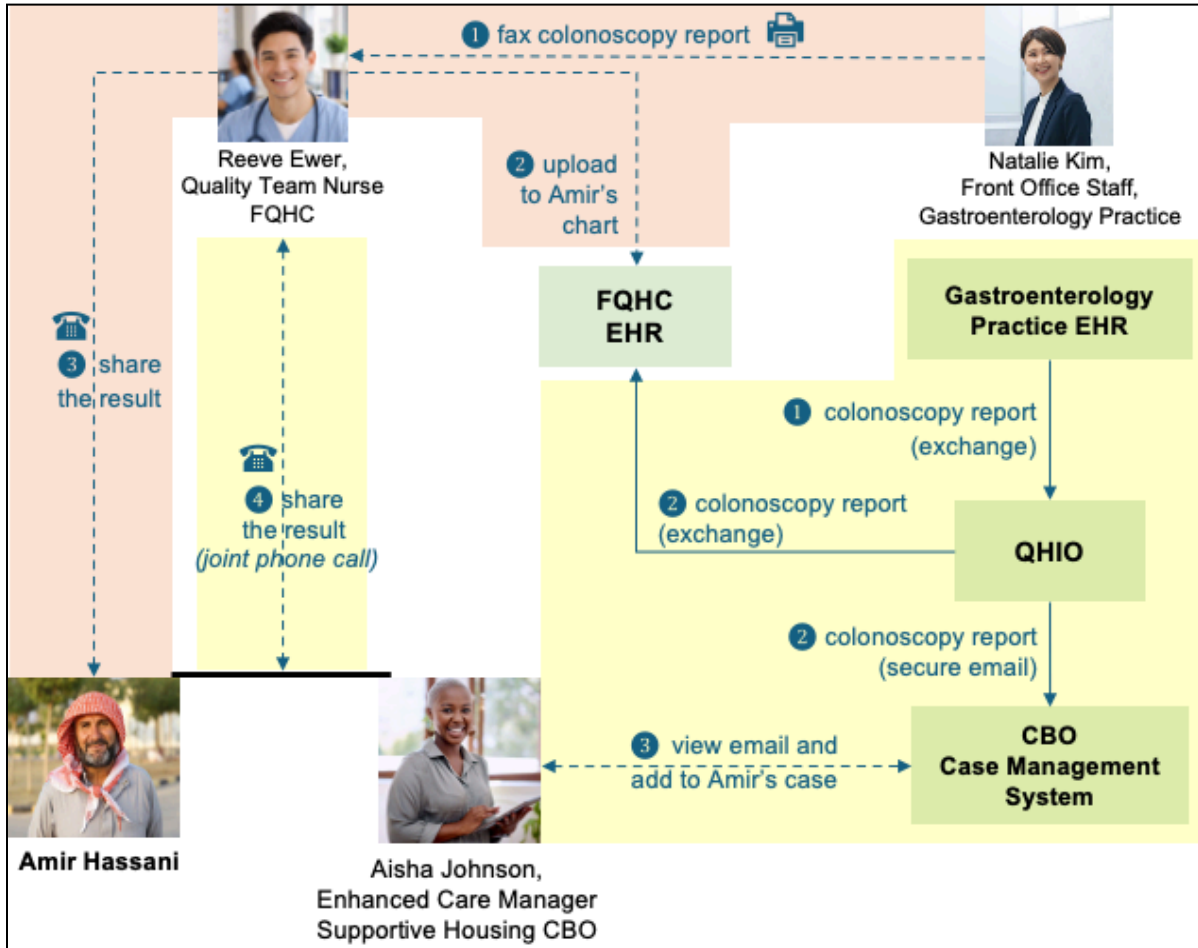
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- The **Gastroenterologist** where Amir had his Colonoscopy is a participant in the same QHIO that the FQHC and Supportive Housing CBO are.
- As a participant, the reports from the EHR are automatically sent to the QHIO and made available to other participants who share care with the Gastroenterologist's patients.
- Upon receiving the Gastroenterologist report for Amir's colonoscopy, the **QHIO** pushes the document to the FQHC EHR where it is automatically ingested into an "inbox" for review.
- The **QHIO** also sends a direct secure email to the Supportive Housing CBO with the report as an attachment.
- **Aisha Johnson**, ECM Provider at the Supportive Housing CBO opens the email from within her Case Management System and saves the result to Amir's record in the system.

**Scene 3B:** Colonoscopy results are negative for cancer

- **Aisha** meets with **Amir** and together they call **Reeve**, the Nurse on the quality team at the FQHC.
- **Reeve** shares the results with **Amir** who is happy he doesn't have cancer and that he doesn't need to do another colorectal cancer screening for 10 years!






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Use Case 3: Amir completes Colonoscopy and results are shared

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**Personas referenced in this document:**


Name	Photo	Human Actor	Business Actor	System Actor
Amir Hassani		Patient		
Aisha Johnson		Enhanced Care Management (ECM) Provider	Supportive Housing CBO	Case Management System
Samantha Nguyen		Physicians Assistant	FQHC	EHR
Reeve Ewer		Nurse on Quality Team	FQHC	EHR
Elena Vasquez		Gastroenterologist	Gastroenterology Practice	EHR



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Name	Photo	Human Actor	Business Actor	System Actor
Natalie Kim		Front Office Staff	Gastroenterology Practice	EHR