

This work is sponsored by Covered California's Population Health Investment initiative.

Humboldt County Colorectal Cancer Screening User Story - Ed Norris



- Age: 65
- Health Concerns: No health conditions
- Social Needs: N/A
- Location: Humboldt County
- Occupation: Retired
- Insurance: Medi-Cal Plan
- Pronouns: He/Him

About Ed:

- He is a white, 65-year-old male
- He had a Colonoscopy three years ago when he was living in San Diego.
- No health conditions
- He has two adult children with grandchildren who live in New York

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

- He wants convenient care options, such as flexible hours or at-home screening.
- Ed recently moved to California after spending most of his life in London and wants transparency on care delivery guidelines with the state's health and social care system.

Challenges from Ed's Perspective

- I'm enjoying my retirement and spend most of my time traveling and exploring new places, so I often have to cancel my medical appointments when they interfere with my travel plans.
- My new FQHC keeps bugging me about preventive screenings, and I don't understand why; they don't do this in England.
- I recently moved to Humboldt County from San Diego, and my new FQHC asks me for information I can't remember. Shouldn't they have access to that information in my chart?



This work is sponsored by Covered California's Population Health Investment initiative.

Ed's Typical Routine & Interactions

- Ed spends some time at home but prefers to travel with friends and visit his grandchildren in New York.
- He primarily interacts with the healthcare system only when he is very sick.
- Ed is pretty tech savvy but often forgets to reschedule appointments after he cancels them.

Colorectal Cancer Screening Use Case Scene Breakdown

- Use Case 1: Ed visits PCP; reports Colonoscopy
- Use Case 2: Query QHIO for Colonoscopy result

Assumptions:

- Ed doesn't remember where he received his colonoscopy but knows it was 3 years ago
- Ed wants to be more consistent with his preventive screenings but prioritizes traveling to visit his grandchildren and explore new places.
- Ed is a Medi-Cal member

Use Case 1: Ed visits PCP; reports Colonoscopy

- **Ed** visits his PCP to obtain the necessary vaccinations for his upcoming trip to Africa.
- Since this is his first visit to the FQHC since moving to Northern California, **the PCP** obtains a detailed health history including any preventative screenings he may have received.
- **Ed** says that three years ago, while living in San Diego, he had a Colonoscopy and the results were negative. He doesn't remember where he got the screening done and also isn't sure of the month.
- The **PCP** records this information in the EHR
- **The Quality Manager** at the FQHC downloads a copy of Ed's Progress Note from the EHR and uploads it to the sFTP site for the MCP's Population Health Management platform. The Quality Manager at the FQHC also manually enters information about the Colonoscopy result and approximate location and date.
- The **Quality Program Manager** at the **MCP** gets an alert that a new document upload needs to be reviewed
- Since the progress note does not contain the month when **Ed** obtained the Colonoscopy, the CRC Screening gap remains open for Ed.



This work is sponsored by Covered California's Population Health Investment initiative.

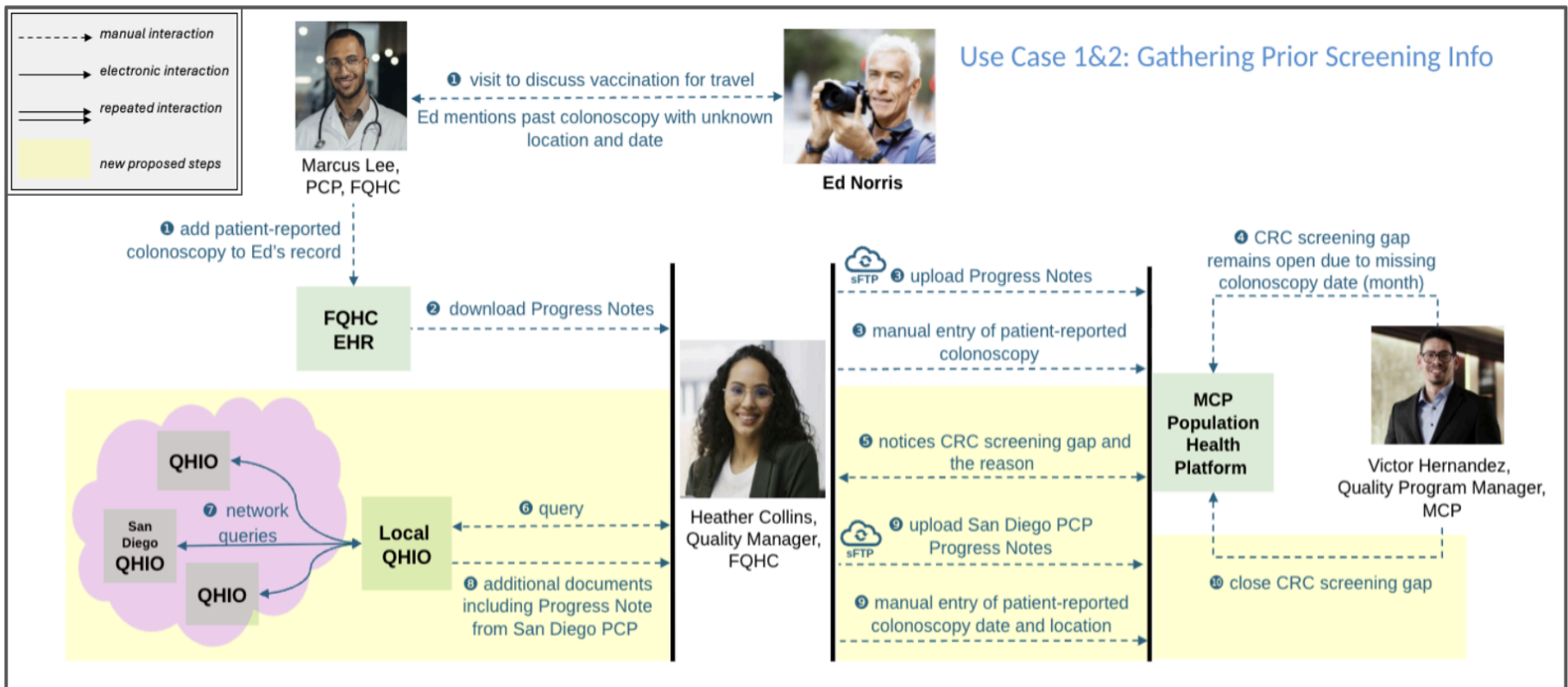
Use Case 2: Query QHIO for Colonoscopy result

- The next time **the Quality Manager** logs into the Pop Health platform, they see that the CRC Screening gap for Ed remains open and see the note that not enough information was provided in order to close the gap.
- **The Quality Manager** logs into the Qualified Health Information Organization (QHIO) that her FQHC is a member of and queries for Ed within the portal.
 - Because Ed is new to the area, minimal information is available
 - The **Quality Manager** selects the "Additional Query" button which initiates a query of all other QHIOs for any information they have for Ed.
 - The QHIO to QHIO query results in several documents being returned by the San Diego QHIO to the local QHIO.



This work is sponsored by Covered California's Population Health Investment initiative.




Use Case 1: Ed visits PCP; reports Colonoscopy AND Use Case 2: Query QHIO for Colonoscopy result



Use Case 1 and 2

This work is sponsored by Covered California’s Population Health Investment initiative.

Personas referenced in this document:

Name	Photo	Human Actor	Business Actor	System Actor
Ed Norris		Patient		
Marcus Lee		Primary Care Physician	FQHC	EHR
Heather Collins		Quality Manager	FQHC	EHR
Victor Hernandez		Quality Program Manager	Managed Care Plan	MCP Population Health Platform