

5-31-2017

Improving the Patient Colonoscopy Prep Experience

Natalie Cosgrove, MD

Thomas Jefferson University

Andrew Dargan, MD

Department of Medicine, Thomas Jefferson University Hospital

Raja K. Dhanekula, MD

Division of Gastroenterology and Hepatology, Thomas Jefferson University Hospital

Gloria Francis, MD

Thomas Jefferson University

Komal Gandhi, MD

Thomas Jefferson University

Follow this and additional works at: <https://jdc.jefferson.edu/patientsafetyposters>

 Part of the [Medicine and Health Sciences Commons](#)

See next page for additional authors

[Let us know how access to this document benefits you](#)

Recommended Citation

Cosgrove, MD, Natalie; Dargan, MD, Andrew; Dhanekula, MD, Raja K.; Francis, MD, Gloria; Gandhi, MD, Komal; Kistler, MD, Andrew; Malamood, MD, Mark; Niu, MD, Bolin; Reddy, MD, Sheela S.; Shah, MD, Apeksha; Tofani, MD, Christina; Zabolotsky, MD, Andrew; Cohen, MD, Robert; Moleski, MD, Stephanie M.; and Prieto, MD, Jorge, "Improving the Patient Colonoscopy Prep Experience" (2017). *House Staff Quality Improvement and Patient Safety Conference (2016-2019)*. Poster 59.
<https://jdc.jefferson.edu/patientsafetyposters/59>

This Article is brought to you for free and open access by the Jefferson Digital Commons. The Jefferson Digital Commons is a service of Thomas Jefferson University's [Center for Teaching and Learning \(CTL\)](#). The Commons is a showcase for Jefferson books and journals, peer-reviewed scholarly publications, unique historical collections from the University archives, and teaching tools. The Jefferson Digital Commons allows researchers and interested readers anywhere in the world to learn about and keep up to date with Jefferson scholarship. This article has been accepted for inclusion in House Staff Quality Improvement and Patient Safety Conference (2016-2019) by an authorized administrator of the Jefferson Digital Commons. For more information, please contact: JeffersonDigitalCommons@jefferson.edu.

Authors

Natalie Cosgrove, MD; Andrew Dargan, MD; Raja K. Dhanekula, MD; Gloria Francis, MD; Komal Gandhi, MD; Andrew Kistler, MD; Mark Malamood, MD; Bolin Niu, MD; Sheela S. Reddy, MD; Apeksha Shah, MD; Christina Tofani, MD; Andrew Zabolotsky, MD; Robert Cohen, MD; Stephanie M. Moleski, MD; and Jorge Prieto, MD

Improving the Patient Colonoscopy Prep Experience

Natalie Cosgrove MD, Andrew Dargan MD, Raja Dhanekula MD, Gloria Francis MD, Komal Gandhi MD, Andrew Kistler MD, Mark Malamood MD, Bolin Niu MD, Sheela Reddy MD, Apeksha Shah MD, Christina Tofani MD, Andrew Zabolotsky MD, Robert Coben MD, Stephanie Moleski MD, Jorge Prieto MD
 Department of Medicine, Division of Gastroenterology and Hepatology,
 Thomas Jefferson University Hospital, Philadelphia, Pennsylvania

BACKGROUND

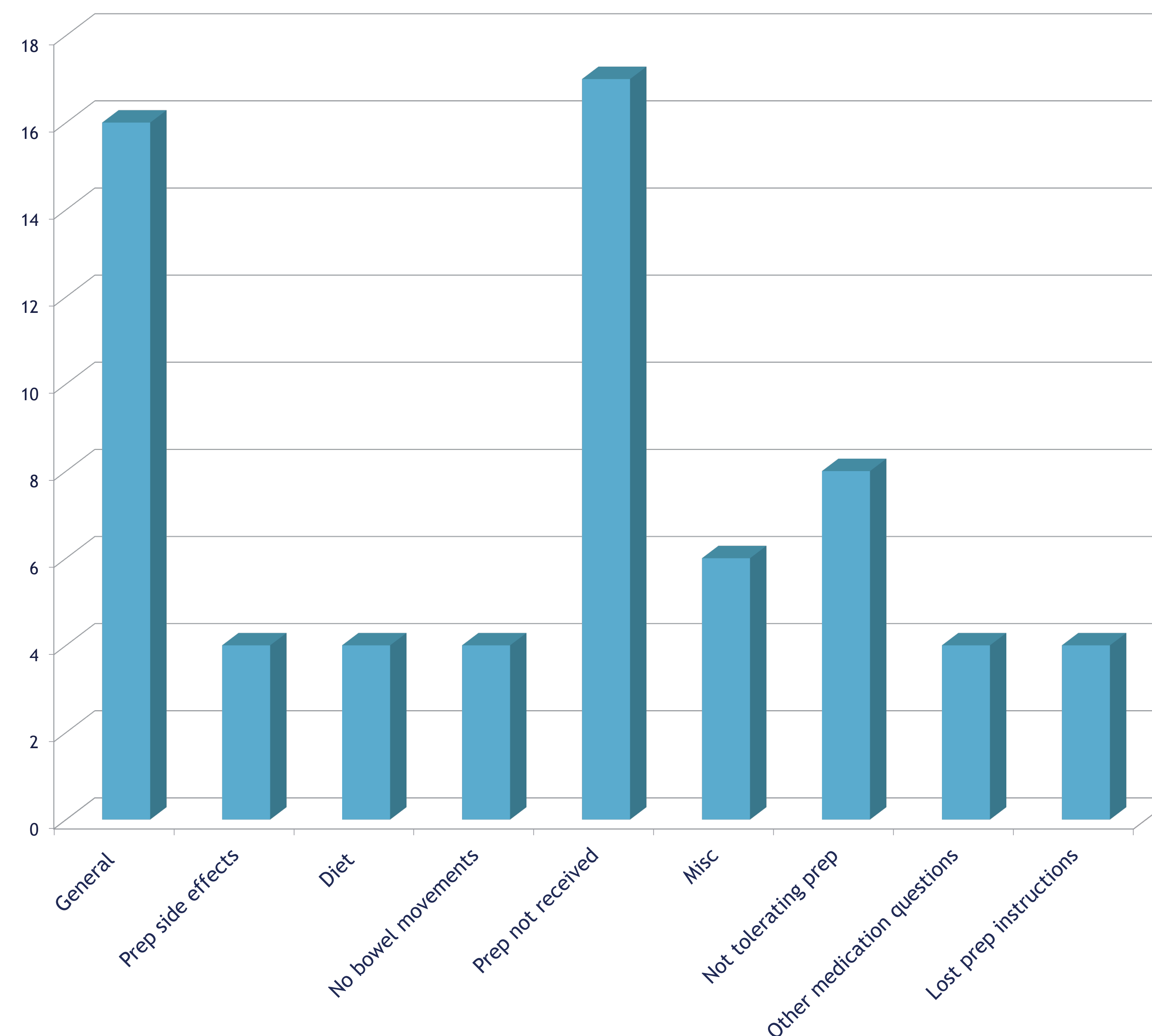
- Adequate colonic cleansing (prep) prior to colonoscopy is a vital component of colorectal cancer screening
- Inadequate bowel prep can result in missed lesions, cancelled procedures, increased procedural time, and a potential increase in complication rates (1-3).
- Patients often have questions or 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.

REFERENCES

1. Chung YW, Han DS, Park KH, Kim KO, Park CH, Hahn T, Yoo KS, Park SH, Kim JH, Park CK. Patient factors predictive of inadequate bowel preparation using polyethylene glycol: a prospective study in Korea. *Journal of clinical gastroenterology*. 2009 May 1;43(5):448-52.
2. Govani SM, Elliott EE, Menees SB, Judd SL, Saini SD, Anastassiades CP, Urganus AL, Boyce SJ, Schoenfeld PS. Predictors of suboptimal bowel preparation in asymptomatic patients undergoing average-risk screening colonoscopy. *World Journal of Gastrointestinal Endoscopy*. 2016 Sep 16;8(17):616.
3. Clark BT, Rustagi T, Laine L. What level of bowel prep quality requires early repeat colonoscopy: systematic review and meta-analysis of the impact of preparation quality on adenoma detection rate. *The American journal of gastroenterology*. 2014 Nov 1;109(11):1714-23.