Problems
1. Procedures cancellation secondary to lack of preparation
2. Hemocult tests ordered by provider failure to be returned by patient for lab processing.
3. Lack of specific follow up timeframe for next visit
4. Medication Education
5. The Pink discharge sheet needs to be constant communication tool

Solutions
1. For procedure cancellation: Prescription written in Cerner at time of test order
   Provide written educational “Hands outs” upon discharge
   Additional Educational Nursing Support as needed.
   Replacement of prescription can be easily reprinted from Cerner
2. Solution for failure to return hemocult:
   Patient log weekly documentation of returned hemocult with three follow up phone call for those not returned
3. MD to provide specific timeframe for next visit
   Transcribed to discharge education form (pink copy given to Patient)
4. Medication list to improve patient communication within health system and improve refill request
5. Use Discharge education paper for communication stress need to keep for later reference and request FIU education

Results – Part I
Five weeks after the changes are made, the data showed an increase in PRC Scores

Focus Group Goals – Part II
1. Promote team work within JHS
2. Improve communication with providers/staff
3. Increase patient satisfaction by providing support and education for prescribe procedures and appointments
4. Prevent cancellation of procedures by providing patient education
5. To analyze the data for delays of procedure * impact on cost