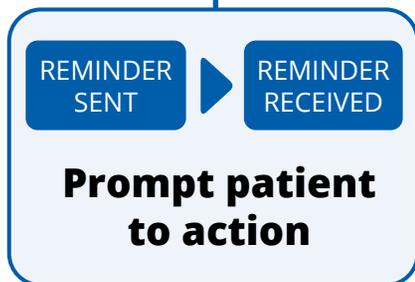


Client (Patient) Reminder Planning Guide



Implement and integrate patient reminder system into clinic workflow

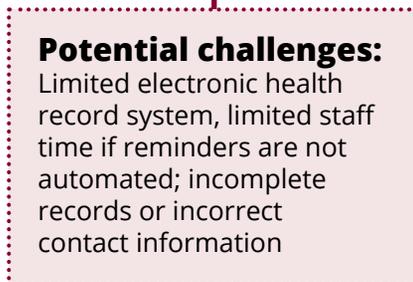


OUTPUT:

Delivery of reminders

- **Measure:** Delivery of reminders
- Example: Number of patients given reminders divided by the number of patients due for screening
- Number of patients who received reminders divided by the number of patients due for screening

Patient **schedules and keeps** an appointment for cancer screening

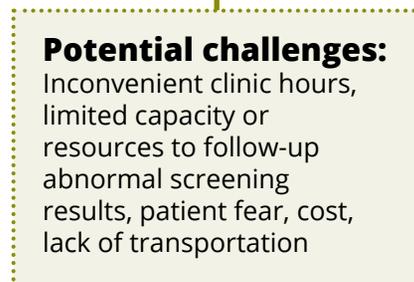


OUTPUT:

Increased screening appointments by patients

- **Measure:** Appointments among eligible patients
- Example: Number of patients scheduled for screening appointments divided by the number of patients receiving reminders
- Example: Number of patients showing up for screening appointments divided by the number of patients scheduled

Patient **completes** cancer screening



OUTCOME:

Increased screening and diagnostic tests completed by patients

- **Measure:** Screening completion
- Example: Number of patients completing screening divided by the number of patients referred for screening
- Example: Number of patients completing diagnostic follow-up divided by the number of patients with positive screening tests

Increased cancer screening



OUTCOME:

Increased clinic-level rates of cancer screening

- **Measure:** Age-eligible clinic population up-to-date with recommended cancer screening
- Example: Uniform Data System (UDS), Healthcare Effectiveness Data Information Set (HEDIS), National Quality Forum (NQF) 12-month measure used to calculate screening rate