Colorectal Cancer Screening

A quality improvement initiative using a bilingual patient navigator, mobile technology, and fecal immunochemical testing to engage Hispanic adults

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**BACKGROUND:** Fecal immunochemical tests (FITs) are an effective screening method to detect and prevent colorectal cancer (CRC) when done in appropriate intervals. The use of bilingual patient navigators (PNs) and secure short message service (SMS) has been demonstrated to increase CRC screening rates among Hispanic adults.

**OBJECTIVES:** The purpose of this quality improvement project is to increase CRC screening rates among Hispanic adults in a family clinic by 25% in the post–project implementation period using an unlicensed bilingual PN, secure SMS, and at-home FITs.

**METHODS:** A retrospective chart review was used. Spanish-translated educational videos were delivered using SMS, and instructional screening guidance was provided via telephone in Spanish by the PN. Participants were surveyed to determine satisfaction with the support received from the PN.

**FINDINGS:** Findings showed a 35% increase in the clinic’s FIT rates. Findings also showed that having a PN’s support influenced the decision to complete FIT as compared to the use of secure SMS.

**KEYWORDS**
colorectal cancer screening; Hispanic; patient navigator; fecal immunochemical test

**DIGITAL OBJECT IDENTIFIER**
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