

This tool helps navigators evaluate different procedures that address specific issues in their program.

**REVIEW OF PROTOCOLS AND ACTION STEPS**  
**Colonoscopy Patient Navigator Program**

<b>Issue To be addressed</b>	<b>What did you do? (List each step)</b>	<b>Did it work? (Describe effectiveness of each step.)</b>	<b>How do you know it work? (What data was used to determine effectiveness of each step?)</b>	<b>What will you do to make it work better? (What needs to change to see better results?)</b>
<p><b>Example:</b></p> <p>Reduce poor bowel prep</p>	<ol style="list-style-type: none"> <li>1. Explained procedure to patient using the Colonoscopy and Bowel Prep Instructions Flyer</li> <li>2. Gave the patient a copy of the flyer.</li> <li>3. Call patient the day before the procedure to remind them about dietary restrictions.</li> </ol>	<p>Yes.</p> <ol style="list-style-type: none"> <li>1. Using the visual aid helped the patient understand the procedure better</li> <li>2. The patient had something to refer to at home.</li> <li>3. The reminder call reinforced the patient's understanding of the instructions.</li> </ol>	<p>Following the intervention the data showed a reduction in the number of poor preps</p>	<p>Identify patient within a certain demographic group that may have additional difficulties with the instructions and offer a more targeted intervention.</p>

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