

# Written Communication after Colonoscopy: A Primary Care Provider Perspective



Paolo Ramirez MS2; Andrew Pineda MS2; Andrew Schultz MD PGY-2; Michael Mayo-Smith MD; Audrey Calderwood MD, MS  
Geisel School of Medicine, Hanover NH; White River Junction VA, White River Junction, VT; Dartmouth-Hitchcock Medical Center, Lebanon, NH

## Background and Objective

- Written reports by endoscopists are the primary form of communication regarding patient recommendations after colonoscopy
- Primary Care Providers (PCPs) heavily rely on colonoscopy reports to determine management and next steps for their patients
- Our prior work has found variation in the clarity and content of endoscopist written recommendations
- The purpose of this study is to understand PCP's perspectives regarding colonoscopy reports and the recommendations

## Preliminary Results: N=10 Interviews

### Key information

*"I skip through all this stuff and just go to the impression and recommendations usually"*

### Format

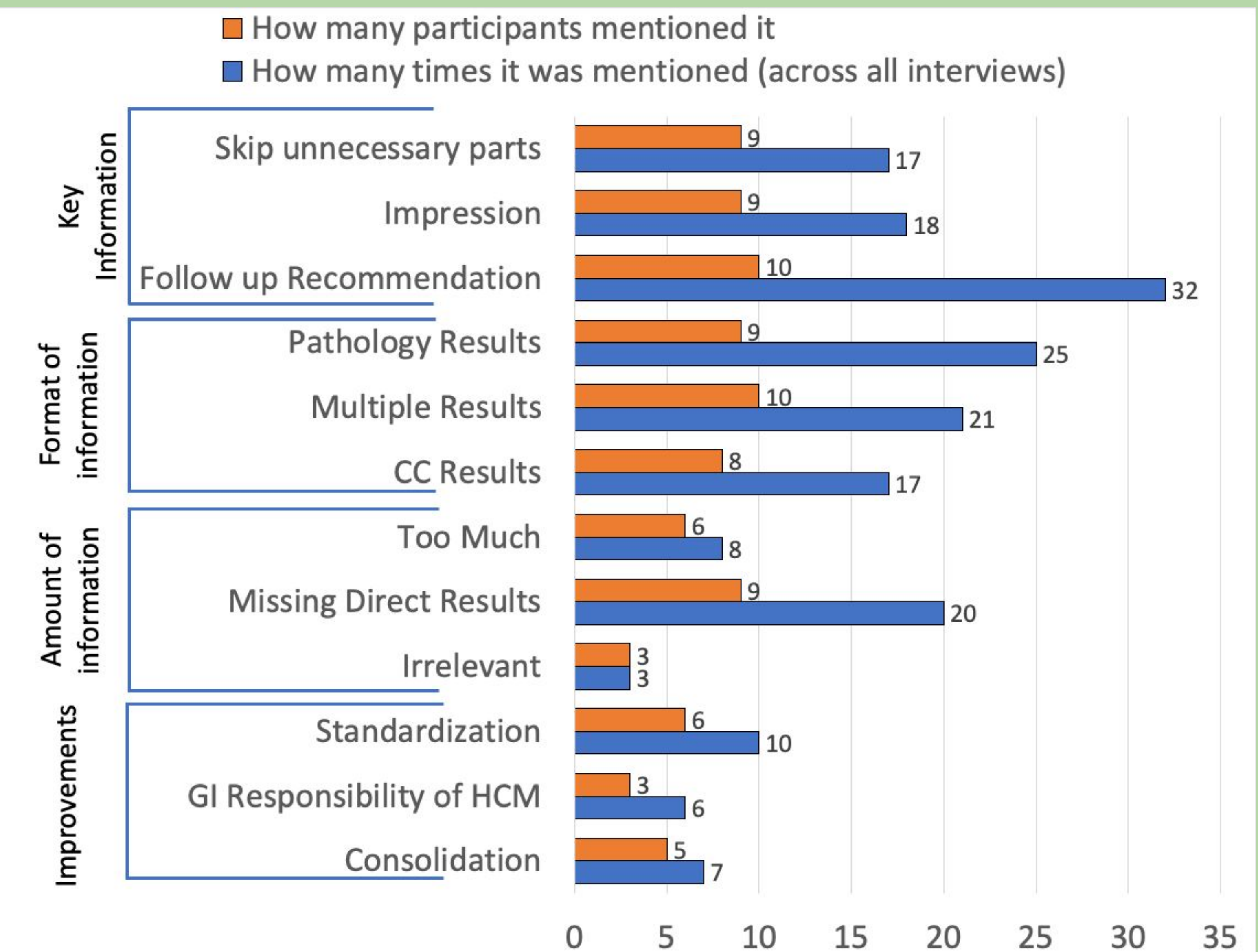
*"I get the results two ways by electronic portal and by mail"*

### Amount

*"There's too many automated notifications of totally irrelevant stuff"*

### Improvements

*"It would be nice if they were linked so you didn't have to look in different places"*



## Methods and Sample

- We designed a short interview guide to solicit PCP views on: How they receive reports, what information is useful, effort involved in finding results, interpretation of recommendations, and suggested improvements for communication of results
- PCPs in NH/VT who refer for colonoscopy were invited to participate in a 30 minute semi-structured interview via teleconferencing
- We conducted 10 interviews from August to November of 2020
- PCP's were recruited from DHMC and its associated clinics (N=6) and the Dartmouth Practice Based Research network (N=4).
- Audio recordings were transcribed
- Key themes were identified using qualitative data analysis iteratively based on grounded theory technique

Demographics		
Sex	Male	5
	Female	5
Practice	Within DH	6
	Outside DH	4
Specialty	Physician PCP	9
	Non-Physician PCP	1

## Discussion and Conclusions

- PCPs consider the "impression" and screening interval recommendations as the most important information in colonoscopy reports
- They skip through a lot of unnecessary information to find this
- Because they are inundated with results/information in general, **PCPs would prefer a consolidated colonoscopy report that is sent in a standardized way**
- Future work should focus on standardizing results reporting and limiting the effort required of PCPs to search and update a patient's records