

Title of Intervention: Customized Family-Oriented Preventive Reminder Letters for Patients

Intervention Strategies: Individual Education, Provider Education

Purpose of the Intervention: To increase preventive screening procedures through customized, family-oriented education

Population: Patients aged 45 and older and their families

Setting: Health care facilities and patient homes in western Quebec, Canada; home-based, health care facility-based

Partners: None mentioned

Intervention Description:

- Individual Education: One intervention group received a computer-generated customized letter that reminded patients of outstanding preventive procedures using non-medical language in a standardized format. The letter began with a cover page followed by one page for each family member. A paragraph outlined each preventive procedure for which the patient was eligible as determined by age, sex, family history and previous illness. The tone was positive and non-threatening. The dates when family members had last received the procedure were provided so they could determine whether they were overdue.
- Provider Education: At the time of the patients' visits, health care providers were reminded of procedures overdue for patients and other members of their family.

Theory: Not mentioned

Resources Required:

- Staff/Volunteers: Staff person to coordinate activities
- Training: Not mentioned
- Technology: Computer, printer
- Space: Not mentioned
- Budget: Not mentioned
- Intervention: Access to patient charts, letters, envelopes, postage, provider reminders
- Evaluation: Access to patient charts

Evaluation:

- Design: Randomized controlled trial
- Methods and Measures: Patient charts were examined to assess whether family members received any overdue procedures and to assess the procedures that the family members were eligible for and up-to-date on by the end of the intervention.

Outcomes:

- Short Term Impact: Not measured
- Long Term Impact: Patients who received the tailored letter had a significantly higher rate of preventative procedures, including colorectal cancer screening, than other patients.

Maintenance: Not mentioned

Lessons Learned: Not mentioned

Citation(s):

Hogg WE, Bass M, Calonge N, Crouch H, Satenstein G. Randomized controlled study of customized preventive medicine reminder letters in a community practice. *Can Fam Physician*. Jan 1998;44:81-88.