

Open Door Community Health Centers (ODCHC) Mobile Mammography Event

Aim: Open Door Community Health Centers' Willow Creek Community Health Center (WCCHC) will increase the rate of women aged 50-74 who had a mammogram to screen for breast cancer from 47.66% to 58.04%, the 50th Percentile for Partnership HealthPlan of California's 2019 Quality Improvement Program.

Measures:

- Outcome Measure: % of women aged 50-74 who had a mammogram to screen for breast cancer within the last 27 months;
- Process Measures: % of patients who did not show for their mammogram; % of patients who cancelled; average cycle time; % of mammograms requiring additional screening

Prediction:

- 25 women between the ages of 50-74 will receive a mammogram to screen for breast cancer due to mobile mammography services offered at the health center site.

Changes Being Tested:

Based on the remote, rural location of Willow Creek Community Health Center, some 50 miles from an imaging center, the health center tested a one-time mobile mammography event in partnership with Alinea Medical Imaging.

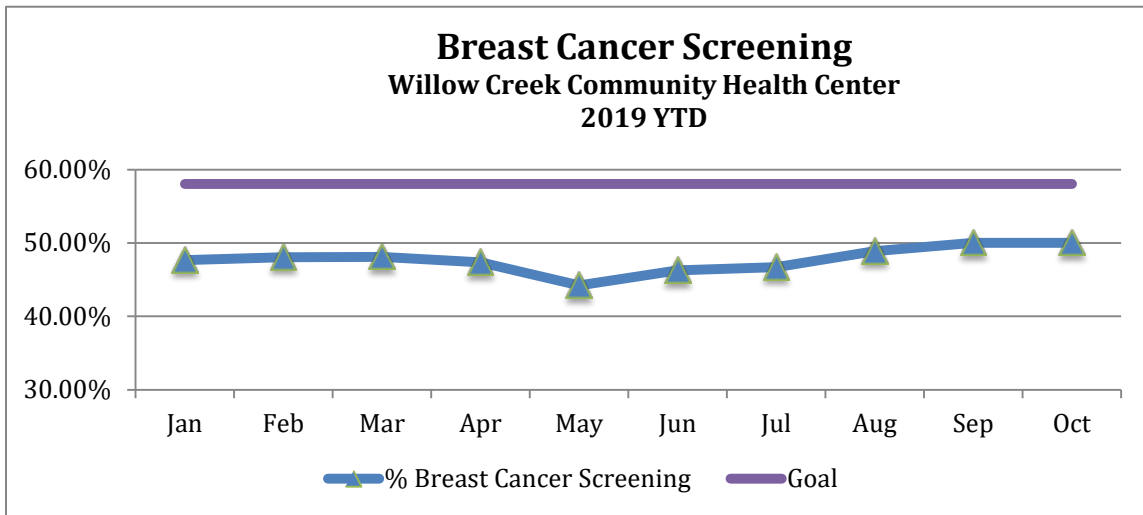
Process Steps of Intervention:

- Contacted Alinea, engaged in an introductory call, established a date for the event, and signed a service agreement.
- WCCHC Site Administrator contacted patients and scheduled them for the date set, utilizing Alinea's schedule of an appointment every 10 minutes. 14 appointment slots are available in the am and 13 slots in the pm. Double booking is encouraged as these appointments have a higher no show rate. Up to 30 patients can be scheduled for the event with the opportunity for additional slots if needed. For the WCCHC event, 31 patients were scheduled.
- Reminder calls were conducted the day before the event.
- Alinea's mobile van arrived and the 2 Alinea staff unloaded the portable mammography equipment and set up in an exam room; set-up took approximately 30-45 minutes.
- WCCHC created a separate check-in area for patients who were receiving their mammogram. Patients were asked to complete the paperwork packet from Alinea (if they had not already completed the packet mailed to them) and to provide their insurance card. The majority of patients had not completed the paperwork ahead of time. Both the packet and a copy of the insurance card are provided to the Alinea technician and they enter the information into their system. Due to the absence of a printer in the check-in area, there were delays in completing the check-in process.
- Once the paperwork was entered into Alinea's system, the technician would inform the Radiology Tech that the next patient was ready. The Radiology Tech would then come and get the patient from the waiting room.
- Several patients had issues with securing transportation to the health center for their mammography. The Site Administrator drove to these patients' homes and brought them to/from the health center so they could receive their screening.

Results:

OUTCOME MEASURE: Total women aged 50-74 who had a who had a mammogram to screen for breast cancer within the last 27 months moved from 47.66 to 50.00%

Study



Event Outreach Results:

Patients Who Received Outreach Call: 50+
 Patients Originally Scheduled: 31
 Patient Walk-ins: 6
 Patients Seen: 22

Process Measures:

No Show Rate: 45%
 Cancellation Rate: 6%
 Cycle Time (check-in to check-out): 20 mins
 Cycle Time (mammogram screen): 8 mins

Future Plans: ADOPT

Given the success of the mammography clinic, ODCHC have elected to adopt the current intervention. The Willow Creek site intends to repeat the intervention at this location. ODCHC also intends to utilize this service at other locations beyond Willow Creek to test the feasibility of spread.

Act

Ideas for Additional Testing:

- **Scheduling:** hardest and most time intensive part of the process. ODCHC plans to assign 2-3 staff members to assist with scheduling; to reduce the impact of no-shows and cancellations, double book in time slots where there is evidence of transportation issues or frequency of no-shows/cancellations.
- **Reminder calls:** test calling 3 days ahead of time, then 1 day ahead of time; if there is staffing capacity; call the patients on the pm schedule with an additional reminder in the am.
- **Check-in:** locate printer closer to check-in so staff do not have to walk out of the check-in area to retrieve insurance cards and orders.
- **Incentives:** test providing incentives to see if they have a positive impact on show rate.
- **Prompt claims submission:** test a process to ensure timely claims submission from third party vendors to insurers to enhance data collection and validated performance improvements.