

MAMMOGRAM WARS: INCREASING BREAST CANCER SCREENING RATES AT REDWOOD HEALTH CENTER

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Background & Purpose

Mammography helps to detect early stages of Breast Cancer, a common and curable cancer. The five-year survival rate for women diagnosed with breast cancer in stage 0 or 1 is close to 100%¹. The mammogram procedure takes only a short amount of time and is covered by most insurance companies including Medicaid and Medicare. However, Utah and the University of Utah Community Clinics have a historically low rate of breast cancer screening and the Redwood clinic is no exception.

Current recommendations for breast cancer screening are somewhat confusing and inconsistent leading some providers to be hesitant to order a mammogram screening as often as is suggested in the Epic health maintenance topic which contributes to these low rates of breast cancer screening. Based on Redwood health center current breast cancer screening rates the team decided to develop a quality improvement project to increase breast cancer screening rates among women ages 50-75.

Objective

Increase Breast Cancer Screening every 27 months among women ages 50-74 (HEDIS Reported Measurement)²



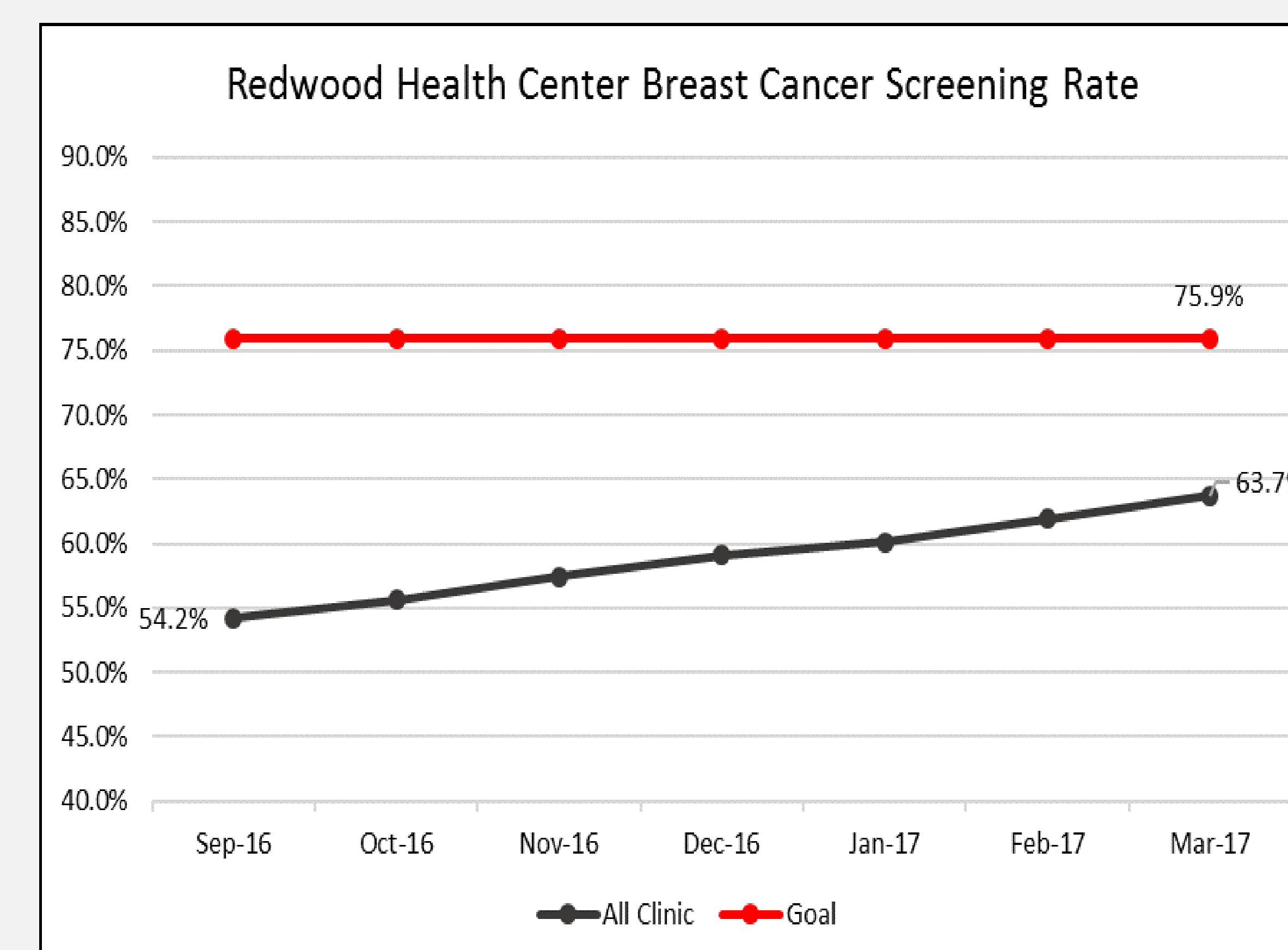
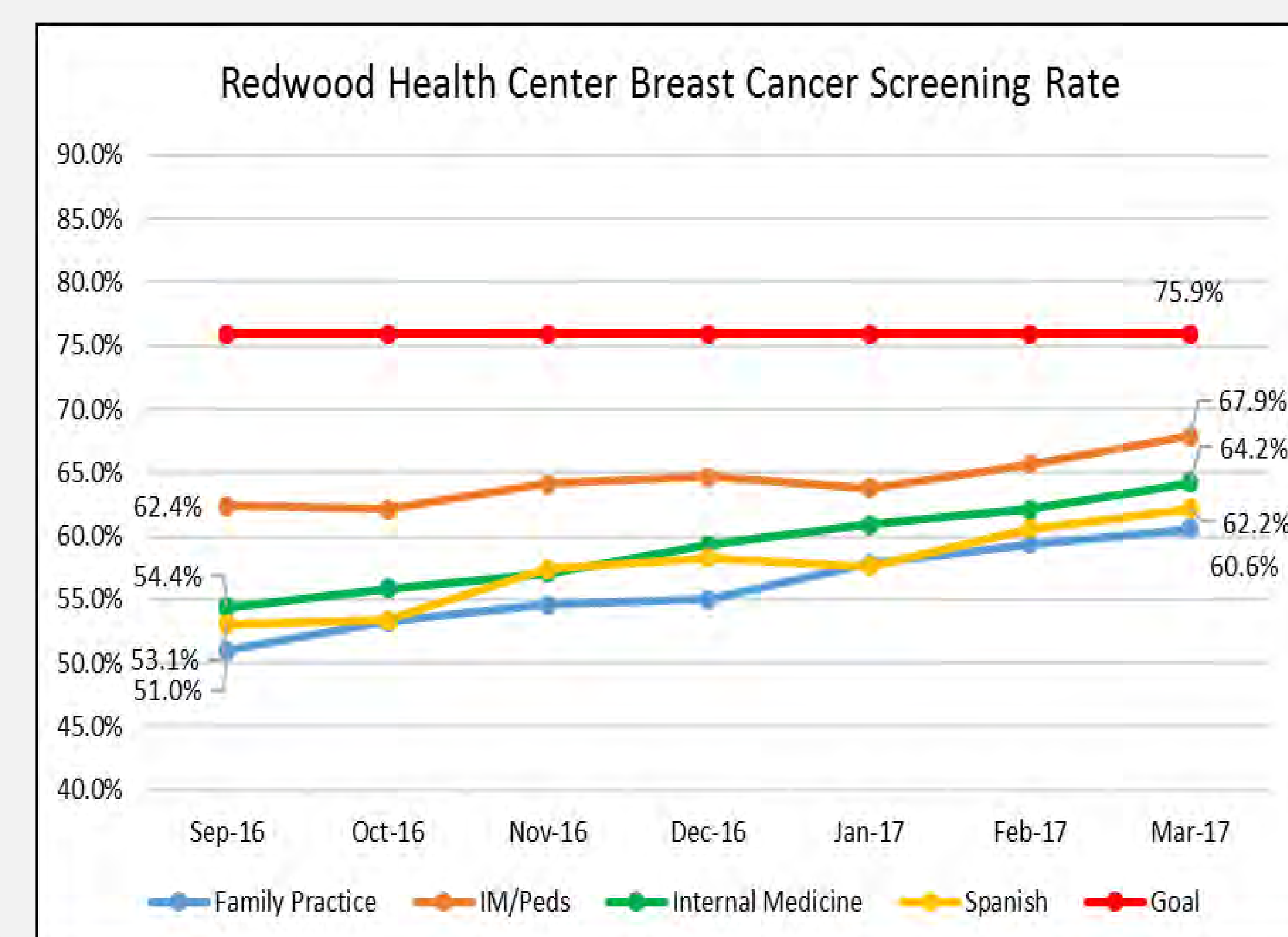
Methods

Based on analysis of the current workflow teams decided to do the following things to increase breast cancer screening rates:

- Created a Mammogram Wars competition within the clinic with a team lunch for the team with the highest monthly mammogram rate
- Include a column on the EPIC schedule telling them who is due for a mammogram
- Utilize the medical secretary to schedule mammograms for same day appointments when possible or at least to have the patient have an appointment before leaving the clinic
- Put a reminder on each computer screen to remind the MA, Provider and Patient to discuss mammograms
- Played a trivia game at each team meeting to teach all staff about breast cancer and mammograms
- Reviewed Epic resources and decided to include the Krames Breast Cancer information and mammogram scheduling phone number in the after visit summary for any patient that has a mammogram order
- Update health maintenance with modifiers or postponing so that providers and MA staff knew who had been talked to about mammograms

Results

Increased Breast Cancer Screening rate from 54.2% in September 2016 to 63.7% in March 2017³.



Conclusions

Women who are reminded to get a mammogram during routine appointments will respond. However, it must be easy for them to schedule the appointment.

Keys to success include:

- Offering mammogram appointments on a walk-in basis or encouraging women to get mammograms done while waiting for provider visits.
- Helping women to schedule the appointment while they are in clinic
- Creating a fun competition to keep staff engaged in the project

References

1. American Cancer Society, Breast Cancer Survival Rates, 2017 found on the web April 28, 2017 at <https://www.cancer.org/cancer/breast-cancer/understanding-a-breast-cancer-diagnosis/breast-cancer-survival-rates.html>
2. HEDIS 2017 Breast Cancer Screening, Effectiveness of Care Measures, Volume 2 page 74
3. September 2016 and March 2017 Primary Care Priority Quality Measures Report