



About the CHCCC

The CHCCC is a Federally Qualified Community Health Center that provides a number of services for its patients regardless of their ability to pay.

Services include:

- Primary Care/Walk-in
- Women's Health
- Behavioral Health
- Dentistry
- Pharmacy
- X-ray/Ultrasound

Did you Know...

Barnstable County has the highest breast cancer mortality rate in MA – 29.4 deaths per 100,000 women compared to 21.4

Barnstable County has a higher incidence rate of breast cancer – 153.8 new cases annually compared to 132.2 statewide*

*Massachusetts Affiliate of Susan G. Komen for the Cure
Community Profile, January 2012

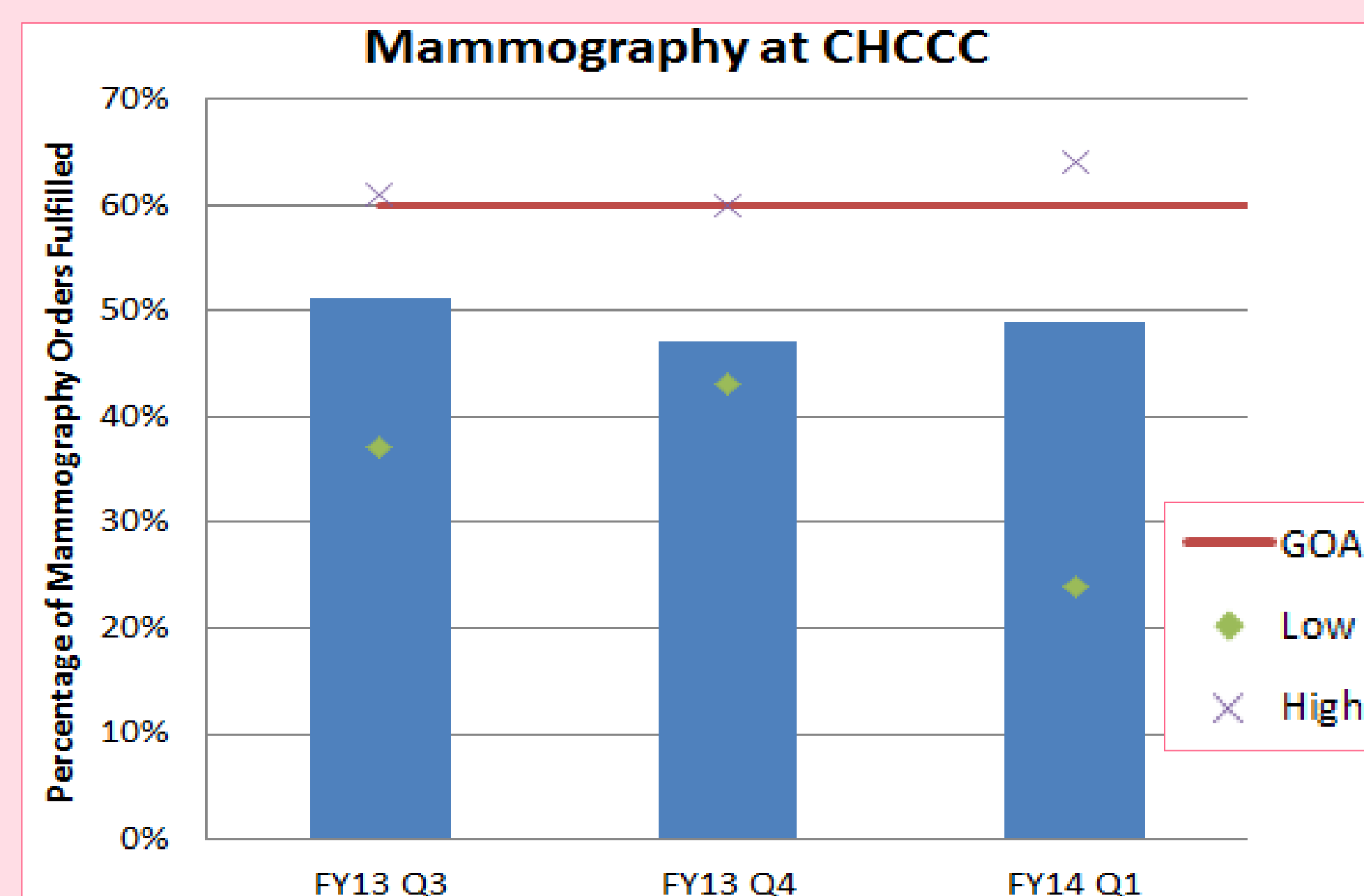
Navigating the loop

The CHCCC staff excels in their mammography efforts:

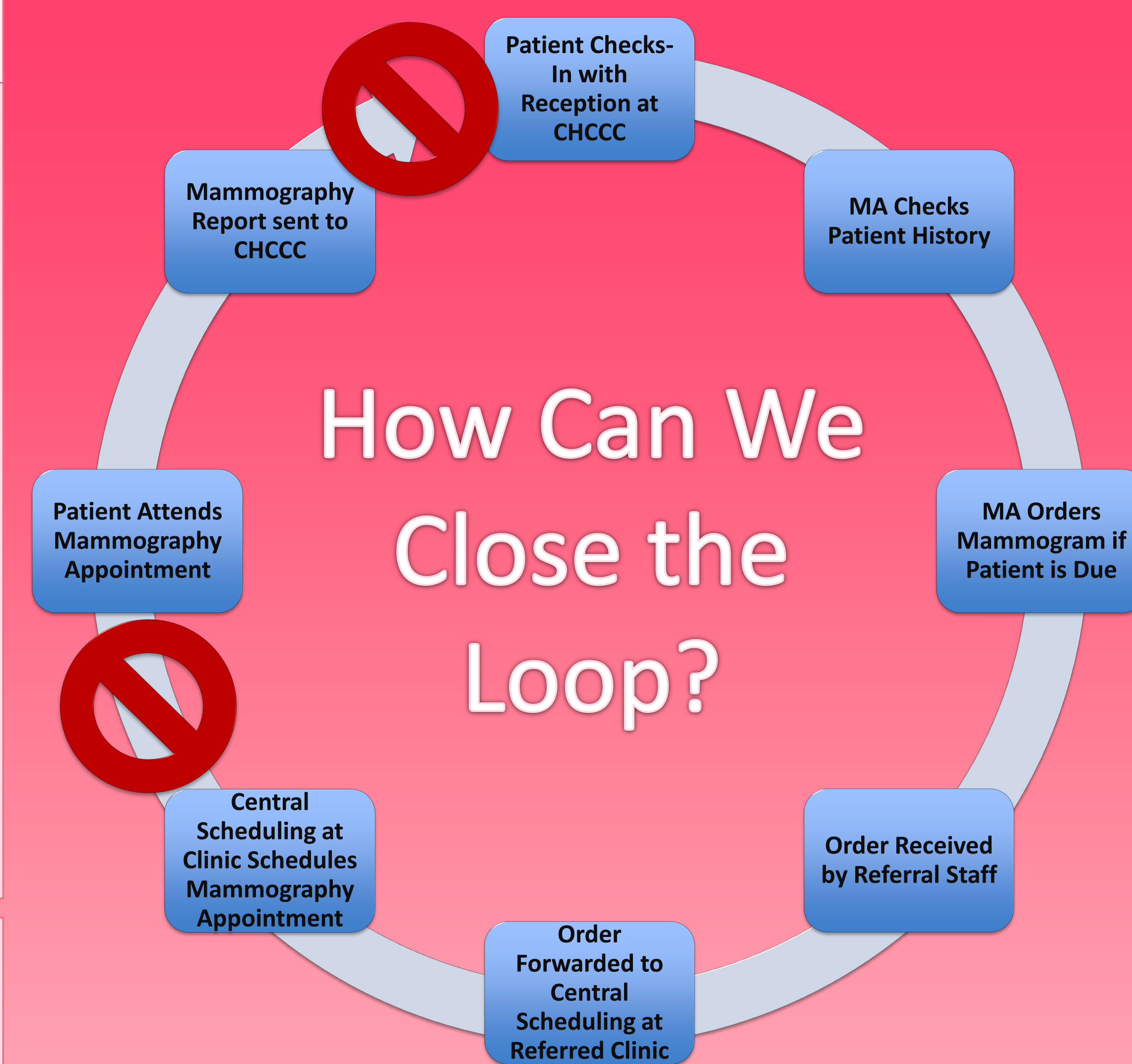
- At all patient encounters medical assistants use the health maintenance section of their EMR to identify patients who are due for their mammograms
- Medical assistants use EMR-generated quarterly reports to follow-up with patients who have not fulfilled their mammogram order
- Providers educate eligible patients about the benefits and importance of mammography

The CHCCC staff report some barriers to 'closing the loop':

- Inability of mammography centers to contact patients due to changes in phone number, work schedule, etc.
- Inability of patient to attend mammography appointment due to issues with, or lack of, transportation and patient concern about cost
- Communication and report transmission failure between mammography center and CHCCC after completion of mammography
- Lack of an established framework for continually following up with patients, particularly those who have not completed ordered mammograms



According to the National Health Interview Survey, nationally 80.1% of privately insured women, 67.1% of publically insured women and 38.5% of uninsured women (50-65) have had a mammogram in the past 2 years.



Fixing the loop

Further enhancement of patient education about mammography recommendations by:

- Displaying informational slides on the waiting room TVs
- Posting colorful informational signs in the patient encounter rooms

Assisting staff members in dedicating time to monitor non-compliant patients and send continued screening reminders may be beneficial as well.



Safiyah Hosein & Laura Kozma, UMMS Class of 2016
Population Health Clerkship 2013

Many thanks to the CHCCC staff for hosting us, Suzanne Cashman for her continued hard work and the UMMS MassAHEC Network for assisting in our clerkship experience.

