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

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.

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.

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Population Health Clerkship 2013