

**Table 2.** Emerging safety-net clinical setting leaders in cancer screening

<p><a href="#"><u>Family Health Care</u></a></p>	<ul style="list-style-type: none"> <li>▪ Improved patient services by increasing the time for patient visits from 20 to 30 minutes.</li> <li>▪ Replaced automated patient reminder calls with calls by staff members, so patients could speak with someone before their appointments.</li> <li>▪ Personal interactions created opportunities for staff to solve problems that may have stopped patients from keeping their appointments. As a result, Family HealthCare’s no-show numbers have dropped.</li> </ul>
<p><a href="#"><u>The Wilma P. Mankiller Health Center</u></a></p>	<ul style="list-style-type: none"> <li>▪ Improved their patient reminder system by calling women to talk about cancer statistics among Native American women, their personal risk for breast and cervical cancer, and any challenges they may be facing that prevented screening. They also helped them schedule and keep their appointments by offering resources to meet those challenges.</li> <li>▪ Over a 12-month period, 88 women were scheduled for cervical cancer screening tests. In addition, reviewing the patients’ data revealed that more than 400 women who had hysterectomies received reminders to get screened for cervical cancer. This error was corrected.</li> </ul>
<p><a href="#"><u>South Dakota Breast and Cervical Cancer Early Detection Program</u></a></p>	<ul style="list-style-type: none"> <li>▪ Improved enrollment in screening program by partnering with the local social services 211 Helpline call center and added a cancer screening health navigator in their referral system.</li> <li>▪ The Helpline center uses their case management software to track referrals, allowing for easier follow-up and reporting.</li> <li>▪ The health navigator sends text messages to clients for their first outreach, appointment reminders, and follow-up after their appointments. The health navigator helped the woman enroll in the screening program and schedule an appointment for a mammogram and a Pap test.</li> </ul>
<p><a href="#"><u>Montgomery Cares</u></a></p>	<ul style="list-style-type: none"> <li>▪ Ten safety net clinics within Montgomery Cares increased their cancer screening numbers by making the following changes: holding monthly meetings with clinic staff to share challenges and successes, testing new processes, switching some tasks from doctors to medical assistants, standardizing data entry and tracking, and focusing on offering more than one type of cancer screening test.</li> <li>▪ Over the course of 10 years ending in 2019, cervical cancer screening rates went up from 7 percent to 62 percent, and because they broadened their focus, colorectal cancer screening rates went up from 1 percent to 49 percent. A best practice guide was developed and shared with safety net clinics to help them improve cancer screening numbers.</li> </ul>

<p><a href="#"><u>Cabin Creek Health System</u></a></p>	<ul style="list-style-type: none"> <li>▪Identified the need to save staff time and postage by mailing one reminder to each patient when he or she is due for certain cancer screenings, instead of sending a separate reminder for each cancer screening needed. So, Cabin Creek worked with computer programmers to create a patient registry that lists patients according to their screening needs, with nine possible combinations. For example, a woman who is due for both breast and cervical cancer screening is on a different list than a woman only due for breast cancer screening. The health system also checked the patients' charts to make sure their screening history and contact information were correct.</li> <li>▪After this project was finished, the health system mailed cancer screening reminders to 2,117 patients, asking them to call the clinic to make an appointment. Cabin Creek staff were trained on how and when to update the patient registry. Patients no longer get more than one screening reminder, which was confusing for patients and costly for the health system. Cabin Creek plans to send another round of mailers in six months, and to follow up with telephone calls.</li> </ul>
<p><a href="#"><u>Mountain Park Health Center</u></a></p>	<ul style="list-style-type: none"> <li>▪Patient navigation training helped staff identify issues a patient is facing that might stop her from getting screened.</li> <li>▪Between 2017 and 2018, health center staff used this process to raise its overall cervical cancer screening numbers by about 3 percent.</li> </ul>