

## Michigan Colorectal Cancer Control Program

### Hamilton Community Health Network, Inc.

**Summary:** Hamilton Community Health Network (HCHN) started this project with two goals:

1. Begin client reminders for colorectal cancer (CRC) screenings using a computerized reminder system.
2. Address structural barriers for patients obtaining the screening.

**Challenge:** The clinic population faces numerous barriers in obtaining CRC screening. Barriers include readiness for screening as well as barriers related to the Social Determinants of Health such as lack of insurance (50%) and housing issues (40%).

**Solution:** Breaking down structural barriers using education was key to improvement. HCHN used health educators embedded in the clinic for education. The health educator reached out to patients who did not have screening ordered to arrange the testing.

**Results:** HCHN increased the clinic CRC screening rate from 43% to 47.7%.

**Testimonial:** “Working as a team to identify all the structural barriers that could affect a person getting colorectal cancer is eye opening.” - HCHN, health educator.

#### **Lessons Learned:**

- Leadership must buy into the project and make it a priority.
- Provider staff must understand the value of support staff and make preventative care a priority with patients.
- Train and engage the care teams.
- Make CRC screening an agenda item for all staff meetings.
- Staff transitions make it difficult to maintain momentum.
- You need staffing resources in place. For us that included a project manager and a provider champion.
- Many times, providers are too busy to engage in these projects and there tends to be no movement in the initiative until the providers adopt the project, process, and plans.

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