

NEW PROCESS AND NEW CHALLENGES: INNOVATIVE STRATEGIES TO NAVIGATE THE GROWTH OF BREAST HIGH-RISK CLINIC

LeAnn Perkins, FNBC, DipACLM; Marie Smith, MS; Erinn Crowe, BSN, RN, OCN; Regina Franco, MSN, ACPM; Julia Yates, MS, CNPC, OCN
 Center for Cancer Prevention & Wellness, Prisma Health Upstate; Greenville, SC

BACKGROUND

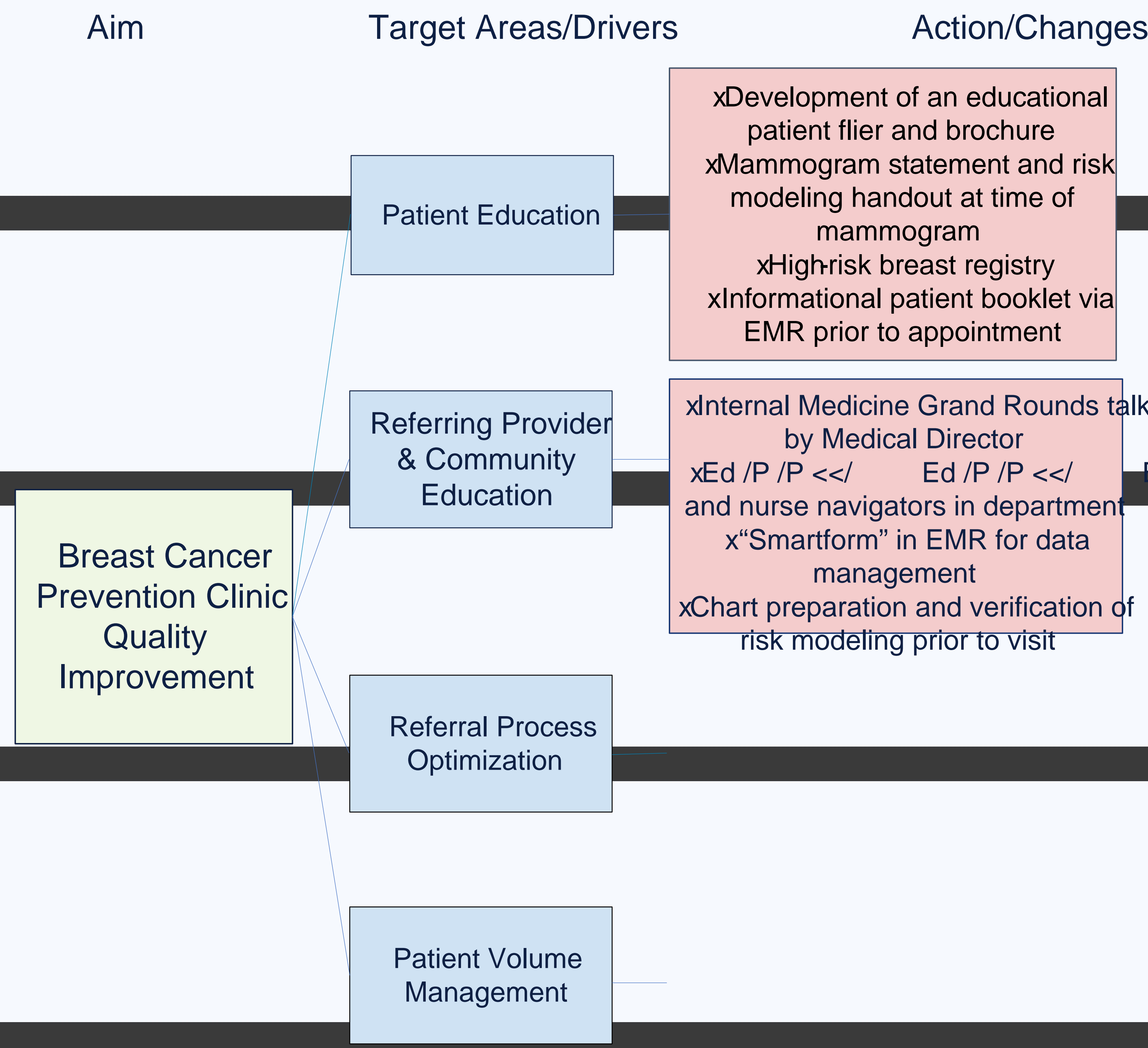
The Breast Cancer Prevention Clinic (BCPC) was created in 2017 to educate and assist patients at higher-than-average risk for developing breast cancer on risk-reducing screening and strategies. Average BCPC patient volume increased by ~300% 12 months from June 2022-May 2023 (compared to June 2021-May 2022) when a risk-statement was implemented on mammogram reports in Prisma Health Upstate. Quality improvement strategies were implemented to address significant growth challenges.

PURPOSE & LEARNING OBJECTIVES

- Highlight an innovative referral strategy for a high-risk breast clinic.
- Identify the four primary challenges associated with the growth of the BCPC.
- Outline strategies implemented to address the challenges and improve quality in a recent period of growth of the BCPC.

METHODS

Challenges and associated strategies for clinic growth from June 2022 to present were identified and grouped thematically. Interventions were then organized categorically and chronologically.



RESULTS

Four major primary challenge groups (target areas) associated with clinic growth identified included: patient education, provider and community education, referral process optimization and patient volume management. Strategies implemented to navigate these challenges were identified and are displayed in figure 1.

CONCLUSION & NEXT STEPS

Quality improvement initiatives to improve the BCPC have the potential to improve patient outcomes, optimize patient care delivery and improve overall program performance. Identification of challenge categories and the strategies implemented improves referring provider satisfaction, patient throughput, and patient satisfaction.

REFERENCES
 1Stephenson, J., Perkins, L., Crowe, E., Franco, R., Cloys, P., Hancock, C., Smith, M. (2022, December 6-10). The Breast Cancer Prevention Clinic: A Single Institution's Experience. SABCS 2022, San Antonio, TX, USA.

Figure 1. Quality Improvement overall aim, target areas and interventions implemented from June 2022-present after an average patient volume increase of ~300% for 12 months from June 2022-May 2023 (compared June 2021-May 2022; P<0.0001) in the Breast Cancer Prevention Clinic.

