NEW PROCESS AND NEW CHALLENGES: INNOVATIVE STRATEGIES TO NAVIGATE THE GRANKINBREASHIGH

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BACKGROUND

The Breast Cancer Prevention Clinic (BCPC) was created in 2017 to educate and assist patients at higherthan-average risk for developing breast cancer on riskducing screening and strategids\verage BCPC patient volume increased by ~300% 12 months from June 2022 May 2023 (compared to June 202May 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 highrisk 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.

Action/Changes Target Areas/Drivers Aim xDevelopment of an educational patient flier and brochure xMammogram statement and risk modeling handout at time of Patient Education mammogram xHigh-risk breast registry xInformational patient booklet via EMR prior to appointment xInternal Medicine Grand Rounds talk CONCLUSION & NEXT STEPS Referring Provider by Medical Director & Community xEd /P /P <</ Ed /P /P <</ Education and nurse navigators in department x"Smartform" in EMR for data **Breast Cancer** management Prevention Clinic xChart preparation and verification of Quality risk modeling prior to visit Improvement Referral Process Optimization Patient Volume Management

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 2020/lay 2022; P<0.0001) in the Breast Cancer Prevention Clinic.

RESULTS

Four major primary challenge groups (targe 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 igure 1.

EQuality improvement initiative seto improve de 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, F Cloys, P., Hancock, C., Smith, M. (2022, December 610). The Breast Cancer Prevention Clinic: A Single Institution's Experience. SABCS 2022 San Antonio TX USA



