



Department
of Health

Topic Session Grantee Presentations: Evaluating Health System Interventions

Example from New York State

Gina O'Sullivan, MPH

NYSDOH Projects to Increase Cancer Screening through Use of Evidence-Based Interventions and Supporting Strategies

Cancer Services Program

Enhancing Service Delivery Using Evidence-Based Interventions in Federally Qualified Health Centers

Organized Approaches to Increase Cancer Screening Amongst NYS Medicaid Managed Care Members

Increasing Cancer Screening through Academic Detailing and Practice Facilitation with SUNY Upstate Medical University

Focus of Health Systems Evaluation Efforts

1

Describe the health systems involved

2

Describe reach and nature of populations impacted

3

Describe evidence-based interventions and strategies implemented

4

Document changes in clinic cancer screening rates

Example: Evaluation Activities from FQHC Project

Evaluation Question	Measures	Data Sources
To what extent do participating practices adopt EBIs to support cancer screening?	# and type of EBIs and health systems changes adopted	<ul style="list-style-type: none"> • Bi-Annual Progress Reports • Monthly Project Meetings
What are facilitators and barriers to adopting and implementing EBIs?	Factors identified by project teams that facilitate or create barriers to EBI implementation	<ul style="list-style-type: none"> • Bi-Annual Progress Reports • Monthly Project Meetings
Do cancer screening rates increase from baseline?	% increase from baseline in the percent of target population screened	<ul style="list-style-type: none"> • Bi-Annual Clinic Screening Data Reports

Example: Use of Qualitative Data to Understand Implementation of EBIs and Supportive Strategies

Bi-Annual Progress Reports



Clinic Teams Provide Written Updates to Describe EBI Implementation

Patient reminder systems: We revised our outreach policy; patients past due for screening now receive up to three phone calls and one letter from the health center, reminding them to complete cervical cancer screening. Patients who use our EHR patient portal website can also go online to see which screenings they are missing and can self-schedule appointments for screenings.

Monthly Project Calls



Agendas Include Facilitated Discussions Around Key Topic Areas

- Is there a staff person at your site or that is part of your practice that you consider to be a champion for cancer screening? A clinic champion may be someone that holds a leadership, administrative or clinical role that has a commitment to ensuring that cancer screening efforts are a priority and that there are resources (staff, meeting space, funding) to support efforts related to cancer screening.
- How would you describe your clinic champion's level of involvement in this project...would you say they are highly involved...?

Example: Summary of Qualitative Results



Common Implementation Themes from Progress Reports

Breast Cancer Screening EBIs

- Many EBIs in place so activities are focused on improvement

Cervical Cancer Screening EBIs

- Lack of on-site providers to perform screening tests is a barrier to completing screening

Colorectal Cancer Screening EBIs

- Provider test preference can be a barrier → but promotion of different test options helps address patient barriers

Addressing Structural Barriers

- Transportation assistance
- Referrals for uninsured
- Providing information in multiple languages

Provider and Patient Reminder Systems

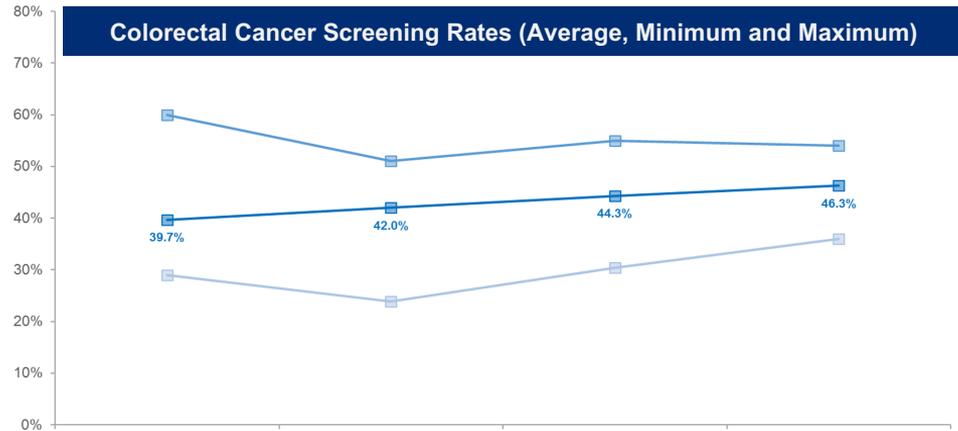
- Integration of key staff into the processes and workflow
- Considering provider and patient communication preferences



Example: Disseminating Evaluation Results



Overall Project Updates

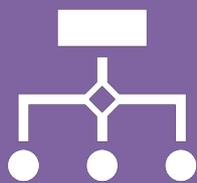


Clinic Specific Performance Reports

Change in Clinic Screening Rates, Baseline to Most Recent

	<u>Breast</u>		<u>Cervical</u>		<u>Colorectal</u>	
	Δ	% Δ	Δ	% Δ	Δ	% Δ
Project Average	0.3%	0.6%	12.8%	26.6%	6.2%	16.3%
Clinic 1	1.7%	2.6%	2.0%	3.7%	13.6%	44.1%
Clinic 2	0.2%	0.4%	2.8%	5.5%	9.4%	27.3%

What Worked Well



Ensured **clinic capacity** and **systems capability** to generate (accurate) screening data



Providing **clear expectations** up front on what information is needed and how often



Routinely sharing project data and information back to clinic teams

- One-on-one calls
- Aggregate summaries

What we would change

- Development of structured and systematic methods to collect and interpret qualitative information about implementation

What we did change

- Synthesis of information from existing sources to supplement quantitative information
(ex: Monthly project calls and narrative summary reports from clinic staff)

Lessons Learned



Addressing multi-layered challenges associated with the capture of information about EBI implementation

- Degree of implementation varies
- Influence of contextual factors
- Burden on clinic staff