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***MA B&C PROGRAM DATA UPDATE:  
JULY 2018 - SEPTEMBER 2021***

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# DEMOGRAPHICS

- Identify Hispanic: 40%
  - Of those identifying race as White, 58% were Hispanic-white

## Other Race

- Brazilian: 53%
- Puerto Rican: 11%

Race	
White	37%
Black	26%
Other	21%
More than 1 race	8%
Asian	7%
Native Hawaiian/Pac Islander	1%
American Indian/Alaska Native	<1%

# LANGUAGE(S)

Primarily spoken	%
English	33%
Spanish	33%
Portuguese	16%
Creole (French based)	6%
Vietnamese	3%
Arabic	2%
Albanian	1%
Nepali	<1%

49% report their English fluency as 'None'

53% report needing interpretation services

# PATIENT NAVIGATION

N = 44,756 individual contacts entered

Other topics include insurance (registration and general Qs), transportation, and non-BC related scheduling

Contact type	Phone (home or cell)	75%
	US mail and text	12%
	Email/Fax/Other	9%
	In-person	4%
Reason for contact	Appointment	84%
	Education	10%
	Follow-up	25%
	No-Show/Reschedule	4%
	Other	15%
Topic	Breast	69%
	Cervical	39%
	Other	4%
Time spent on contact	Less than 15 minutes	60%
	15 minutes	27%
	30 minutes	9%
	45 minutes	2%
	60 minutes	2%
	Greater than 60 minutes	<1%

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# BARRIERS

- Preference of provider gender
  - 61% female staff
  - 39% no preference
- Of the 7% stating an unlisted barrier, the majority include depression, anxiety (general) and more recently, covid specific

	Yes, Barrier
Employer issues	18%
Transportation	16%
Schedule to accompany others	9%
Other medical barriers	9%
Fear	7%
Unlisted	7%
Distance to provider	5%
Child/elder care	3%
Homelessness	2%
Phone access	2%
Treatment conflicts with beliefs	1%

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# COMMUNITY BASED EVENTS

- Other outreach topics included:
  - HPV vaccination
  - Blood Pressure
  - Nutrition
  - Health Disparities
  - Covid education/support
- 92% female

<b>Events</b>	554
<b># people reached</b>	14,619
<b>Outreach Topic</b>	
Breast	71%
Cervical	60%
Other	17%
<b>Included Demographics</b>	338 events
<b>Age</b>	
<30	13%
30-39	18%
40-49	19%
50-59	18%
60-64	12%
65+	20%
<b>Race</b>	
Asian	26%
Black	48%
White	17%
More than 1 race	8%

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# COMMUNITY BASED EVENTS

## Innovative education and outreach

- Health Fairs
- Podcasts
- Churches and Mosques
- Food distribution centers
- Housing Board Authorities
- Festivals (Religious/Cultural)
- Blood pressure check events
- AM/FM Radio programs (multilingual)

- Outdoor education events (parks, front porches, church steps)
- Virtual education (Covid protocol adapted events)

## Worksite Wellness

- Nail salons
- Hair salons
- Internal Health Centers