



Sustaining a Supportive Culture to Engage Patients in the Colorectal Cancer Control Program

SUMMARY

Hartford HealthCare has a supportive culture to engage patients in the Colorectal Cancer Control Program. By promoting a culture of collaboration, their team has connected patients to no-cost diagnostic colonoscopies and ongoing support for colorectal detection and treatment services. Their streamlined process, clear workflow, and reliance on a team-based model has resulted in staff providing 189 FIT Kits and navigating 13 patients with positive FIT screenings of the anticipated goal of 30 patients for the full year (43%) to no-cost diagnostic colonoscopies.

- 189** FIT Kits
- 13** Patients with positive FIT screenings
- 43%** to goal of no-cost diagnostic colonoscopies

CHALLENGE

Hartford HealthCare, a healthcare system with more than 400 locations that serve approximately 17,000 Connecticut residents a day, received Colorectal Cancer Control Program (CRCCP) grant funding in January 2022. Hartford used these funds in part to hire a Community Health Navigator to initiate its inaugural CRCCP program. It was challenging to launch the program with half of the year having already elapsed; however, the Navigator proved successful in initiating contact and developing relationships with primary care clinics, outreaching medical care providers, conducting outreach, and navigating patients with abnormal screening results to gastrointestinal (GI) providers.

ACTION TAKEN

Navigators from their Breast and Cervical Early Detection Program supported the new CRCCP Navigator by meeting weekly to discuss program updates, barriers, data collection, and billing information. They also deployed evidence-based interventions like warm hand-offs and team huddles. The CRCCP Navigator connected 13 patients to no-cost diagnostic colonoscopies. She also contacted medical providers at partnering clinics to ensure they referred patients to the CRCCP program for ongoing support for colorectal detection and treatment services. She promoted the CRCCP at a June Wellness Day Event to increase awareness about screening and referral options in the community.

RESULTS/ACCOMPLISHMENTS/IMPACT

Hartford HealthCare staff provided 189 FIT Kits and were able to navigate 13 patients with positive FIT screenings of the anticipated goal of 30 patients for the full year (43%) to no-cost diagnostic colonoscopies. The Hartford team held a successful Wellness Day to outreach hard-to-reach populations and provide opportunities for participants to receive cancer screenings and related services under the Connecticut integrated cancer early detection program. They initiated contact with CT DPH about the CRCCP reporting requirements during a gap in program leadership at Hartford HealthCare. In doing so, they became better equipped to brainstorm ideas for patient outreach, uphold their contractor requirements, and provide patients the care they needed.

DIRECT QUOTE/TESTIMONIAL

Due to the Hartford Healthcare team's diligent efforts to create a streamlined process and meet weekly to discuss the CRCCP program, the Women's Ambulatory Clinic's Medical Director, Dr. Janice Hartnett stated, *"This has been the smoothest workflow I have experienced over the past 5 to 6 years."*

SUSTAINING/REPLICATING SUCCESS

Hartford Healthcare promotes a culture of team collaboration and has a willingness to adapt to change. Hartford HealthCare has strong organizational support and leadership buy-in from their Medical Director, Regional Director of the Cancer Institute, and Manager of Cancer Community Outreach. Hartford HealthCare focuses on outward-facing outreach to engage external partners by meeting in person for in-service trainings and providing referral forms and intake forms to check for patient eligibility. In doing so, they promote a culture of collaboration—going beyond the 'four walls' of their health clinic to partner with outside agencies and share about CRCCP services with community members.

Contact Information

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