



Primary EBIs

PROVIDER REMINDERS

Reminders inform health care providers it is time for a client's cancer screening test (called a "reminder") or that the client is overdue for screening (called a "recall"). The reminders can be provided in different ways, such as in client charts or by e-mail. For example: . Patients are usually identified in advance by support staff, a flag is placed in the patient's chart, support/nursing staff mention the need for screening to the patient, the clinician discusses screening with the patient, and orders the appropriate test after patient consent.

PATIENT/CLIENT REMINDERS

These reminders alert patients they are due or overdue for colorectal cancer screening. Support staff identify patients in advance; letters, postcards, or phone calls let patients know they are due for screening; and when patients check in the day of their appointment, support/nursing staff confirm receipt of the patient reminder. Client reminders may be enhanced by one or more of the following:

- Follow-up printed or telephone reminders
- Additional text or discussion with information about indications for, benefits of, and ways to overcome barriers to screening
- Assistance in scheduling appointments

REDUCTION OF STRUCTURAL BARRIERS

Structural barriers are non-economic burdens or obstacles that make it difficult for people to access cancer screening. Interventions designed to reduce these barriers may facilitate access to cancer screening services by:

- Reducing time or distance between service delivery settings and target populations
- Modifying hours of service to meet client needs
- Offering services in alternative or non-clinical settings (e.g., mobile mammography vans at worksites or in residential communities)
- Eliminating or simplifying administrative procedures and other obstacles (e.g., scheduling assistance, patient navigators, transportation, dependent care, translation services, limiting the number of clinic visits)

PROVIDER ASSESSMENT AND FEEDBACK

Provider assessment and feedback interventions both evaluate provider performance in delivering or offering screening to clients (assessment) and present providers with information about their performance in providing screening services (feedback). Feedback may describe the performance of a group of providers (e.g., mean performance for a practice) or an individual provider, and may be compared with a goal or standard

Supportive EBIs

ONE-ON-ONE EDUCATION

One-on-one education delivers information to individuals about indications for, benefits of, and ways to overcome barriers to cancer screening with the goal of informing, encouraging, and motivating them to seek recommended screening. These messages are delivered by healthcare workers or other health professionals, lay health advisors, or volunteers, and are conducted by telephone or in person in medical, community, worksite, or household settings.

SMALL MEDIA

Small media include videos and printed materials such as letters, brochures, and newsletters. These materials can be used to inform and motivate people to be screened for cancer. They can provide information tailored to specific individuals or targeted to general audiences.

PATIENT NAVIGATION

Patient navigation for cancer screening is individualized assistance to help patients overcome personal and healthcare system barriers, and to facilitate understanding and timely access to quality screening. It can help people at any point in the cancer continuum. It is an effective strategy to overcome patient barriers and get patients screened, and it contributes to high screening quality (tests that are done well).