

Improving Colorectal Cancer Screening (CRC) for Homeless Patients at Community Health Centers



**Resource Center
SFCAN Collaboration**

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Background



- Mission Neighborhood Health Center
 - Federally Qualified Health Center in SF's Mission District
 - Established in 1967, one of the first FQHCs in San Francisco
 - 3 primary care clinic sites – 12,000 patients/annually
 - Predominantly Latino, monolingual Spanish-speaking population with growing Asian-Pacific Islander community in Excelsior



Background



- Project Focus: Resource Center site

- Homeless or marginally housed

- ✦ Primary Care Clinic – approximately 700 patients/year
- ✦ Drop in Center – safe space, survival services (i.e. shower, laundry, food), case management, community building, etc



SFCAN Collaboration



- Ongoing collaboration with San Francisco Cancer Initiative (SFCAN) since 2017
- Expanded collaboration to Resource Center site in May 2018.
- Quarterly meetings with SFCAN and American Cancer Society (ACS)
 - SFCAN and ACS provide materials, tech assistance, and training
 - Annual Stipend to be used for printing, postage, materials, incentives, QI Trainings, Technology enhancements, etc.

Objectives



- Colorectal Cancer
 - 2nd leading cause of death in United States and San Francisco
 - Screening: Fecal Immunochemical Test (FIT) every 1 year and if positive, referral for colonoscopy
- AIM Statements:
 - Improve CRC Screening rate at the Resource Center from 21% to 30% by December 31st, 2018.
 - Ensure that at least 30% of patients with positive FIT tests in 2018 will have completed their follow up colonoscopy.

Barriers and Challenges



People experiencing homelessness/vulnerable housing in SF face significant structural, social, environmental & socioeconomic barriers to care.

FIT Test Barriers

- Behavioral Health/Complex Trauma/Substance Use
- Lost/Stolen Belongings
- Weather/Elements
- No unrestricted access to bathroom
- May not always prioritize preventative screenings

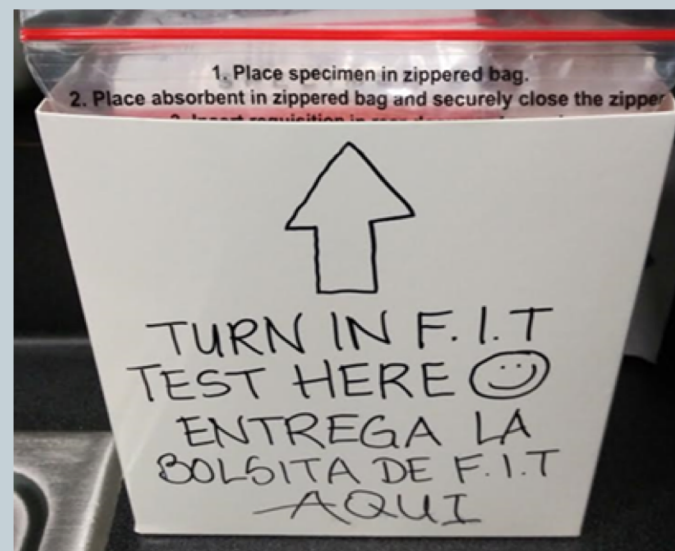
Colonoscopy Barriers

- Unable to complete colonoscopy Prep/Poor Prep
- Ride/Accompaniment/Transportation
- No one to watch stuff during Colonoscopy

Strategies to Reduce Barriers



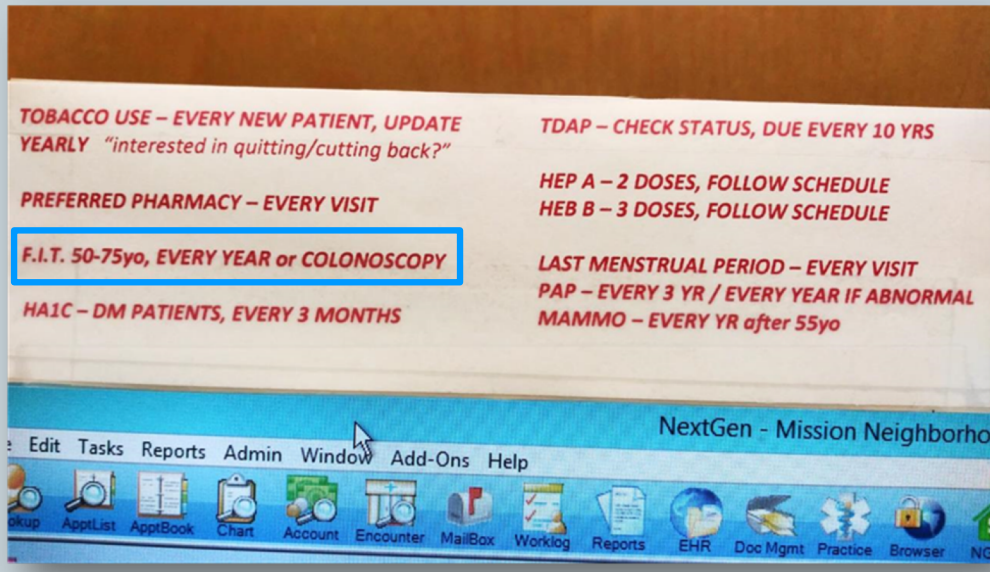
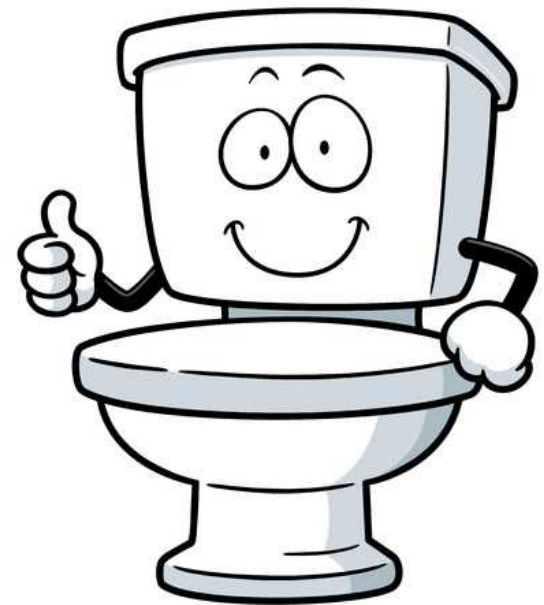
- Staff trainings
- Reminder calls, involve Case Manager to reach patients
- Clear, simple step by step when possible with demonstration
- Health Fairs at Drop-In center
- Coordination of transportation to and from colonoscopy
- FIT Test Collection Box in Lab



Other Interventions

Implemented **Poop on Demand**
Patient given option to use clinic restroom
today/anytime during Clinic Hours.

MA offers to keep FIT test at clinic for
patient to come back anytime to perform
FIT when ready.



MA made **Care Maintenance
Alert Reminder Cards** for every
Exam Room and MA Prep Room
computer stations.

Other Interventions



.... Due: Immunization: Tdap
.... Protocol: Due for CRC Screening
.... Protocol: Due for Pap
.... Protocol: Due for SHA

Used i2i Population Analytics to enhance **Chart Prep** and create protocols to flag patients due for services

Medical Respite and Sobering Center offers safe access to beds and bathrooms for patients to complete colonoscopy prep and to recuperate after

REFERRING PATIENTS FOR COLONOSCOPY PREPARATION AT THE MEDICAL RESPITE AND SOBERING CENTER

What is the Sobering Center?

You may know the "Medical Respite and Sobering Center" as a place for people experiencing homelessness to recuperate after a hospital stay and those with alcohol-dependence a place to stabilize and receive care coordination. However, we also offer safe access to beds and bathrooms to those without stable housing to complete their bowel preparation for colonoscopy and to recuperate after.

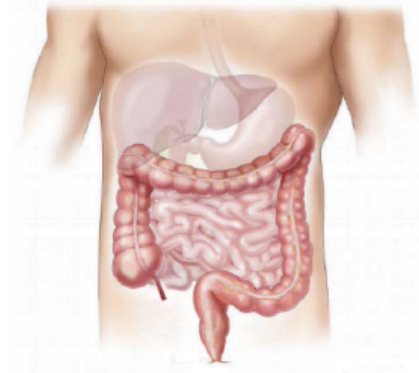
Appropriate referrals to the Sobering Center must be able to independently manage and take medications for the preparations, ambulate or transfer independently to the bathroom, and complete activities of daily living without assistance.

We provide taxi vouchers for patients to get to the Zuckerberg San Francisco General Hospital. The Gastroenterology clinic will arrange rides for patients after their procedure, to either the Sobering Center or their preferred destination.

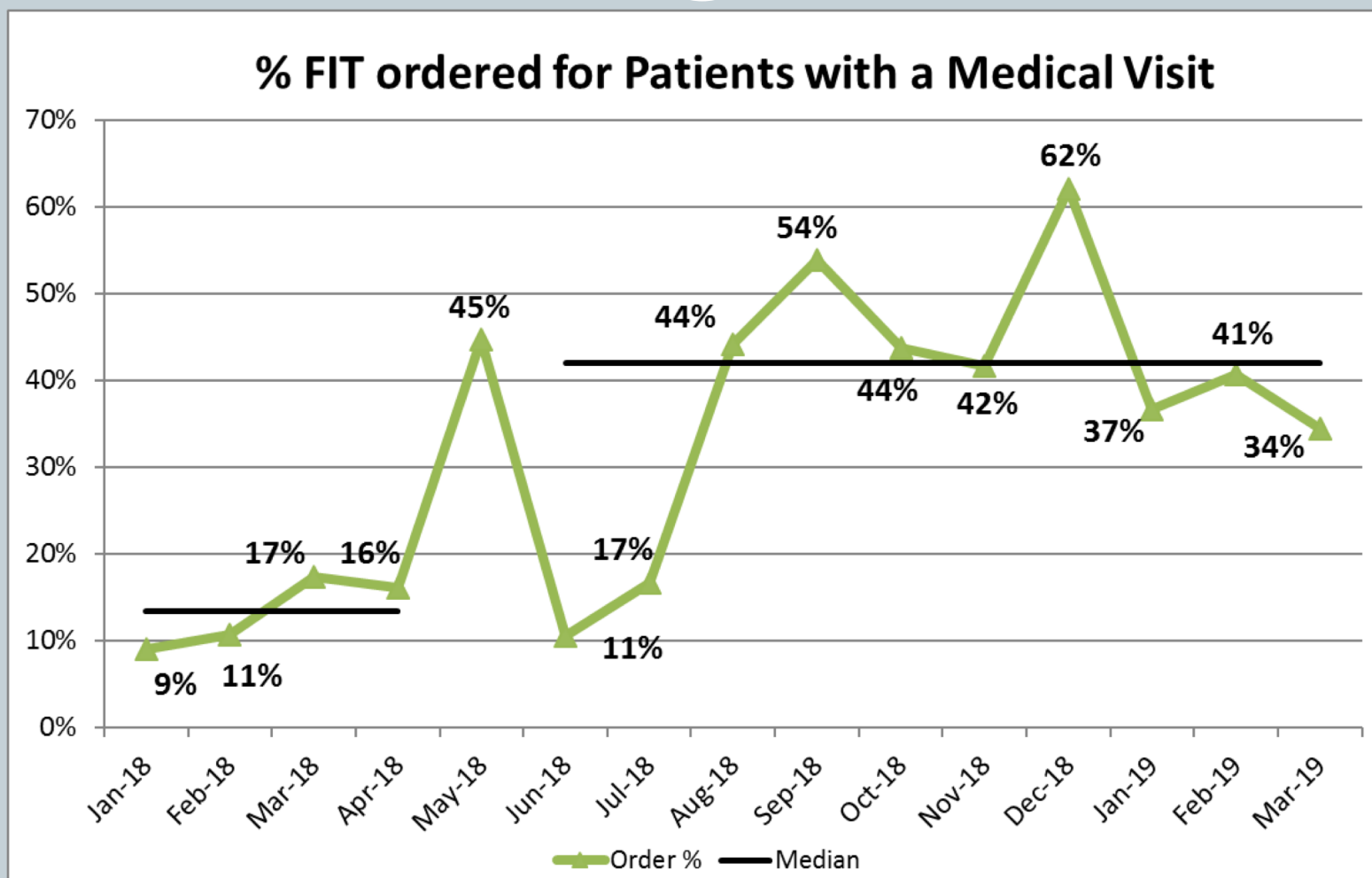
If you have any questions or concerns, please contact Megan Kennel, MSN, RN, PHN via phone (415) 734-4209 or email megan.kennel@sfdph.org.

Can patients bring their belongings?

Yes, patients are allowed to bring any bagged belongings that can fit on a single bed. If patients have carts, they can leave them in the court yard at the Sobering Center.



Results to Date



Median Return Rate (1.18-1.19): 67%

Results to Date

