

Title of Intervention: Prevention Care Management

Title of Website: <http://rtips.cancer.gov/rtips/programDetails.do?programId=295722&topicId=102265&cgId=>

Intervention Strategies: Supportive Relationships, Individual Education

Purpose of the Intervention: To increase the rate of colorectal cancer screening among women

Population: Low-income English and Spanish speaking women aged 50 to 69

Setting: Homes in New York City; home-based

Partners: A practice-based research network in New York City

Intervention Description:

- Supportive Relationships: Women in the intervention group received a series of telephone support calls from a trained prevention care manager. Bi-lingual prevention care managers facilitated the screening process for each woman by addressing barriers that prevented or delayed cancer screenings. This group also received educational information, scheduling assistance and appointment reminders.
- Individual Education: Women who reported difficulty communicating with their providers were sent brightly colored patient activity cards that listed overdue screenings, which they could share with their provider at their next appointment.

Theory: Not mentioned

Resources Required:

- Staff/Volunteers: Bi-lingual prevention care managers, chart abstractors
- Training: Training for prevention care managers and chart abstractors
- Technology: Not mentioned
- Space: Office space
- Budget: Not mentioned
- Intervention: Screening guidelines, telephone support protocol, telephone, patient activity cards
- Evaluation: Survey, chart review protocol, statistical software

Evaluation:

- Design: Randomized controlled trial
- Methods and Measures:
 - Patients were asked open-ended questions designed to explore the barriers and facilitators of cancer screening behavior.
 - Patients' charts were reviewed to determine the impact of being Spanish- or English- speaking on baseline screening rates and on the effect of the intervention and the screening status at follow-up.

Outcomes:

- Short Term Impact: The most common barriers were a lack of cancer screening knowledge, patients' perception of good health, fear of pain from the cancer test and a lack of a provider recommendation.
- Long Term Impact: A significant increase in colorectal cancer screening occurred. Spanish-speaking women had significantly higher colorectal cancer screening rates after the intervention. The researchers found that Spanish-speaking women in the intervention were more likely to become up-to-date than those in the control group.

Maintenance: Not mentioned

Lessons Learned: A telephone-based intervention can increase screening rates when tailored to the setting, language and culture.

Citation(s):

Dietrich AJ, Tobin JN, Cassells A, et al. Telephone care management to improve cancer screening among low-income women: a randomized, controlled trial. *Ann Intern Med.* Apr 18 2006;144(8):563-571.

Dietrich AJ, Tobin JN, Cassells A, et al. Translation of an efficacious cancer-screening intervention to women enrolled in a Medicaid managed care organization. *Ann Fam Med.* Jul-Aug 2007;5(4):320-327.

Ogedegbe G, Cassells AN, Robinson CM, et al. Perceptions of barriers and facilitators of cancer early detection among low-income minority women in community health centers. *J Natl Med Assoc.* Feb 2005;97(2):162-170.

Barton MB. Exploring and crossing the disparity divide in cancer mortality. *Ann Intern Med.* Apr 18 2006;144(8):614-616.

Beach ML, Flood AB, Robinson CM, et al. Can language-concordant prevention care managers improve cancer screening rates? *Cancer Epidemiol Biomarkers Prev.* Oct 2007;16(10):2058-2064.