BACKGROUND

- Harbor-UCLA Medical Center (Harbor) is a county funded, safety net hospital in LA County
- Primarily serves patients with Medicaid or patients who are uninsured or underinsured
- Expansion of Medicaid has not led to an equal expansion of access
- 20,911 patients are assigned to Harbor to receive primary care and preventive services, to include mammograms
- Over 800 women at Harbor who have Medicaid coverage are not receiving preventive mammograms as recommended by national guidelines
- Social determinants of health are defined as, “conditions in the places where people live, learn, work, and play that affect a wide range of health, functioning, and quality-of-life outcomes and risks.”
- The Health Belief Model is a model used to understand why patients may or may not adopt preventive strategies

OBJECTIVES

- To identify women who are due for mammograms within our health system
- Conduct outreach efforts to determine social barriers experienced by patients preventing them from receiving mammograms
- Connect women with care to facilitate mammograms that are due
- Our hypothesis patients who have not received mammograms experience more social barriers compared to women who are getting mammograms as recommended by guidelines

METHODS

- Patients were identified as being past due for mammograms using our electronic health record
- Chart review of past due patients was conducted to determine demographic information, including age, race/ethnicity, and primary language spoken
- Social determinants of health, such as transportation access, educational attainment, and zip code were collected
- Patients were surveyed using the Health Belief Model which assesses:
  - Perception of susceptibility to breast cancer
  - Perceived severity of breast cancer
  - Perceived benefits/risks of mammograms
  - Cues to action
  - Self-efficacy

RESULTS

- 766 patients were identified through our electronic health record that met inclusion criteria
  - Of the 766 patients, 295 were reachable by phone and amenable to screening
  - Only 151 completed entire survey
- General findings included:
  - Many patients were difficult to contact
  - Misunderstanding surrounding timing of mammograms was common
  - Patients reported difficulty navigating the healthcare system

CONCLUSIONS

- Patient outreach, even in a population that has previously received services at Harbor, is challenging
- Patients need more assistance with navigating the county healthcare system
- We should expand our methods of outreach to include text messages, emails and reminder calls

REFERENCES