



MASSACHUSETTS  
GENERAL HOSPITAL

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CENTER FOR COMMUNITY  
HEALTH IMPROVEMENT

National Cancer Policy Forum

November 13 & 14, 2017

Sarah Abernethy Oo, MSW  
Director, Community Health Improvement  
MGH Chelsea HealthCare Center

Silvestre Valdez

Joanne Toussaint

Aida Vizcaino

Danny Ramos

Maryan Abdi





Special Thanks to:

Jefferey Ashburner

Dr. Sanja Percac Lima

Dr. Steven Atlas





# Chelsea, MA

- 2 miles north of Boston –
- 2 square miles
- 37,000+ population
- 62% Latino
- 23% living in poverty (48% of children)











## Gateway City

- Central America
- Nepal
- Bosnia
- Somalia
- Afghanistan
- Iraq
- Syria
- Northern, & Western Africa



## MGH Mission Statement

Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.





# Community Health Team

45 community health workers

25 countries / 21 languages

Access to hospital services

Managing chronic diseases

Medication adherence

Navigate patients to appointments (specialty, cancer, etc.)

Community resources

Patients with:

- History of trauma
- Extreme poverty
- Isolation
- Low literacy
- Language barriers
- Social determinants of health







## CHWs – Shared Life Experience

### \* Cultural Affinity Dyads

Cultural Mediation

Culturally Appropriate  
Health Education

Care Coordination

Case Management

System Navigation

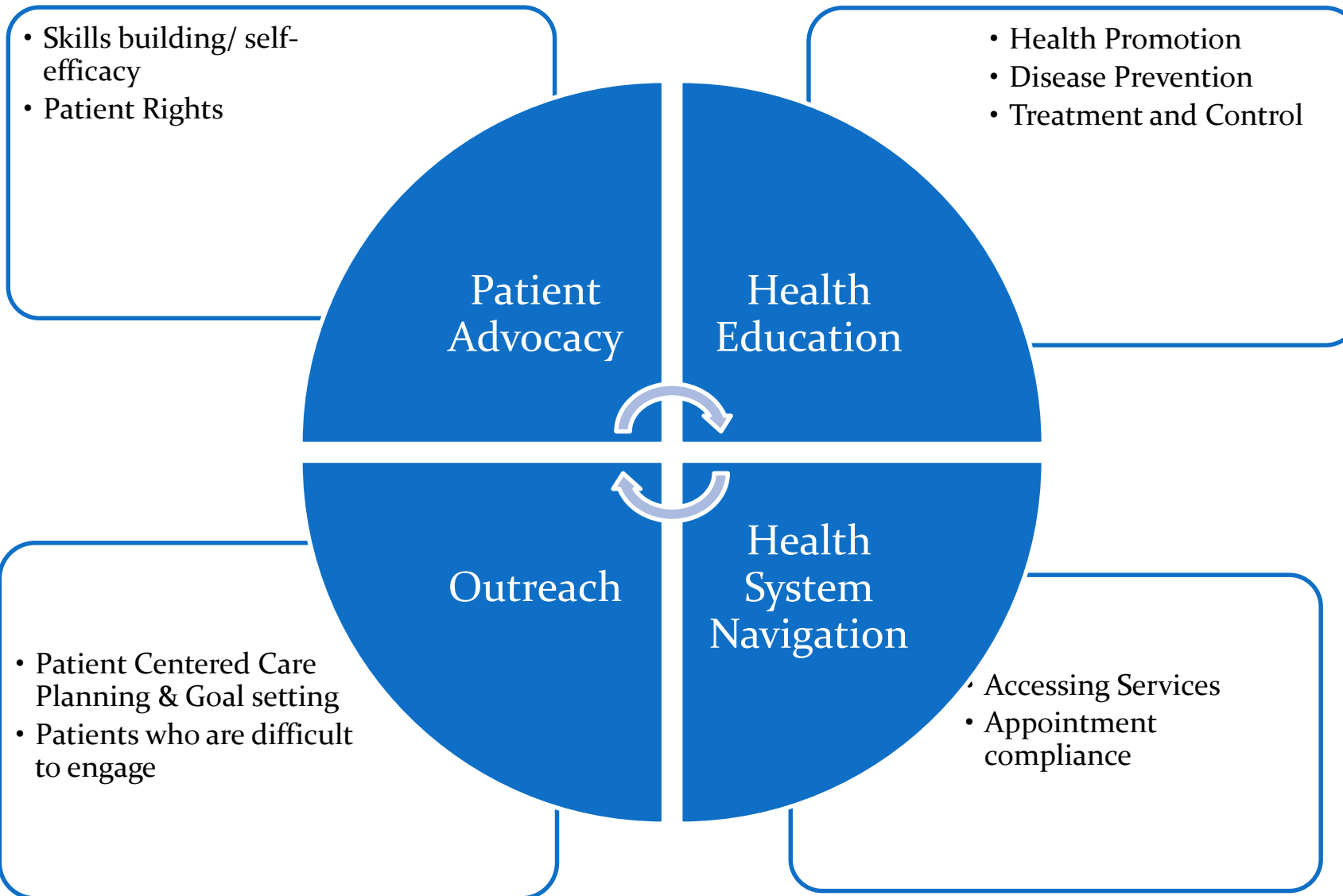
Providing Coaching and  
Social Support

Advocating

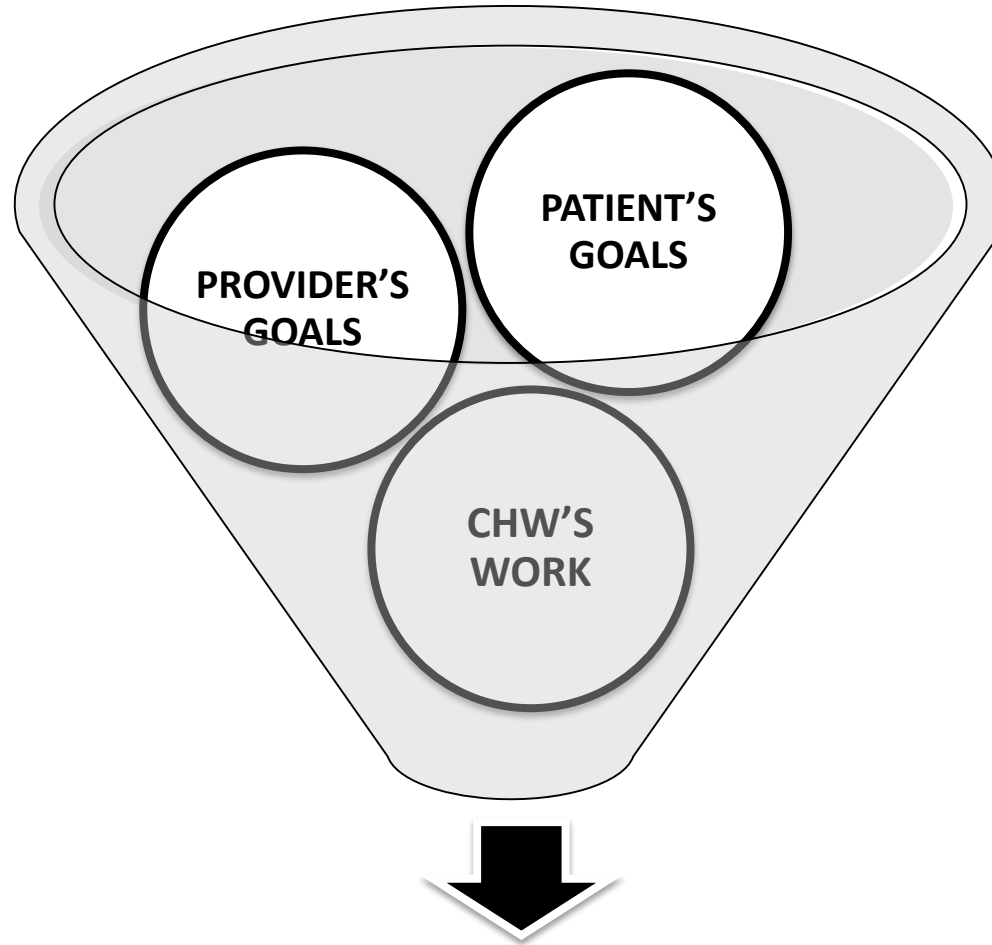
Providing Direct Services

Building Capacity









**Patient Self Efficacy and Confidence in  
Managing Own Health**

# Patient Navigation at Chelsea

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- Navigator explores a patient's individual barriers and tailors the interventions to them
  - education, motivation, reminder calls, scheduling, interpreting, helping with transportation and insurance issues
- Since 2001, over 16,000 vulnerable patients “navigated” to cancer screening and follow-up care (breast, cervical and colorectal)





# Avon Breast Program

- Started in 2001
- 92% of patients referred for abnormal follow up arrived for 1<sup>st</sup> appt. within 60 days or less
- “One stop shopping”
- 2912 patients served -
  - ❖ including 173 diagnosed with breast cancer



# Colorectal Program

## MGH CRC Screening Rates

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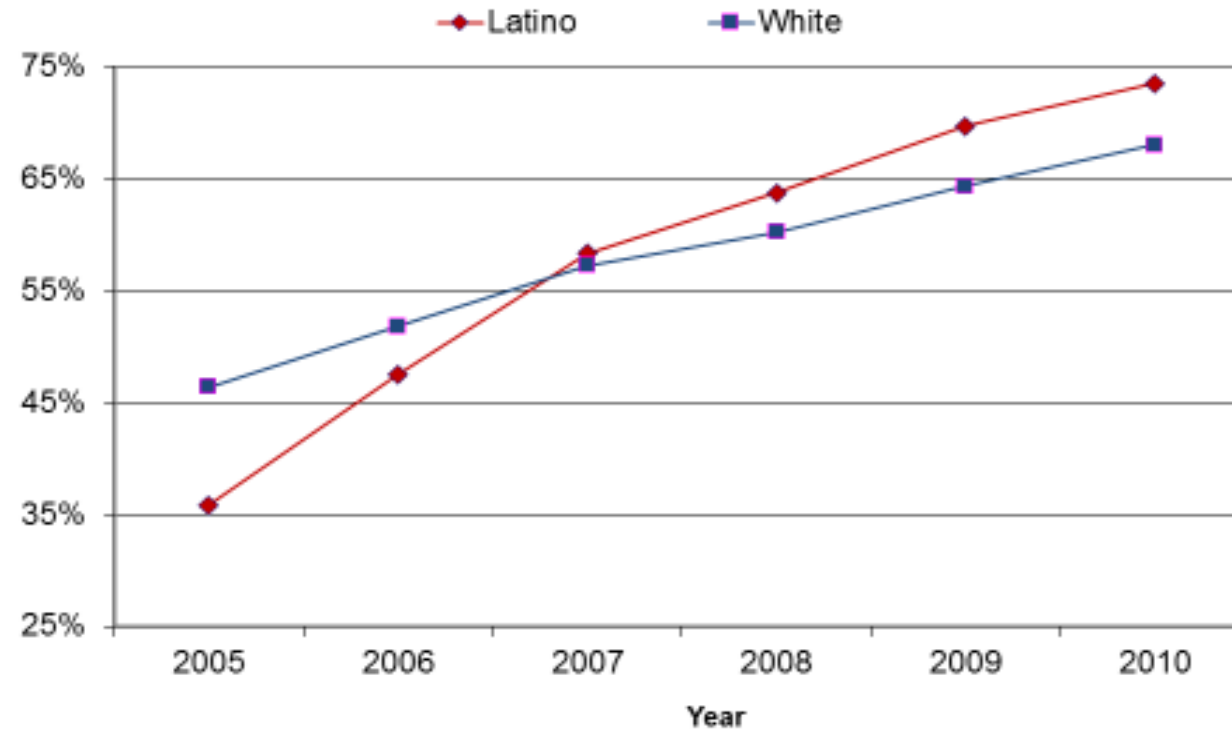
- In 2005 quality assessment data at MGH primary care practices showed disparities in CRC screening between Latino and White patients
  - Latino 41.1% compared to White 62.1%
  - MGH Chelsea HealthCare Center had the lowest CRC screening rates (35% for Latino patients)
- In 2007 the Colorectal Cancer Screening Program (CRCS) was implemented
  - Through March 2015, 1075 patients have completed colonoscopies
  - Since 2011, 596 polyps have been removed
  - In the past year, 137 colonoscopies were completed and 132 polyps were removed (45 adenomas)



# Common Barriers to Care

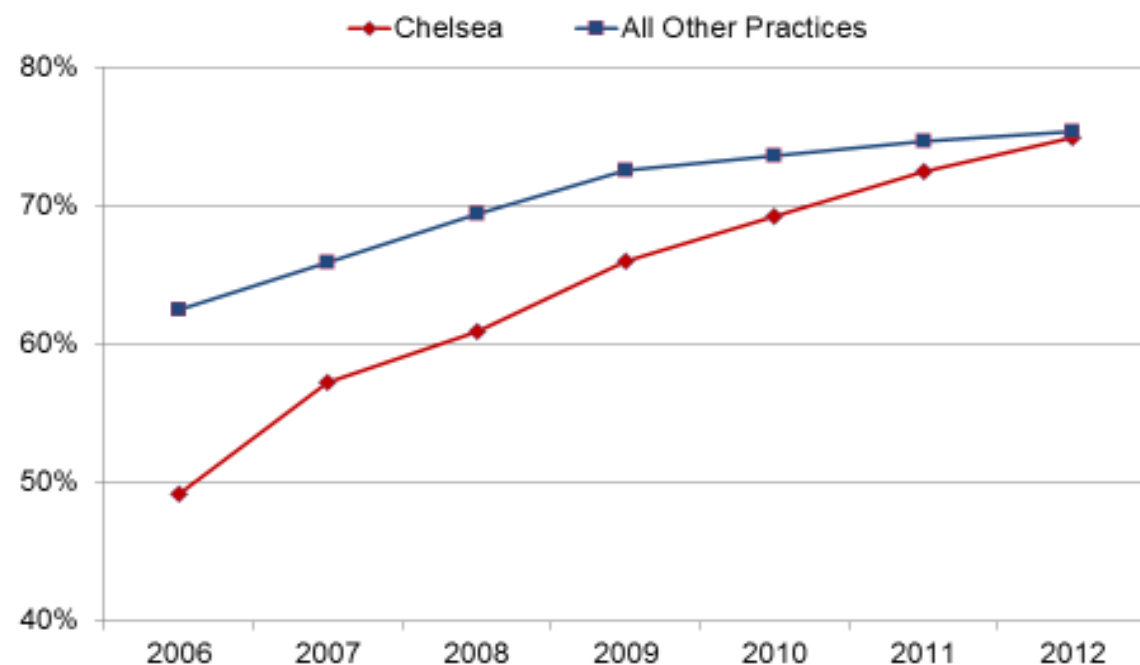
- Language
- Transportation
- Low Literacy
- Lack of Social/Family Support
- Inability to Take Time Off Work
- Fear
- Lack of Understanding of Importance of Screening
- Different Cultural Beliefs Around Cancer

## Colorectal cancer screening rates in Latino patients are now higher than in White patients





## Colorectal cancer screening rates at Chelsea are now equal to other practices at MGH



Percac-Lima et al. Cancer 2014





# Refugee Screening Project

## Komen Breast Program

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- The goal of the Komen breast program is to improve breast cancer care in women refugees from:
  - Somalia
  - Bosnia
  - Arabic speaking women from the Middle East and Africa



## Methods

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All women who self-identified as speaking Arabic, Somali or Serbo-Croatian (Bosnian) and eligible for breast cancer screening were enrolled in a patient navigator program starting in April 2009





# Intervention

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- Culturally-tailored patient navigator program and materials
- Women from the same community who spoke the same language as the patients they served



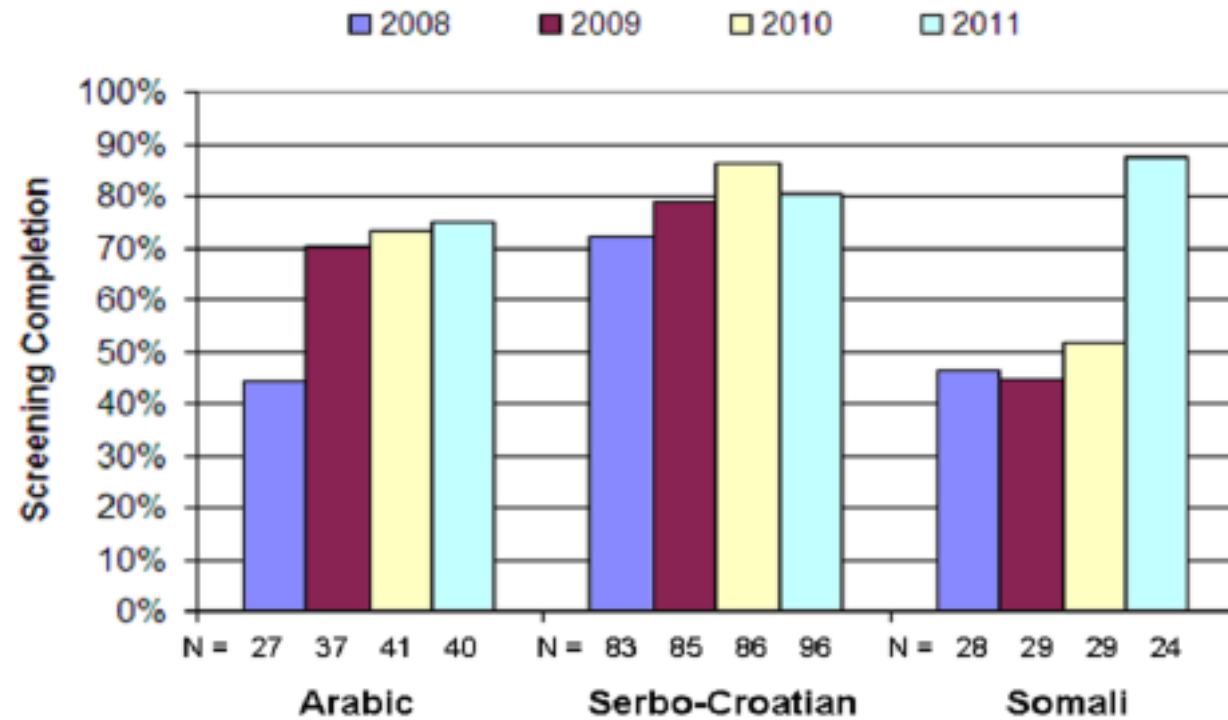
# Intervention

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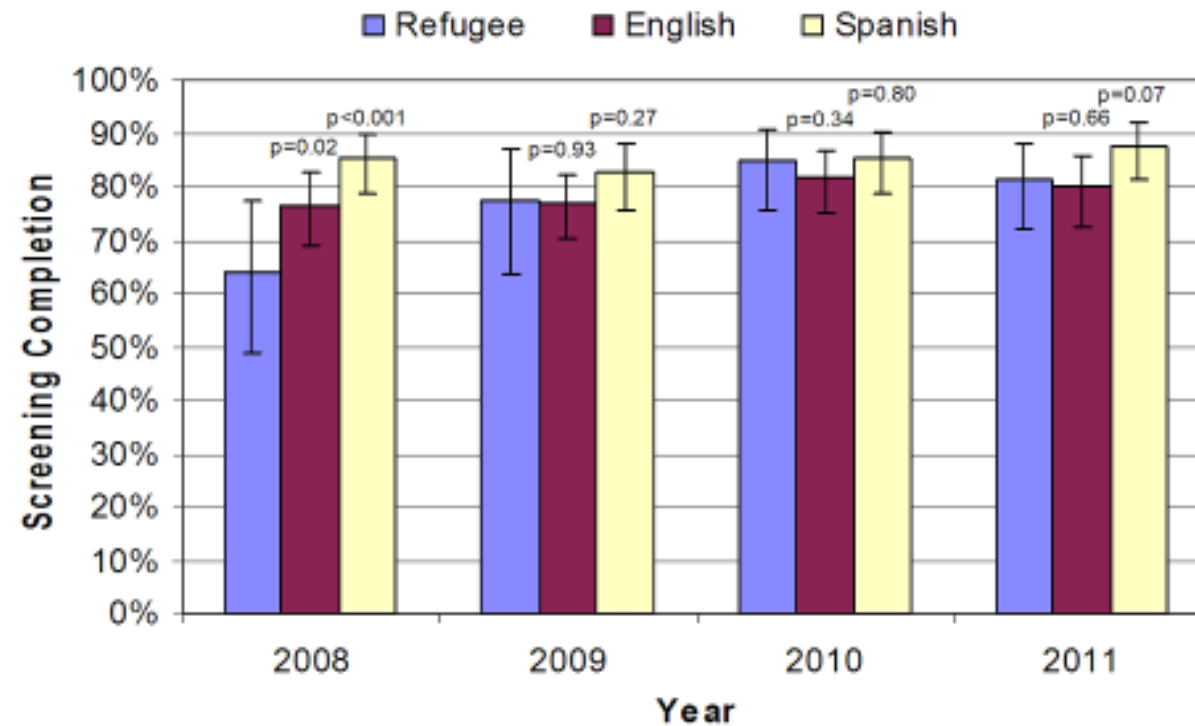
- Letter to patient introducing the program with breast cancer screening educational material in native language
- Navigator approaches patients at health center visits or calls them at home
- Navigator explores patient's individual barriers and tailors interventions to them
  - Education, motivation, reminder calls, scheduling, interpreting, helping with transportation and insurance issues
- Education sessions in the community



# Mammography Screening %



## Results – Adjusted Screening %





## Limitations/Challenges

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- Finding/keeping patient navigators
- Three different ethnic groups
- Migrant populations
- Immigrants vs. Refugees





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# Thank you

Sarah Abernethy Oo, MSW  
Director, Community Health Improvement  
MGH Chelsea HealthCare Center

617-887-4305

[soo@partners.org](mailto:soo@partners.org)

<http://www.massgeneral.org/cchi>