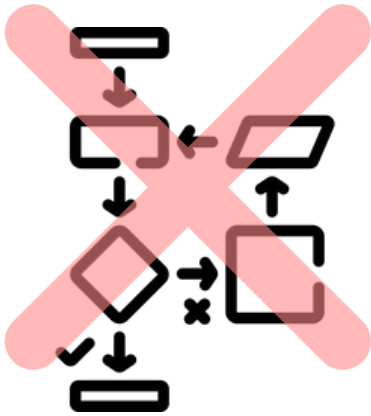


COMMUNITY-CENTERED PROCESS MAPPING TO IDENTIFY BREAST CANCER SCREENING BARRIERS

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1

Introduction



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- Breakdowns or delays in breast cancer screening and diagnosis are amongst the leading cause of breast cancer mortality disparities (Yedjou 2019).
- Process mapping is a quality improvement tool that can be used to visually describe the flow of healthcare processes and identify breakdowns (Marriott 2018).
- Process mapping can reveal specific components of the screening process that can be targeted with interventions to reduce breast cancer disparities.
- Engaging community members can make initiatives more relevant, translatable, and sustainable, however there are few published examples of incorporating community members into quality improvement processes.

The **objective** of our study was to develop a community-centered process map to identify barriers and potential solutions to improve access to mammographic screening.

Methods

- A community-centered process map describing the screening mammography process was developed from the lived experiences concerns, and storytelling of community advisory group members.
- After development of the process map, structured brainstorming exercises were conducted to facilitate divergent thinking.



3

Methods

- To develop the process map, we included local community partners [participants from the Wisconsin Network for Research (WINRS) Community Advisory on Research Design and Strategies (CARDS)].
- CARDS participants are recruited from community centers and food banks that serve individuals from diverse racial, socioeconomic, and educational backgrounds.
- Patients, clinicians, and academic researchers were involved in the map development using structured quality improvement guidelines.
- Four 90-minute group meetings were held between May and September 2022.
- Members were compensated for their time and participation. All sessions were audio-recorded and transcribed verbatim and HIPAA-trained transcribers to prepare for analysis.

4

Methods

Mammogram Timeline

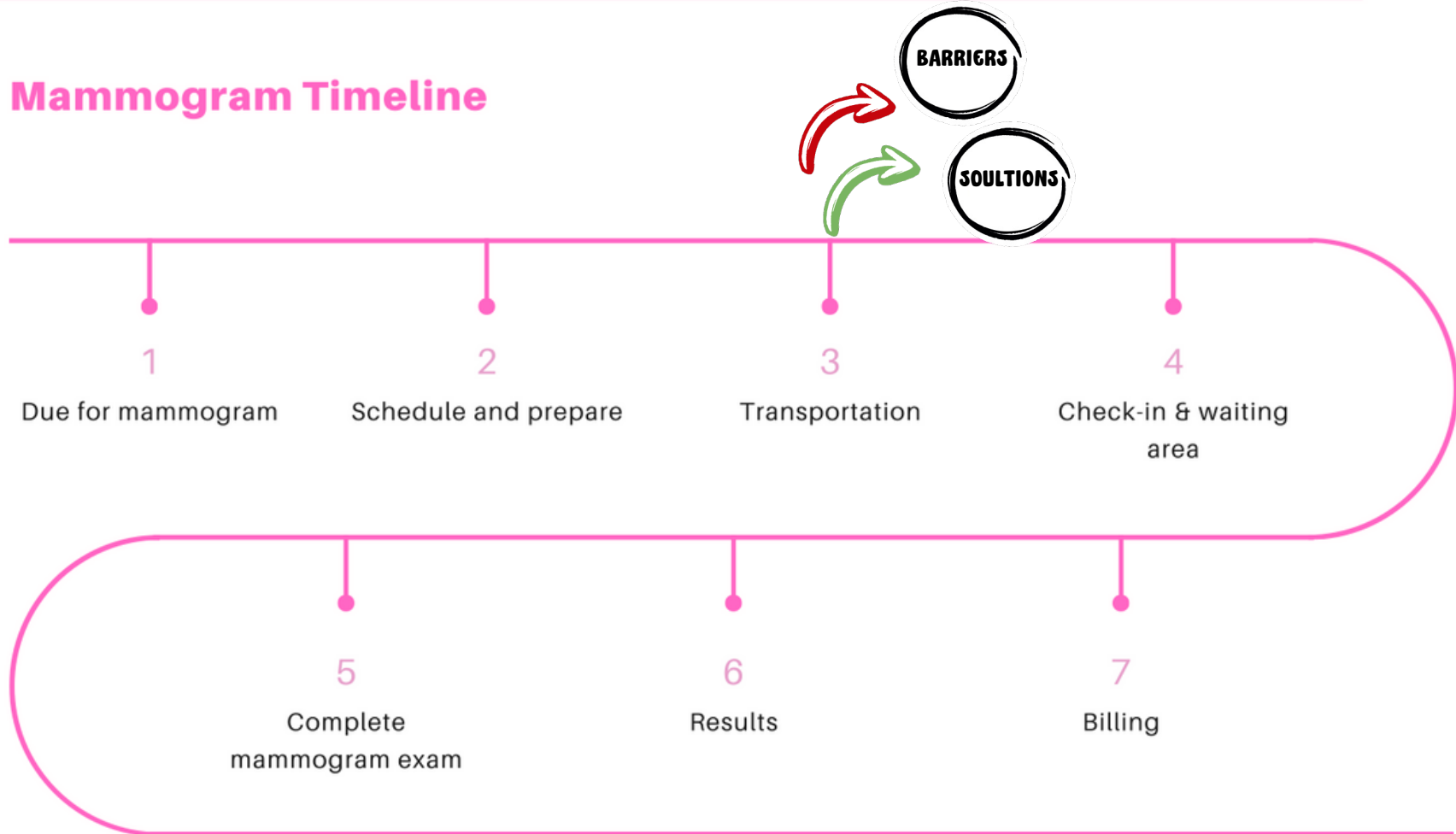


Figure 1. Steps 1-7

- First, the Mammogram Timeline (Figure 1.) was created by CARDS and utilized as a framework of important steps in the process of mammogram completion.
- Barriers and solutions as well as decision points were identified by members and categorized at each step.

Results

- Community advisory focus group was composed of 22 adults from low-income neighborhood in Madison, including 17 African Americans and 1 Latinx member.
- The most commonly mentioned barriers and solutions at each step are listed below.
- The Mammogram Process Map (Figure 2.) is an accumulation of solutions and barriers members identified along the pathway to mammogram completion.

Top barriers

(mentioned 6 times or more)

pain/
discomfort

cost/
coverage

fear/
anxiety

lack of
information
/
unfamiliarity

Top solutions

(mentioned 7 times or more)

relationships

reassurance

safe or
comforting
physicians

reminders

more
information

free/low-
cost mammo

6

Process Map

To follow through this process map, start at **Due for mammogram**

- Blush pink colored boxes = barriers/ solutions highlighted by community partners

Mammogram Process Map

Diagram Key

- Start
- Decision point
- Process step/ activity
- Additional info
- End or delay in process

Factors that impact timeliness:

- Recent change in insurance/ doctor
- Family hx/ risk factors
- Reminders
- Social supports
- Language access
- Technology access

Important information:

- Starting age
- Frequency
- (Un)familiarity with process
- Handouts/ flyers on process

Factors that impact priority:

- Cost/coverage
- Anxiety/ fear
- Convenience
- Appt availability outside workhours/
- No childcare

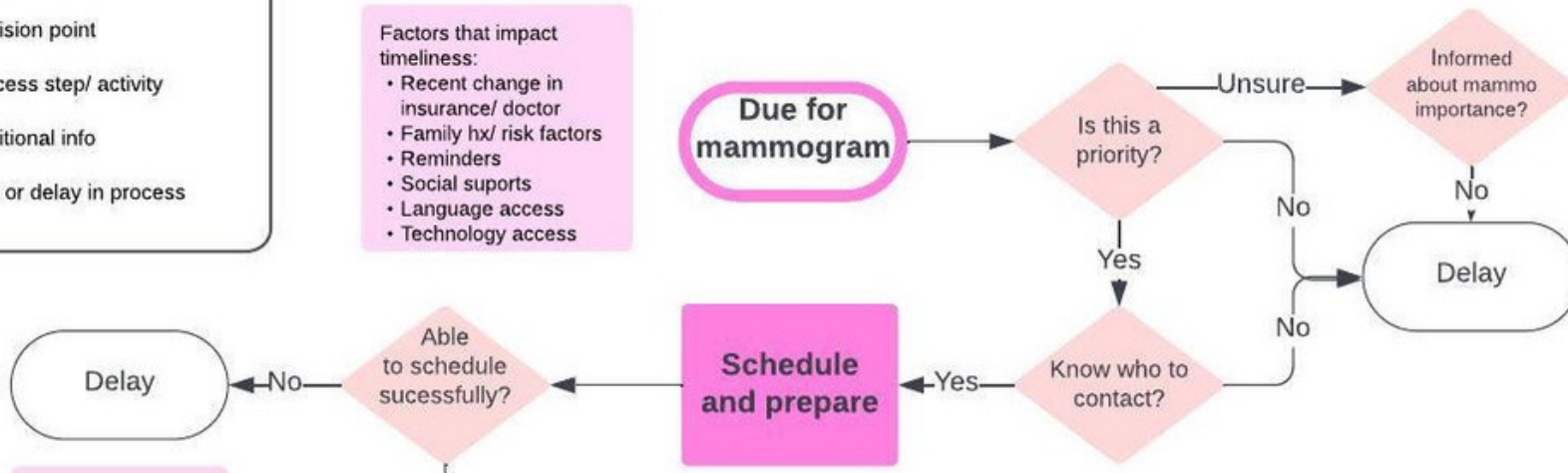


Figure 2a. Steps 1 & 2
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7

Process Map

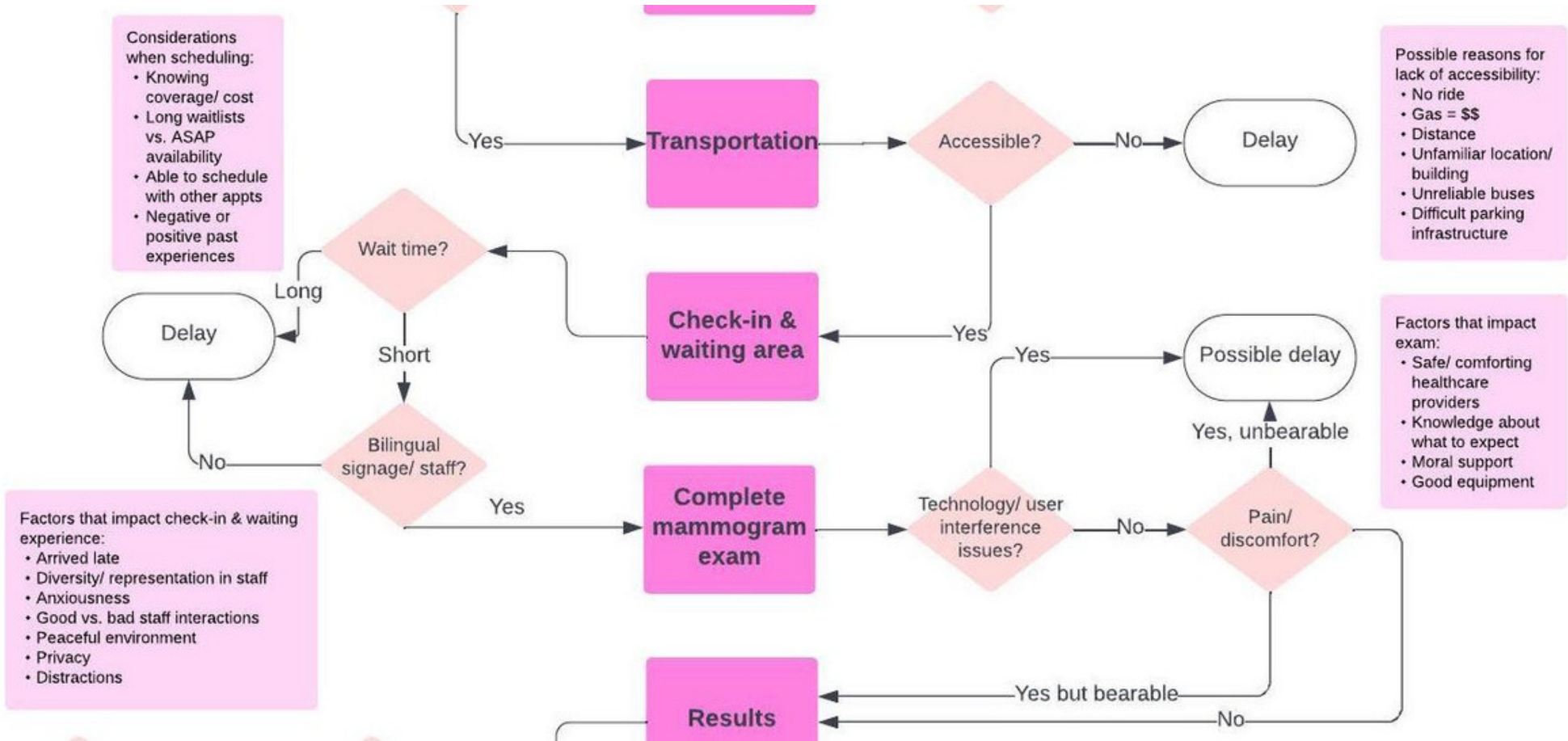


Figure 2b. Steps 3-5

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Process Map

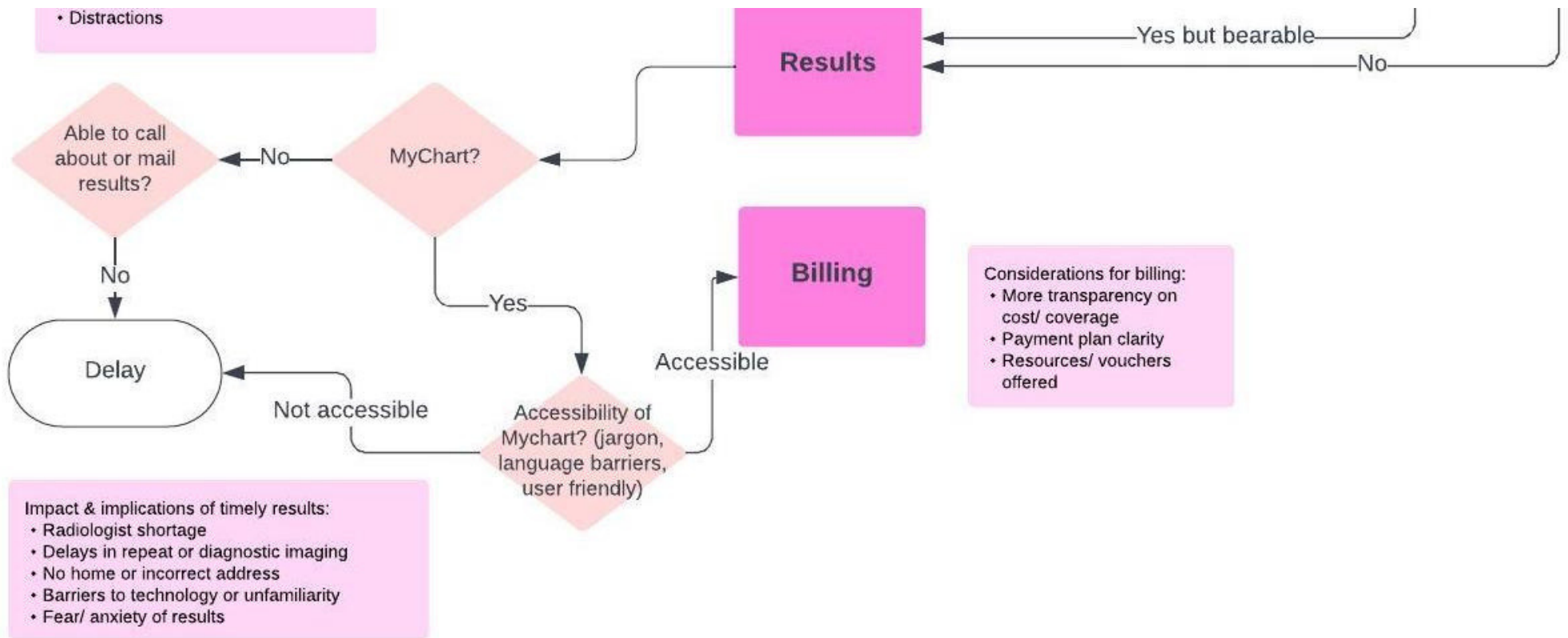


Figure 2c. Steps 6 & 7



Discussion

- Community-centered process maps can be used to create step by step breakdowns of the mammographic screening process and identify delays.
- Multiple barriers and potential solutions were identified to improved access and adherence to mammography screening.
- Process mapping highlighted key patient-centered metrics that should be incorporated in patient-access dashboard.
- Future studies will used structured quality improvement methods to tests the impact of these potential intervention on improving mammography screening percentages.

Thank you for viewing