

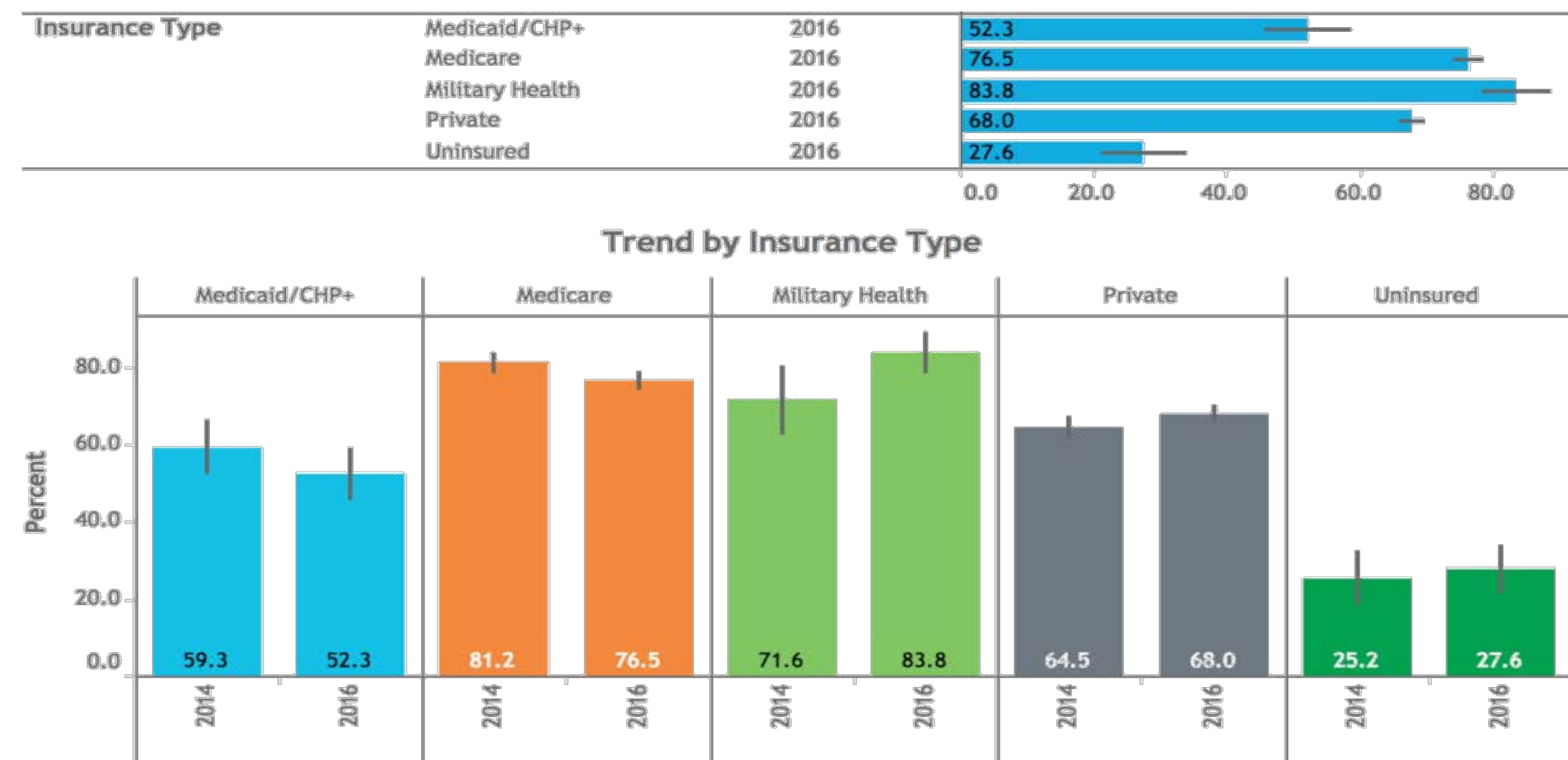
Patient Navigation Training for Diverse Communities: A Qualitative Analysis of Barriers to Timely Colorectal Cancer Screening Among Low-Income and Medically Underserved Coloradans

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Background

The Colorado Colorectal Screening Program (CCSP) is a statewide patient navigation and technical assistance program.

CCSP partners with safety-net hospitals and clinics to offer evidence-based, no-cost patient navigation services for colorectal cancer (CRC) screening to the medically underserved. Since 2007, CCSP has navigated nearly 30,000 Coloradans through endoscopic screening.



Despite Medicaid expansion through the Affordable Care Act, CRC screenings rates have not seen a statistically significant change. Medicaid rates remain at approximately 55%¹.

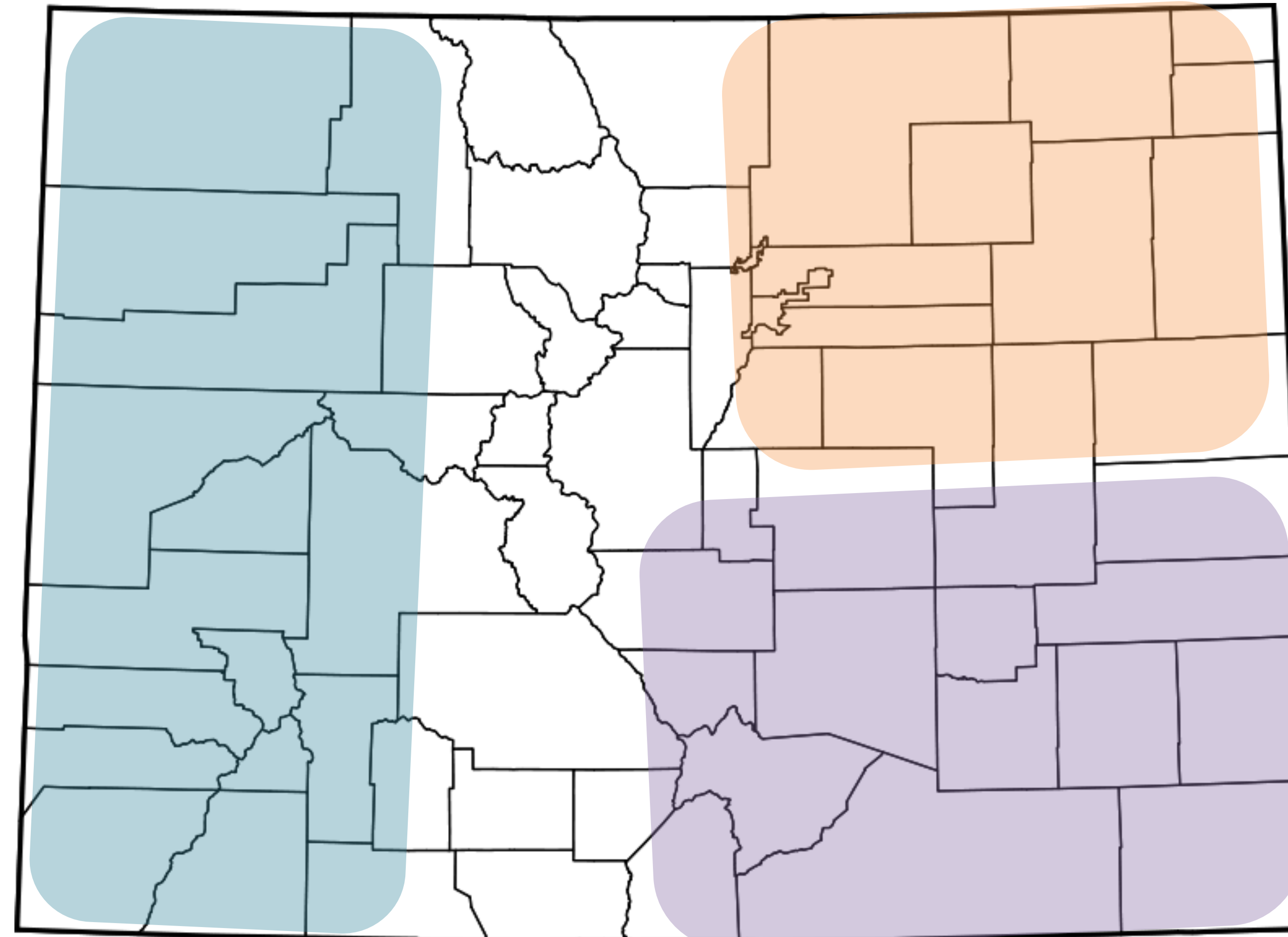
Objective

Understand shared and unique barriers to care faced by patients and patient navigators (PN) in a geographically and culturally diverse state in order to develop tailored training and support resources to increase preventive screening.



Methods

Clinic leadership and PNs of CCSP clinics were invited to participate in focus groups and roundtable discussions on a regional basis. Themes below have been identified and categorized according to regions based on the results of a qualitative approach using a convenience sampling strategy.



Northeast Colorado

- Rugged Individualism
- Cowboy Mentality
- Health not a major priority
- Viewing Medicaid as a government handout

Southeast Colorado

- Too much to take care of today to worry what may happen in the future
- Meth and Opioid Addiction
- Viewing Medicaid as a government handout
- Legal status
- Education and Health Literacy
- Language

Western Slope Colorado

- Health not a major priority
- Communication
- Past experience with clinic or hospital
- Legal Status
 - Distrust & Suspicion
- Culture
- Limited provider Access
- Distance/Travel Time

Statewide Themes

- Prioritization of Health/Health Care
- Preventive Screening-Low Priority
- Limited Specialty Access-Endoscopy Capacity
- Language
- Transportation

Results

30 PNs and 10 leadership representatives participated in 2 focus groups and 3 roundtable discussions. Eleven themes emerged, 5 of which were common to more than one region or population.

Conclusion

Medically underserved Coloradans of low income experience shared and unique barriers to receiving timely CRC screening based on their community context.

A statewide need exists for:

- Education about screening best practices
- Patient-specific screening methods
- Resources

In response, CCSP is spearheading the following initiatives:

- 1) Tailored webinar trainings highlighting motivational interviewing techniques specific to the various regions in Colorado.
- 2) A four-part webinar series to train clinics on implementing successful FIT/FOBT programs in their clinics with particular emphasis on implementation, follow-up, and population management approaches.

1. VISION: Visual Information System for Identifying Opportunities and Needs. from <https://www.colorado.gov/pacific/cdphe/vision-data-tool>. Data Source: Colorado Behavioral Risk Factor Surveillance System (BRFSS).

