

## 5 Mobile Health Screenings

### 5.1. How to Use This Chapter

This chapter of the Breast, Cervical and Colon Health Contractor's Procedure Manual for Clallam, Jefferson, King and Kitsap counties is designed to assure quality BCCHP services are provided in an off-site setting.

Strong teamwork is the hallmark of successful mobile screening clinics. This teamwork involves staff, agencies, and volunteers. Holding a mobile screening clinic basically means that a clinic, with its systems of medical care and follow-up, is being conducted in another location. This undertaking, therefore, requires training and advance planning and coordination.

First time coordinators are required to observe, assist and work with a group that already has the expertise of conducting a mobile screening clinic. Make arrangements with a mobile screening coordinator. Call the BCCHP office for contact information.

Since medical procedures are taking place under the auspices of BCCHP, attention to quality assurance standards is essential. When a client is enrolled in BCCHP at a mobile screening clinic, we must:

- 1) Provide quality care:
  - Women's Health Exam should be completed prior to the mammogram. This includes pelvic exam, pap test (if indicated) and clinical breast exam.
  - A minimum expectation is a clinical breast exam, which should take place prior to the mammogram. A licensed physician or nurse practitioner must provide the clinical breast exam.
  - The healthcare provider must be currently licensed and their malpractice insurance must cover services provided outside the clinic setting. Most community clinics DO NOT cover off-site clinical services.
  - Assure that the client is informed of test results
  - Assure follow-up on any abnormal findings
- 2) Encourage the client to establish care with a BCCHP-contracted primary care provider
- 3) Correctly enroll the client so that BCCHP pays for the client's services

In order for contractors to have the tools to help them provide the highest quality services when conducting a mobile screening clinic, this chapter includes:

- 1) Overview of mobile health screenings
- 2) Helpful Resources List
- 3) Checklists: This is a detailed planning tool made up of 4 sections:
  - General List of forms and supplies
  - Space Requirements
  - Planning Timeline
  - Description of Roles and Responsibilities for Staff and Volunteers
- 4) Steps to a More Culturally Competent Practice

## 5.2. Mobile Health Screenings - Overview

Mobile health screenings are primarily designed to reach out into the community to help underserved populations. They are a tool to help clients access health services and be connected with a community-based clinic for ongoing health care. Mobile health screenings provide quality care in a culturally and emotionally safe environment, in a geographically convenient location.

Mobile health screenings are a means of bringing cancer screening services into the community. This can be particularly helpful in working with groups where obstacles or barriers have previously prevented women from receiving regular health care, including those who may have never accessed preventive health services.

These clinics are held in both urban and rural areas, in community and business settings, including shopping malls, religious settings and health clinics. Many of these events are held for a specific population, such as for women who are Latina, Korean, African American, or Lesbian.

**Mobile health screenings are not a substitute for establishing a health care home with a regular provider.**

### 1) Remote Site Mobile Health Screenings

Mobile coaches go into remote areas or stand-alone settings. This type of screening can be held in cities, smaller communities or rural areas. The Women's Health Exam, which includes a CBE, pelvic exam and Pap, is performed by the nurse practitioner or physician. These professionals must have a contract with BCCHP. The mammography technologist performs the mammogram. All of these procedures take place on the coach. The coordinator for the screening refers the patients to a BCCHP contracted clinic for continuity of care. Up to 26 patients can be screened in one day.

### 2) Onsite Community Mobile Health Screenings

This type of screening is usually held with an identified group, such as a religious or community group, or with a health fair. This screening would be held at a community facility that provides rooms for intake, for the clinician to perform exams and for the portable mammogram unit. The Women's Health Exam, which includes a CBE, pelvic exam and Pap, is performed by the nurse practitioner or physician contracted by BCCHP. The mammography technologist performs the mammogram. The screening coordinator for the event refers the client to a BCCHP-contracted clinic to encourage continuity of care. Up to 26 patients can be screened in one day.

### 3) Clinic Mobile Mammogram Day

For this day, the clinic schedules the mobile mammogram unit or the mobile coach to come to the clinic and perform onsite mammograms. Clients are enrolled in BCCHP prior to being scheduled for the mammogram day. Clients should have had at least a CBE and possibly the pelvic exam and Pap before the event. This type of clinic day allows clients to have a mammogram in a comfortable and familiar setting. Up to 26

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patients can be screened in one day. These clinic mammogram days are often ongoing and planned for one day each month.

### Symptomatic Clients

Mobile health screenings are not appropriate for clients who are symptomatic or are following-up on a previous finding such as an "Assessment Incomplete" or suspicious findings on prior mammograms or CBEs.

- Schedule all symptomatic clients aged 40 - 64 with a BCCHP-contracted clinic for a CBE. If the CBE is found to be suspicious, the client would then be referred to a diagnostic facility.
- Clients under the age of 40 (and are ages 35-39) are enrolled in BCCHP only if they are symptomatic. They should **never** be scheduled at a mobile health screening. These clients should be enrolled and scheduled for a CBE at a BCCHP-contracted clinic. If the CBE is found to be suspicious, the client would then be referred to a diagnostic facility.
- Clients who need further tests after their screening exam should be scheduled at a diagnostic facility. This appointment will be most efficient for the client because further diagnostic procedures may be performed at that same visit. Services scheduled in this manner will also help to get a resolution of the client's abnormal finding completed within the required CDC and BCCHP 60 day timeframe.
- Refer clients who have an abnormal finding discovered at the mobile health screening to a radiology facility and connect the client with a BCCHP-contracted clinic for follow-up care. The clinical provider and the screening coordinator are responsible for following-up on this referral.

### 5.3. Mobile Health Screenings - Helpful Resources

#### Scheduling a Mobile Mammography Unit:

- Imaging Associates - (206) 467-1949
- Swedish Medical Center - (206) 861-6279
- Seattle Cancer Care Alliance - (206) 288-7800

**Mobile health screening coordinator:** YWCA 206-436-8671

**Scheduling a Clinician:** Call BCCHP for a list of clinicians.

**BCCHP forms:** To order, use request form on page 105 of this BCCHP manual  
Fax to **(206) 296-0208**

**Federal Poverty Level Guidelines:** Refer to page 6 of this BCCHP manual.

#### Brochures, Health Education Materials and Websites:

- BCCHP health educator - (206) 263-8200 for materials and incentives or view the web site:
  - <http://www.kingcounty.gov/healthservices/health/chronic/bchp.aspx>
- Susan G. Komen for the Cure - Puget Sounds Affiliate  
[www.pskomen.org](http://www.pskomen.org) - Komen also has **small grant funding** at your screening. Apply for funds to cover incidental costs, i.e. food, gift bags, interpreters, etc.
- Ethnomed - [www.ethnomed.org/](http://www.ethnomed.org/)-forcultural competency information
- Refer to Health Education Resource on page 60.

#### Other health screenings to consider:

- Cholesterol/glucose screening
- Blood pressure
- Height
- BMI
- Washington Osteoporosis Coalition - To schedule a technician to provide osteoporosis heal scans contact Jennifer Maeser at (206) 465-2585.
- Smoking cessation – GlaxoSmitKline(SmithKline) has a service that will test spirometry (lung function) and CO measurements with counseling. Contact: Mike Nagata  
GlaxoSmithKline-CH  
mobile (206) 498-6582  
Email: [Michael.D.Nagata@GSK.COM](mailto:Michael.D.Nagata@GSK.COM)
- Tobacco Quit Line - (1-800-Quit-Now) The Quit Line has a program for Medicaid. Clients who don't have insurance and are ready to quit smoking are eligible for a 2 week starter kit (self help materials, nicotine patches or gum).

## 5.4. Mobile Health Screenings - Promotion


Remember to give a schedule and screening promotional flyers to the BCCHP Health Educator to promote the activity with the BCCHP partners' group.

Suggestions on where to advertise your mobile health screening:

- Community newspapers
- Clinic waiting areas and newsletters
- Event location newsletter and common area
- e-mail distribution lists
- Community centers
- Local or language specific radio stations
- School and business related newsletters
- Neighborhood Service Centers
- Libraries
- Other community related programs
- Laundromats
- Coffee Houses
- Church newsletters
- Hair Salons



## 5.5. Check List – General

<b>Community Mobile Health Screenings</b>	
<b>Templates and Lists: see Helpful Resources in this chapter</b>	
<input type="checkbox"/>	Scheduled Appointments template
<input type="checkbox"/>	Client Sign-In List
<input type="checkbox"/>	BCCHP Contracted Providers List
<input type="checkbox"/>	BCCHP and Komen Income Eligibility Guidelines: See page 6.
<input type="checkbox"/>	Staff and Volunteer Role Description (1 copy for each staff member and volunteer)
<b>Forms: to order see Staff Contact List, page 3 in this manual</b>	
<input type="checkbox"/>	<b>BCCHP Forms:</b> English and appropriate translated versions Consent Enrollment Radiology Women’s Health Exam BCCHP Enrollment Card
	 Collate into packets for clients prior to the event.
<input type="checkbox"/>	<b>Radiology Provider Forms:</b> Check with facility – may include:
<input type="checkbox"/>	Consent <input type="checkbox"/> Patient Information <input type="checkbox"/> Prior Mammogram and Health History
<b>Education Materials: In English and appropriate languages and reading levels (See Helpful Resources in this chapter)</b>	
<input type="checkbox"/>	BCCHP program brochures
<input type="checkbox"/>	BCCHP health education materials, examples include: shower cards, BSE, brochures such as “What is HPV?”, “What is a Pap test?”, Colon Cancer materials
<input type="checkbox"/>	Breast Models in various skin colors and sizes
<input type="checkbox"/>	Cervical Health Model
<input type="checkbox"/>	Colon Cancer polyp model

<b>Supplies</b>
<input type="checkbox"/> Banner / Poster Board Sign / Tent Sign
<input type="checkbox"/> Extension Cords
<input type="checkbox"/> Office supplies, as needed: <input type="checkbox"/> File Folders <input type="checkbox"/> Large Paper Clips <input type="checkbox"/> Mailing Folders (for confidential client information) <input type="checkbox"/> Stapler <input type="checkbox"/> Masking Tape <input type="checkbox"/> Pens <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
<b>Incentives: Exact items may depend on availability.</b>
<input type="checkbox"/> Shower Cards <input type="checkbox"/> Pink Ribbon Pins <input type="checkbox"/> Nail files <input type="checkbox"/> Mirrors <input type="checkbox"/> Key chains <input type="checkbox"/> Pens <input type="checkbox"/> Pencils <input type="checkbox"/> _____ <input type="checkbox"/> _____
<p>Providing gift bags to clients who attend the mobile screening clinic is a nice gesture, if within your budget. The more we can make this a pleasant experience and reinforce that we care about their getting screened, the better. Refer to "Helpful Resources" on page 60 or contact the BCCHP Outreach Coordinator for more information and ideas.</p>
<b>Screening Tools</b>
<input type="checkbox"/> Blood Pressure Cuff (with other sizes) <input type="checkbox"/> Stethoscope <input type="checkbox"/> Wipes <input type="checkbox"/> BP Record Cards ~35 copies
<input type="checkbox"/> FOBT or FIT kit.
<b>Food and Beverage (Possible to be donated by local vendors)</b>
<input type="checkbox"/> <b>Hot Beverages:</b> <input type="checkbox"/> Coffee <input type="checkbox"/> Hot Water <input type="checkbox"/> Tea <input type="checkbox"/> _____ <input type="checkbox"/> Sugar <input type="checkbox"/> Cream <input type="checkbox"/> Nonfat Milk
<input type="checkbox"/> <b>Cold Beverages:</b> <input type="checkbox"/> Juice <input type="checkbox"/> Bottled Water <input type="checkbox"/> _____
<input type="checkbox"/> <b>Food: Examples:</b> <input type="checkbox"/> Fresh Fruit <input type="checkbox"/> Dried Fruit <input type="checkbox"/> Nuts <input type="checkbox"/> Pretzels <input type="checkbox"/> Low Fat Popcorn <input type="checkbox"/> Other _____
<input type="checkbox"/> Lunch for Staff / Volunteers

<b>Food and Beverage Supplies</b>
<input type="checkbox"/> Cups (hot and cold) <input type="checkbox"/> Napkins <input type="checkbox"/> Paper Towels <input type="checkbox"/> Utensils <input type="checkbox"/> Tablecloths <input type="checkbox"/> Serving Utensils <input type="checkbox"/> Paper Plates <input type="checkbox"/> Plastic Bowls <input type="checkbox"/> Baskets <input type="checkbox"/> Trays <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
<b>Miscellaneous</b>
<input type="checkbox"/> Cell Phones
<input type="checkbox"/> "Exam in Progress" Signs (3 copies)
<b>Budget</b>
Facility rental
Mammogram unit
Refreshments
Clinicians
Interpreters
Materials

## 5.6. Check List – Space Requirements

<b>Community Mobile Health Screenings</b>
<b>Mobile Mammography machine – check resource list to confirm with appropriate contractor</b>
<input type="checkbox"/> Private space for mammography and square footage requirement of 6 x 10 feet
<input type="checkbox"/> Sink; preferably in the room with the mammogram machine
<input type="checkbox"/> Wheel-chair accessible doorway $\geq$ 32 inches
<input type="checkbox"/> Electrical outlet
<input type="checkbox"/> Elevator capacity of 400 lbs
<input type="checkbox"/> Space for film developing cart (can fit in a hallway or can use an exam table)
<b>Mobile Coach - check resource list to confirm with appropriate contractor</b>
<input type="checkbox"/> Relatively flat space to park the coach which can be up to 65 feet long
<input type="checkbox"/> Height requirement: the coaches can be up to 13 feet tall. Note that electrical lines may interfere with the coach's access on some streets.
<input type="checkbox"/> Passenger side of coach must be next to the sidewalk.
<input type="checkbox"/> There is no need for electrical access - the coaches function by a generator.
<input type="checkbox"/> Close access to restrooms
<input type="checkbox"/> Separate space for intake, education and other screenings (e.g. blood pressure)
<b>Women's Health Exam and Pap test</b>
<input type="checkbox"/> Private room or space made with portable walls
<input type="checkbox"/> Sink in room or nearby; Bathroom nearby
<b>Intake, Resources and Education</b>
<input type="checkbox"/> Semi-private space for intake conversations
<input type="checkbox"/> Space for resources and educational materials
<input type="checkbox"/> Space for health screenings (blood pressure, nutrition) if applicable
<input type="checkbox"/> Photocopy machine available
<input type="checkbox"/> Snack area for clients

## 5.7. Check List – Planning Timeline

<b>Community Mobile Health Screenings</b>
<b>6 - 12 Months Prior to Clinic</b>
<input type="checkbox"/> Schedule screening dates with: <input type="checkbox"/> Mammography contractor <input type="checkbox"/> Clinician <p>Clarify with the mammography facility if there is a fee associated with the use of their unit. Schedule early for dates in October, April, or May.</p> <p>The clinician (physician or nurse practitioner) must be licensed and covered by malpractice insurance that allows services provided outside a clinic facility.</p> <p>For the clinician and mammography unit, ask about the minimum and maximum number of clients they can see in one day.</p>
<b>3 - 4 Months Prior to Clinic</b>
<input type="checkbox"/> Determine site. Check with the radiology provider about site suitability. <input type="checkbox"/> Letter of agreement and proof of liability (per location needs) <input type="checkbox"/> Secure host site screening dates. <input type="checkbox"/> Determine time frame. For events with a coach, there could be a required time minimum that would also allow for set-up and breakdown. Check with the mammography contractor about these time requirements. <p>At the site visit, assess the suitability of the location:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Space and facility requirements (See: Space Requirements )</li> <li><input type="checkbox"/> Disabled access; some coaches are and some are not wheelchair accessible</li> <li><input type="checkbox"/> Parking</li> </ul> <p>At the site visit, determine the type of clinic that is the most appropriate for the group and location, based on the:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine services to be provided</li> <li><input type="checkbox"/> Number of appointments needed to conduct the event</li> <li><input type="checkbox"/> Number of providers and volunteers available</li> <li><input type="checkbox"/> Consider the need for interpreters; note: there may be a fee</li> </ul>
<input type="checkbox"/> Confirm event date and location with: <input type="checkbox"/> Mammography contractor <div style="margin-left: 150px;"> <input type="checkbox"/> BCCHP clinical provider  <input type="checkbox"/> Staff and volunteers.         </div>

Conduct a meeting with staff and volunteers.

At this meeting:

- Distribute Role Description List and discuss the roles
- Designate duties and sign-up for work shifts
- Review Check Lists
- Designate a scheduler to make and track appointments
- Determine contact phone number for appointment scheduling
- Plan media strategy and flyer distribution
- Consider writing a small grant or donation request for incidentals such as food, beverages or gift bag items. See Helpful Resources section of this chapter.

**1 Month Prior to Clinic**

Design and distribute flyer throughout communities. See examples in Helpful Resources section of this chapter.

Distribute media release and media packets.

Provide materials to the scheduler. These should include:

- Scheduled Appointments template [Check with mammography provider regarding time slots. Allow 1 hour lunch for mammography technologist]
- BCCHP and Komen Income Eligibility Guidelines (page 6 of this manual)
- Cell phone
- Records request forms to mail to client for release of prior mammogram results
- Telephone numbers of primary contact (scheduler) and address of event
- Printed directions to the location
- Bus schedules to the location

Contact local vendors to request donations of food and beverages, lunch for staff, incentives.

Obtain educational materials in the appropriate languages and reading levels.

<b>1 Week Prior to Clinic</b>
<input type="checkbox"/> Make reminder calls to clients with appointments
<input type="checkbox"/> Contact staff and volunteers with any updates and respond to their questions or concerns.
<input type="checkbox"/> Mobile screening clinic coordinator is available answer questions and address unexpected problems
<b>Day of Event</b>
<input type="checkbox"/> Review Check Lists and Scheduled Appointments List.
<input type="checkbox"/> Review roles with staff and volunteers.
<input type="checkbox"/> Set up 1 - 1.5 hours prior to event. Remember to set out Client Sign-In sheet
<input type="checkbox"/> If using the mobile coach, note that it needs to be in place 2 hours prior to the start of the clinic to warm up its power source.
<input type="checkbox"/> Make certain that the clinical provider has the Pap tests to deliver to the lab
<input type="checkbox"/> Attend to other details of the day at the end of the clinic
<b>Post Screening Follow Up</b>
<input type="checkbox"/> Collect data and create follow-up Screening Results Report for distribution.
<input type="checkbox"/> Assure that completed BCCHP Forms are sent to BCCHP within 10 days of the mobile screening event.
<input type="checkbox"/> Send communication mentioning number of clients served and thank yous to:
<input type="checkbox"/> host sites <input type="checkbox"/> volunteers <input type="checkbox"/> local vendors <input type="checkbox"/> _____
<input type="checkbox"/> Assist with client follow-up as needed.
<input type="checkbox"/> Follow-up with clients to see how services went, offer reminders like referrals.
<input type="checkbox"/>

## 5.8. Check List – Roles and Responsibilities for Staff and Volunteers

<b>Community Mobile Health Screenings</b>
<b>Coordinator</b>
<input type="checkbox"/> Ensure coordination of all elements comprising the mobile health screening <ul style="list-style-type: none"> <li>• effectively communicate with staff, agencies and volunteers involved</li> <li>• follow planning timeline, securing clinic location, date and staffing</li> <li>• ensure staff and volunteer understanding of roles and responsibilities</li> </ul>
<input type="checkbox"/> Arrange for exam tables to be at the location of the mobile health screening
<input type="checkbox"/> Assess for client problems during the mobile health screening and intervene with upset, angry, fearful or special needs clients.
<input type="checkbox"/> Communicate with mammography technologist and clinician throughout the day.
<input type="checkbox"/> Assist mammography technologist and clinician with logistics and special requests. This may include photo-copying, collecting forms, providing breaks for staff, and verifying Scheduled Appointments List and Client Sign-In List throughout the event.
<b>Scheduler</b>
<input type="checkbox"/> Schedule appointments using the Scheduled Appointments template on page 75.
Discuss the following with potential clients: <ul style="list-style-type: none"> <li><input type="checkbox"/> Eligibility (see specifics below)</li> <li><input type="checkbox"/> Specifics: location, appointment time</li> <li><input type="checkbox"/> Ask client about any needed special accommodations</li> <li><input type="checkbox"/> Time expectations: plan to spend about an hour since there may be other types of screenings at the event</li> <li><input type="checkbox"/> Mammogram needs to be scheduled one year from the last one</li> <li><input type="checkbox"/> _____</li> </ul>

<input type="checkbox"/> Determine Eligibility for BCCHP: (see page 6 of this manual) <ul style="list-style-type: none"> <li><input type="checkbox"/> Age (40 thru 64)</li> <li><input type="checkbox"/> Insurance status</li> </ul> Limited or no insurance Remember that Medicaid is insurance (Medical Coupons) Clients lacking Medicare Part B are eligible If the client is insured, ask if the insurance covers screening <ul style="list-style-type: none"> <li><input type="checkbox"/> Monthly or annual income</li> </ul> Use Income Eligibility Guidelines for BCCHP and Komen
<input type="checkbox"/> Maintain the Client Sign-In List and continue to update Appointment List throughout the event.
<b>Intake</b>
<input type="checkbox"/> Offer welcome and introduce yourself to clients
<input type="checkbox"/> Maintain client Sign-In List. It is a priority to keep an accurate list during the event. It is used for reporting, for tracking follow-up and serves as a waiting list.
<input type="checkbox"/> Establish rapport and maintain client confidentiality
<input type="checkbox"/> Determine Eligibility for BCCHP (page 6 of this manual). <ul style="list-style-type: none"> <li><input type="checkbox"/> Age (40 thru 64)</li> <li><input type="checkbox"/> Insurance status</li> </ul> Limited or no insurance Remember that Medicaid is insurance (Medical Coupons) Clients lacking Medicare Part B are eligible If the client is insured, ask if the insurance covers screening <ul style="list-style-type: none"> <li><input type="checkbox"/> Monthly or annual income</li> </ul> Use Income Eligibility Guidelines for BCCHP and Komen.
<input type="checkbox"/> Give enrolled clients a BCCHP Enrollment Card.
<input type="checkbox"/> Complete BCCHP Forms and give to mammography technologist and clinician

<b>Interpreter</b>
<input type="checkbox"/> Assist clients with enrollment, consent and history paperwork.
<input type="checkbox"/> Assist clients in communication with providers.
<b>Educator</b>
<input type="checkbox"/> Set up displays of health education materials.
<input type="checkbox"/> Provide Breast Self-Exam (BSE) instruction using models and displays.
<input type="checkbox"/> Show breast health education video to clients or small groups, if possible.
<input type="checkbox"/> Provide cervical health education.
<b>Blood Pressure Screener</b>
<input type="checkbox"/> Provide blood pressure measurement, education, and written client record.
<b>Float Person</b>
<input type="checkbox"/> Arrange for, if necessary, and pick up donated food and beverages from local vendors.
<input type="checkbox"/> Arrange for, if necessary, and pick up staff and volunteer lunches from local vendors.
<input type="checkbox"/> Collate packets of forms for clients prior to event.
<input type="checkbox"/> Assist mammography technologist and clinician with logistics and special requests. This may include photo-copying, collecting forms, providing breaks for staff, and verifying Scheduled Appointments List and Client Sign-In List throughout the event.
<input type="checkbox"/> Communicate with the mammography technologist and the clinician throughout the day.
<b>BCCHP Responsibilities</b>
<input type="checkbox"/> Supply BCCHP forms
<input type="checkbox"/> Pay for clinical and diagnostic services for clients enrolled in BCCHP.
<input type="checkbox"/> Maintain and make available an up-to-date BCCHP Contracted Providers List.
<input type="checkbox"/> Maintain database and provide follow-up reports on patients with abnormal findings.

<input type="checkbox"/> Assist clients who are diagnosed with cancer while enrolled in BCCHP to transition onto the Medicaid treatment program.
<input type="checkbox"/> Recruit clinicians to staff mobile health screenings
<b>Radiology Facility Responsibilities</b>
<input type="checkbox"/> Comply with professional and FDA regulatory institutions. These apply for all aspects of mammography, including professional personnel, quality control of equipment and patient care.
<input type="checkbox"/> Send result letters to clients and the clinician who ordered the mammogram.
<input type="checkbox"/> Send “unknown outcome” letters to clinicians about clients who need to return for follow-up care, such as special views, ultrasounds, biopsies or surgical consults.
<input type="checkbox"/> Maintain the all client’s mammography medical records up to 10 years from the last visit.
<b>Clinical Provider</b>
<p><b>Note:</b> The clinician who provides services for BCCHP clients <u>must be</u>:</p> <ul style="list-style-type: none"> <li>• contracted with BCCHP’s Seattle office</li> <li>• licensed to practice in Washington State</li> <li>• either a physician (MD, ND, DO), an advanced practice nurse practitioner (ARNP), or a physician’s assistant (PA)</li> <li>• covered by malpractice insurance that allows them to provide clinical services at community settings</li> </ul>
<input type="checkbox"/> Provide Women’s Health Exam for clients during the screening.
<input type="checkbox"/> Ensure that the BCCHP office receives completed BCCHP forms within 10 days of the screening.
<input type="checkbox"/> Notify clients of their Pap result within 3 weeks of the screening.
<input type="checkbox"/> Refer clients appropriately according to the BCCHP Breast Algorithm and the BCCHP Cervical Algorithm.
<input type="checkbox"/> Notify the BCCHP Clinical Coordinator and/or the BCCHP Data Manager of any clients diagnosed with cancer or pre-cancerous condition.
<input type="checkbox"/> Refer clients who need clinical follow-up to a BCCHP-contracted clinic.
<input type="checkbox"/> Mail annual Pap test reminder cards to clients.

Maintain cultural competency and a non-judgmental attitude and approach throughout the mobile screening clinic and when conducting follow-up procedures.

See Cultural Competency section page 77.

**Supplies – The clinician brings the following to the mobile screening clinic:**

Pap testing kits and lab forms from BCCHP-contracted laboratory

Lubricant for exams

Cotton swabs, giant

Plastic speculums, various sizes

Gloves, non-latex, powder-free, various sizes

Exam table paper

Paper gowns and drapes

Hand sanitizer and antiseptic table wipes

Box of tissues

Light source of choice

FOBT/FIT kits.

### 5.9. Mobile Screening Schedule

Date:  
Time: 9.00-3.00 PM

Appt	First/Last Name	Phone	DOB	Screening				Coverage				
				P	C	F	M	B	K	T	I	
9.00AM												
9.15AM												
9.30AM												
9.45AM												
10.00AM												
10.15AM												
10.30AM												
10.45AM												
11.00AM												
11.15AM												
11.30AM												
11.45AM												
<b>12.00-12.30</b>		<b>BREAK</b>										
12.30PM												
12.45PM												
1.00PM												

Key: P-Pap C-Cervical M-Mammogram B-BCHP K-Komen T-Take Charge I-Insurance  
F - FOBT/FIT NC -No Cervix



## 5.10. Cultural Competency

Each mobile health screening will present its own unique situation. It is important that you know your audience and consider how they will view and receive the mobile health screening. The following is an overview of cultural competency topics that should be considered as they specifically apply to the intended group.

### **Areas to consider: Maintaining a culturally competent practice**

Many mobile health screenings are organized to reach a specific ethnic or racial group. It is important to:

- Maintain an ongoing awareness of your own cultural background, the culture of western medicine, and the culture of your own institution. Participate in trainings and exercises to gain an understanding of cultural forces that are often unconscious to people from the mainstream culture.
- Approach clients and others in a respectful manner.
- Ask clients to state their race rather than assuming yourself what race they belong to.
- Many people take great pride in their country of origin, so for them, it may be important to note their homeland. Remember that it could also be a cultural mis-step to mix up nationalities.
- Ask the client what name or title they would prefer to be called.
- Recognize that each person, including yourself and your clients, views behavior and the rest of life through a cultural lens. Being a member of a "majority" culture does not make one's views correct or superior to the views of others.
- Take the extra time to develop and implement systems that are effective in working with diverse patients. Clients may not want to be thought of as foreigners if they have had a long history of living in the United States. Staff needs to adjust what they have learned about another culture for those individuals with that cultural heritage but are now third or fourth generation Americans.
- Consider and build in costs related to staff training, funding interpretation services, creating a welcoming environment, and translating or finding quality translated materials.
- Assess a client's ability to communicate in English and determine their language of origin. Often people take pride in their ability to communicate in English when others may not think they have a good command of the English language. It is important to know when an interpreter is needed to help explain complex medical issues. The client may not want an interpreter, but it may be important for the provider to have one present to make sure that everyone is comfortable with the medical decisions discussed.

- Recognize that clients who currently are laborers in this country may have been executives, managers or health care professionals in their country of origin, In addition, a person's financial status in his or her own country may have been quite different from their current situation.
- Commit yourself and your staff to increasing the knowledge, skills, attitudes and policies necessary to effectively serve diverse populations.
- Remember that becoming culturally competent is a lifelong process, not a one time project.

### **Benefits of Increasing Cultural Competence:**

- Increased capacity to effectively serve your clients.
- A proactive response to the health care needs of an increasingly diverse community.
- Successful communication about crucial information, both from your client to you and from you to your client.
- Compliance with Title VI of the Civil Rights Act of 1964 non discrimination provisions, which are increasingly being used in credentialing and funding requirements.
  - To learn more about the Standards for Culturally and Linguistically Appropriate Services (CLAS), see the OMHCR website listed at the end of this document
- Correctly informed and precise assessments, which enable more accurate diagnosis
- Improved trust and rapport between you and your clients, which can result in:
  - Increasing access to services.
  - Improving prevention/early intervention.
  - Contributing to your clients' adherence to treatment plans.
  - Increasing patient retention.
  - Increasing positive health outcomes.
  - Decreasing the number of mistakes based on miscommunication and lack of mutual understanding.
  - Increasing your and your client's satisfaction

## 5.11. Steps to a More Culturally Competent Practice\*

### In Relating to Clients:

- Make sure that your intake forms and other written materials are available whenever possible in the language of your clients. Several web sites offer brochures in various languages.
- Make sure that you have interpreters available on site if clients are not fluent in English. Do not use family members to interpret, unless the client insists they be involved. It is wise to have an additional trained interpreter in these situations, as well, to assure quality and complete translation services.
- Use inclusive language in enrollment and information forms and other written materials. For example, since most clinics serve some lesbian or gay clients, add terms like "partnered" or "significant other" where the forms asks "married, widowed, single, or divorced."
- Use open-ended questions about the health care needs or symptoms of your clients. Demonstrate empathy in facial expression, posture and tone.
- Be aware of your own bias, values, and limitations regarding various cultures.
- Use evidence-based clinical guidelines.
- Acknowledge when you don't know something, find the answer, and provide the information to the client.
- Avoid making assumptions about the client. Ask them about their responses or behavior rather than assuming that you know the meaning or intent behind their behavior. For example, don't assume that they are being "noncompliant" if they feel the need to see another community member prior to having a procedure done. Learn to work "along with" differing views where possible, rather than "in opposition to" differences that surface.

### Mobile Clinic Practices and Policies:

- Provide ongoing training to all clinic staff regarding populations seen on a regular basis.
- Provide educational materials, brochures, etc. in the languages of the clients you see. Be aware that some clients may not be able to read their own language nor English. Consider the health literacy level of your clients especially when explaining recommended treatment. Make sure that they understand and find the recommended treatment acceptable from their own point of view.
- Place magazines, newspapers, posters, and art work that reflect the audience you serve and want to serve. For example, if you serve a lot of Puerto Rican and African American clients, be sure to have some art work, music, or other visual images that reflect these populations. Consider this approach when developing signage and advertising for the mobile clinic.

- Review and revise all policies, forms, and patient literature to be more inclusive and eliminate bias.
- A mobile health screening creates challenges in honoring issues of confidentiality, how to work with interpreters, and other relevant culturally and linguistically appropriate practices. Consider how you can make your clinic run smoothly in those areas.

\* See "A Family Physician's Practical Guide to Culturally Competent Care" website which offers continuing medical education (CME) credits and assists family physicians with awareness, knowledge, and skills to more effectively treat the increasingly diverse U.S. population they serve. [www.thinkculturalhealth.org](http://www.thinkculturalhealth.org). Also see the "Final National Standards on Culturally and Linguistically Appropriate Services (CLAS) in Health Care," the basis for this training at [www.omhrc.gov/templates/browse.aspx](http://www.omhrc.gov/templates/browse.aspx)