

THE GAPS APPROACH TO DEVELOPING OFFICE SYSTEMS FOR DELIVERING BREAST CANCER PREVENTIVE SERVICES IN PRIMARY CARE

Step 1

Set GOALS for breast cancer early detection

Clinical Breast Exam

- What age to start?
- How often? (May vary with age)

Mammography

- What age to start? (40 or 50)
- What age to end?
- How often? (q. 1 or 2 years?)

Step 2

ASSESS your current office systems for breast cancer early detection

Perform a mini audit of 10 charts
(Audit form in manual)

Tools

- Health history forms*
- Flow sheets*
- Patient reminders
(Tickler file and postcards*)
- Physician reminders
(Post-it notes* to flag charts)
- Prevention prescription pad*
- Patient held Health Diary*
- The periodic health exam

Office staff responsibilities

- Reviewing and updating charts at time of visit
- Counseling patients about mammograms and breast exams
- Coordinating prevention activities (Preventive Champion)

* Items contained in Put Prevention Into Practice Office Kit

Step 3

PLAN how to modify existing routines and identify responsibilities for the office staff regarding breast cancer screening.

Develop systems to Identify patients in need of services

Tools	Actions	Office Staff
Health History Form	Distribute or mail to new patients	Receptionist
	Review reported health maintenance history	Nurse
Flowsheets	Insert blank flowsheets into chart	Receptionist
	List recommended services on flowsheets based on age and risk	Nurse

Develop systems to Monitor Patient Status

Tools	Actions	Office Staff
Flowsheets	Record initial status based on review of health history form	Nurse
	Update at time of each visit and/or at time of periodic health exam	Nurse