

WPHCA

2025 Performance Excellence Award Nominee

Rock River Community Clinic

IMPROVING CANCER SCREENINGS THROUGH INCREASING ACCESS AND DECREASING DISPARITIES

In 2025, Rock River Community Clinic (RRCC) concentrated on essential cancer screenings, with an emphasis on breast, cervical, and colorectal cancers. Notably, the clinic identified a significant disparity in colorectal cancer screening (CRC) rates and subsequently initiated process improvements targeting CRC. As of January 1, 2025, 41.9% of RRCC's patient population had met the measure for CRC. The overall goal of this project was to increase the percentage of people who are screened to 48% within three months and 65% in nine months. In order to meet goals, RRCC set up an account with Exact Sciences to add the Cologuard® option for patients, establish ordering and tracking capabilities in the electronic health records (EHR), update workflows, and provide training for the patient care team.

The CRC Patient Care Team was trained on the new workflows and patient worklists were pulled to determine which patients were due for a CRC. Outreach by the nursing and referrals teams began by looking at which patients were due for a CRC screening. Some patients had received a previously used kit within the year but had not returned it. Patients were called to return the kit or offered the Cologuard test kit option. Patients who had upcoming appointments were also flagged and given the options during their office visit. As of July 1, 2025, RRCC's initial 3-month screening increased by 4.4%, and the trajectory of the percentage of patients who completed a screening also increased.

RRCC continues to work towards its goal of 65% of patients screened by the end of the year. Manual tracking by the care coordination and nursing teams has allowed RRCC to easily identify important details related to patient care, team collaboration and communication, and follow through. For example, only 77% of the requested Cologuard test kits have been shipped to the patient. This gap is mainly due to patients not returning calls to the RRCC care coordination team to get the ordering process started. Of those shipped to patients, 56% of Cologuard kits have been returned and tested. To improve communication and outreach, leaders and managers use a manual tracking sheet to ensure that reminders and follow up are being completed and documented and ensure that the nursing and provider teams follow through.



Patient Care Team:

- Michael Grajewski, MD
- Traci Wilson, RDN, CD, Medical Operations Director
- Mary Beck Metzger, APNP
- Elizabeth Stevenson, APNP
- Dalal El-Barbarawi, PA-C
- Dr. Donald Williams, Medical Director
- Stephanie Cuevas, LPN
- Yesenia Arana Varela, MA
- Sarah Fredrich, MA
- Catrina Schwandt, LPN
- Elizabeth Munoz-Cuadra, MA
- Jazmin Zuniga Ochoa, Bilingual Referrals Assistant
- Alexis Mercado, Referral & Outreach Coordinator
- Jazmine Hartmann, Care Coordination Manager
- Jackie Jensen, MA, Medical Clinic Manager