Diversity-Focused Primary Care: Korean Women’s Health Screenings

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YES, I DID HAVE MY MAMMOGRAM TODAY... WHY DO YOU ASK?
Health Disparities: The Problem

After becoming more familiar with our Korean patients and their culture, we learned...

- Korean women utilize female screening tests less
- Asian women have higher incidence of cervical cancer
- Screening tests were declined due to lack of symptoms or fear of finding an unwanted outcome
- Lack of interpreter services to ease the process of screening tests (and language proficiency linked to access to appropriate screenings)
Health Disparities: Breast Cancer

Breast Cancer:
- Most common cancer in women worldwide
- Annual Mammogram recommended for screening

Korean Women:
- Increasing breast cancer rates among Korean women
- Only 53% of Korean Women accessed mammography in 2 year period
- Among Asian subgroups, Koreans with the lowest screening rate
Health Disparities: Cervical Cancer

Cervical Cancer:
• Second most common cancer in women
• Most common cause of death from cancer in developing countries

Korean Women:
▪ 41% adherence rate to pap screening guidelines
▪ Lack of knowledge about HPV, yet among highest cervical cancer rates among Asian women
Culture Beliefs: Korean Women

- Pap tests are only needed if I am sexually active.
- If I get a pap when married, that suggests I am promiscuous.
- My breasts shouldn’t be touched by an outsider.
- My family is more important than my individual health.
- What if the test shows something that wasn’t there before...?
Health Disparities: Other Problems

✓ About ½ of immigrants without US Citizenship do not have insurance
✓ Time (away from family, work, etc)
✓ Language proficiency = access to services
✓ Comprehension of follow-up (in case of abnormal screening test)
What We Did

Breast Cancer Screening Programs: Free!
-only for uninsured
-advertised in AMH community bulletin

Cervical Cancer Screening Programs: Free!
-only for uninsured
-advertised in AMH community bulletin
Breast Cancer Screening Program

- 5 programs throughout the year (mostly spring and fall)
- Clinical Breast Exam and Mammogram
- Korean Translators available in registration and during exam/mammogram
- Education provided regarding self-breast awareness and importance of regular screenings
- Follow-up is managed by a nurse navigator for repeat imaging, referral to surgeon, and testing (i.e biopsy)
Cervical Cancer Screening Program

- Currently held annually, began in 2008 and has evolved to best fit needs of community

- Screenings are done by Family NPs, Family Medicine Residents and Student NPs (interdisciplinary)

- Pap done and pelvic exam done
Cervical Cancer Screening: Follow-up

- Abnormal exams referred to AMH OB/Gyn Center (financial assistance available)

- Follow-up of Normal/Abnormal pap explained in letter to every patient

- Interpreter services available in registration and during exam
“Pap Program” Follow-up

- “Unsatisfactory” Paps Redone within 3 months
- 6 month follow-ups are reminded with a phone call
- If 6-month-repaps without follow-up in 1 year, certified letter mailed to assure receipt
- Invitation to program the following year
Dear ________________ (님께),

Thank you for attending the Women’s Health Screening Program on November 29, 2011. (2011 년 11 월 29 일 여성 건강 검진 프로그램에 참석해주신 것에 감사합니다.)

You were advised to (귀하의 다음과 같은 조언을 받으셨습니다):

__ Repeat pap in 6 months (6 개월후 자궁 경부암 재검사)
__ Repeat pap in 12 months (12 개월후 자궁 경부암 재검사)
__ Follow-up with OB/GYN for (다음에 관한 내용으로 AMH 산부인과 상담 바람)

__________________________

If you have completed a follow-up and/or a repeat pap since the screening program, please contact our office so that we can update your record. (귀하께서 검진 프로그램 이후 산부인과 상담이나 재자궁 경부암검사를 받으셨으면 귀하의 기록을 업데이트할 수 있도록 저희 사무실로 연락 주시기 바랍니다.)

Please note that this will be the final correspondence regarding your recommended repeat Pap. If you have any questions regarding these recommendations, feel free to contact our office at (215) 572-0302. (이 편지는 귀하의 자궁경부암 검사에 관한 최종 안내문입니다. 이 내용에 관하여 문의사항이 있으시면 저희 사무실로 연락 주시기 바랍니다. 연락번호는 (215) 572-0302 입니다.)

Sincerely (감사합니다).

Dyllan Walter, MSN, CRNP
Susan Long, MSN, CRNP
Family Nurse Practitioners, North Hills Health Center (노스 힐스 보건 센터)
Who We Are

North Hills Health Center

• Primary Care Clinic owned by Abington Memorial Hospital
• Serving the underserved
• Nurse-managed
• Large proportion of patients are Korean
• Korean interpreter on site 2 days/week
North Hills Health Center

Glenside, PA

A Service of Abington Memorial Hospital
North Hills Health Center: What We Do

Provide culturally sensitive care to patients from diverse backgrounds

Offer care in patient’s own language

Financial assistance on generous sliding scale that includes lab and diagnostic testing
What the NPs Do

- General Physical Exams
- Management of complex chronic diseases (DM2, HTN, Hyperlipidemia, thyroid disease, and much more)
- Well Child Exams (from infancy to sports physicals)
- Well Woman Exams
- General problem visits
  ....and everything in between...
Conclusion:
Public Health Outcomes

Improved Outcomes:

✓ Increased awareness of screening program and increased utilization

✓ Interpreter service consistent

✓ Prevent care fragmentation
Public Health Outcomes

Increased Demand

✓ 2011 Cervical Cancer Screening Program served 60 women → 2012 served 90

✓ Increase primary care visits and referrals
Public Health Outcomes

Culture Competent Care

✓ Consistency of care

✓ Assistance with medical-system navigation

✓ Better understanding of our patients diverse cultural needs
Public Health Outcomes

Comprehensive Follow-up

✓ Gain patients’ trust
✓ Yields positive outcomes
✓ Improved patient satisfaction
Thank You!


