

Opening the Lines of Communication

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The Pennsylvania Cancer Registry (PCR) was looking to connect with registrars across the state more consistently and open the lines of communication. Generally, the central registry communicated with facilities throughout the state on matters such as sending shipments, issues with software, or questions about reportability. To expand communication with registrars, the registry developed a quarterly newsletter titled *The Quarterly*.

Some challenges and questions encountered during the development of *The Quarterly* include:

- How to deliver the newsletter to all registrars
- Who in PCR will contribute to the articles
- What information *The Quarterly* will include
- Whether outside sources will be included in the newsletter

The central registry regularly checks in with facility cancer registry management but does not have email access to all staff in these facilities. To deliver *The Quarterly* to all registrars, the managers were asked to share the newsletter with their staff when they received it via email. The PCR has also worked to increase the number of members included in the Fundamental Learning Collaborative for the Cancer Surveillance Community (FLccSC), so the registry posted the newsletter on the FLccSC website and updated headlines to indicate that new materials are available.

The PCR relies on the three registry specialists on staff for contributions to *The Quarterly*. Each specialist has a focused role in areas of field representative, education and training, and quality assurance. Each newsletter includes at least three articles about each role. Other articles include upcoming conferences, special notices, topic reviews, upcoming deadlines, reporting guidelines, and standard changes. The PCR also highlights internal staff members so facility registrars can put a face to the name. Each issue asks for questions, comments, and article ideas, which are always appreciated.

So far, the PCR has sent out its first issue of *The Quarterly* and received positive feedback. In the future, PCR hopes to send out newsletters more often, possibly bi-monthly. PCR's goal is to strengthen engagement with facility registrars through the newsletter. PCR staff hope to feature various topics and promote multi-level engagement throughout Pennsylvania using this new communication option.



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