

Developing a Reporting Volume Feedback Memo for Utah's Outpatient Providers

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SUMMARY

To provide feedback to outpatient providers that report cases to Utah Cancer Registry (UCR), UCR developed a process of exporting case report counts and mail merging them into a memo format for distribution to providers. UCR sent providers that have submitted at least one electronic case report a summary of case reports submitted by diagnosis year. This confirms the caseload they have provided us, establishes routine communication, and reminds providers to report. One of our reporters requested this process, as they wished to see the number of reports we had received from them to reconcile their own records.

CHALLENGE

- UCR had no feedback mechanism for communicating to outpatient providers about their reporting.
- Outpatient providers do not receive much contact from us unless there's an issue, so it may have become hard for them to remember their contact at UCR.
- The only previously established contact mechanism for outpatient providers was a notice that the provider was out of compliance in their responsibility to report, which would lead to mostly negative interactions between UCR and providers.
- UCR sought to develop a more routine and helpful way of communicating with outpatient reporters.

SOLUTION

- UCR developed a report using SEER*DMS software, a list from our facility database, and a memo template, and combined these with mail merge to create individual memos as feedback to outpatient providers on a semi-annual basis.
- All pieces of the memo are easily reused and modifiable as we bring new providers on board or as contacts with existing providers change.

RESULTS

- In 2024, UCR sent memos to 12 outpatient providers that report via UCR's Provider Reporting REDCap form and 6 providers that report using Promoting Operability or other electronic health record extracts.
- An example of results from one of the reports is shown in Figure 1.
- We noticed an increase in reports submitted to REDCap the following week, as one provider returned to reporting compliance.
- We received positive feedback from two providers, including the clinic that originally requested the report.

CONCLUDING REMARKS

- UCR will continue to produce these memos twice per year.
- New providers will be added to the process as they are onboarded.
- This process is expected to continue and be worth the time and effort for all involved parties.

Figure 1. Example results section from a memo to provider

Results

As of September 10, 2024, we have received 13 case reports for diagnosis year 2024 from [redacted], and the four-year average for your facility is 34. This case volume for 2024 equates to 38.2% of your four-year average (see Table 1 for full details).

Table 1. Volume of cancer case reports: Comparison of current diagnosis year (2024) to 4 year average case counts

Facility	Diagnosis Year					Comparative Volume Percentage
	2020	2021	2022	2023	4-Year Average	
[redacted]	33	40	37	25	34	38.2%



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