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## Quality Assurance in the New York State Department of Health Cancer Services Program

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**Objectives/Significance:** The New York State Department of Health Cancer Services Program (NYSDOH CSP) provides cancer screening, support and referrals for under/uninsured residents of NYS. Ensuring that clients screened through the program receive the highest quality of care is a priority of the CSP. Therefore, the program requires all clinical breast exams (CBE) to be documented and maintained in each client's medical records. In order for the CSP to reimburse providers for CBEs the provider must (1) be credentialed through the program; (2) use a CSP approved CBE form; and (3) exhibit adequate form documentation. The objectives of this project was to assess the degree to which each of these requirements were met and modify the guidance/policies associated with CBE reviews.

**Methods:** Between three and five CBE forms were randomly sampled from CSP providers (n=145) in June 2007. Provider signatures and documentation were reviewed and all information was maintained in a database. Those providers found to be noncompliant with CSP standards were included in the next semi-annual random sample; those found to be compliant were set to be re-sampled in five years.

**Results:** Percent of non-credentialed providers conducting CBEs: 5% (n=6); percent of providers with adequate documentation: 82% (n=117); percent of sample using a CSP approved form: 91% (n=128).

**Conclusions:** The above results prompted changes to the guidance and policies of the CBE review. Another review is currently being conducted and results will be compared across samples to determine if the changes in guidance affected rates of compliance among providers.