



Breast
Screen
SA



13 March 2024 | 4:40 pm
BreastScreen Australia Conference

Consumer Advisory contribution to and influence on BreastScreen SA program

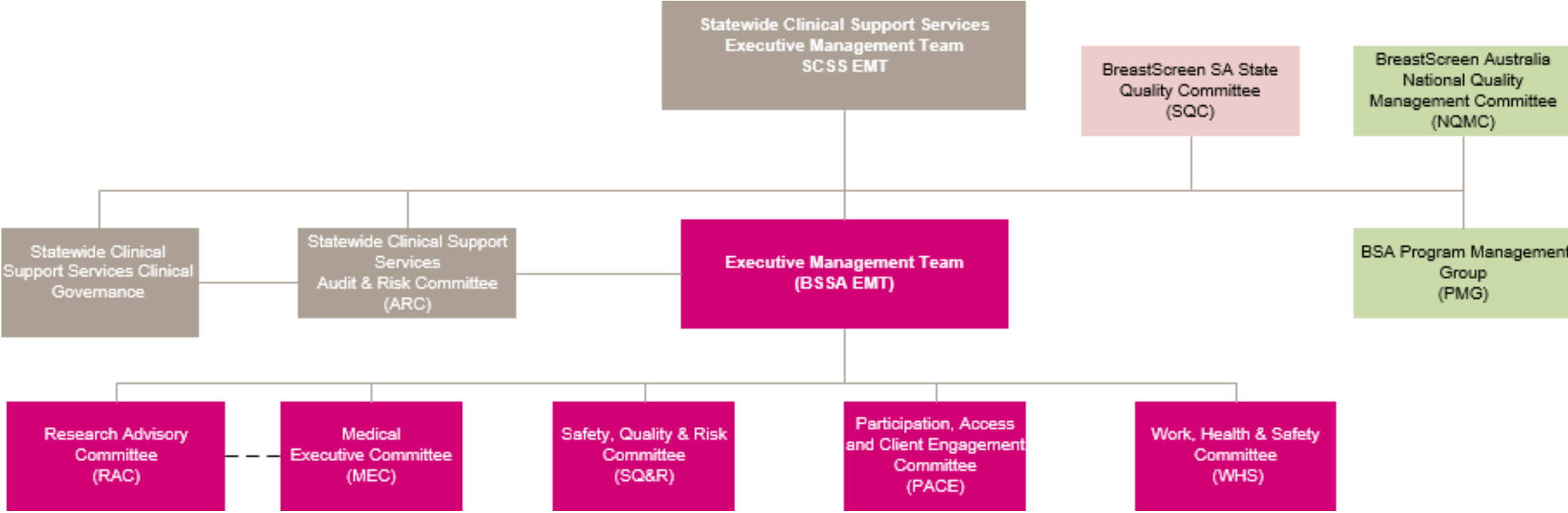


ELLEN KERRINS

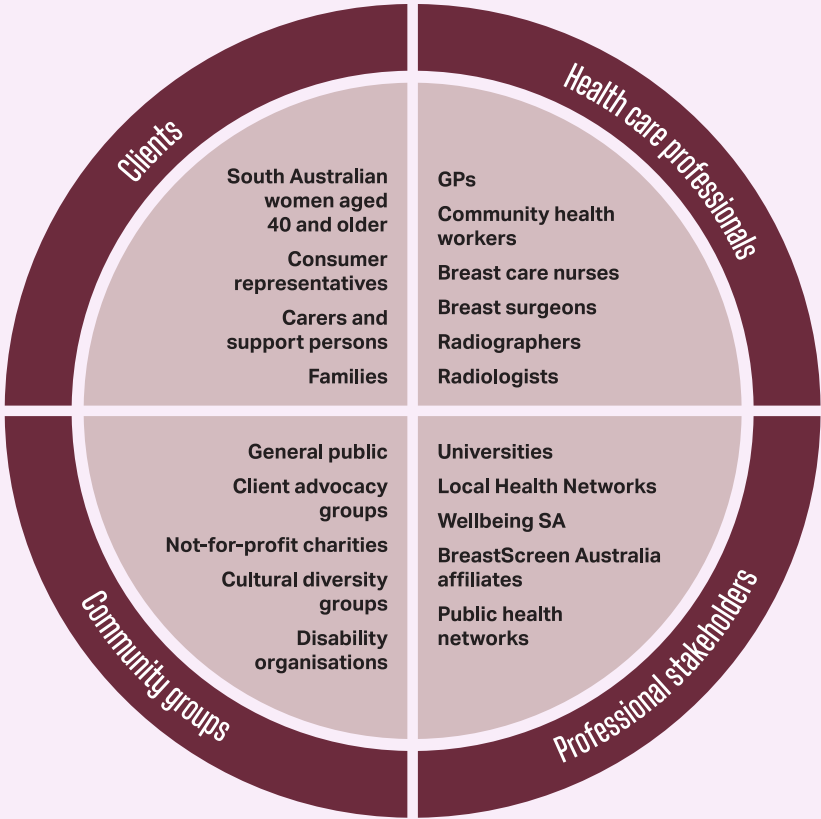
Consumer Advisor
BreastScreen SA

Developing BreastScreen SA's consumer and community engagement strategy

Governance & Quality Management



Client & community engagement strategy



Operational Plan 2023-2024

● Operational Planning 2023-2024

BreastScreen SA
Operational
Planning



 Breast
Screen
SA  Government
of South Australia
SA Health



Professional Development Day 2023



Breast Density Research

Measuring breast density

Shaping the future of breast cancer screening in South Australia



Breast Screen SA



Government of South Australia

BreastScreen SA believes every woman should be aware of her individual risk factors for breast cancer, including her breast density.

Breast density is not a measure of how your breasts look or feel; it is the amount of glandular tissue in your breasts (that appears on a mammogram).

Breasts are made up of 2 main types of tissue – fatty and glandular tissue.

Fatty tissue appears dark on a mammogram, while glandular tissue appears 'dense' or white – as does breast cancer.

High breast density can increase the risk of breast cancer and can reduce the visibility of breast cancers on a screening mammogram.

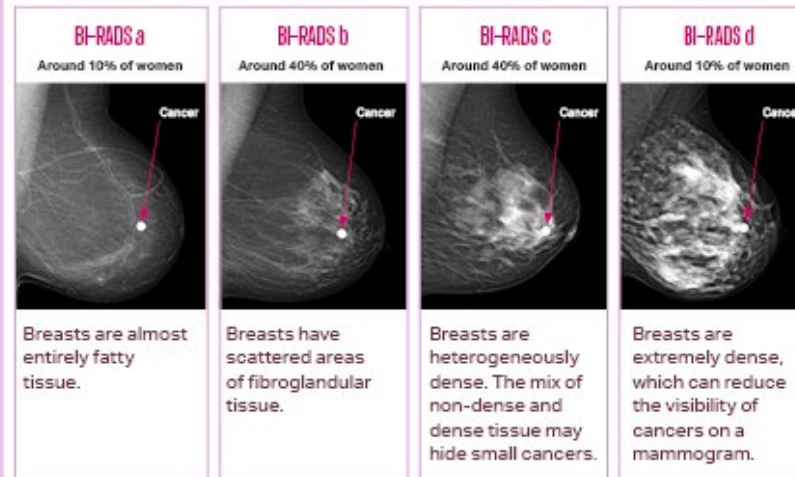
You can find your breast density category in your results letter.

To find out more, please visit our website at breastscreen.sa.gov.au or call us on 13 20 50.

Breast density

These pictures illustrate the breast density categories as measured using the Breast Imaging Reporting and Data System (BI-RADS)*

*BI-RADS 5th Atlas



Dear «Title» «Surname»

Result: No evidence of breast cancer

Breast density category: BI-RADS a

Next breast screen: Recommended for 2 years

We are pleased to advise that your recent screening mammogram showed no evidence of breast cancer. As this test only looks for breast cancer, we do not report on any non-cancerous (or benign) breast changes.

Your breast density category is BI-RADS a. This means your breasts are made of almost entirely non-dense (fatty) tissue. Around 10% of women who have a mammogram have this type of very low breast density.

You can read more about breast density in the enclosed information or on our website at www.breastscreen.sa.gov.au

New Assessment Clinic at Wakefield Street



Online Bookings



Enter your suburb or postcode

Enter the suburb or postcode of where you would like to screen.

What is your preferred booking date?

Do you have any of the following?

Please select all that apply:

- Breast implants
- Mobility restrictions
- Medical devices or piercings implanted in your upper body
- Continuous glucose monitoring device (with/without insulin pump)
- None

Next



increase in overall bookings booked for breast screen



new BreastScreen SA clients orders for breast screen



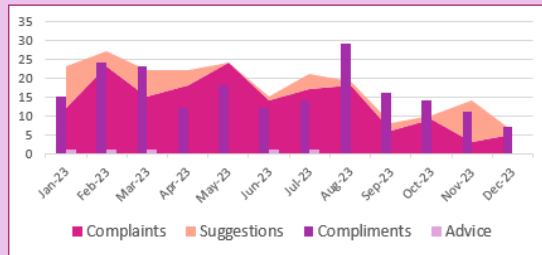
Incidents Reporting



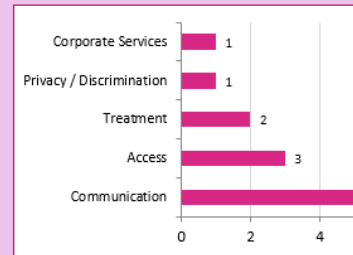
Incident and consumer feedback summary

01 Oct – 31 Dec 2023

Consumer feedback per month Jan –Dec 2023



Consumer feedback by Charter of Healthcare Rights



Total Feedback

49

▼ 4

from last quarter

Complaints

10 complaints received

▼ 31

from last quarter

Total Complaints as % of screening

10 / 23 075 mammograms

0.04%

Compliments

27 compliments received

▼ 32

from last quarter

Improvements made in response to consu

Communication

- Responding to complex behaviours in a breast sc presentation at the December all of staff Professi
- All clients who had difficulty obtaining a satisfacto during working hours were accommodated
- Clients with a symptom i.e. lump are prompted to confirm eligibility – issue being monitored

Access

- Feedback on hierarchy of online booking to MapIT Team

Treatment

- Feedback provided to staff as appropriat



Incident and consumer feedback summary

01 Oct-31 Dec 2023

Complaints and Suggestions – Charter of Health Care Rights Summary (22 received)

Access N = 2

Service Availability

- > 1 client complained there were not enough early, late or weekend screening appts
- > 1 client complained of lack of suitable dates for mobile unit clinic

Communication N = 7

Communication – Attitude N=1

- > 1 client was spoken to in a rude and abrupt manner by the receptionist

Communication – Inadequate Information N=2

- > 1 client complained that signage was not sufficient to direct her to mobile
- > 1 client suggested it would be helpful to state full address and where to park

Communication – Wrong / Misleading Information N=5

- > 1 client unable to contact BSSA to reschedule her appt due to Optus outage and received an automated text from BSSA stating she had missed her appt
- > 1 client unhappy with Acknowledgment of Country when first opening website link
- > 1 client suggested that recorded voicemail be reviewed as some friends of client who were under 40 years of age were under the impression they would be able to be screened
- > 1 client suggested that online booking system and website is hard to use and needs more testing as she booked an appt and attended clinic to find there was no appt booked
- > 1 x complaint re difficulties in the booking online appointment for client requiring carer. Carer stated it would have saved a lot of time if they had known they couldn't book online at the beginning of the process

Treatment N = 2

Treatment – Rough / Painful Treatment N = 2

- > 1 x client complaint received re problems with last mammogram (mms) and now wishes to suspend contact with BSSA. Client advised the procedure was very painful and feels the compression force was too great and burst her breast implants. Contact has been suspended as per clients wishes. **Action Taken:** Investigation of complaint by Radiography and clinical staff was conducted. Mammography compression forces applied in 2021 was minimal and the correct screening procedures for implants was followed. Letter sent to client on 22 December 2023. No incident reporting was required.
- > 1 client experienced breast pain on compression during their screening mammogram and felt that the radiographer was dismissive

Corporate Services N = 8

- > 1 client had difficulty looking changing room door
- > 1 client suggested that BSSA branded signage is painted on the Marion Screening clinic
- > 1 client suggested that hooks and/or shelf be placed in Flinders Assessment Clinic
- > 1 client suggested that chairs into assessment waiting area should be softer
- > 1 client complained that there is no pre opculated questionnaire form and does not want to provide maiden name
- > 2 clients suggested an electronic form for consent forms
- > 1 client suggested having artwork on the wall facing Assessment clinic biopsy machine to help her take her mind off what is happening



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Thank you...

BreastScreen SA's Consumer Advisory Group
and Communications & Engagement team

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