



# SC Tobacco Quitline Health Systems Change Program



# How we shaped our Program

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- **Planning and Design began October, 2014**
  - Train and engage providers and support systems change to incorporate brief tobacco interventions into routine daily practices
- **Field work launched April, 2015**
  - All counties in SC
  - Prioritized prenatal providers
  - Emphasize FQHCs and counties with high prevalence during pregnancy
- **Program evolution**
  - Engage all medical providers types, emphasis on Medicaid providers
  - Support utilization of electronic referrals and fax referrals to the SC Tobacco Quitline

# How the Program works



Technical assistance to integrate and maintain the Brief Tobacco Intervention

Engage health systems with a 5-phase program and training curriculum



Maintain, track, and host provider online trainings

# Program engagement – FY19

- 919 Activities (touch points, trainings, meetings)
- 342 Organizations (clinics, specific departments within a hospital system)

## Providers and staff engaged

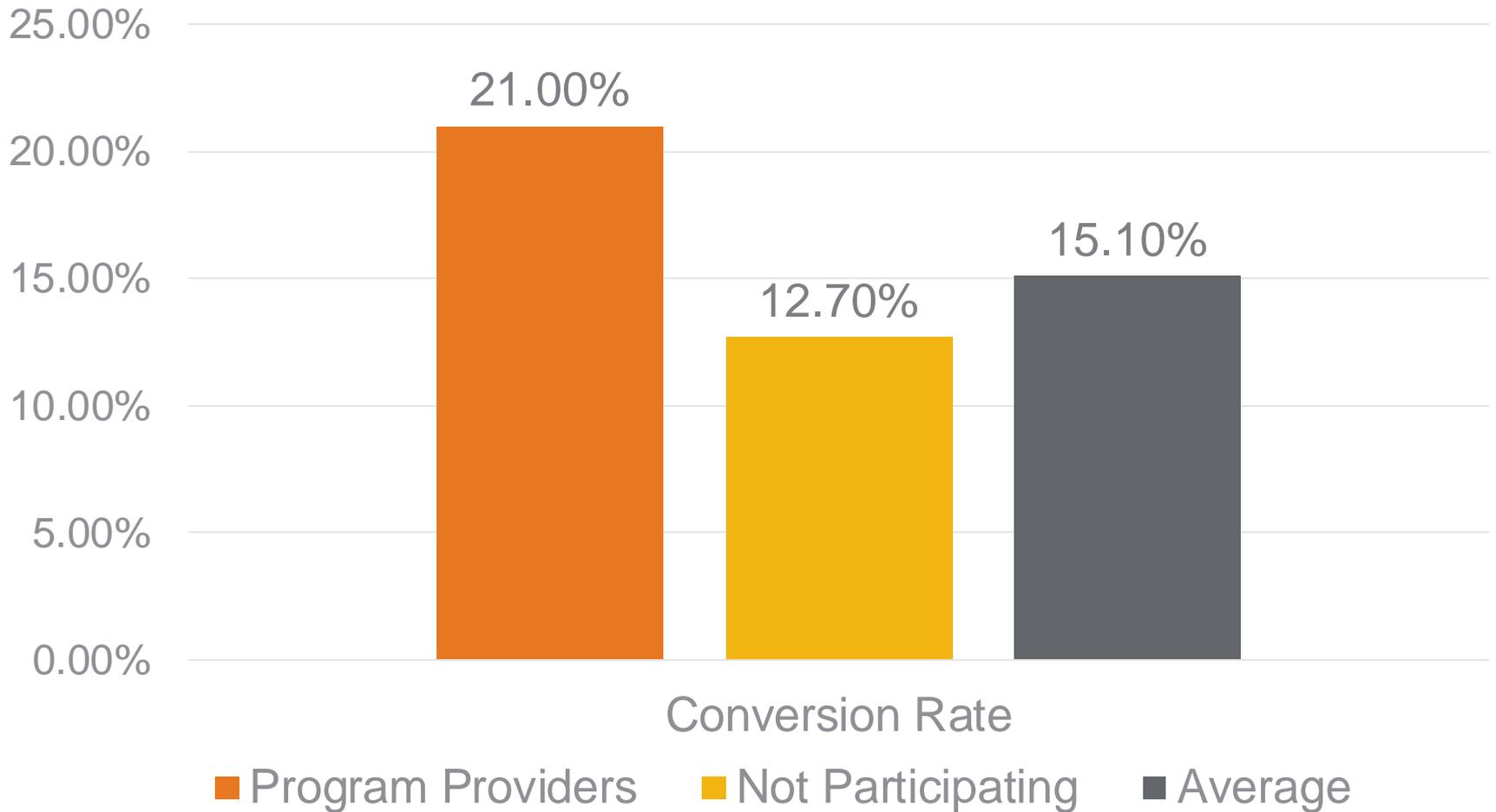
- 644 Unique contacts
- 185 Trained

# Program participation and impact

## Fax Referrals FY19

Fax Referrals	N	% of total
Total fax referrals (All Organizations)	3539	
Total fax referrals (Program Organizations)	1042	29.4%

# Systems Change Program Results FY19



# Fax Referral Outcomes – FY19

Program Referrals	Pending	Declined Services	Already Enrolled	Not Reached	Accepted Services	Current Received
Total	7	238	23	542	219	1042
% of Fax Referrals	0.7%	22.8%	2.2%	52.0%	21.0%	

Non-Program Referrals	Pending	Declined Services	Already Enrolled	Not Reached	Accepted Services	Current Received
Total	3	701	43	1378	314	2475
% of Fax Referrals	0.1%	28.3%	1.7%	55.7%	12.7%	

# Questions to address

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- How can we best engage providers to prioritize tobacco treatment practices?
- How do we reduce the number of *declined services* and *not reached* from our referral outcomes?