

Tips to Build Strong Relationships with Hospital Registries

Fostering and maintaining strong relationships with reporting facilities can have intangible benefits for the central cancer registry and the hospital alike and can ultimately lead to improved reporting.



Develop procedures for providing consistent, ongoing feedback, both positive and constructive, to reporting facilities on their data completeness, timeliness, and quality. The procedure should address the following:

- Information to be shared with each facility
- Frequency and format of feedback
- The point of contact for feedback at each facility
- Benchmarks or comparisons for quality, completeness, and timeliness measures
- Recommendations or procedures for facilities to improve areas that do not meet expectations or standards (e.g., improvement plan or action plan)



Engage with hospital registrars by participating in the state or regional cancer registrars' association.



Provide hospital registrars with access to no-cost training and education opportunities, such as the NAACCR Webinar Series.



Acknowledge hospitals meeting or exceeding reporting standards with awards, certificates, and/or recognition. Notify senior-level hospital administration and announce awards in a newsletter or on the website.



Offer CoC-accredited cancer programs reports of patient follow-up, treatment information, or counts of patients enrolled in IRB-approved studies to help them meet their accreditation standards.



When appropriate and feasible, schedule site visits to reporting facilities to discuss reporting status, clarify reporting requirements, learn about challenges, and explore opportunities for further collaboration and assistance.

- Poorly performing facilities or registries with high staff turnover or new registrars are a great opportunity for site visits.
- If possible, request to attend a cancer committee or performance improvement committee meeting to present on how cancer registry data are used.



This tip sheet was developed based on contributions from central registries throughout North America. It is not meant to lay out a specific methodology, but rather as a starting point for more in-depth discussions, development of tools, and the establishment of new processes or practices within individual registries as appropriate.

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