

# 2022 NPCR WYOMING SUCCESS STORY

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*Remote Working Across the Miles*

## National Program of Cancer Registries SUCCESS STORY

### SUMMARY

Wyoming Cancer Surveillance Program (WCSP) was successful in improving their ability to work remotely. Prior to 2022 the WCSP was only able to hire employees who lived in a fifty (50) mile radius, because of the needed availability to commute to the office periodically for processing of paperwork.

### CHALLENGE

Due to the ruralness of Wyoming and lack of Certified Tumor Registrars (CTRs); it is very difficult to recruit for the WCSP. With the COVID pandemic, more and more qualified CTRs were working remotely. These factors along with attrition put a great burden on the WCSP. So, the WCSP had to come up with a remote plan so the WCSP could eliminate the biggest barrier – commuting.

### SOLUTION

The WCSP implemented two procedures instrumental in having potential employees work further distances from Cheyenne. First, the WCSP implemented a training program for new hires (both CTR's and eligible CTR's). Both CTR's and eligible CTRs are to be on site for a week for orientation to the WCSP and pick up equipment, manuals, and supplies.

After a week of orientation then depending on level of Cancer Registry knowledge, a training program is implemented. For this story the WCSP trained a CTR eligible new hire for three and one-half months (3 1/2). Two (2) CTR WCSP members co-trained the new hire for 1 ½ hours daily over Google Meet or ZOOM and would assign cases to abstract. The next day the CTRs would go over errors and other areas that need clarification.

Secondly, the WCSP also worked the State's Enterprise Technology Services (ETS) to set up a Secure File Transfer Protocol (SFTP), to allow hospitals, physician offices, pathology laboratories, cancer centers etc. to submit cancer related information to the WCSP. The site is set up as a virtual file cabinet allowing the WCSP employees to retrieve the needed information.

### RESULTS

The results have been successful, and the WCSP has been able to maintain daily work product seamlessly. The WCSP has been able to go remote whether that be 40 miles or 800 miles away. The staff of the WCSP who live within 40 miles, still commutes periodically (one to two times a month – if necessary) to process paperwork of those facilities who have not been on boarded to the WCSP, SFTP.

### SUSTAINING SUCCESS

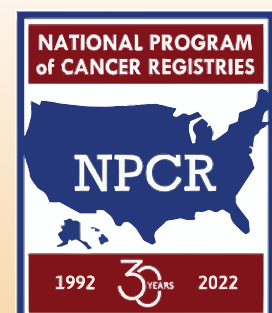
This program has been in effect for approximately eight months and seeing good results as far as the ability to communicate over ZOOM or Google Meet and continue to work seamlessly.

One area to improve upon to guarantee continued success, would be to improve on the interview process to ensure that the interviewers hiring have enough information to make informed decisions. This would include implementing an improved way to test candidates whether they be CTR's or CTR eligible regarding their knowledge and ability to abstract cases. This testing is essential for the WCSP because the WCSP is unique; in the fact, that the WCSP abstracts all cancer cases for Wyoming except for two hospitals (both hospitals have CTRs).

### REGISTRY CONTACT INFORMATION

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[Wyoming Cancer Surveillance System Website](#)



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