

Tips for building professional relationships

Be prepared for any meeting- Before your initial meeting, prepare any materials you may have. Also be ready to talk about your program details including overall goals and resources. At this point, you should also be prepared to explain what your program can do for your new partner.

Stay respectful and positive- In all of your interactions always be respectful. Even if you think your potential partner is not doing everything correctly or you think they are not dedicated to improving screening rates.

Be consistent and follow through- Make sure your messaging is consistent. This is especially important if there is more than one person who works on your program. All information should be the same. It is also very important that you follow through with any tasks you have agreed to do. By following through, you are showing your new partner that this relationship is important to you and your program. This helps build trust and credibility.

Be visible- Be as visible in the community as possible. The more people who know about your program and what you are doing, the more credibility you will have. For increased visibility, consider joining a local health coalition or community health committee.

Active listening- When you are in meetings with potential partners, it is important you engage in active listening. This means really take in what the other person is saying. Do not be afraid to ask questions for clarity.

Relax- At your meeting, or somewhere informal, try to get to know the people you would like to work with. Try to talk about some things outside of work. This helps everyone relax and feel more comfortable working together and trusting each other.

Follow up- After meeting potential partners, it is always a good idea to follow up with them a few days later. Maybe give them a call or send them an email to say thank you.

7.2 Additional Questions to Ask Your Clinic

(For community-based health program)

- Do you work with any CHRs or do you have anyone who works to improve community-clinic relations?
- Are there specific health care providers who provide CRC screening, education or counseling?
- Does anyone on the clinic staff have time specifically allocated for CRC screening promotion and education?
- Does your clinic have patient navigators and/or case managers/community health representatives?
- How does your referral system work?
- Is there a follow up protocol for patients referred to another screening facility?
- Does your clinic currently use IHS' Improved Patient Care Model?
- Determine policies and procedures for CRC screening at the clinic
- According to the clinicians, what are some challenges for patients getting screened?
- Do the clinicians feel like they are able to reach the target screening population?
- What educational materials do you use to promote CRC screening?
- Does the clinic advertise CRC screening?
- How can a community-based program support clinical efforts?
- How can we connect with the clinic? (who to contact within the clinic? What is the best way to follow up?)

7.3 Community program assessment for clinic-based program

This list is a good place to start for a quick self-assessment of how well clinicians know what preventative and screening promotion efforts already exist in the community. This tool can be used in addition to questions in tool 4.1 Community Readiness Assessment.

- Do you know if there is a CRC screening and prevention (or cancer coalition that promotes CRC screening) health promotion program in your community?
- Do you know/work with the CHRs in your tribe?
- Do you know/work with tobacco, diabetes or other health program coordinators?
 - o What do you know about their programs?
- If your clinic uses IHS IPC model, do you know who the community representative is?

Establish a meeting with health program coordinators in the community—questions to ask them:

- Are there any cancer or CRC-specific programs in our community?
- Are they focused only on preventative efforts, or do they also involve screening?
- How do you connect with people to promote screening?
- What are some of the main challenges when suggesting patients get screened?