



# **Contents**

*Director's Report* Page 5

Cancer Center Committee Members Page 7

Cancer Program Practice Profile Reports Page 9

Year End Performance Improvement Summary Page 11

Review of 2014 Screening and Prevention Activities and Other Community Programs Page 15

Site Distribution Page 19



## 2014 Director's Report

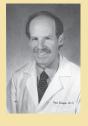
The Cecil B. Highland, Jr. and Barbara B. Highland Cancer Center at United Hospital Center continues to provide outstanding cancer care to the residents of north central West Virginia. New programs have been developed and existing ones have been improved in order to provide state of the art cancer care services to our patients.

In the past year, our breast cancer navigator has directly assisted patients from time of diagnosis, through testing and treatment both as a liaison and advocate. With the success of this essential role, two additional navigators have been added to the cancer team to help other cancer patients being treated at our center. The navigators provide valuable communication and information for our patients. In addition, referrals to the STAR cancer focused rehabilitation program have increased dramatically, providing cancer patients with additional support and care opportunities. This nationally recognized program helps our patients increase strength and energy, manage pain, and improve functioning and quality of life.

Standardized chemotherapy order sets were established with intensive involvement of the medical oncologists, nursing staff and pharmacy to minimize risk for error in delivery of chemotherapy. Quality studies were implemented to ensure NCCN guidelines for head CT scans in lung cancer patients and hepatitis studies in lymphoma patients to continue to provide the highest level of care. A follow up study demonstrated 100 percent compliance.

Staff education remains an important cornerstone of our cancer program. Weekly physician cancer conferences and lectures by experts from different cancer disciplines are essential to maintain our high standards. Clinical research also remains an important element of our program. We are affiliated with many clinical trial opportunities through West Virginia University. Our Cancer Program Practice Profile Report (CP3R) continues to demonstrate outstanding UHC performance. In addition, our cancer program received a high level of reaccreditation, accreditation with commendation, from the American College of Surgeons' Commission on Cancer.

The Cecil B. Highland Jr. and Barbara B. Highland Cancer Center continually looks at providing the highest level of cancer care and support to the residents of our area: our neighbors and friends. We look forward to further growth and improvements in 2015.



Paul M. Brager, MD Director



## Cancer Center Committee Members

Physician Members Specialty

Paul Brager, MD Medical Oncology/Hematology; Cancer Conference

Coordinator

Gerald Wedemeyer, MD Pathology

Evan Kupec, MD Diagnostic Radiology

Jeffrey Madden, MD Surgery, Cancer Liaison

Michael Stewart, MD Radiation Oncology

Salman Osman, MD Medical Oncology

Lucas Wiegand, MD Urology

Yaser Homsi, MD Medical Oncology

Non-Physician Members

Melisa Bedilion, RN Nurse Manager, Inpatient Oncology; Community

**Outreach Coordinator** 

Amber Biggie, RN Coordinator Outpatient Infusion

Linda Carte, RN, MSN, AOCN Director Oncology Services; Quality Improvement

Coordinator; Palliative Care Coordinator

Crissy Swenski, RN Oncology Program Coordinator

Clinical Research Coordinator

Mark Povroznik, Pharm D VP Quality, Case Management

Butch Heflin, LSW Oncology Social Worker

Peggy Johnson, RN, BSN Clinical Navigator – Breast Health

Cathy Libert, RT Supervisor, Radiation Oncology

Lorry Richards, RHIT, CTR Cancer Registrar/Cancer Registry

**Quality Coordinator** 

Gary Ammons, MS, Behavioral Behavioral Health Psychosocial Services

Health Therapist Coordinator

**Invited Guests** 

Lisa Ashcraft-Carr, RD Dietician

James Israel Chief Medical Physicist/Radiation Safety Officer

Mary Lough ACS Hospital Systems Account Representative

James Morley Chaplain/Ethics

Liz Pigg, RN Hospice Manager

John Pulice, PT Rehabilitation

Todd Rohrbough, RPH Pharmacy

Donna Riddle, RN Radiation Oncology Nurse

Michael Tillman, RN VP Patient Services, COO



## Cancer Program Practice Profile Reports (CP3R)

The Cancer Committee ensures and monitors that patients treated at United Hospital Center receive care according to nationally accepted measures. The Commission on Cancer measures compliance with current COC quality reporting tools — the Cancer Program Practice Profile Reports. Below is the summary of CP3R performance that reports 2014 cases treated at United Hospital Center. We are very proud that our program is exceeding all of the required performance expectations of the Commission on Cancer.

Select Measure	Measure	COC Expected Performance Percentage	Estimated Performance Rates for United Hospital Center 2014
Radiation therapy is administered within 1 year (365 days) of diagnosis for women under age 70 receiving surgery for breast cancer (accountability).	BCSRT	90%	100%
Combination chemotherapy is considered or administered within 4 months (120 days) of diagnosis for women under 70 with AJCC T1cN0M0, or Stage II or III hormone receptor negative breast cancer (accountability).	MAC	90%	100%
Tamoxifen or third generation aromatase inhibitor is considered or administered within 1 year (365 days) of diagnosis for woman with AJCC T1cN0M0, or stage II or III hormone receptor positive breast cancer (accountability).	HT	90%	100%
At least 12 regional lymph nodes are removed and pathologically examined for resected colon cancer (accountability).	12RLN	85%	95%
Adjuvant chemotherapy is considered or administered within 4 months (120 days) of diagnosis for patients under the age of 80 with AJCC Stage III (lymph node positive) colon cancer (quality improvement).	ACT	90%	90%
Image or palpitation-guided needle biopsy (core or fna) of the primary site is performed to establish diagnosis of breast cancer (quality improvement).	nBx	80%	85%
Radiation therapy is considered or administered following any mastectomy within 1 year (365 days) of diagnosis of breast cancer for women with positive regional lymph nodes (accountability).	MASTRT h>=4	90%	100%



# 2014: Summary of Performance Improvement Initiatives and Compliance of the UHC cancer program as developed and monitored by the cancer committee.

- The clinical goal was to raise the accuracy of recording drains and foley output in oncology patients post operatively. Weekly random audits were conducted on the inpatient oncology unit. Initial performance was 30 percent and during the course of the year was raised and sustained at 95 percent.
- A programmatic goal was to add stereotactic radiosurgery to radiation oncology services. During the year, many aspects of program development were completed. The status at year end was that service was not yet available.
- The programmatic goal of development and initiation of chemotherapy order sets was undertaken. A sub group was formed including three medical oncologists, nursing and pharmacy. Information Technology was also involved in the process. Standardized order sets are nationally proven to reduce chemotherapy ordering errors. Sets were developed and made available for use. Medical Oncologists are required to use the appropriate order set. This group meets as needed to develop or enhance current order sets.
- A quality study was performed on all types of lung cancer cases that receive staging of the brain with a contrast MRI or CT. This was done as a comparative study with NCCN guidelines. Initial performance was not consistent. One hundred percent of cases were reviewed at year end representing 60 percent compliance. This will remain an area of focus in 2015 for improved compliance.
- A quality study was performed on the existence of hepatitis B and C screening done before chemo initiation on any diffuse large cell lymphoma. The study evidence is that 100 percent of the patients received appropriate screening.
- A patient care improvement was implemented to provide a process to connect the American Cancer Society (ACS) information to patients prior to and after diagnosis; this was practiced initially in the breast health population and will be more available with the additional navigators that joined the team in 2015. As well, a computer is in place in the cancer center with an ACS easy access icon for patient use. Re-education of staff of ACS programs and resources was also completed for best patient advocacy.
- Another patient care improvement was monitoring and trending the percentage of STAR rehabilitation participants including subjective and objective outcomes. This is a new certified oncology focused rehabilitation service for oncology patients. Referrals statistics greatly improved and patient positive outcomes identified and shared with medical providers both informally and in formal education sessions.
- CP3R quality studies: with the outstanding UHC performance of these measures, no data elements were chosen to be studied by cancer committee.
- An audit of bladder cancer diagnosis and treatment in comparison with NCCN guidelines was completed. Twenty-five cases were audited. Results of the audit showed 96 percent compliance with national guidelines. The four cases inconsistent with NCCN were due to patient decline, one patient who was non-compliant with follow up, a missed specimen collection and lastly a patient refusal. Only one recommendation was made by the urologist completing the audit which was to re-educate on the need for cytology for surveillance of all high grade bladder tumors which was completed prior to year end.

11



# 2014: Summary of Performance Improvement Initiatives and Compliance of the UHC cancer program as developed and monitored by the cancer committee.

Many other performance improvement accomplishments were realized by the subcommittee of the cancer committee known as the oncology care team. A full accounting of work by this subcommittee is reviewed at each quarterly meeting with input and further direction by the cancer committee including but not limited to:

- Focus and improvement in HCAHPS score in providing more informative and easier to understand discharge instructions for inpatient oncology care and services
- Increase in supportive care referrals including use of POST form when appropriate
- Improvement in identification of dietary consult needs for inpatient oncology, radiation oncology and the infusion center
- Encouraging OCN certification in oncology by the hospital providing financial support for four oncology RN's per year
- Implementation of a computerized scheduling system in the infusion center
- Infusion center reduction in wait times
- A successful American College of Surgeons Commission on Cancer re-accreditation survey with commendation
- Navigation services enhanced with patient/family input
- All cancer registry data submitted to repositories error free



# Preview of 2014 Screening and Prevention Activities and Other Community Programs

- Third Monday of each month

  Breast Cancer Support Group "Butterfly Kiss": Supportive group for all breast cancer patients with UHC Clinical Navigator. Each meeting includes a guest speaker with an educational offering
  - 15 participants average per meeting
- Look Good, Feel Better: American Cancer Society Program that creates a support system for cancer patients through sessions with professionals on make-up, skin care, hair and wigs.
  - 5 total sessions 2014
  - 18 participants total for 2014
- January 2014: Four-part series *Fresh Start Program*: A four-part series for tobacco cessation
  - 1 participant in 2014

### March 7, 2014

Men's Cancer Awareness and Screening Day

- 23 men attended, PSA drawn and examined after an educational session was provided by a physician on the risks and benefits of PSA testing.
- All screening participants were given a copy of their exam on day of screening
- The PSA results are sent to the physician indicated on the screening form. Participants are advised to contact the physician (name, address and phone number is provided) to receive their PSA results. If the participants are not followed by a personal physician, results are sent to UHC Family Medicine. Participants are advised to contact Family Medicine at UHC for PSA results and are encouraged to schedule an appointment to discuss what the results of the exam and PSA mean to them.
- NCCN Clinical Practice Guidelines are followed:
  - Prostate Cancer Early Detection guidelines
  - Colorectal Cancer Screening guidelines
- Educational material about early detection and prevention was provided. Wellness education includes tobacco cessation and good nutrition.
- Eleven abnormal findings with elevated PSAs, 1 positive hemoccult, 7 enlarged prostates and 1 abnormal testicular examination.
- March 11, 2014

Quiet Dell Women's Group

Twenty-five participants educated about breast cancer and prevention.

April 24, 2014 and December 16, 2014

Let's Talk to Kids About Cancer: A program for children ages 6-12 who have a significant adult in their lives diagnosed with cancer; the program includes a tour of UHC's Infusion Center and the Radiation Oncology Department. A Behavioral Therapist was available to discuss the child's feeling and emotions. (Offered to community through newspapers, shared with Harrison County Schools, shared with local companies that have invited us to health fairs, posted on 2014 program schedule, flyers in UHC mailboxes and placed in cancer center waiting room

• No participants in 2014

# Preview of 2014 Screening and Prevention Activities and Other Community Programs Continued

### May 3, 2014

Doddridge County Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of prevention/early detection examination, sharing of the Cancer Center Resource Directory and Program Schedule.

### May 16, 2014

*Skin Cancer Screening:* Included a body screening for skin cancer and instructions on how to perform self-examinations and educational materials on prevention and early detection were provided.

- 68 participants were screened
- 15 were referred to follow up
- 8 were referred for biopsy
- All screening participants are given a copy of their exam on day of screening
- Information on skin health and dangers of sun and tanning beds was provided.

### June 19, 2014

Harrison Power Station Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection examination for all cancers including smoking cessation, teaching of self breast examination, sharing of the Cancer Center Resource Directory and Program Schedule.

### August 2, 2014

Harrison County Schools Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of prevention/early detection examination, sharing of the Cancer Center Resource Directory and Program Schedule.

### August 22, 2014

Senior Center Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of prevention/early detection examination, sharing of the Cancer Center Resource Directory and Program Schedule.

### October 3, 2014

Women's Cancer Awareness and Screening Day: Pap test results provided to participant's identified physician; all screening participants are given a copy of their exam on day of screening; mammograms were done at a later dat and results were provided to the identified physicians; educational materials about early detection and prevention were given to participants.

- Findings include 7 fibrocystic breast changes, 1 mass at the cervical os, 1 palpable area in left abdomen, 2 breast pain and tenderness, 3 cervix with redness, 2 positive hem occult, 4 breast lumps and 1 cervix which was not smooth. Additional PAP findings include 1 atypical squamous cell and 1 fungal finding.
- 74 participants were screened

### October 4, 2014

Fantastic Sam's Community Event: Breast Health

• 25 participants

### October 14, 2014

First Baptist Church: Breast Cancer Awareness

# Preview of 2014 Screening and Prevention Activities and Other Community Programs Continued

October 22, 2014

MVB Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of prevention/early detection examination, sharing of the Cancer Center Resource Directory and Program Schedule.

- 300 participants
- October 22, 2014

New Bethel Church: Breast Cancer Awareness

- 22 participants
- October 24, 2014

WV Breast and Cervical Cancer Screening Program

- Participation by UHC Cancer Center
- November 16, 2014

*Celebration of Life:* Cancer Survivorship program, Bridgeport Conference Center

- 71 attendees
- November 16-20, 2014

*It's All About You:* UHC Main Hallway in front of the Cancer Center Cancer Center Workshop – 10 educational booths

### Other Offerings

- Bereavement Support Group offered weekly through People's Hospice
- Getting Through the Holidays grief workshop offered annually (Winter) through People's Hospice
- Tai Chi classes scheduled by interest and by request
- Understanding the Journey Through Cancer with Us educational DVD available at www.thenewuhc.com/oncology/dvd
- Ongoing availability of nutrition information
- Cancer genetic testing available on request/physician order
- Outreach newsletters: *Housecalls, We Hear You* and *Voyager* Newsletters provided to patients and visitors to the cancer center to provide new information and opportunities
- Cancer trial information and enrollment opportunities



# 2014 Site Distribution

	Number of Cases
Base of Tongue	
Other Tongue	
Gum	
Floor of Mouth	2
Other Mouth	5
Parotid Gland	4
Tonsil	10
Oropharynx	2
Nasopharynx	3
Pyriform Sinus	1
Hypopharynx	1
Other Lip, Oral Cavity & Pharynx	
Esophagus	
Stomach	
Small Intestine	4
Colon	59
Rectosigmoid Junction	
Rectum	
Anus and Anal Canal	
Liver and Intrahepatic Bile Duct	
Gallbladder	
Other Parts of Biliary Tract	
Pancreas	
Nasal Cavity & Middle Ear	
Larynx	
Bronchus and Lung	
Bones and Cartilage of Other	
Hematopoietic and Reticuloendo System	
Skin	
Connective and Other Soft Tissues	
Breast	
Vulva	
Vagina	
Cervix Uteri	
Corpus Uteri	
Ovary	
Other Female Genital Organs	
Penis	
Prostate Gland	
Testis	
Other Male Genital Organs	
Kidney	
Renal Pelvis.	
Bladder	
Eye & Adnexa	
Meninges	
Brain	
Spinal Cord & Other CNS	
Thyroid Gland	
Other Endocrine Glands	
Lymph Nodes	29
Unknown Primary Site	
10141	



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