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## 2013 Director's Report

The Cecil B. Highland, Jr. and Barbara B. Highland Cancer Center at United Hospital Center continues to provide outstanding cancer care in north central West Virginia. During the past year, we have developed new programs to enhance the provision of excellent cancer care for our patients.

We have added the STAR Program Cancer Rehabilitation that provides expertise, guidance, training, and support to our patients to help them regain their strength after their cancer treatment. A specially trained team of physicians, nurses, physical therapists, occupational therapists, speech-language pathologists, registered dieticians, and mental health professionals successfully completed this nationally recognized program. This patient-driven rehabilitation plan focuses on increasing strength and energy, managing pain, and improving functioning and quality of life.

UHC community outreach efforts have increased with the addition of a chaplain specifically dedicated to offer spiritual support to our cancer patients. Screening and prevention activities are offered monthly that are geared for cancer patients, children with a significant adult diagnosed with cancer, and the overall community. Through informational interviews by our medical staff on television and in the newspapers, as well as on-site screening and support programming, there is an ongoing dialogue about cancer awareness and treatment options.

The Cancer Center continues to be committed to education and research with well-attended weekly cancer conferences and scheduled lectures from recognized leaders, both regionally and nationally, in oncology research and treatment. We remain active with clinical protocol studies with West Virginia University for increased care options. In addition, our Cancer Program Practice Profile Reports (CP3R) demonstrates our successes in exceeding national breast and colorectal cancer statistics. The accompanying summary report details our excellent performance in comparison to the required performance expectations established by the Commission on Cancer.

The 2013 Year End Performance Improvement Summary also accompanying this report continues to demonstrate UHC's remarkable accomplishments in the areas of inpatient oncology care and VTE prophylaxis and patient comprehension of diagnosis and treatment plans. We have monitored palliative care referrals and have revised this process for increased patient referrals to receive this highly regarded supportive care.

The BRAF mutation testing for metastatic melanoma study highlighted that all cases were appropriately ordered by physicians and that this procedure is to be maintained.

As we look toward 2014, the Cecil B. Highland, Jr. and Barbara B. Highland Cancer Center continues to work collaboratively to ensure the highest level of care and support to our patients living with the diagnosis of cancer.



Paul M. Brager, MD *Director* 



Cancer
Center
<b>Committee</b>
Members

Physician Members Specialty

Paul Brager, MD Medical Oncology/Hematology; Cancer Conference

Coordinator

Chinmay Datta, MD Pathology

Joseph Dorchak, 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

(May 2013 forward)

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

Coordinator; Palliative Care Coordinator

Melodie Coffman, RN, BSN Coordinator Outpatient Infusion

Judy Dye, RN, OCN 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** 

Linda Tyson, MA, LPC, LSW Behavioral Health Psychosocial Services

Coordinator

Vicky Elkins, MA, Licensed Psychologist Behavioral Health Psychosocial Services

Coordinator

**Invited Guests** 

Lisa Ashcraft-Carr, MS, RD, LD 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

Crissy Swenskie, RN Radiation Oncology Nurse

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 2013 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 2013
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).	ACT	90%	100%
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).	12RLN	80%	92.3%
Radiation therapy is considered or administered within 6 months (180 days) of diagnosis for patients under the age of 80 with clinical or pathologic AJCC T4N0M0 or stage III (lymph node positive) rectal cancer (surveillance).	RECRT	Not Applicable	100%

## Year End Performance Improvement Summary

- NCCN Guidelines for staging and treatment of Rectal Cancer: An audit was completed on 11 rectal cases or 65% of 17 cases in the registry for 2013. No recommendations were made for change by the physician auditor in relation to the NCCN guidelines for staging and treatment of rectal cancer.
- Patient care improvement #1: Monitored appropriate use of VTE prophylaxis on inpatient oncology patients. An audit of more than 100 patients with an oncology diagnosis was reviewed and showed 100% compliance with national standards and current nationally aligned practices at UHC. No action plan of correction was needed.
- Patient care improvement #2: To establish and evaluate a process that ensures patients comprehend their diagnosis and treatment plan. A survey was developed and administered by a volunteer to the patient/family that assessed and measured the comprehension of diagnosis and treatment plan. Seventy-six surveys were returned with positive comments regarding satisfaction on education by physicians, nurses, etc. The desired outcome was to know as much as possible and as early as possible. This will become a focus for performance improvement in 2014.
- Quality Study #1 was monitoring the use of palliative care consults to assure all appropriate patients received a palliative/supportive care. In January 2013, 65% of all admissions received a consult. At year end, 2% of all admissions were sustained in receiving an appropriate consult. The palliative care team has changed their name to *supportive* care to decrease confusion over the services that can be provided. Positive comments are noted by physicians, staff, patients, and families receiving the service.
- Quality Study #2 was use of BRAF mutations in metastatic melanoma patients. The conclusion after a prospective look at 12 months of appropriate patients was that BRAF ordering is appropriate but must be ordered by the physician for testing to occur. This test is being appropriately ordered in all cases with 100% review in 2013.
- The Clinical goal was to monitor the use of oncology specific PPE use for chemotherapy. An audit was performed quarterly on associate compliance and was found to be 100% compliant in both areas of the inpatient unit and infusion center for chemotherapy administration.
- The programmatic goal was to add certification of oncology patient rehabilitation to the existing oncology program. The STAR Rehabilitation Program, a nationally recognized program, was implemented. UHC became the only WV hospital to have certification in oncology rehabilitation.
- No CP3R Quality Data was studied this year due to a high level of success in these measures and continued prospective review of all cases that appear to not meet the criteria.

## Year End Performance Improvement Summary Continued

Additional accomplishments within the cancer program during 2013 include:

- Refinement of the use of the psychosocial distress screening in oncology care areas with appropriate referrals.
- Greater understanding of all healthcare professionals within and outside of UHC on Breast Health Navigation services
- Pastoral services are more visible in the cancer center.
- Successful completion of all community offerings including presence in all requested community groups/events.
- Successful Walk for the Cause program at UHC to benefit the ACS Relay for Life.
- Reduction in the number of unscheduled patients for the infusion center through collaboration with physician offices.
- Home Care/Hospice quarterly focus on cancer care education for the patients outside the walls of UHC.
- Development and initiation of a community based fund raising group as a committee of United Health Foundation who provide grants to assist patients with needs following the diagnosis of cancer.
- The development of a survivorship garden outside of the Highland cancer center through a Keep America Beautiful Grant for patient gatherings with friends and family and a place of reflection.
- Enhanced dietary intervention for consults regarding nutrition after the diagnosis of cancer.
- A collaborative effort to provide consistent chaplaincy services for hospice patients.
- People's Hospice achieved a Level IV designation of the national "We Honor Veteran's Program" to meet the unique needs of a veteran's end of life care.
- NCDB data submitted error free from the UHC Cancer Registrar.
- Raised AJCC Clinical Staging documentation compliance to more than 80%.
- Hosted the WV Cancer Registry Association meeting for the state with positive feedback from participants.
- Cancer program enhanced through diagnostic services to now provide a Lung Cancer Screening CT program with patient education and follow up.
- ACS Cancer Resource Center remains in place in the UHC cancer center.

Efforts through work within the cancer center and with the community continue to focus on reducing barriers to cancer care for the communities that UHC serves.

## Preview of 2013 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
  - 17 participants average per meeting
- January–February–March, May–July, September–November 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.
  - 16 participants total for 2013
- January 2013: Four-part series

  Fresh Start Program: A four-part series for tobacco cessation
  - No participants in 2013
- March 15, 2013

Men's Cancer Awareness and Screening Day

- 39 men attended, PSA drawn and examined
- All screening participants were given a copy of their exam on day of screening
- All screening participants were mailed a copy of their exam, encouraged to follow all recommendations, and advised that the PSA results had been 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 appointment to discuss what the results of the exam and PSA mean to them. Physician and participant letter in packet
- Screening Survey: 34 surveys were returned
- 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. Dr. Lucas Wiegand was available in the education room for questions and support.
- April 16, 2013

Oral, Head and Neck Cancer Screening

25 participants attended

- All screening participants are given a copy of their exam on day of screening
- All screening participants were mailed a copy of their exam and encouraged to follow all recommendations.
- Screening Survey: 25 surveys were returned
- Typical symptoms of head and neck cancer were reviewed. Educational
  materials about early detection and prevention were given to participants.
  Wellness education includes tobacco cessation and good nutrition.
  Information on skin health and dangers of sun and tanning beds was
  provided. Informed participants of upcoming Skin Screening and provided
  phone number to register.

# Preview of 2013 Screening and Prevention Activities and Other Community Programs Continued

### April 24, 2013

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; includes tour of UHC's Infusion Center and the Radiation Oncology Department. A Behavioral Therapist will be available to discuss the child's feelings 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 2013 program schedule, flyers in UHC mailboxes, placed in cancer center waiting room.

• No participants in 2013

### May 17, 2013

*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.

- 61 participants were screened
- 40 were advised annual screening
- 21 were referred to follow
- 8 were referred for biopsy for (2) dysplastic nevi, (3) possible basal cell, (3) moles
- All screening participants are given a copy of their exam on day of screening
- Educational materials about early detection and prevention were given to participants. Information on skin health and dangers of sun and tanning beds was provided.

### September 12, 2013

Harrison Power Station Health Fair: Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of self breast examination, sharing of the Cancer Center Resource Directory and Program Schedule and flyers announcing the October 18, 2013 Women's Cancer Awareness and Screening. The Health Fair was attended by all Harrison Power Station employees, their families and retirees.

### October 18, 2013

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; educational materials about early detection and prevention were given to participants.

47 participants were screened

### November 6, 2013

Bone Marrow Drive

• 30 participants

### November 10, 2013

*Celebration of Life*: Cancer Survivorship Program – Bridgeport Conference Center

• 200 attendees

### December 11, 2013

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

- Cancer prevention and early detection
- Nutrition, healthy snacks and recipe cards
- Looking your best for the holidays
- Staying active

## Preview of 2013 Screening and Prevention Activities and Other Community Programs Continued

### Other Offerings

- Bereavement Support Group offered weekly through People's Hospice
- Getting Through the Holidays grief workshop offered annually through People's Hospice
- 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
- Outreach newsletters: *Housecalls, We Hear You* and *Voyager* A newsletter provided to patients and visitors to the cancer center to provide new information and opportunities
- Cancer trial information and enrollment opportunities



## 2013 Site Distribution

Site N	Number of Cases
Lip	2
Base of Tongue	5
Other and Unspecified Parts of Tongue	
Floor of Mouth	
Palate	1
Other and Unspecified Parts of Mouth	1
Parotid Gland	
Other and Unspecified Major Salivary Glands	1
Tonsil	
Oropharynx	
Nasopharynx	
Pyriform Sinus	
Hypopharynx	
Esophagus	
Stomach	
Small Intestine	
Colon	
Rectosigmoid Junction	
Rectum	
Anus and Anal Canal	
Liver and Intrahepatic Bile Duct	
Gallbladder	
Other and Unspecified Parts of Biliary Tract	
Pancreas	
Accessory Sinuses	
Larynx	
Bronchus and Lung	
Thymus	
Bones, Joints, and Articular Cartilage of Other and Unspecified Sites	
Hematopoietic and Reticuloendothelial System	
Skin	
Connective, Subcutaneous, and Other Soft Tissues	
Breast	103
Vagina	
Cervix Uteri	
Corpus Uteri	
Uterus, Not Otherwise Specified	
Ovary	
Penis	
Prostate Gland	
Testis	
Kidney	
Renal Pelvis	
Ureter	
Bladder	
Other and Unspecified Urinary Organs	
Meninges Brain	
Spinal Cord, Cranial Nerves, and Other Parts of Central Nervous Sys	
Spinal Cord, Cranial Nerves, and Other Parts of Central Nervous Sys Thyroid Gland	
Lymph Nodes	
Unknown Primary Site	15
IIIIai	1.1.



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