

Cancer Center News

2018 ANNUAL REPORT



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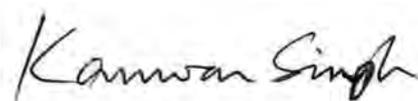
Letter from the Director

As we continue to deliver on our commitment to provide university level care, close to home, Mercy UC Davis Cancer Center experienced sustained growth and success in the last 12 months. I am extremely pleased to present our annual summary that highlights our accomplishments over the course of 2018, as well as provides a guide on the wealth of resources and supportive services we have to offer our patients and families.

In 2018, our Cancer Center saw a 4% increase in patient referrals over last year. We continue to meet our patient experience and quality goals, as well as expand on other services, such as coordinating tele-genetics risk assessment services, success with our Smoking Cessation Program, initiation of a low dose CT lung screening program, revamping our support group sessions with enhanced education from Nutritional and Physical Therapy Services, and launching our first annual Oncology Symposium!

Most significantly, our oncology program obtained American College of Surgeons' Commission on Cancer accreditation—the gold standard in cancer care. Learn more about this on page 5.

All of this is made possible thanks to the dedication and commitment of our entire team, comprised of our board-certified physicians, chemotherapy certified nurses, and our nationally certified radiation therapists as every member of the cancer care team works closely together to ensure you and your family receives the best possible care.



Kanwar Singh
Director of the Mercy UC Davis Cancer Center





Quality Improvement (QI)

Parminder Sidhu, M.D.
Chairman, Mercy Medical Center Cancer Committee

In 2018, we continued to meet our goals related to access, timeliness, and multi-disciplinary consultative cancer conferences; we also made significant strides on a key initiative – decreasing preventable inpatient admissions.

The Mercy Medical Center Cancer Committee is our multi-disciplinary approach to decision making to elevate the quality of cancer care in our community. The Cancer Committee is comprised of a range of physician and clinical specialties including: Medical Oncology, Radiation Oncology, Surgery, Radiology, Pathology, Pharmacy, Nursing, Clinical Research, and Quality. In addition, Cancer Registry, Community Outreach, and Social Services also attend. The group meets at least quarterly to ensure cancer program elements are functioning as required by the American College of Surgeons Commission on Cancer.

Here are some key elements and goals of the committee:

- Consultative Cancer Conference** - To facilitate a multidisciplinary approach to cancer diagnosis, staging, and treatment, Cancer committee coordinates a monthly educational cancer conference that involves surgeons, medical oncologists, radiation oncologists, pathologists, radiologists, clinical research staff, nurses, and ancillary support staff to offer patients the best and most current therapy by sharing information and ideas in a strictly confidential manner. In the past 12 months, Cancer Committee has held 12 Cancer Conferences, where over 60 cases were discussed/presented, with several discussed for eligibility for a clinical trial.
- Cancer Registry** - Our cancer registry allows us to meet several data reporting requirements, and such data allows us to be able to review and identify best practices in terms of cancer prevention, detection, as well as treatment effectiveness.

Below is a summary of our QI initiatives as well as some specifics on our latest QI project:

Patient Experience	
Patient Satisfaction (percentile)	Goal - 60% YTD - 78%
Patient Access	
Referral to consult days (less is better)	Goal - 14 YTD - 10
Inpatient admission to time of radiation oncology consult days (less is better)	Goal - 4 YTD - 2.8
Average patient wait for start of infusion appointment in minutes (less is better)	Goal - 15 YTD - 8
Percentage of days that average daily wait time (for start of infusion appointment) is under 15 minutes	Goal - 75% YTD - 81%
Education	
Percentage of patients being provided formal education	Goal - 30% YTD - 42%
Quality	
Percentage of preventable inpatient admissions (less is better)	Goal - 12% YTD - 6%



Merced City Firefighter's presenting the check from their 2018 breast cancer t-shirt fundraiser

Opportunity Identified: To decrease avoidable hospital emergency department visits and inpatient admissions. Avoidable admissions are those patients admitted with one of the following diagnosis: anemia, dehydration, diarrhea, emesis, fever, nausea, neutropenia, pain, pneumonia, or sepsis.

Changes Made: Consistent and comprehensive education to patients that details how and when to contact the on call physician after business hours, what symptoms could wait until the next business day, and what symptoms would warrant an immediate intervention requiring the patient to report to the emergency department or activating emergency medical services. In addition, our patients that are high risk for requiring a blood transfusion now have their labs drawn earlier in the week so that transfusions can be accommodated outpatient rather than requiring them to be sent to the emergency room or admitted to the hospital.

Progress Made: The baseline provided by Medicare was 25% of our patients admitted with a preventable diagnosis. We expanded our project to include every patient who receives chemotherapy regardless of their insurance coverage. Our goal was set at 12.9% as that is the observed rate in the nation as reported by Medicare. For calendar year 2018, we have made significant strides. We report that only 6% of our patients have utilized the emergency room and required an admission with a preventable diagnosis in 2018.

What's new?



Complimentary Valet Service

While Mercy has always offered help to patients once inside, their only option previously was to park and make their way to the entrance.

Now, care begins curbside with valets.

Cancer Center Valet Parking Hours

Monday - Friday
8 A.M. - 5 P.M.

Achieving the gold standard in cancer care

The Commission on Cancer (CoC) - a division of the American College of Surgeons - challenges cancer programs to enhance the care they provide by addressing patient-centered needs and measuring the quality of the care they deliver against national standards. The Mercy UC Davis Cancer Center accepted that challenge and our oncology program officially received this accreditation on December 13, 2018! The CoC accreditation affirms our dedication to providing our community with patient centered cancer care. It means that our patients are receiving the most

up-to-date, comprehensive cancer care. This accreditation ensures that these key elements of quality cancer care are provided to each person treated within our cancer program:

- Comprehensive, patient-centered care through a multidisciplinary team approach
- Access to information on clinical trials and new treatment options
- Ongoing monitoring of care and lifelong patient follow-up
- Psycho-social support and survivorship care
- Continuous quality improvements in patient care



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS

Cancer Center support and services

In order to enhance community access to quality oncology care, as well as increase the health and wellness of our community, our program focuses on support services, prevention, screening, early detection, and community education.

Through outreach activities the program enhances prevention strategies with the intent to minimize the number of people diagnosed with cancers. Through awareness programs information is disseminated about the importance of leading a healthy lifestyle as well as offering literature about the importance of cancer screenings. In addition, support services are offered to meet the psychosocial needs of oncology patients in our community.

Prevention and Screening

- **Risk Assessment:** The Mercy UC Davis Cancer Center has partnered with the Dignity Health Cancer Institute of Greater Sacramento to provide genetic counseling services via teleconferencing software. We started coordinating this service in November 2018.
- **Smoking Cessation:** Our Community Needs Assessment indicated lung cancer as a leading cause of cancer deaths in Merced County. Since smoking has a significant correlation with developing lung cancer, we started offering Smoking Cessation courses on-site in 2017, and continued to offer the class on a quarterly basis ever since. Of those who have completed the course, 25% have successfully quit and

50% have reported significant decrease in use. We also participate regularly in the Merced County Tobacco Control Program's meetings and activities and we have submitted a letter in support of the American Cancer Society's Cancer Action Network request for a California Department of Public Health grant to further provide education and awareness on tobacco related disparities in Merced County.

• **Low Dose CT Lung Cancer Screening Services**

- The low dose CT (LDCT) cancer screening went live in November. The goal of the LDCT is to identify cancer at an early stage so that it can be successfully treated. Earlier diagnosis means better outcomes. This screening is for those adults in the community that have a history of heavy smoking, currently smoke or have quit in the last 15 years, and are between 55 and 80 years old.

Supportive Services and Patient Navigation

- **Psychosocial Distress Screening:** Our cancer center utilizes a self-administered distress screening tool in which our patients rate their distress levels on a scale of 1-10. The tool is given directly to the physician who reviews it with the patient and refers those patients who need further assistance or support to the in-house social worker. In 2018, a total of 399 patients were screened for distress. Of those 399 patients, approximately 21% were formally referred to consult with the social worker in order to help navigate issues related to mental/emotional support, transportation, financial/disability, home care needs, insurance issues, etc. Patients do not require a distress screening tool in order to see the social worker. Patients can be referred by any of the cancer center staff, they can call the front desk to make an appointment and walk in appointments are also welcome. Over the

course of the past year, our social worker made 599 total contacts with 224 unique, individual patients to continue to address psychosocial and community resource needs.

- **Patient Transportation Assistance Program:** with funding from the Foundation, the cancer center was able to provide a total of \$512.50 in transportation assistance in the form of gas cards and bus tokens to 17 patients.
- The cancer center continues to work toward insuring that patients are enabled to be compliant with care even when they have to leave the area to do so. Patients who require treatment or consultation at facilities outside the area are encouraged to meet with the social worker to review available lodging resources. The American Cancer Society has been helpful in providing lodging resources near Stanford, UC Davis, and UCSF as needed.

Community News

- ***Celebrate A Life*** – Guests enjoy the opportunity to pause, remember, and honor friends and family with a beautiful reflection ceremony, followed by a short, candlelit procession from Mercy UC Davis Cancer Center to the main entrance of Mercy Medical Center. The 2018 *Celebrate a Life* donations came in at \$16,825.
- ***Merced City Firefighter T-shirt*** - Fundraiser for Breast Cancer Awareness month (Month of October). Proceeds benefit Mercy UC Davis Cancer Center. Their 2018 t-shirt sales totalled \$23,647.
- ***Relay for Life*** - Mercy Medical Center was the presenting sponsor for Merced’s Relay for Life event in April and also had a team representing the cancer center.

Community Outreach and Education

Over 100 people attended the programs offered below:

- We continue offering Monthly Cancer Support Group facilitated through Social Services, as an opportunity for cancer patients, survivors, and support persons/caregivers to have a dedicated time and place where they can find companionship amongst one another while receiving psychosocial group support as well as education and demonstrations from rehabilitation services, dietary services, and spiritual services. We are excited to share



Celebrate a Life 2018



El Capitan High School Choir at *Celebrate a Life*

Programmatic Activity

Last 12 months

NP Consults	486
Follow-ups	3975
Hours of Infusion Delivered	4124
Radiation Treatments	2520

(CONTINUED FROM PAGE 7)

that this group is also offered in Spanish.

- We continue to collaborate with the American Cancer Society and regularly review our Collaborative Action Plan with them to offer a variety of programs such as:
 - Look Good Feel Better (LGFB)- A free workshop that teaches beauty techniques to female cancer patients to help them combat appearance-related side effects of treatment.
 - Wig Bank- Per the CAP, ACS provides cranial prosthesis, head coverings, and discounted mastectomy patient support aids through Tender Loving Care catalog.
- First annual Oncology Symposium- On June 15, 2018 Mercy Cancer Center held its first Cancer Symposium featuring speakers representing different paths in cancer care. The topics discussed with patients, doctors, and Mercy Medical Center’s staff ranged from cancer care through the lens of a family, to the necessity and value of social services and coordination of care to provide effective care, to CMEs related to immunotherapy and bladder cancer, and a discussion around the importance of investigational care (i.e. clinical trials). The symposium brought better awareness of cancer care available locally and education about evolving cancer care and treatment.

Meet our team



Brittany Cotta, MSW

Born and raised in the Central Valley, Brittany graduated from CSU Stanislaus with a Bachelors degree in Communication Studies and Minor in Journalism in 2006. In 2009, she then graduated with a Masters Degree in Social Work from CSU Stanislaus.

The entirety of Cotta’s career has been in medical social work, where she has worked with various hospitals and hospice. As a member of the Association of Oncology Social Workers, Brittany is passionate about providing our oncology patients and their loved ones with the right tools to help them manage their journey through cancer.

Stress Management Financial Assistance
Coping Strategies Counseling Advocacy
Transportation **ONCOLOGY** Living Wills
 SOCIAL WORKER
Support Group Hospice Care
Hope Communication Educational Information
Home Health Services