

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, June 2, 2009**

Present: Michael Donnelly, Mike Ellis, Melinda Finn, George Kimmich, Lynn Levandowski, Catherine Lyons, RN; Carol Matthews, Carol Mullin, Mary Beth Pelkey, Jodie Phaneuf, Carol Reed, Carol Riccardi, Donna Rodgers, Tom Sciolino, Donna Sweeney, Catherine Thomas, MSW; Shirley Thomson, Dave Vigen, Karen Humbert (Development), Kim Ziegler (Development)

Absent: Dan Altamura, Mark Kokanovich, Patti Murray, Susan Vanderstricht, Leslie White, Georgiana Zicari, Laurie Stone

Meeting Minutes Taken By: Amy Baker

Approval of Minutes from March 3, 2009 (D. Vigen)

- o All PFAC members approved the May 5th meeting minutes with no changes.

Announcements/ Updates (D. Vigen)

- o There were guests from the Canton Potsdam Hospital visiting and attending our PFAC meeting today. They are here to observe and learn about our Cancer Center, Volunteer Program and Infusion Center.

Cancer Center Updates

Operations/ Patient Care (C. Lyons)-

- o As many are aware, Dr. Brad Berk is hospitalized here in the Burn Trauma Unit with a spinal fracture from his bicycle injury. Dr. Paul Maurer operated on Dr. Berk and stabilized the fracture. Dr. Berk is showing more movement in his extremities; however, it will take weeks to months to reveal the extent of his injuries. We are all praying for Dr. Berk and his family during this difficult time that he makes a full and speedy recovery. There is a website that you can check for updates on his condition at <http://www.urmc.rochester.edu/berk/>.

Patient Satisfaction (C. Lyons) -

- o As of today, overall score for oncology is 89.4. Moving from 4's to 5's for patient satisfaction is the hardest challenge that we face. We would like everyone to score us 5's.
- o Our biggest challenge right now is the Breast Center. We are having a staff retreat at the end of the month to address issues and come up with improvements. The issue is that although we have enough staff, we do not have enough physicians. We are currently actively recruiting.

American College of Surgeons Accreditation (C. Lyons) –

- The American College of Surgeons Commission on Cancer is a professional organization largely driven by surgeons. Our accreditation with the American College of Surgeons lapsed and it has taken 3 years to get back in good standing for our upcoming site visit in 2 weeks. By obtaining accreditation, we will receive recognition by national health care organizations having established performance measures. We will be able to participate in national studies to address inpatient cancer problems. Accreditation must be renewed every 3 years.
- Our current status with the ACOS is that we have established a Cancer Committee and looked at multidisciplinary conferences, as well as added staging and guidelines in 2009. We have met and are compliant with the guidelines. The College of American Pathologists (CAP) must contain certain elements in each pathology report, and we are compliant for the top 6 sites in 2008. Clinical trials have 683 patients accrued to protocol and a 26.4% accrual rate. Professional education is compliant.
- Leslie White helped put together the cancer registry annual report on the JPWCC website: <http://www.urmc.rochester.edu/cancer-center/about-us/annual-registry-report.cfm>

Volunteer Report (C. Thomas) –

- There are a couple of volunteers that will be out until the end of June. A few are out having surgery. Fred had an accident and will be out until the end of June recovering.
- A 17 year cancer survivor will be coming in to train for a rounder position. We have 3 applicants for PFAC currently.
- Training for students will begin June 30th. The Summer of Opportunity through the City of Rochester has 2 candidates that will start on the 22nd. They will do 20 hours paid through the City of Rochester. We will be taking 1-2 students to help them learn and teach them life skills.
- The calendar of events that was created by Donna Rodgers is being revised until we find a format that suits our needs.
- A young adult support group for people ages 40 and under will be up and running at the end of July.
- Rounders are extremely beneficial to patients. The Ambassador Program still has some work to be done. We are trying to be more interactive in that regard.

Public Relations- no updates since our last meeting.

Marketing Initiatives (J. Phaneuf) –

- Friday, June 5th is the Relay for Life event. This is an uplifting, emotional event held in Spencerport. A table was set up from 5-8 pm and PFAC members were encouraged to stop by.
- The Rhinos soccer team will have their last home game on September 18th. They have agreed to sponsor the Cancer Center and their last home game will be dedicated to cancer awareness. Players will be wearing pink jerseys and the focus will be on breast cancer, as well as other types of cancers. People will be able to sign up for screenings and there will be face painting, etc.

- An ad will be coming out in the Rochester Business Journal for the James P. Wilmot Cancer Center later this month.

Patient Education Task Force (C. Lyons) –

- Michael Donnelly will be joining the task force. Carol Mullin is joining the radiation subcommittee. A video or pilot on the class will be coming in the near future. We are going to look at developing video presentations and ask the PFAC members to critique it.

Issues for Open Discussion/ Action (C. Lyons)

Integration of inpatients-

- We would like to discuss the possibility of expanding the Ambassador Program to a Visiting Program with patient permission. This discussion will pick up at our September PFAC meeting so that we can give some thought as to how to go about doing this. Mary Berk has developed a program for visiting patients who are alone in the hospital. We may be able to develop something similar.

Update: Changes to Infusion Center Snacks (C. Thomas)

- The kickoff for changes to Infusion Center snacks began June 1st. Patients expressed satisfaction and positive feedback. A printout of the West Winds menu is available as well as on-line ordering. Catherine Thomas met with volunteers and got buttons that read “it’s time to start eating healthy” to start the snack change kickoff.

Recruitment- New PFAC Members (D. Vigen)

- There are 3 members that will be rotating off of the PFAC Council. Joan Mondello has resigned. Sue Vanderstricht, Michael Donnelly, Lynn Levandowski and Carol Matthews will become emeritus members. If you know of any possible recruits, please let Catherine Thomas, Catherine Lyons, Mark Kokanovich or Dave Vigen know.

Next Meeting:

- ****Please note that there will NOT be any PFAC meetings in the summer months of July and August.****
- **The next PFAC meeting will be held on Tuesday, September 8, 2009 in the Cancer Center Conference Room # 2-0727 from 1:30-3:30 pm. Please note that this meeting has been moved due to the Labor Day holiday.**