

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, March 3, 2009**

Present: Mike Ellis, George Kimmich, Mark Kokanovich, Lynn Levandowski, Catherine Lyons, RN; Mary Beth Pelkey, Jodie Phaneuf, Carol Riccardi, Donna Rodgers, Catherine Thomas, MSW; Michelle Haller, RN

Absent: Dan Altamura, Michael Donnelly, Melinda Finn, Carol Matthews, Joan Mondello, Carol Mullin, Patti Murray, RN; Carol Reed, Tom Sciolino, Donna Sweeney, Shirley Thomson, Susan Vanderstricht, Dave Vigren, Leslie White, Georgiana Zicari

Guests: Ken Moore- President, Vietnam Veterans Association; Marianne Leahy, Kim Ziegler (Development), Karen Humbert (Development)

Meeting Minutes Taken By: Amy Baker

Approval of PFAC meeting minutes from February meeting (M. Kokanovich):

- o All PFAC members approved the PFAC minutes from February with no changes.

Announcements/Updates (M. Kokanovich)

- o Georgiana Zicari was unable to attend today's meeting due to work commitments and is keeping in touch via phone and e-mail. She was proud to pass along the message to PFAC members that the Valentine's Day happy hour was very successful! It went better than last year with a total of \$2200.00 earned. Georgiana's wish is to apply the money earned towards the patient education effort. Special thanks was given to recognize the hard work of Hazel Pugh, who put together wonderful gift baskets for the Valentine's Day event.
- o Melinda Finn has been ill, but is very interested in continuing her participation for PFAC. She has been very involved in the efforts of the PFAC and we are all grateful to her in that regard. Tom Sciolino has been hospitalized for surgery, but is doing well. He is in great spirits and PFAC members are encouraged to check his Caring Bridge website for further updates and to see his progress. Carol Reed broke her wrist but is also very involved and committed to the PFAC. Everyone wishes them well and hope for speedy recoveries!
- o Catherine Lyons welcomed Michelle Haller to the PFAC meeting today. Michelle is the outpatient nurse manager in the Cancer Center and attended the meeting today in place of Patti Murray, who was unable to be here.
- o Catherine Lyons was pleased to announce that the golf cart has been ordered and the Vietnam Vets will be attending today's meeting to present a \$6,000.00 check for the cart.
- o We would like to have shuttles to transport patients from the ramp garage to the ground and first floors.
- o Catherine Lyons discussed the fiscal fitness website that is in place to update everyone on our economic status. This website has been designed to help make people aware of the initiatives to trim expenses and enhance revenue during these difficult times.
- o Endowments have decreased substantially at the University. There is a forecast of a significant cut in GME funding (medical education). In addition to turning down the heat in the hospital and turning off lights, there have also been selective forced reductions (i.e. - eliminating vacancies and staff positions). Wage and Salary increases may not happen this year for selected pay levels. Steps have been taken to lower thresholds for blood transfusions as well as looking at therapeutic substitutions for some pharmaceuticals.

However, the cost cutting efforts in the hospital will not sacrifice the quality and safety of our patients.

- The PRISM patient tower project has been put on hold indefinitely.

Cancer Center Updates

Operations/Patient Care (C. Lyons)

- Catherine Lyons updated the PFAC members on the most current patient satisfaction scores. We have been seeing some increases in areas that have been problems in the past. Our goal is to have all areas over 90% consistently. We will be moving forward with the electronic medical record system, which is very exciting. This new system will cost approximately \$44 million over a period of 4 years. This system will change the way we document and deliver patient care.
- The American College of Surgeons site visit will take place in June. We are putting the final touches on our application and have submitted 3 dates for the survey.

Volunteer Report (C. Thomas)

- Catherine Thomas noted that we are continuing to recruit volunteers for the Cancer Center.
- We have ordered our new golf cart and are very excited to be able to transport patients throughout the Cancer Center. An e-mail was also sent out on behalf of Catherine Thomas asking for volunteers to drive the golf cart. If you have four hours a week or more that you would be willing to commit to driving the golf cart from the Parking Garage throughout the Cancer Center and the first floor, please let Catherine know. The driver would be responsible for making continuous trips to and from the garage. We are currently in need of volunteer drivers for all days except Tuesday afternoons at this point. The hours for the Golf Cart operation will be 8:00 am until 1:00 pm and 1:00 pm until 5:00pm Monday through Friday. Please share with friends that may be interested. Training will be provided. Please contact **Catherine Thomas at (585)-273-3895 or e-mail her at: catherine.thomas@urmc.rochester.edu** if you are interested.
- Catherine Thomas met with Carmen Signorino regarding the Patient Family Resource Room. They went through a list of what has been accomplished and what still needs to be done. An event calendar for each month has been put together to be distributed to anyone who is interested. The calendar is valuable to patients to let them know of standard events taking place in the Cancer Center. Catherine & Carmen also discussed food (how to make it more appealing as well as healthy) and meditation/relaxation.
- Catherine has been working on different subjects such as "what makes a PFAC person a good representative?" and is also looking into doing something during the lunch hour in the library to navigate the internet and research different topics.
- A leukemia and lymphoma support group is also in the process of being put together.

Special Guest Presentation: Ken Moore, Vietnam Veterans Association

- Marianne Leahy from the Development Office was pleased to present Ken Moore, President of the Vietnam Veterans Association. Ken noted that there are 450 Vietnam members in the Rochester area. Vietnam vets are at 25% higher risk for cancer than the general population. They are the largest chapter in Rochester that support community organizations. Ken Moore has met with Dr. Fisher this week as well to find out what else the Vietnam Veterans can do for the Cancer Center.
- Ken Moore presented a check to the PFAC members for our new golf cart in the amount of \$6,500.00, and we are very grateful to him for all of his efforts as well as everyone at the Vietnam Veterans Association.

Marketing Initiatives (J. Phaneuf)

- The Relay for Life event will take place June 5th-6th in Spencerport. There will be a vendor table display and Jodie encouraged everyone to help support this event. She suggested building a community team to help out. The cost is \$10 per person to register and will be held at Spencerport High School.
- The Survivors Event for Breast Cancer will be held on April 30th at Helen Wood Hall from 5:30-7:30 pm. It is expected to have 200 + people at this event.
- Another event called Making Strides Against Breast Cancer will be held on October 4th at Frontier Field. This is a walking event sponsored by the American Cancer Society. We will have water stations at the event and would also like to build a community team for this event as well.

Issues for Open Discussion/Action

Patient Education Task Force (C. Lyons)

- Lori Stone asked Catherine Lyons to relay the message to PFAC members that the established subcommittees for the Patient Education Task Force have all met with the exception of one subcommittee (Radiation) that was scheduled to meet on March 4th. The subcommittees are looking at activities for patient education.
- Rounders are using questionnaires to ask how patients feel and the type of education they have been provided, as well as getting their feedback/recommendations. Shannon and Lori will review and report the results to PFAC members at our next meeting in May.
- The Patient Education Task Force is looking at what is being done currently in regards to patient education and what we can put on our website. They are also looking into items that can be included on our closed circuit TV system. This will be a very long process, as a lot is involved with each subcommittee and researching the needs of each area.

Integration of Inpatients: Further Discussion (C. Lyons)

- We are looking into a visitation program, which has been in discussion, where it may be possible to send PFAC members to the floors if patients are willing to be visited. Further discussion on this topic will take place at our next meeting in May.

Next Meeting:

- Please note that there will be **NO MEETING IN APRIL**. Our next meeting will be held on Tuesday, May 5th.