

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, May 5, 2009**

Present: Dan Altamura, Michael Donnelly, Mike Ellis, George Kimmich, Mark Kokanovich, Lynn Levandowski, Catherine Lyons, RN; Patti Murray, RN; Mary Beth Pelkey, Jodie Phaneuf, Carol Reed, Carol Riccardi, Donna Rodgers, Tom Sciolino, Catherine Thomas, MSW; Shirley Thomson, Leslie White, Georgiana Zicari, Laurie Stone

Absent: Melinda Finn, Carol Matthews, Joan Mondello, Carol Mullin, Donna Sweeney, Susan Vanderstricht, Dave Vigren

Guest: Joanna Lipp, Registered Dietician

Meeting Minutes Taken By: Amy Baker

Approval of minutes from March 3, 2009 (M. Kokanovich)

- o All PFAC members approved the March 3rd meeting minutes with no changes.

Announcements/Updates (M. Kokanovich)

- o There is a wonderful touching article in the current issue of the Dialogue newsletter featuring Shirley Thomson and her longtime friend, Marj Cavanaugh.
- o Our new golf cart has arrived and is stationed in the main lobby of the Cancer Center. The cart will be run in a continuous loop with 10 minute intervals (at most) between each destination. Drivers will carry pagers with them if they are needed. We are very appreciative to the Vietnam Veterans for this wonderful donation.
- o Catherine Thomas was happy to announce that volunteers have been recruited and are currently being trained.

Cancer Center Updates

- o **Operations/Patient Care (C. Lyons) - Our** Cancer Center has now been opened for one year! It was last year at this time we were moving into the new building and getting everything up and running. There have been a few complaints regarding the Infusion Center bathrooms and a solution is being worked out in that regard.
- o **Recruitment-** We have two new medical oncologists that will be arriving as faculty members. Dr. Manoj Agarwal is specializing in thoracic lung cancer and arrived on May 1st. Dr. Aram Hezel will join our faculty as of August 1st.
- o We will be hiring two new additional radiation oncologists as well. Dr. D. Singh will join us full time and another radiation oncologist will split his time between Strong and Highland hospital.
- o We will be collaborating with Highland Hospital in the future, potentially opening some Hem Onc beds for patients.
- o **Saturday Infusion Center service-** A system is currently being piloted to see if there is a need or demand for services for infusions on Saturdays. Currently there is not a high demand for this service; however, the need will be addressed again.
- o **Patient satisfaction update-** Patient satisfaction scores are doing better. We are in good shape in terms of durability with >90% satisfaction rate in April-May overall. The wait time in the chemo area is sometimes an issue; however, we are trying to get it down to the lowest and safest interval. The Breast Center had a patient satisfaction score of 85.5%. Radiation Oncology's overall score is >90% consistently. A few improvements; we have hired Lori Medina is the Nurse Practitioner in the Infusion Center for prompt evaluation of patients who may experience problems during treatment.

Volunteer Report (C. Thomas):

- There was a volunteer appreciation dinner held on April 16th. Approximately 17 volunteers attended. A donation of \$250 had been made to the volunteer program and was used for the dinner.
- There will be 20 high school students available this summer that will be available as volunteers. The City of Rochester Summer of Opportunity program takes students from their program to give them an opportunity to help out in the Cancer Center.
- Our book fund is being replenished every year. If anyone has any suggestions of books, please send to Catherine Thomas or Catherine Lyons for review for appropriateness and use.
- Special thanks was given to Donna Rodgers for putting the calendars together each month for the Patient and Family Resource Center. She has done a great job with this and everyone is appreciative.
- A suggestion was made to cross train inpatient volunteers to serve on more than one unit.

Public Relations (L. White):

- The next issue of the Dialogue newsletter will be coming out in July. The focus for this newsletter will include the GI program, recruits and available technology. Also included will be the CCOP research base, which focuses on studying ways to minimize effects of cancer care and cancer control.
- Leslie White is working with the Democrat and Chronicle on an article about a school counselor at Geneseo who is graduating from Finger Lakes Community College. She graduated in 4 semesters and is an inspiration to many.
- This year's Discovery Ball was a wonderful evening and a success. Around 850 people attended and more than \$1 million was raised at this event. The focus was on survivors, and Jen Miller was this year's honoree.
- Catherine Lyons thanked Leslie White and gave her credit for putting together an annual report for the American College of Surgeons for the upcoming survey. Leslie did a wonderful job and will bring the report to our next meeting to share with PFAC members.

Marketing Initiatives (J. Phaneuf):

- The Breast Cancer Survivorship event was held on April 30th and approximately 62 people attended. It was a great experience and was a beautiful event. Jodie suggested thinking of ways to make this event bigger next year.
- Jodie is working with the lymphoma team to help recruit participants in the clinical trials program.

Issues for open discussion/action**Patient Education/Task Force (L. Stone):**

- The steering committee is looking at inpatient/outpatient groups to see how education is being presented currently. A random survey was done to find out how people feel about education. This is interpreted loosely for the time being as ideas and options are being explored. Some of the choices on the survey included whether patients prefer to read booklets, talk to a healthcare team, use of the internet or videos for education. The majority of people prefer to talk with a healthcare team and the least amount of people that took the survey preferred the use of videos for education.
- A pilot will be done through Radiation/Oncology for a video/class for basic education. It will be determined what days will be best to do a quick tour. Education will be very basic to help reduce anxiety going into the Infusion Center. A suggestion was that it would be helpful to have a video made for understanding blood counts. A class is currently being held in the Patient and Family Resource Center that can be made into a video.
- If anyone is interested in participating further with the Patient Education/Task Force, please contact Laurie Stone or Sue Vanderstricht.

New Issue: Proposed Changes to Infusion Center Snacks (C. Thomas/J. Lipp, RD)

- Joanna Lipp and Catherine Thomas presented a proposal to PFAC members regarding changes to the Infusion Center snacks. This proposal is for people to see and give feedback before it is implemented. The target timeframe to begin the proposed changes will be June 1st.

- When snacks were first started in the Infusion Center, juice, crackers and Jell-O were served. Currently we are spending >\$50,000/yr in food and have added chips, pretzels, sandwiches, cookies, etc. This is a large expense and we are approximately 200% over budget. Patients, visitors and physicians have also commented on the poor quality of nutrition of food being served. Therefore a proposal has been drafted to make changes to include healthier choices for snacks.
- Diet can decrease the risk of certain types of cancers. The goal is to switch to mainly plant foods (75-100% of calories), whole foods (not processed), low-fat food, low calorie food, food containing more fiber and elimination or limitation of red meat, as well as elimination or minimization of alcohol.

Some problems that we currently have with our food offerings include:

- "Sandwiches"-- contains ~312 calories and 340 mg. of sodium
- Deli meat- high in sodium
- Cookies & chips- not good nutritional value; very high in sodium

Problems with ordering include:

- 312 requisitions- no par levels or standard orders. At times 1-2 weeks worth of food is ordered at a time.
- No process for delivery confirmation or reconciliation for non-delivery
- Problems with quality; quantity; not shelf stable

Problems with distribution include:

- Inconsistent in delivery
- Unlimited snacks offered throughout the day
- Multiple people call the kitchen for more food

Some solutions that are being proposed include the following:

- In general- replace cans of soda with 2 liter bottles of ginger ale only and offer 6 oz. servings
- Replace juices with sun cup juices (4 oz)
- Replace cookies with granola bars
- Replace sandwiches with pudding, fruits, etc.

Solutions for ordering:

- Create standard order to include brand name and product codes
- Consider ordering 2 times per week
- Proposed weekly orders- \$4875 per quarter, which would be a 50% reduction in costs, as well as offering more nutritional value.
- On-line ordering to Cafeteria- can put icon on nurse station and computers in Resource Center; people can use credit cards (cash can only be used in the cafeteria). Also menus can be made available.
- Additional offerings are also available at the West Winds Café.

Next steps:

- Talk to nursing, clerical staff and volunteers. Feedback is very important and your help is needed.
- Suggestion was if patients know ahead of time what food will be offered, they can have their choice to bring their own food with them if they choose to. Another suggestion was to provide patients with informational sheets making them aware of the upcoming changes.

Next Meeting:

The next PFAC meeting will be held on Tuesday, June 2nd from 1:30-3:30 pm in the Cancer Center Conference Room # 2-0727.