

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, September 8, 2009**

Present: Dan Altamura, Mary Pat Allen, Trish Bieck, Michael Donnelly, Gary Heusler, George Kimmich, Mark Kokonovich, Lynn Levandowski, Catherine Lyons, Carol Mullin, Mary Beth Pelkey, Jodie Phaneuf, Carol Reed, Donna Rodgers, Laurie Stone, Donna Sweeney, Catherine Thomas, Shirley Thomson, Susan Vanderstricht, Dave Vigren, Patricia Zampi, Georgiana Zicari

Absent: Mike Ellis, Melinda Finn, Tom Sciolino, Karen Humbert, Carol Matthews, Joan Mondello, Patti Murray, Carol Riccardi, Leslie White, Amy Baker

Meeting Minutes Taken By: Hazel Pugh and Catherine Lyons

Approval of Minutes from June 2, 2009 (M. Kokanovich):

Minutes approved as previously distributed.

Announcements/ Updates (Dave Vigren/ M. Kokanovich)

Mark and Dave welcomed our new members: Gary Heusler, Mary Pat Allen, Trish Bieck, Pat Zampi. We are still recruiting for 2 vacancies.

Cancer Center Updates

Operations/ Patient Care (C. Lyons)-

- a) Cathy reported on Dr. Berk's progress. We are looking forward to his return in the next few months.
- b) Cathy also announced that we received American College of Surgeons Accreditation with commendation for a 3 year period!
- c) Volume in the Cancer center has been increasing; we have had several new physician recruits in Radiation Oncology and Hem-Oncology.
- d) Cathy reviewed the Press Ganey data as of July 2009. We are doing better in the Breast Center; Radiation Oncology is consistently >90%; Hem Onc has had some persistent problems with telephone response. We are bringing in a consultant to see if there are some best practices that we should be implementing.

Volunteer Report (C. Thomas)-

Cathy Thomas reported that we had 20 students this past summer that had a great experience at the Cancer Center. We also had a student from a community program for At-risk youth. We are working with Project SEARCH at the Golisano Children's Hospital to provide training experience for students at BOCES/ARC with developmental disabilities. We will host 4 students for an academic year.

Public Relations- (L. White) - Leslie is on vacation

Marketing Initiatives (J. Phaneuf) - Jodie reports that she is working on Breast Health day on October 3rd. We are going to be using the Cancer Center for this conference. Jodie also reports that the Rochester Rhinos will be sponsoring the game on September 18th in support of Breast Cancer awareness. Please let Jodie know if you would like to volunteer.

Men's health day is going to be held this year on September 11 at the Hyatt. Featured speaker is Marv Levy.

Issues for Open Discussion/ Action

Patient Education Task Force (L. Stone/S. Vanderstricht):

a) Report from Subcommittees/ Video-slide show presentations

Laurie Stone reports on the subcommittee work to date, including:

- Radiation Oncology: the staff plans to start holding bi-monthly classes for new patients. Slide show reviewed by Sharon Pieper and Jessica Irwin with great reviews.
- Surgery: a pre-operative video has been produced and is on the Wilmot Cancer Website at <http://www.urmc.rochester.edu/cancer-center/patient-families/cancer-treatment/index.cfm> . Future plans include a post-operative video.
- Inpatient: Georgiana has worked with Suzette Scoby on 6-1400 to produce a slide presentation on I-131 treatment. This was presented to the group with good feedback and reviews.
- Outpatient Hem-Onc: is working on a presentation involving introduction to the Cancer Center, including information on community resources and support groups. To be presented at next meeting.

Mark and Dave acknowledged the wonderful work that this subcommittee has accomplished to date.

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

Changes to food selection took place on June 1, 2009 with minimal disruption. Cathy Lyons recognized Cathy Thomas and Joanna Lipp for their work in this regard, particularly the communication plan that ensured the success of the transition.

Discussion: Cancer Center Binder Proposal: deferred until next month

Recognition and thanks to our outgoing members:

Cathy acknowledged and thanked the Emeritus members who will be rotating off PFAC: Dan Altamura, Carol Riccardi and Donna Rodgers.

We recognized and thanked our members who are moving to emeritus status: Dave Vigen, Michael Donnelly, Susan Vanderstricht, Carol Matthews and Lynn Levandowski.

Co-chair: Mark reports that Georgiana Zicari has agreed to co-chair the Council.

Next Meeting:

****Our next PFAC meeting will be held on Tuesday, October 6, 2009 from 1:30-3:30 pm in the Cancer Center Conference Room # 2-0727****

Agenda items:

- 1) Outpatient Cancer Center slide presentation (Carmen)
- 2) Integrative Oncology Program (Carmen)
- 3) Discussion of Committee assignments

Respectfully,
Catherine Lyons