

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, October 7, 2008**

Present: Michael Donnelly, Mike Ellis, Melinda Finn, George Kimmich, Mark Kokanovich, Marianne Leahy (Development), Lynn Levandowski, Catherine Lyons, RN; Carol Matthews, Joan Mondello, Patti Murray, Jodie Phaneuf, Carol Reed, Dave Rodgers, Donna Rodgers, Thomas Sciolino, Donna Sweeney, Catherine Thomas, MSW; Shirley Thompson, Susan Vanderstricht, Dave Vigren, Leslie White, Georgiana Zicari

Absent: Dan Altamura, Mary Beth Pelkey, Carol Riccardi

Meeting Minutes Taken By: Amy Baker

Introduction of New PFAC Members

- Dave Vigren welcomed our new PFAC members to the group. New members include: Melinda Finn, George Kimmich, Donna Sweeney, Shirley Thompson and Catherine Thomas. Each new member introduced themselves to the group and discussed a little bit about themselves. We warmly welcome you all to our group!

Approval of Minutes from June 3, 2008 (D. Vigren/ M. Kokanovich)

- All PFAC members approved the meeting minutes from September 9, 2008 with one minor change. The spelling of Shirley's last name should be Thompson, which will be corrected.

Announcements/ Updates (D. Vigren/ M. Kokanovich)

- **Welcome- new Director of Cancer Center Volunteers and Patient and Family Resource Center: Catherine Thomas, MSW-** Catherine joined the PFAC group on her first day of work at the University of Rochester on October 7th. She has extensive human services background and will be Nancy Gaillard's replacement. We are excited to have Catherine join our team.

Cancer Center Updates

Operations/Patient Care & Update on Press Ganey survey results (C. Lyons) :

- Press Ganey surveys are patient satisfaction surveys that have been used over the course of the last 4 years for patients seen in Radiation/Oncology, Hematology/Oncology, the Infusion Center, and, more recently the Breast Center. Approximately 150-200 surveys are sent out per month and these results help us to keep track of how we are doing from a patient's perspective in their care and treatment. The survey questions have a 1-5 rating scale, measuring satisfaction in major areas such as personal issues, chemotherapy, radiation therapy, wait times and overall assessment.
- Our patient satisfaction scores were very consistent between October of 2007 to October of 2008 with an overall mean score of ~86% %, which is very good. Our goal is to get above 90% for an overall mean score. The Cancer Center currently has the one of the highest scores at Strong Memorial Hospital.
- Our peer group that also use the Press Ganey surveys include hospitals such as Memorial Sloan Kettering, Roswell Park, Rochester General, Lipson Cancer Center and Unity.
- One issue that we are currently seeing less than positive scores is reaching the office staff with ease on the telephone. The overall assessment was that the incoming telephone

call volume is very high and we need to address the way we manage incoming calls . Another area is wayfinding in the new facility. We also need to work on helping patients and families find their way around the facility whenever possible.

- Catherine Lyons will share information regarding patient satisfaction on a regular basis going forward to the PFAC members so that we can discuss possible ways to improve patient satisfaction results.

Public Relations (L. White):

- The fall issue of the Dialogue newsletter will be available the first part of November. It will have a refreshed look and will display a new branding campaign for the Cancer Center. We will be promoting the Blood and Marrow Transplant Center in this issue, and will also focus on the Lymphoma Program, which just received the SPORE grant. The GU program will also be addressed in future issues. The Dialogue newsletter is distributed to donors and physicians.

Marketing Initiatives (J. Phaneuf):

- Breast Health Day was held on Saturday, October 4th. The turnout was great with approximately 81 people, which is double what we had last year. The event was a success and many patients were asking to have their records transferred over to the Breast Center.
- The Alessi Health Fair will be at the Dome Center on October 16th if anyone is interested in attending.
- The Marketing Department is working on a print ad campaign for breast cancer health services.

Issues for Open Discussion/Action

PFAC guideline revisions for approval:

- Catherine Lyons distributed an updated draft of the PFAC guideline revisions. The following changes were proposed:
 - Page 5- committees or standing committees was changed to “task forces” so that people are encouraged but not obligated to participate.
 - Page 6- deleted the nominating committee
 - Page 7- Article VI- open for discussion
- It was decided that PFAC members will look over the guidelines and suggest any changes prior to our next PFAC meeting. The members will then take a vote at the next meeting in November to approve any changes for the final draft.

Patient Education Committee:

- The Patient Education Committee has been established as a method by which we take a look at the way we provide information and education to patients. The Committee will address issues to see if what we are doing is effective and what could be more effective. Susan Vanderstricht, Lori Stone, and Catherine Lyons will meet next week to discuss the size/composition of the committee and will give a report to the PFAC members at our next meeting.
- PFAC members had the following suggestions for this Committee:
 - More information available to patients so that they know what to expect after cancer diagnosis.
 - Find support from people who have gone through similar situations, but in a very controlled way.
 - Offer classes out of the Patient and Family Resource Center.

- Address different populations for support groups (i.e. - different age groups, diagnoses, gender, etc.).
- Mike Ellis will do an analysis of other support groups here and in the community, and will report back to the PFAC group.
- Current groups that meet in the library are posted on the Cancer Center website, as well as listed on the bulletin board as you walk into the Patient and Family Education Center.

Continuity of Care: presentation and discussion:

- A subcommittee had been formed a year ago to address questions about the process review and things that are important to the patient experience. Cathy provided an update to the group about how continuity and care coordination is handled in the Cancer Center. Her slides are attached to these minutes.

Integration of inpatients: further discussion::

It was recommended that this discussion occur at the next meeting

Follow up

- **Minutes from PFAC meetings: posting on WCC/PFAC webpage-** meeting minutes from PFAC meetings will now also be posted right on our Cancer Center website, as well as the Rounder's brochure.
- **Next meeting: November 4, 2008**