

**James P. Wilmot Cancer Center
Patient and Family Advisory Council
Tuesday, September 9, 2008**

Present: Dan Altamura, Mike Ellis, Mark Kokanovich, Lynn Levandowski, Catherine Lyons, RN; Joan Mondello, Patti Murray, Mary Beth Pelkey, Jodie Phaneuf, Carol Riccardi, Dave Rodgers, Donna Rodgers, Dave Vigen, Leslie White,, Susan Vanderstricht, George Kimmich, Donna Sweeney, Shirley Thompson, Trish Bieck, Deb Lemke

Absent: Georgiana Zicari, Melinda Finn, Lorraine Grunwald, Carol Matthews, Carol Reed, Tom Sciolino, Michael Donnelly

Meeting Minutes Taken By: Catherine Lyons

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

- All PFAC members approved the meeting minutes from June 3, 2008 with no changes.

Announcements/Updates

- Dave introduced the new members: Shirley Thompson, Donna Sweeney, George Kimmich and Melinda Finn
- PFAC members introduced themselves to the new members

Standing WCC committees needing PFAC support

- Two Administrative committees need PFAC representation: Ambulatory Operations and the Cancer Committee. Susan Vanderstricht volunteered for Ambulatory Operations; Donna Sweeney volunteered for the Cancer Committee. Cathy will send out information about these meetings to both.

Cancer Center Updates:

- ◆ **Operations/Patient Care:** Cathy reported that we have been in the new building for about 4 months and still working on resolving punchlist items. The recent announcement about the SPORE grant from NCI was discussed. We are in the midst of recruiting a new volunteer director—we have over 150 applicants and have narrowed the field to 6 who have started the interview process. We hope to have a new person appointed very soon. The Westwind Café in the link to the hospital should be open soon.
- ◆ **Public Relations:** Leslie referred the committee to the publicity surrounding the SPORE. She will be working on a number of initiatives this coming year, including revamping the Dialogue newsletter.
- ◆ **Marketing;** Jodie Phaneuf reported on the media advertisements in conjunction with the Stand up 2 Cancer program. She is also working on consumer brochures for the Cancer Center and the Breast Center.

Issues for Open discussion:

- ◆ **Getting the work done: Task forces vs committees:** Dave led a discussion about reorganizing/changing the way work is done by PFAC. Previously we have had 2 standing committees: Rounding/Advocacy and Nominations/Communication. The committee discussed the possibility of changing these and future work groups to a “task force” concept—ie, short term, goal directed, completes its work and recommendations and then disbands. As was pointed out, this worked very well with the Rounders, which is now “institutionalized” as a program under the direction of the volunteer director. There was a great deal of discussion on this point. Cathy will bring to the October meeting a proposed change to the PFAC guidelines incorporating this concept.

Priorities for the coming year:

- ◆ **Patient education/information:** Cathy sees this as a major need this coming year and would like the PFAC to take this on as a project. Basically, we need to look at the information and education we provide patients who access our care at any point in the system—what we provide, the timing based on the disease/trajectory and how we provide it (ie what kind of media, materials). We would like to see everything on the table for review, including the new patient binder, the proposed journal, the website, DVD, CCTV, etc.
Susan Vanderstricht volunteered to be the PFAC champion/co chair of this Task force. Cathy will appoint a staff champion to co-lead the TF and we will begin assembling the membership in the near future.
- ◆ **Continuity of care:** this item came up as an issue of importance to PFAC over one year ago. Cathy will research this issue and provide an update at the next meeting.
- ◆ **Integration of inpatients:** Mark brought up the issue of reaching out in some fashion to patients of the WCC who are inpatients and may not know about PFAC or our many programs. Discussion of how we might accomplish this ensued and will be discussed further, perhaps in another task force.

Next meeting: October 7, 2008:

Items for discussion:

- 1) Guideline changes**
- 2) Press Ganey (patient satisfaction) updates**
- 3) Continuity of care issues**
- 4) Patient Education Task force membership**
- 5) Communication to patients and former PFAC members**