

2015 Quality Improvements

Recognition

- Earned three years of full accreditation by the Commission on Cancer (CoC) of the American College of Surgeons (ACS) - the highest recognition the commission awards new programs. To earn this national accreditation, a cancer program must meet or exceed 34 CoC quality care standards, be evaluated every three years through a survey process, and maintain levels of excellence in the delivery of comprehensive patient-centered care. To receive this high honor so early in our development says much about the level of expertise at our Cancer Institute.
- Received Magnet designation for excellence in nursing care for the third consecutive time. This recognition is the result of a rigorous evaluation that included extensive interviews and reviews of nursing services, clinical outcomes, research, and patient care and satisfaction.

Investment

- Opened the St. Francis Hospital Ambulatory Services at the East Hills campus, our largest facility expansion in decades. Anchored by the Cancer Institute, the center also provides patients with a highly convenient, well-coordinated facility capable of fulfilling several related outpatient clinical needs, all under one roof.
- Purchased a state-of-the-art microscope that allows clinicians to share pathology/cytology slides with other practitioners through a secure internal hospital network. This allows for greater communication among our multidisciplinary teams to better facilitate individualized, continuous care.
- Increased staffing for the palliative care department, which helps patients to achieve the best quality of life. Palliative care addresses not only the management of the physical disease, but also the spiritual, emotional, and social aspects of life for patients and their families.
- Added a new PET-CT and a 3T-MRI scanner for our new outpatient diagnostic imaging center, located adjacent to the Cancer Institute. These state-of-the-art imaging modalities provide enhanced detailed imaging information that are then read by our team of specialized radiologists and physicians who can provide a more accurate and skillful evaluation.
- Invested in the latest tools in treating lung cancer. The addition of the navigational bronchoscopy uses minimally invasive technology to allow our physicians to locate tumors and lesions in hard to reach regions of the lung, often before symptoms are even evident.

Innovation

- Launched the St. Francis secure electronic medical record, called CHS MyChart; a component of Epic, which links all providers together. This provides patients with 24-hour instant access to their medical information. Patients can view lab and imaging results and email questions to physicians and request medication refills or appointments.
- Established a Hepatitis B screening for oncology patients before starting therapy with rituxan. This important screening reduces the risk of liver problems and further complications during treatment.
- Created an electronic psychosocial assessment tool for oncology inpatients. Anxiety and depression are often manifested at various times during cancer diagnosis and treatment, and can dampen the patient's quality

of life. At St. Francis, a cancer diagnosis will trigger a full psychosocial assessment by the Social Work Department to determine the best course of psychiatric services, including individual counseling and support groups.

Facilitation

- Expanded our Community Outreach services. The creation of the outreach and community screening tool surveyed the public to obtain feedback for future events. Additionally, our mobile unit now offers cancer screenings by mid-level practitioners.

Collaboration

- Addition of the St. Francis Cancer Program to the National Society of Genetic Counselors official listing, the largest association of genetic counselors in the world. For those concerned about hereditary predisposition to cancer, our team is accessible to help patients understand and manage their risk.

Development

- Initiated several programs to further enhance our high-quality nursing care, including:
 - Offering oncology consults for patients currently undergoing oral chemotherapy. This added benefit to the patient helps to identify ways to reduce the side effects of treatment or lower the risk of a recurrence.
 - Implementation of a cross-training program for nurses to gain enhanced Mediport access competency, vital to administering medications and tests.
 - Establishing a newly-designed monthly case study competency program initiated by our inpatient oncology nurses.

Enhanced nutrition services, including:

- The addition of food service menus and deliveries for Infusion Center patients; our entire professional staff is wholly committed to providing patients with the finest care possible, down to the food served.
- A new lending library, providing patients with such reads as What to Eat During Cancer Treatment by the American Cancer Society.
- Added a Certified Dietician Nutritionist to the level of Board Certified Specialist in Oncology (CSO), the first employee throughout the Catholic Health System to attain this level. This specialty is recognized by the American College of Surgeons and the ACPC guidelines.