

# 2018

## Fish Memorial Annual Report



**FLORIDA HOSPITAL**  
**FISH MEMORIAL**

*Cancer Institute*



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## Introduction from Our Leadership

Florida Hospital Fish Memorial is a member of Adventist Health System, a faith-based health care organization headquartered in Altamonte Springs, Florida. A national leader in quality, safety and patient satisfaction, Adventist Health System has 44 hospital campuses in 10 states. Adventist Health System employees maintain a tradition of whole-person health by caring for the physical, emotional and spiritual needs of every patient.



**Danielle Johnson**

Florida Hospital Fish Memorial is one of six Adventist Health System hospitals located in Volusia and Flagler counties, known as the Florida Hospital East Florida Region. The Florida Hospital East Florida Region is the largest hospital system in the area, with 923 beds and more than 6,000 employees. We are privileged to work in conjunction with our sister hospitals in the East Florida Region providing the best care for our cancer patients utilizing resources and expertise from throughout our region.

Florida Hospital Fish Memorial is a 175-bed full-service hospital providing inpatient and outpatient services as well as 24-hour emergency and critical care. The hospital is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. Florida Hospital Fish Memorial recognition includes: American Heart Association Platinum Fit-Friendly Worksite, an AHA CPR-certified Cardiopulmonary Rehab and Wellness Center, an Accredited Center for Excellence: Fish Imaging Services, Certified Center of Excellence: Breast Imaging Center. The hospital has been recognized by FMQAI - The Medicare Quality Improvement Organization for Florida with the FMQAI Performance Achievement Award. Florida Hospital Fish Memorial has received the QUEST® Award for High-value Healthcare 2016 and "A" Hospital Safety score from the Leapfrog Group. The hospital's freestanding outpatient facility, Deltona Health Park, offers a variety of outpatient services including a dedicated full service women's imaging center.

Our vision is to concentrate on early detection, treatment and prevention of all cancers with a focus on breast, lung and colorectal, given the current demographics of the community we serve. One example is the reduction of smoking in the community due to our partnership with AHEC. With an engaged medical staff and dedicated team members, Florida Hospital Fish Memorial is blessed to offer cancer care to our patients and to meet their spiritual and emotional needs.

**Danielle Johnson**

*Danielle Johnson*

Chief Operating Officer  
Florida Hospital Fish Memorial

# Cancer Service Line Report

The cancer care environment is changing. Today, the rapid rate in the development of innovative cancer treatment has resulted to the decline in mortality rate with ensuing increase in survivorship rate. Within this cancer care environment is the challenge to control the increasing and non-sustainable cost. This is the healthcare landscape that every organization must respond to.

Florida Hospital East Region has committed to responding to these challenges by creating an inclusive environment with strong, progressive leadership with talented and diverse team members. This year, we focused our efforts towards implementing a range of intentional strategies that will increase patient access to effective and evidence-based screening and treatment options. We partnered with our physicians and healthcare providers, and facilitated linkages within our community to expand our reach.



**Imee Unto, RN, MSN, OCN**

In March, we formed the regional Pulmonary Program Governance Committee to launch the low dose CT lung screening program. In June, we became affiliated with the Lung Cancer Alliance who designated the four hospitals within our region as Screening Centers of Excellence. Shortly thereafter, the Association of Community Cancer Center (ACCC) launched a three-year initiative to develop an optimal care coordination model (OCCM) to serve Medicaid patients with lung cancer. Our cancer program was awarded the designation as one of the five national Development Sites. This collaborative project is intended to provide patients, providers, and payers a clear and actionable plan for outreach and treatment in a format that is replicable and sustainable across a large percentage of cancer programs. Today, we have a well-coordinated lung cancer screening program whose best practices will be presented to the national Oncology Nursing Society Congress in Denver, Colorado. In April, our program accepted the challenge to increase colorectal screening to 80% by 2018. This program is launched in collaboration with American Cancer Society. At year one, we have implemented the Flu Fit Program and have hosted various educational sessions to our employees and our community to increase awareness of the importance of colorectal screening.

In June, we celebrated the National Cancer Survivors' Day at the Daytona International Speedway, which was attended by over 470 survivors and family members. One of the patients stated, "As a cancer survivor, I felt that this recognition helped in affirming how very difficult and life altering this experience has been. To hear how our healing journey affects our medical caregivers who give us their expertise and to know that they really care is invaluable. I am fortunate to have gone through this experience with Florida Hospital and all of the team members of Florida Cancer Specialists and Radiologists. They gave me a second chance at life! Thanks for making this journey so positive!!!!". In October, we hosted a highly successful regional oncology symposium where we invited national and local experts in cancer care.

In the following pages, the programmatic and clinical initiatives that we have undertaken in 2016 will be outlined. Our commitment to patient centered cancer care will continue on to 2017 as we chart our path towards relevant, accessible, coordinated and evidence-based expert care, close to home.

**Imee Unto, RN, MSN, OCN**

*Imee Unto*

Regional Administrator, Cancer Service Line

# Cancer Committee Chair's Report

We are pleased to share our 2016 Cancer Program Annual Report for Florida Hospital Fish Memorial. During this year, we held 5 Cancer Committee meetings. I am very appreciative of the time and commitment provided by our membership and support of the hospital.

During the past two years, we have been preparing to achieve accreditation as a Community Hospital Cancer Program by the Commission on Cancer of the American College of Surgeons. We are applying for this accreditation in 2017. It will be a validation that we are continually monitoring and improving the care and services provided to our cancer patients, who entrust their care to our team.

Florida Hospital Fish Memorial Cancer Institute diagnosed and/or treated 467 cancer patients during 2015. Our top 5 cancers include lung, breast, colon, melanoma and kidney. We direct you to pages 9-11 outlining our cancer statistics.

Our performance of key quality indicators for breast and colon cancer that are featured in the report of our Cancer Liaison Physician, Walter Hayne, MD, FACS. These quality indicators reflect the data we will submit to the National Cancer Data Base of the Commission on Cancer.

Through the work of the members our Cancer Committee, we achieved a number of significant cancer program improvements. Please refer to a sample of our improvements.

- Implementation of inpatient oncology social services and a formal consultation process.
- Implemented a Radiation Oncology regional treatment planning rounds which enhances patient safety checks.
- Regionalization of dosimetrists and physics
- Hired a new Regional Oncology dietitian, Jennifer Robinson, RD. She developed a regional nutrition screening tool and consult process for identifying needs of our patients and availability by her services by our care providers.
- Implemented Low-Dose CT Lung Screening Program
- Awarded Designation as Screening Center of Excellence by Lung Cancer Alliance
- Awarded Grant from the ACCC (Association of Community Cancer Centers) to participate in their project "Optimal Care Coordination for Lung Cancer Patients with Medicaid"
- Awarded grant from ACS (American Cancer Society) for Colon Cancer Screening
- Completed 3 studies of quality
- Increased number of patients in the community who participate in smoking cessation programs

**Victor Melgen, MD**

*Victor Melgen*

Chair, Cancer Committee  
Medical Director, Cancer Program



Victor Melgen, MD

## Excellence in Cancer Care

As the Director of Oncology Operations for Florida Hospital Fish Memorial Cancer Institute, it brings me great pride to know how advanced the technology is in this community for the treatment of our cancer patients.



Michael Brantley, RTT

Florida Hospital Fish Memorial provides comprehensive screening, diagnostic, treatment and support services, allowing our patients to be treated close to home. Our multi-disciplinary tumor boards provide collaboration and best practices for optimal treatment planning, for our patients, among multiple cancer specialists at the same time. Our Radiation Oncology Department offers state-of-the-art technology including IMRT (Intensity Modulated Radiation Therapy), IGRT (Image Guided Radiation Therapy), SBRT (Stereotactic Body Radiation Therapy) as well as High Dose Rate Brachytherapy (HDR) for the most accurate treatment options available. Because our patient safety is paramount, we complete a 3-step Physics check for accuracy prior to any treatment being delivered to our patient.

We provide high-quality, personalized services through our collaboration of specialized, trained professionals, including our physician who is Moffitt Trained, as well as a team of oncology-certified physicians, a nurse navigator, oncology nurse specialists, oncology social workers, oncology-certified dietitian, radiation oncology professionals, nurse specialists; palliative care, licensed cosmetologist and hospice care. Our Nurse navigator provides vital education and coordinates the complex array of cancer services for our patients and their families to allow for their care journey to be as smooth as possible.

During 2015, we completely remodeled our Cancer Center; it gives you the look and feel of a peaceful day at the beach which our patients seem to love. Within our facility, we have a comprehensive Patient Resource Center that has many types of educational materials as well as a Wig Boutique. This Wig Boutique is in partnership with the American Cancer Society, allowing us to provide free wigs to our patients in the community who are undergoing cancer care. Patients and their families have convenient access to our support care team, navigator, oncology social worker, oncology certified dietitian and radiation oncology specialists all in one location.

**Michael Brantley, RTT**

*Michael Brantley*

Director, Oncology Operations

## Breast Imaging Center of Excellence

Florida Hospital Fish Imaging is pleased to be an American College of Radiology Breast Imaging Center of Excellence, providing a complete range of breast care services. In September 2015, we moved to a new \$11 million state-of-the-art facility. In a restful environment, reminiscent of a day at the beach, we have cutting edge mammography equipment with plans to add 3D Breast Tomosynthesis in the year 2017.

In 2015 we performed 6,506 breast imaging procedures including screening and diagnostic mammograms, breast ultrasound and breast MRI. Our cancer detection rate was 9 out of every 1000 patients. We performed breast biopsies and wire localizations under the guidance of mammography, ultrasound and MRI. And now, in 2016, we are also performing radioactive seed localization of the breast. We routinely perform bone density scans in our center.

Our radiologists who read breast imaging and perform breast procedures are all certified breast specialists. At Fish imaging our Radiologist Recall rate is 8%. The NCCN Recall Rate Benchmark is 5 to 15%.

The facility provides each patient with personal, compassionate navigation from the first diagnosis of an abnormal screening mammogram through to end of treatment. Care coordinators schedule each patient for diagnostic mammography and ultrasound and when needed will schedule breast biopsies. They offer education and are quick to provide encouragement or a much needed hug. Our Cancer Navigator Nurse meets each biopsy patient at the time of her procedure and once a diagnosis of breast cancer has been made will take over her navigation.

Community service is a big part of the services we provide. In October 2015 our hospital foundation had a 5K "Pink Feet" Race/Walk to raise money for our "Team Pink" fund. "Team Pink" provides funding of breast care services for low-income and underinsured women. Our "Pinky Promise" encourages women to make a promise to get their annual mammogram and the "Pink Army" Campaign offers women a \$99.00 mammogram in the month of October.

**Jan Ryan**

*Jan Ryan*

Manager, Offsite Imaging



Jan Ryan

# 2015 Cancer Statistics

We are pleased to share with you our most recent data of 2015 statistics from our cancer data base. The data below will include data from our facility organized in various ways to provide an understanding of our volumes and types of cancer patients we care for.

The table below outlines the number of new cancer patients we treated during 2015. We diagnosed and cared for 467 new patients during 2015. Of those patients, we were involved in the diagnosis and treatment of 399 patients with their initial cancer. We most often diagnose and treat patients with cancers of the lung, breast, lung, colon, melanoma and kidney.



Irfan Ahmed, MD

### 2014 Primary Cancer Site Table

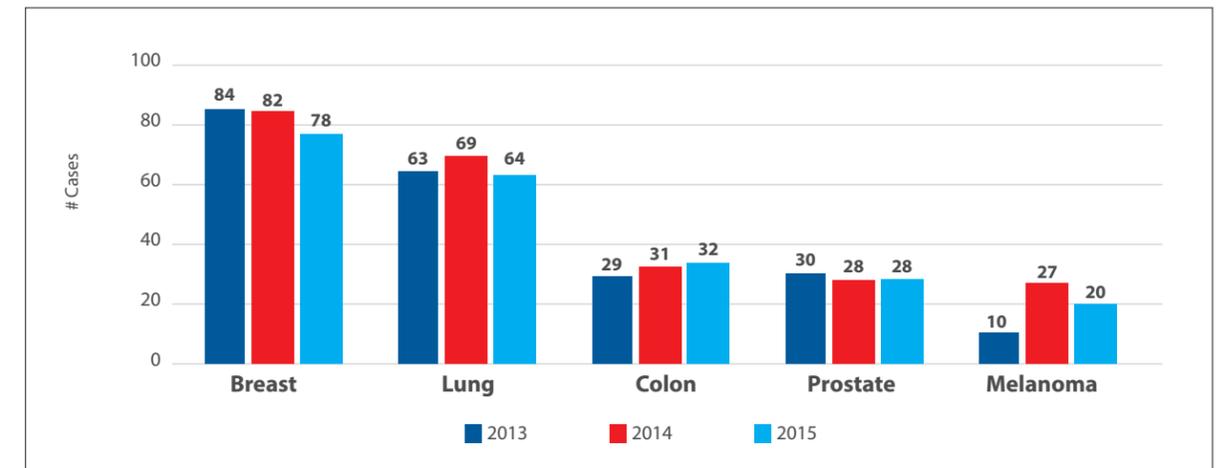
PRIMARY SITE	TOTAL	Analytic	Non-Analytic	GENDER	
				M	F
TOTAL	467	399	68	196	203
LUNG	91	78	13	41	37
BREAST	74	64	10	0	64
COLON	34	32	2	19	13
MELANOMA	30	28	2	19	9
KIDNEY/RENAL PELVIS	25	20	5	15	5
PANCREAS	21	19	2	14	5
RECTUM	17	16	1	8	8
NON-HODGKIN'S	17	15	2	8	7
BLADDER	18	15	3	9	6
PROSTATE	26	15	11	15	0
LEUKEMIA	12	10	2	8	2
LIVER	12	10	2	8	2
STOMACH	8	7	1	5	2
THYROID	6	6	0	1	5
UTERUS	7	6	1	0	6
HEAD & NECK	6	5	1	4	1
LARYNX	3	3	0	1	2
UNKNOWN PRIMARY	1	1	0	1	0
ALL OTHER	66	49	10	20	29

Our analytic case volumes have slightly decreased from 2014 to 2015. We saw a significant increase of cases from 2013 to 2014. Analytic cases refer to an assignment of a code we apply, when we are involved in the initial diagnosis and/or treatment of our patients at our facility. We had a direct impact on their cancer care.



The graph below provides an overview of our Top 5 cancer sites and volumes for the past 3 reported years. We saw a slight decline in lung cancer volume. The other cancers have been relatively stable in volumes over the past 3 years.

### Stage at Diagnosis: 2015 Analytic Cancer Cases



The table below represents an Incidence Comparison of our data from Florida Hospital Fish Memorial compared to national incidence published by the American Cancer Society. For our male population, we have a significantly higher incidence of lung cancer and melanoma. We have a moderately higher incidence of cancers of the colon and kidney. Incidence of prostate cancer is generally very low at hospitals, as many patients with prostate cancer are often diagnosed or treated outside of a reporting hospital. For our female population, we have a significantly higher incidence for lung cancer and slightly higher incidence for breast cancer than reported nationally. Our incidence of uterine, thyroid, kidney, pancreas and ovary are lower than nationally reported data.

### Cancer Incidence Comparison: 2014 Analytic Cases

FH Fish Incidence % (n=196)	Male: Cancer Type	ACS* Incidence % (n=848,220)
8%	Prostate	27%
21%	Lung	14%
10%	Colon & Rectum	8%
5%	Bladder	7%
10%	Melanoma - Skin	5%
8%	Kidney & Renal Pelvis	5%
4%	Non-Hodgkin Lymphoma	4%
3%	Oral Cavity & Pharynx	4%
4%	Leukemia	4%
4%	Liver / Bile Duct	3%

FH Fish Incidence % (n=203)	Female: Cancer Type	ACS* Incidence % (n=810,710)
32%	Breast	29%
18%	Lung	13%
6%	Colon & Rectum	8%
3%	Uterine Corpus	6%
2%	Thyroid	6%
3%	Non-Hodgkin Lymphoma	4%
4%	Melanoma - Skin	4%
2%	Kidney & Renal Pelvis	3%
2%	Pancreas	3%
1%	Ovary	3%

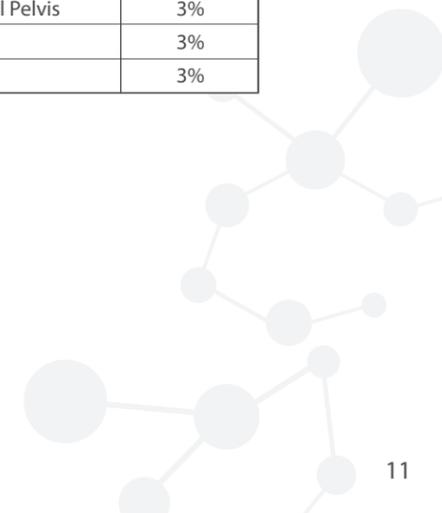
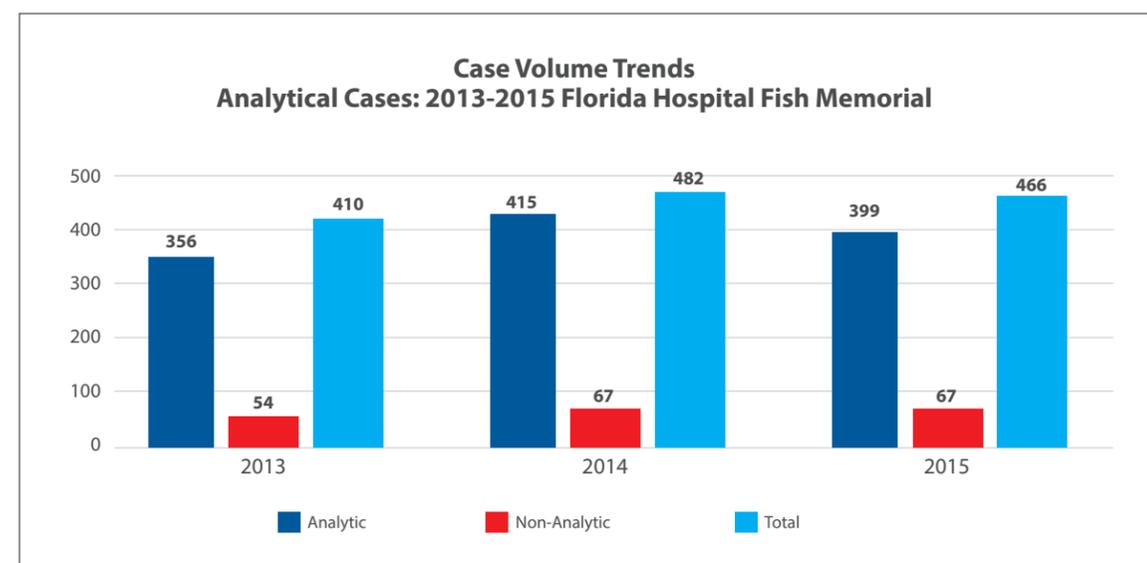
\*ACS: American Cancer Society's Cancer Facts and Figures - 2015

Irfan Ahmed, MD

*Irfan Ahmed*

Radiation Oncology

### 2013-2015 Case Volume Trends



# Specialty Spotlights: Cancer Liaison Physician

During 2015-2016, I served as Cancer Liaison Physician to the Cancer Committee at Florida Hospital Fish Memorial. This is a role with a formal appointment through the Commission on Cancer. In this role, I help support the review of data for improvement of our cancer program activities. Throughout the year, I had the opportunity to share data evaluating our adherence to quality improvement measures for breast and colon cancers. I provided 4 reports to the Cancer Committee through November. Since we are not yet submitting our data to the National Cancer Data Base, we have reviewed our data from our Cancer database. When comparison data is available from the National Cancer Data Base, that was used. We are pleased to share our results on certain quality measures in the areas of breast and colon cancer management.



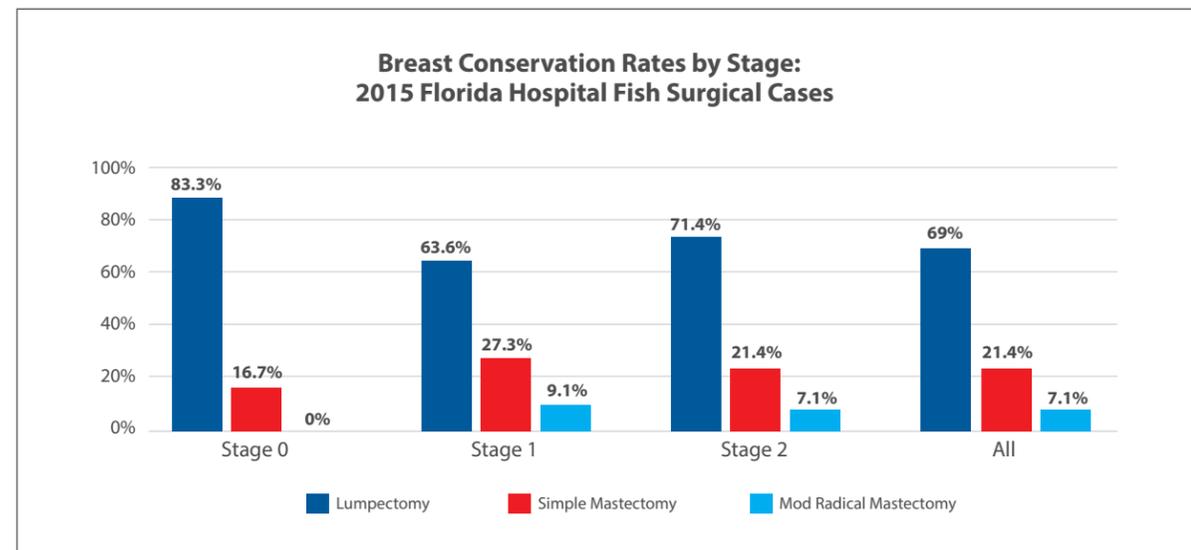
Walter C. Hayne, MD, FACS

## BREAST CANCER

There are 6 quality measures for which we track will be tracking our outcomes. Examples of our current performance of some of these measures are outlined below.

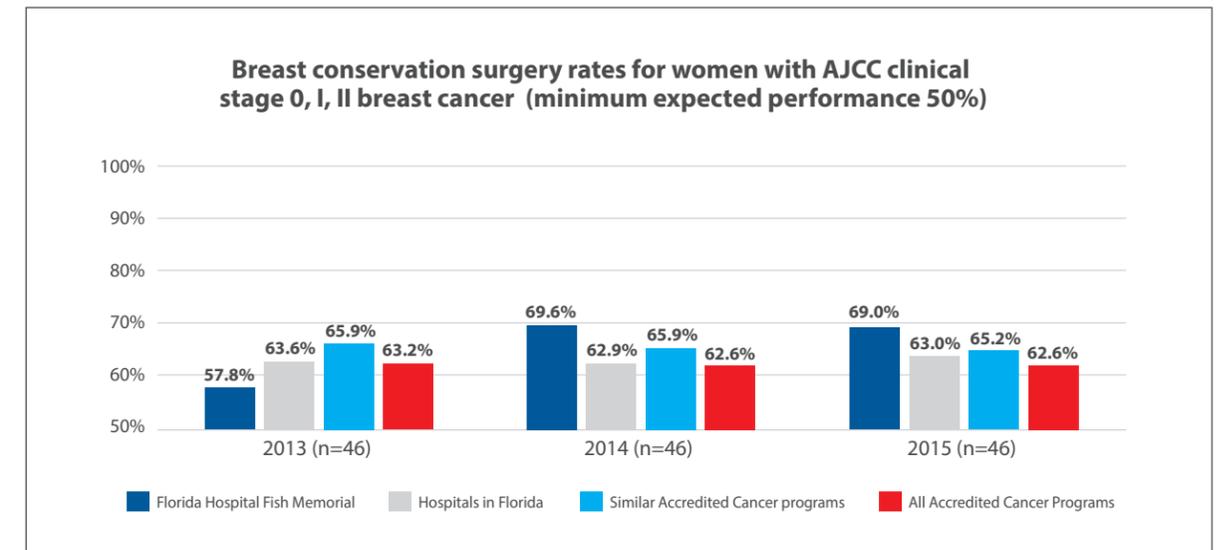
### GRAPH 1 — Performance Expectation: >50%

Graph 1 provides an overview of our adherence to the quality measure for breast conservation rates at Florida Hospital Fish Memorial for 2015 cases. Our overall conservation rates were 69%. The NAPBC (National Accreditation Program for Breast Centers) and the National Cancer Data Base has an expected performance of at least 50%.



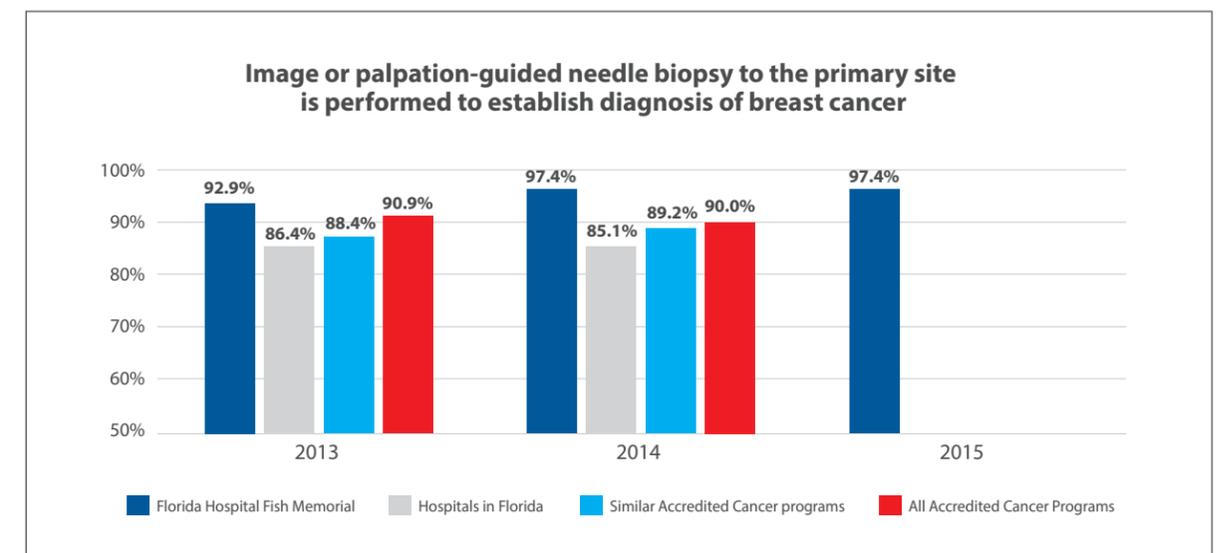
### GRAPH 2 — Breast Conservation Rates with Comparison Data

Graph 2 provides an overview of our adherence to the quality measure for patients receiving an image or palpation-guided needle biopsy to the primary site to establish a diagnosis of breast cancer. Over the past few years, our performance has been at least 97%. Our outcomes are significantly higher than those of accredited cancer program in Florida or of similar types programs. There is no current comparable data for 2015 that has been published. However, we expect the comparisons to be similar to those listed for 2013 and 2014.



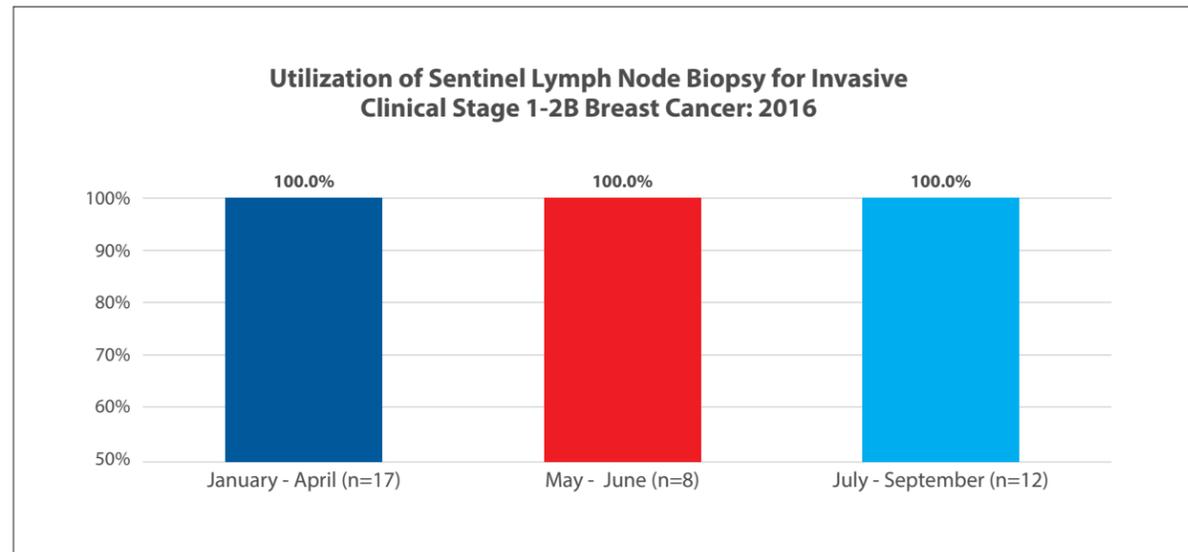
### GRAPH 3 — Performance Expectation: >90%

Graph 3 provides an overview of our adherence to the quality measure for patients receiving an image or palpation-guided needle biopsy to the primary site to establish a diagnosis of breast cancer. Over the past few years, our performance has been at least 97%. Our outcomes are significantly higher than those of accredited cancer program in Florida or of similar types programs. There is no current comparable data for 2015 that has been published. However, we expect the comparisons to be similar to those listed for 2013 and 2014.



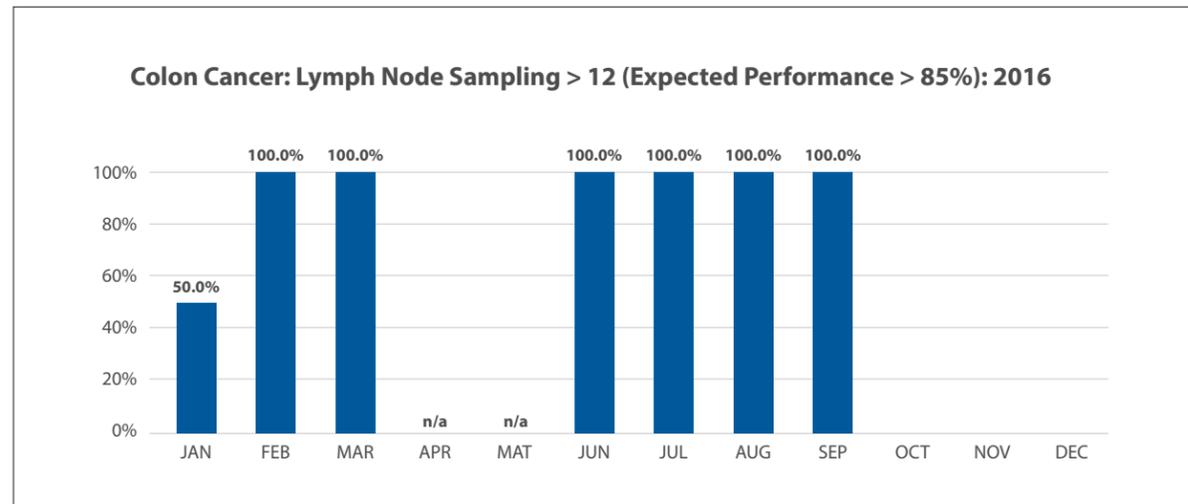
**Graph 4 — Utilization of Sentinel Lymph Node Biopsy for Invasive Clinical Stage 1 -2B Breast Cancer**

This graph outlines our performance for patients who had surgical resection at Florida Hospital Fish Memorial for breast cancer. We are exceeding our expected performance of >90%.



**Graph 5 — Expected Performance >85%**

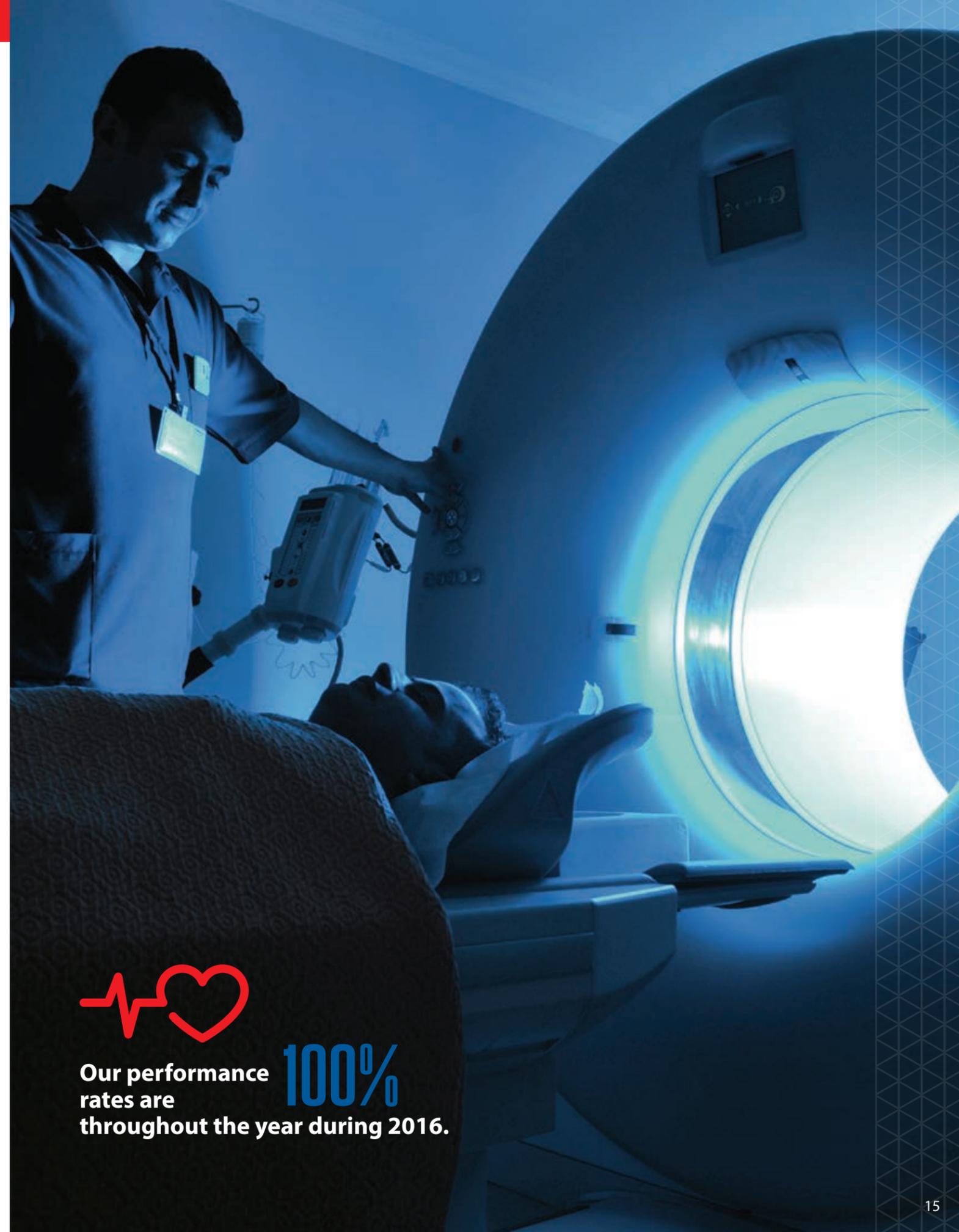
This data represents our performance with this quality indicator for colon cancer. Our performance rates are 100% throughout the year during 2016. An expected performance rate is at least 85%. There were 2 months (April and May) in which we did not have a colon cancer surgery. Cases of carcinoma of the rectosigmoid are not included in this indicator. Patients who are operated on with clinical impression of perforation or bowel obstruction are excluded from this indicator.



Walter C. Hayne, MD, FACS

*Walter C. Hayne*

Cancer Liaison Physician  
General Surgeon; Chair, Department of Surgery



Our performance rates are **100%** throughout the year during 2016.



## Specialty Spotlights: Physics Initiatives



John Dorr MS, DABR

### 2015 Fish Physics Improvement Goals

- Improve Quality
- Improve Safety
- Improve Efficiency
- Improve Knowledge

### 2015 Fish Physics Initiatives: our pursuit of accuracy and improved outcomes through new treatment capabilities

- Q1:**
- Dosimetric Leaf Gap (DLG) Measurements performed & TPS Beam model updated:  
Net improvement of 1.5% increase in accuracy for IMRT plans
- Q2:**
- Regional standardization of Named Structure Templates in Eclipse
  - Organization of weekly Treatment Plan Rounds for physicians to review each other's work.
  - Validation of Eclipse V11: 4DCT Tumor visualization and contouring enabled in Eclipse

John Dorr MS, DABR

*John Dorr*

Regional Chief Medical Physicist

Net improvement of  
**1.5%** increase in  
accuracy for  
IMRT plans

# Specialty Spotlights: Cancer Nurse Navigator

I have been a Registered Nurse for 31 years, having graduated with my Associate of Science in Nursing in 1985 from Southern College of Seventh Day Adventists. I worked in several specialties including Medical-Surgical Nursing, Maternal Infant Unit and as Head Nurse in a Family Practice Physician Office. In 2009 I was employed by the Department of Health in Seminole County and acted as Nurse Navigator of the Breast and Cervical Cancer Early Detection Program. This began my career working with Cancer Screenings and Oncology patients. After 24 years of Nursing I found "my calling". I became aware of the local disparities in Cancer risk factors and Cancer Screening.



Holly Lynn Soucy, RN, ASN

I joined the Florida Hospital Fish Memorial Team in September 2014 as the Oncology Nurse Navigator. As the Nurse Navigator I specialize in the care and support of cancer patients and their families. I collaborate with a multi-disciplinary team to support the highest quality cancer care and treatment. One of the most important aspects of my position is to educate the patient and family to informed decision making. My favorite quote is "Knowledge is Power" by Francis Bacon. I believe that a patient needs to be aware of all aspects of their Cancer journey before beginning it.

In the Cancer Institute we have up-to-date educational resources and information about a wide variety of types of Cancer. Every patient is encouraged to live a healthy lifestyle; smokers are notified of on-site smoking cessation classes and of online options. The Cancer Resource Center located inside the Cancer institute is fully stocked with wigs, scarves, hats and mastectomy bras available at no cost to the patient. Our department offers monthly support groups for Breast Cancer and Cancer Survivorship. Look Good Feel Better classes are offered monthly through the American Cancer Society. Community Outreach and education is also a big aspect of my position as Oncology Nurse Navigator. I attend health fairs and community events in order to educate the community regarding the importance of living a healthy lifestyle and having Cancer Screenings. I also participate in Skin Cancer Screenings, Colon Health Screenings and speak at Breast Cancer Awareness Month Events in October. I also educate the public regarding Team Pink- a fund run by the Florida Hospital Fish Memorial Foundation that provides breast health services to patients who qualify.

The most important part of my job is to be available for people who are facing their battle against Cancer and to assist them as an advocate, an educator, a guide and a companion.

**Holly Lynn Soucy, RN, ASN**

*Holly Lynn Soucy*

Cancer Nurse Navigator  
Florida Hospital Fish Memorial Cancer institute  
Member, Florida Society of Clinical Oncology  
Member, Academy of Oncology Nurse and Patient Navigators



# Research Report to the Community

**Research = Hope.** Everything that we know about cancer and current cancer treatments, we have learned from the patients who came before us who participated in cancer clinical trials.

The purpose of cancer clinical trials is to find safer and more effective ways to prevent, diagnose or treat cancer. Based on the results of some of those past studies, we now find ourselves living in a very exciting time for cancer research!

Last year in our research report to the community, we discussed dramatic developments in immunotherapy and “personalized” cancer treatments. Those exciting developments continue on, and we build on what we have learned.

In 2016, Florida Hospital Fish Memorial had 2 clinical trials open for patients with breast cancer. Medical and Radiation Oncologists, Nurse Navigators, Social Workers and the Cancer Research Office at Florida Hospital Memorial Medical Center worked together as a team to inform patients about our trials and to facilitate participation in them for those patients who were interested.

In 2016, we enrolled more patients on to The BCCR Trial, an important collaborative multi-center registry trial (sponsored by the University of Nebraska Medical Center and the National Cancer Institute). The BCCR clinical trial is still open and enrolling for those interested in participation. We are grateful to the women at FISH who participated, as you have provided important information which may help future generations of women diagnosed with breast cancer.

In August of 2016, we were able to provide Florida Hospital Memorial Medical Center and Florida Hospital Fish Memorial cancer patients with more opportunities to participate in research through our partnership with Florida Cancer Specialists. Currently we have 14 clinical trials open through our Florida Cancer Specialists/Sarah Cannon Network collaboration at Florida Hospital Memorial Medical Center/Florida Cancer Specialists Daytona Center.

In November, we were thrilled to open an NCI clinical trial through our affiliation with Mayo Clinic Jacksonville. This trial is entitled “The BWEL: Breast Cancer Weight Loss Study” or Alliance A011401 Trial.

“This trial will look at whether losing weight, by eating less and exercising more, changes the risk of cancer recurrence in women with stage II and stage III breast cancer. This trial will enroll more than 3000 patients with breast cancer in the U.S. and Canada. The results of this study will help researchers understand if losing weight after breast cancer diagnosis helps to decrease the risk of breast cancer recurrence.



Sandy Allten, RN, OCN, CCRP

**we enrolled  
10%  
of the 63 analytic  
breast cancer  
cases**

Participants will work with a weight loss coach from Dana Farber Cancer Institute or The University of Arizona. They will receive telephone-based counseling. Participants will receive 42 phone calls over 2 years from their weight loss coach on topics including: calorie reduction, increasing physical activity, motivation and support. Participants will track foods they eat and the exercise they do via an activity tracker and scale. Participants will complete health questionnaires, will take height and weight measurements and a fasting blood draw at different points throughout the study.”

From previous smaller clinical trials, we know that women treated for breast cancer tend to gain weight. We also know that there is an increased risk of cancer recurrence in those who are overweight. If this trial is able to prove that by providing weight loss intervention after treatment affects the recurrence rate, then the future implications of this trial on our cancer survivor population would be significant.

Realizing that not all women will meet eligibility criteria for this trial, Jennifer Robinson-our very own Florida Hospital regional dietician has agreed to run a 6 session weight loss class for breast cancer survivors starting at Florida Hospital Memorial Medical Center in January, 2017. All breast cancer survivors are welcome!

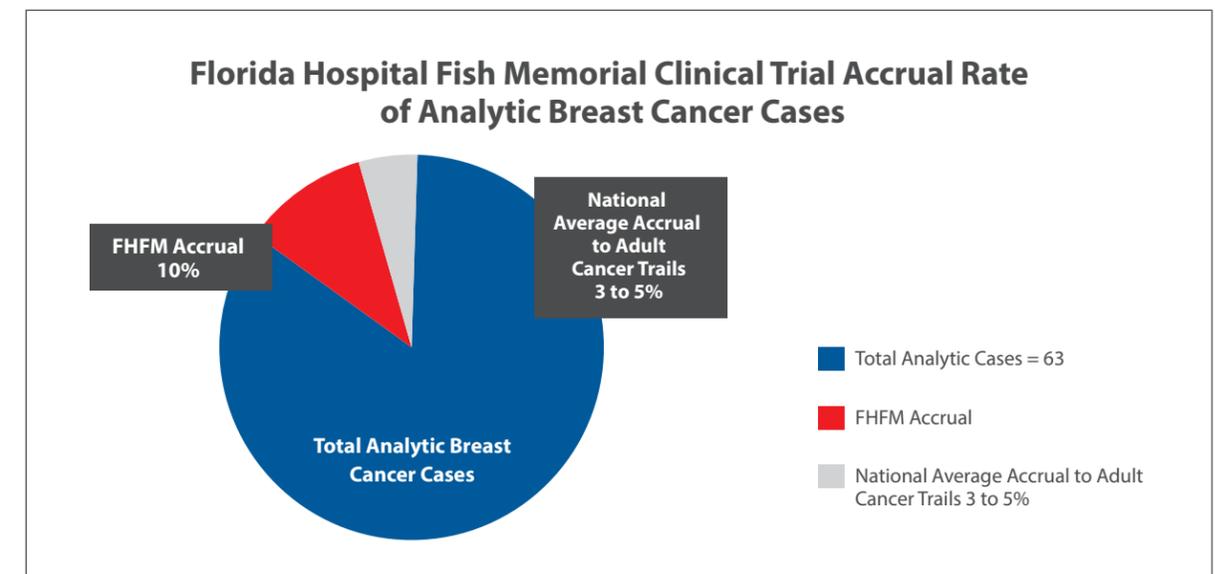
**Of the 63 analytic breast cancer cases at FISH in 2016, our clinical trial enrollment rate was 10%. We exceeded the national average of adult patients enrolled on cancer clinical trials, which is 3 to 5% (mean of 4%).**

Until we have a 100% cure, we need clinical trials. Research is Hope. One day we WILL cure cancer.

**Sandy Allten, RN, OCN, CCRP**

*Sandy Allten*

Clinical Research Nurse  
Florida Hospital Fish Memorial



# Specialty Spotlights: Nutrition Services

In August of 2016, Florida Hospital Fish Memorial Cancer Institute began offering nutritional services to oncology patients. A Registered Dietitian is available to offer nutrition counseling for patients concerned about maintaining proper nutrition before, during and after cancer treatment. Nutrition is an important part of cancer treatment and nutritional needs can change during treatment. Managing nutritional needs and meeting nutritional goals can not only improve energy levels, but also lower the risk of infection and improve healing and recovery times.



Jennifer Robinson, RD LD/N

Since the inception of the nutritional program, 106 visits with a Registered Dietitian have benefited Fish Memorial oncology patients. Management of side effects, including weight loss and poor appetite, are the most commonly addressed nutritional issues. In addition to side effect management, enteral feeding management, including patient assessment and tube feeding recommendations, are also provided.

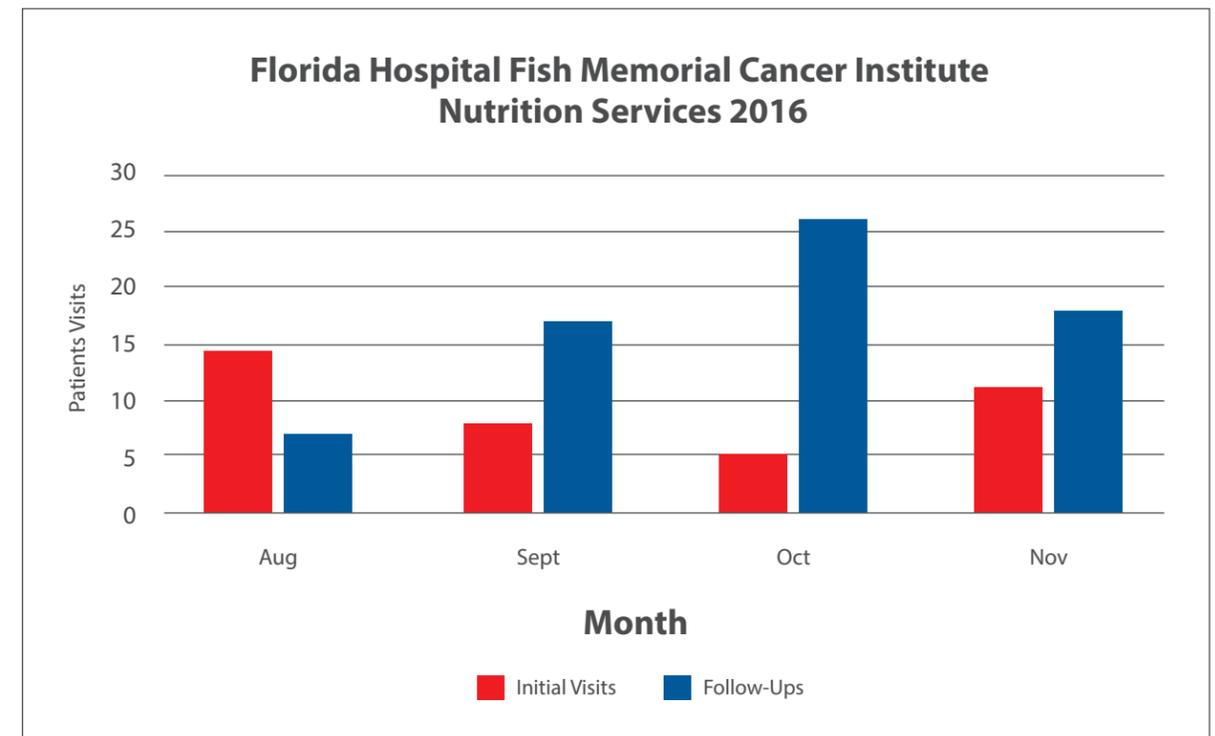
In efforts to determine patients' satisfaction with provided nutritional services, a patient survey is randomly mailed to patients served. Anonymous survey results received from September through November indicated that 100% of patients were satisfied with the nutritional services received.

All nutrition services are provided by a dietitian who is registered by the Academy of Nutrition and Dietetics Commission on Dietetic Registration and licensed by the state of Florida.

## Jennifer Robinson, RD LD/N

*Jennifer Robinson*

Regional Oncology Dietitian  
 Florida Hospital Cancer Institute  
 DeLand / Flagler / Memorial Medical Center  
 Registered Dietitian/Nutritionist  
 Florida Licensed Dietitian/Nutritionist



# Specialty Spotlights: Oncology Social Worker

I graduated from Florida State University in 1989 with a Masters in Social Work with a focus in medical social work. My previous positions in Case Management, Skilled Nursing Unit and Home Health Care have positively impacted my ability to navigate patients through the complex and daunting cancer care journey by assessing for and meeting their psychosocial needs.

In 2011, I took the position in the Florida Hospital Deland Cancer Institute as a Patient Care Liaison/Oncology Social Worker. This was a new position for the hospital so part of my job was to write the policies and procedures for the Psychosocial Support program. I felt honored to be able to design the program to fit the needs of the community we serve. My role involved comprehensive patient support including the facilitation of support groups, counseling, arranging financial assistance for patient copays and/or daily expenses, and arranging transportation for a patient to get to his/her daily medical appointments. It is important to me and my team to assist all our patients as they go through their cancer journey. Cancer patients and their families go through various emotions and experiences. It's my hope that while they are under our care, the entire team can help and offer support resulting to a positive experience.

In 2015, I took on the initiative of extending the psychosocial services to the inpatient arena. I review the inpatient census daily and contact the inpatient social workers regarding patients with a cancer diagnosis. If a patient starts treatment while inpatient, I coordinate their psychosocial care with the inpatient social workers. Team approach is a significant aspect of patient engagement and my team is committed that we work together to make sure the patient's needs are met.

## Psychosocial Program Services

- Individual, group, and family counseling for patients during their cancer care then into survivorship.
- Assessing patient needs, facilitating referrals, following up to ensure appropriate services have been established; and multidisciplinary care coordination are vital components of supporting the patient through the disease process.
- Crisis intervention and stabilization during the course of illness progression or as needed within the community.
- Continuous and applicable documentation of patient interactions with Social Worker

## Top Patient Concerns

- Insurance/Financial
- Emotional Concerns
- Transportation



Diana DePaolo, MSW

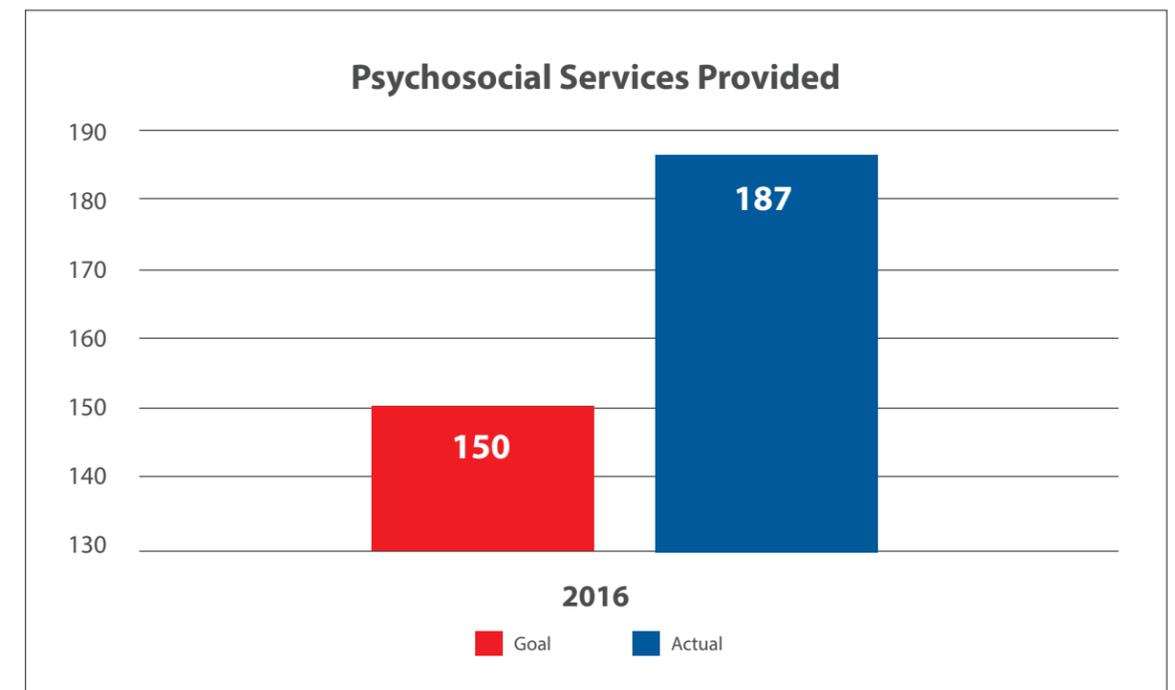
## Services provided by Social Worker to Address Top Concerns

- Referrals to community, state and/or national financial assistance programs (MEDS, Me Strong, Cancer Care, Patient Advocate Foundation, Ribbon Riders, WVHA). Assist with the application process.
- Provide Transportation resources such as: Votran, ACS Road to Recovery, Medicaid Transportation and/or Lake County Connect
- Referral to area Home Health Care, Durable Medical Equipment Companies, Hospice Agencies, Nursing Homes/Skilled Nursing Facilities and Assisted Living Facilities.

## Diana DePaolo, MSW

*Diana DePaolo*

Oncology Social Worker  
Florida Hospital Fish Memorial





## Community Outreach Report

In an effort to address health issues and provide care to the community, Florida Hospital Fish Memorial participated in and hosted a wide range of seminars, screenings and events in 2016 related to cancer prevention and screening.

- **Physician Panel on Digestive Health and Colon Cancer: April 25.** There were 43 people who attended the event, 25 at risk. Nurse Navigator called all 25 and left messages for six who did not return her call.
- **National Cancer Survivor Day: June 5.** There were 31 cancer survivors from Orange City, DeBary and Deltona who attended the event at the Speedway.
- **Free skin cancer screening: June 16.** The event was held at the Florida Hospital Fish Memorial Cancer Institute and 27 participants were screened. Nurse Navigator followed up with those at risk.
- **Cancer Lunch and Learn with Dr. Irhan Ahmed for employees: July 22.** The presentation took place in the Summit building and was attended by 22 employees. This is the first time Florida Hospital Fish Memorial has offered a Cancer Lunch and Learn for employees.
- **County of Volusia Health and Wellness Benefits Fair Cancer Navigator staffed table at: Sept. 9, 12, 13.** The event was attended by 1,000 Volusia County employees.
- **Strollin Colon: Sept. 30.** There were 37 people who visited and Nurse Navigator followed up via phone calls with individuals interested in more information or at risk.
- **FHCA Member Benefit Session Cancer Navigator staffed a table: Oct. 12.** The FHCA Member Benefit Session was attended by 100 individuals age 55 and up.
- **Colon Cancer Lunch and Learn: Oct. 17.** The event was attended by 32 Florida Hospital Fish Memorial employees.
- **Making Strides: Oct. 29.** Nurse Navigator and Social Worker attended Making Strides in Daytona.
- **Pinky Promise campaign ran during October.**
- **Breast Cancer Survivor Event Nurse Navigator hosted: Oct. 26** at Florida Hospital Fish Memorial Cancer Institute.
- **Pink Feet 10k/5k: Dec. 4.** There are 500 people registered to participate in the run taking place at Gemini Springs, DeBary.
- **GI Physician Luncheon Presentation: Friday, Dec. 5** in Summit 211 and 213, public was invited to attend this free event.
- **Low Dose CT Screening:** 18 screened

Through the hospital's community health needs assessment, Florida Hospital Fish Memorial also focuses on the below health access and education priorities in the community.

### Smoking Cessation Classes offered in partnership with AHEC

- Tools to Quit Two Hour Smoking Cessation Class Feb. 11, 12 people attended the class
- Tools to Quit Two Hour Smoking Cessation Class Feb. 18, 7 people attended the class
- Tools to Quit Two Hour Smoking Cessation Class May 11, 9 people attended the class
- Tools to Quit Two Hour Smoking Cessation Class July 12, 4 people attended the class.
- Tools to Quit Two Hour Smoking Cessation Class Aug. 20, 11 people attended the class.

**Provide access to breast care services to women in need: Team Pink has provided funds for three people YTD in 2016**

**Provide access to support groups in the community include: Breast Cancer, Survivorship, Look Good Feel Better.**



**43** people  
attended the  
free Quit Smoking  
Now classes



**27** people  
screened  
for skin cancer





**FLORIDA HOSPITAL**  
**FISH MEMORIAL**  

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*Cancer Institute*

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