Ensuring Patient Centered Care for Cancer Patients at Alvarado Hospital

2013 Cancer Services Report
Alvarado Hospital Medical Center is proud to publish the 2013 report of cancer Services. A great deal of effort by many individuals has gone into the continued growth and progress of the Cancer Center at Alvarado Hospital. The Cancer Center is comprised of many excellent services offered throughout the Alvarado campus with the same objective: to provide the best care to cancer patients in the community. The Cancer Resource Center provides important information regarding the diagnosis, treatment and how to live with cancer. Each oncology related service is supported by a group of highly trained and qualified staff members committed to delivering quality services with compassion and care.

The medical staff at Alvarado Hospital is key to the success of our cancer Program. Their skills and commitment have enabled the continued growth of our Cancer Center. Our physicians provide leadership and the medical direction that is necessary in the provision of oncology services. The Cancer Committee members, who have volunteered to lead our cancer activities, bring with them the expertise that allows the Cancer Center to benefit many people with this disease in our community.

This year’s annual report features cancer outcomes which are compared to national benchmarks. By providing this information to the community, we hope others may learn from our experience and successes.

Finally, we hope this report can be used as a tool by the medical and allied health providers in the community as it outlines the fine services available at Alvarado Hospital Medical Center. The report identifies and summarizes each service that plays a significant role in the care of our cancer patients.

Alvarado Hospital is pleased to be part of the national effort to discover ways to more rapidly identify and more effectively treat cancer. We extend our thanks to the leadership of our medical staff, and the efforts of everyone who has been actively involved in our Cancer Program. We look forward to the continued growth, development and expansion of cancer services at Alvarado Hospital in a manner consistent with Prime Healthcare Services by constantly enhancing the services we provide to those patients we serve.

Peggy Bailey, RN, BSN, MHA
Chief Nursing Officer & Cancer Program Administrator
The Cancer Committee is a standing committee of Alvarado Hospital’s medical staff. The committee meets quarterly to plan, assess and implement all cancer-related programs and activities at the hospital. The committee’s goals ensure a coordinated, multidisciplinary approach to cancer prevention and treatment supported by state-of-the-art technology and specially-trained staff. During 2013, the committee continued to address and improve patient survival and outcomes in order to enhance the quality of life for all cancer patients, regardless of diagnosis. The cancer committee quarterly reviewed and monitored the quality of patient care using the Commission on Cancer quality reporting tools, the Cancer Practice Profile Reports (CP3R) for breast, colon and rectum cancers to ensure concordance with each of the measures. The results of these measures are displayed in this annual report. The committee also addressed the 2013 Commission on Cancer Standards “Ensuring Patient-Centered Care”, and how to continue to meet these standards. Additional goals were accomplished with emphasis on wellness, education, prevention, research, stringent monitoring of comprehensive quality cancer care.

Since February 1995, cancer services at Alvarado Hospital have been accredited by the American College of Surgeons Commission on Cancer. This tradition of quality cancer care lives on today. The accomplishments of our cancer center are summarized this annual report and includes our five major cancer sites. The purpose of this report is to measure progress toward our goals, and to educate our staff physicians and other health care professionals regarding the full range of resources in the diagnosis, staging and treatment of cancer at our hospital.

Our Cancer Center continues its multidisciplinary team approach to meet the needs of the patient and family. Comprehensive cancer care includes surgery, radiation therapy and medical oncology. A highly motivated professional team on the dedicated medical oncology unit provides specialized care in a competent, caring and compassionate manner.

A strong program of support services is also available. Through the Cancer Resource Center, patients and families are provided guidance and support, such as the “Look Good Feel Better” Program. The center also provides referrals to community cancer support services and wellness programs about cancer awareness, cancer prevention and early detection such as the San Diego Wellness Community and the “Reach to Recovery” Program for mastectomy patients. This year, cancer prevention activities included education, awareness, smoking cessation and skin cancer prevention to veteran participants at “Operation Standard Down”. Cancer screenings for attendees were provided for the Alvarado-hosted “Heart Matters” community event. Also, partnership with a local church provided breast physical examinations which was well attended.
2013 Cancer Committee Members

Cancer Committee Chair
John Wilkinson, MD
Cancer Liaison Physician/Radiation Oncology
Reza Shirazi, MD
Diagnostic Radiology
Glen Tsukada, MD
General Surgery
Justin King, MD
Medical Oncology
Charles Kossman, MD
Pathology
Harper Summers, MD
Urology
James Fawcett, MD
Cardiothoracic Surgery
Frederick Howden, MD
Pain Management
Naga Thota, MD

Cancer Program Administrator
Peggy Bailey, RN, BSN, MHA/CNO
Oncology Nurse
Karen May, RN, OCN
Cancer Care Coordinator
Anne Graheck, RN, BS, OCN, CHP
Cancer Registry Coordinator
Catherine Serrato, CTR
Performance Improvement/QI
Jyotika Goel, BDS, MPH, CPHQ
Rehabilitation Services
Jay Flaherty, MA/CCC
Social Services
Mariquita Ross, MSW
Nutrition Services
Jennifer Vassiliou, RD
Palliative Care
Anne Graheck, RN, BS, OCN, CHPN
Medical/Surgery Unit
Peggy Tilley, RN
American Cancer Society
Kay Clark

Program Activity Coordinators
Harper Summers, MD
Cancer Conference
Catherine Serrato, CTR
Quality of Cancer Registry Data
Jyotika Goel, BDS, MPH, CPHQ
Quality Improvement
Anne Graheck, RN, BS, OCN, CHPN
Community Outreach
Charles Kossman, MD
Clinical Research
Mariquita Ross, MSW
Psychosocial Services
The cancer registry is a data system designed to collect, manage and analyze data on patients with all types of cancer diagnosed or treated in the hospital, and to perform yearly clinical follow-up on the patients identified. In 2012, 384 cancer cases were accessioned into the registry. A total of 12,745 cancer cases have been entered in the registry since January 1, 1991.

AHMC’s Cancer Committee monitors the number of cases accessioned over time to identify trends and identify any issues that may exist with casefinding. Casefinding is the function of identifying every patient treated and/or diagnosed with cancer at AHMC or at any staff physician offices. In 2012, there were 229 (60%) analytic cases out of the total annual caseload that were either diagnosed and/or treated at AHMC.

Long-term follow-up of former patients is essential to evaluate outcomes of cancer care. Accurate follow-up data enables our cancer program to compare outcomes with regional, state or national statistics. Follow-up information is obtained at least annually for all analytic cases of living patients included in the cancer registry database. This is accomplished through letters to the attending physicians or by letters to patients and their family members. Occasionally phone calls will be made to patients in order to capture follow-up information including the patient’s current contact information and health status. This contact also serves as a reminder to former patients to continue their follow-up exams with physicians. Currently, AHMC has approximately 2,708 patients in active follow-up. In order to meet the ACoS CoC standards, AHMC must maintain current follow-up information on at least 80% of all patients diagnosed since 1/1/1991 and 90% of all patients diagnosed within the past five years. The cancer registry has maintained follow-up rates throughout the year, and exceeded the requirements.
### Stage of Breast Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**  
**vs. Community Cancer Program Hospitals in All States**

**All Diagnosed Cases - Data from 446 Hospitals**

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
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<td>9.31%</td>
</tr>
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<td>241740</td>
<td>100%</td>
<td>100%</td>
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</table>
# Stage of Lung, Bronchus Non-Small Cell Carcinoma Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**  
*vs. Community Cancer Program Hospitals in All States*  
All Diagnosed Cases - Data from 443 Hospitals

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
</tr>
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<td>8.</td>
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<td>73</td>
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**Col. TOTAL**  
506  
151118  
100%  
100%
### Facility Information Profile System (FIPS)
by Catherine Serrato, CTR

#### Stage of Lung, Bronchus Small Cell Carcinoma Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**

vs. Community Cancer Program Hospitals in All States

All Diagnosed Cases - Data from 438 Hospitals

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
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### Stage of Colon Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**

**vs. Community Cancer Program Hospitals in All States**

**All Diagnosed Cases - Data from 445 Hospitals**

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
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<td>7</td>
<td>UNK</td>
<td>53</td>
<td>10076</td>
<td>12.93%</td>
<td>8.03%</td>
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</table>

**Col. TOTAL**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>My</td>
<td>410</td>
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<tr>
<td>Oth.</td>
<td>125460</td>
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</table>

100% 100%
### Stage of Rectum Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**

**vs. Community Cancer Program Hospitals in All States**

All Diagnosed Cases - Data from 442 Hospitals

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
</tr>
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</tr>
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</tr>
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</table>

**Col. TOTAL** | **102** | **32721** | **100%** | **100%** |
### Stage of Thyroid Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**

**vs. Community Cancer Program Hospitals in All States**

**All Diagnosed Cases - Data from 436 Hospitals**

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
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<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
</tr>
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</tr>
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<td>9</td>
<td>2217</td>
<td>4.97%</td>
<td>9.91%</td>
</tr>
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</table>

**Col. TOTAL** | 181 | 22363 | 100% | 100%
### Stage of Liver Cancer Diagnosed in 2000 to 2011

**Alvarado Hospital, San Diego CA**

**vs. Community Cancer Program Hospitals in All States**

**All Diagnosed Cases - Data from 434 Hospitals**

<table>
<thead>
<tr>
<th>#</th>
<th>Stage</th>
<th>My (N)</th>
<th>Oth. (N)</th>
<th>My (%)</th>
<th>Oth. (%)</th>
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<tbody>
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<td>.</td>
<td>3</td>
<td>.</td>
<td>0.03%</td>
</tr>
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<td>27.95%</td>
</tr>
<tr>
<td></td>
<td><strong>Col. TOTAL</strong></td>
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<td><strong>9404</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Compliance with National Comprehensive Cancer Network (NCCN) Guidelines for Thyroid Cancer by John Wilkinson, MD

In accordance with AcoS CoC guidelines, an audit of 2008-2012 papillary thyroid cancer cases was conducted looking at concordance with NCCN guidelines for diagnostic evaluation and treatment.

A total of 12/95 cases were reviewed in this audit and the findings were discussed with the Cancer Committee to fulfill Standard 4.6 of the accreditation standards.

Diagnostic evaluation included:
- Thyroid/neck US, CT, MRI for fixed, bulky, substernal lesions; consider VC mobility & CXR.
- Pre-op or intra-op decision making criteria.
- Total Thyroidectomy
- AJCC Stage of Disease
- First Course Treatment.

Results indicated:
- % Diagnostic Evaluation: 12/12 @ 100%
- % Appropriate Treatment: 11/12 @ 92% (1) custody patient was relocated to another prison & unknown if Radioactive Iodine 1-131 or hormones were given.

This audit demonstrated concordance was met for both diagnostic evaluation and treatment based on the stage of disease and the appropriate NCCN guidelines. Results of the study are documented in the Cancer Committee minutes, and can be reviewed in the Cancer Registry office.
Cancer Program Practice Profile Reports (CP3R) for Breast, Colon and Rectal Cancers
2011 Diagnoses
by Reza Shirazi, M.D.
Cancer Liaison Physician
Cancer Program Practice Profile Reports (CP3R) for Breast, Colon and Rectal Cancers 2011 Diagnoses

by Reza Shirazi, M.D.
Cancer Liaison Physician
Cancer Program Services

Cancer Resource Center

The Cancer Resource Center in association with the American Cancer Society (ACS) is open for patients, families and the public. Located on the Alvarado campus, the center provides guidance and support to patients and families through special programs such as “Reach for Recovery”. The center also provides information about the diagnosis and treatment of cancer, prevention, early detection, risk reduction, a library, educational programs and assistance in locating resources. Visitors have free access to online cancer information and related publications and periodicals from the National Cancer Institute, the Centers for Disease Control and other reliable sources. Alvarado Hospital is able to provide breast prostheses, bras, wigs, hats and turbans to women who are dealing with the physical affects of their cancer treatment.

Support services – "Reach for Our Hand" is a proactive outreach program that links cancer patients and their families with information, counseling and community resources.

Inpatient Medical Oncology

Medical oncology services, located on the third floor, provide specialized multidisciplinary care to cancer patients. The multidisciplinary team which includes physicians, nurses, thanatologist, pharmacy, social services, nutritionist, hospice care and chaplaincy. The continuing goal of the Oncology Unit is to meet the physical, emotional, cultural and spiritual needs of the cancer patient and family throughout the continuum of care. Nursing staff education and professional growth continues and follows the standards set by the National Oncology Nursing Society. Our nurses are trained in cancer pain management and chemotherapy administration.

Outpatient Infusion

The outpatient infusion rooms are located on the Medical Oncology Unit, and provide a setting for patients to receive chemotherapy, blood transfusions and other intravenous therapy on an outpatient basis. All treatment is administered by experienced intravenous and chemotherapy certified registered nurses.
Cancer Program Services

**Medical/Surgical Specialists**

Our highly trained medical oncologists are available for consultation and treatment of all types of cancer. Consultations are also available from specialty physicians. Patients have access to the newest drugs to lessen toxicity and reduce bone marrow suppression from chemotherapy. Staff oncologists have access to local and national clinical trials.

Surgery is provided by a wide variety of skilled surgeons who are specialized in cancer surgery. This comprehensive team of respected physicians provide individualized care for our cancer patients using the state-of-the-art surgical technique available. Surgeons are key members of the multidisciplinary team of physicians at Tumor Board Conferences.

**Diagnostic Imaging**

The Imaging Department provides a wide variety of imaging for both inpatients and outpatients. Board Certified Radiologists are available at all times for consultations and interpretations of diagnostic procedures. The department includes diagnostic conventional radiography, special procedures, including angiography and interventional procedures, ultrasound, mammography, needle localizations, nuclear medicine, cardiac spect imaging, computerized tomography (CT), magnetic resonance image (MRI) and Positron Emission Tomography (PET). Radiologists are staffed 24 hours a day, and are always on call for emergency procedures. Radiologists are key members of the multidisciplinary team of physicians at Tumor Board Conferences.

**Alvarado Breast Center**

The Alvarado Breast Center is a fully accredited facility by the American College of Radiology. Offering over 30 years of imaging services experience, Imaging Healthcare Specialists has earned an outstanding reputation for providing the highest quality medical imaging technology, highly specialized expertise and exceptional customer service to physicians and patients. Their experienced staff of board certified radiologists, technologists and support personnel are committed to providing the most accurate, safe, timely and caring medical imaging and interventional radiology services which includes ultrasound, digital mammography, breast MRI, stereotactic and ultrasound guided biopsies. The mammography screening program encourages patients to follow the American Cancer Society guidelines, and offers Breast Self Examination (BSE) instruction in video form and in brochures given to each patient at the time of appointment. Reminders are sent to patients prior to the date of the next recommended mammography screening.
Nutrition Services are provided for oncology patients with the goal of maintaining or improving the nutritional status of the high risk cancer population. Patients are assessed early in their hospital stay to identify potential or actual nutrition problems. Follow-up assessments and care plans are completed based on the medical treatment plan, patient’s needs, and/or changes in the patient’s condition/status. The clinical dieticians work in concert with the health care team to implement and monitor the care plans. Patients and their families are educated on ways to optimize their nutrition after discharge. This often includes a meal with suggestions of a variety of food choices, nutrition recipes, and a guide of nutrition supplements for patients with inadequate oral intake or increased calorie or protein needs. Similar nutrition counseling is available to outpatients on a referral basis. The Clinical Dietician is also involved in providing community nutrition education regarding diet and cancer prevention through displays, handouts and lecture presentation.

Pathology Services

The Pathology Department provides full anatomic and clinical pathology services for the cancer patient which includes routine surgical pathology, immunohistochemistry staining (IHS), flow cytometry, tumor markers, mutation and cancer genetic testing. Board-certified pathologists are available at all times for intra-operative consultations, interpretation of complex clinical testing, evaluation of blood smears and bone marrow testing. Also a full array of more routine testing is always available through the Laboratory 24 hours a day. Pathologists are key members of the multidisciplinary team of physicians at Tumor Board Conferences.

Pharmacy Services

The Pharmacy Department prepares chemotherapeutic agents for both inpatients and outpatients. Antineoplastic agents for cancer are prepared in a Biological Safety Cabinet that provides a sterile environment in which to prepare injectable medications.

Clinical pharmacists are available to support the medical and nursing staff in meeting the specials needs of the cancer patient. Primary clinical services include pharmacokinetic antibiotic dosage calculation, dosage adjustment in the renal compromised patient, and the total parenteral nutrition support. The Pharmacy and Therapeutics Committee addresses the challenges of new biotechnology. The Committee’s responsibilities include drug evaluation and selection, drug usage review and patient education. A clinical pharmacist is key member of the multidisciplinary team of physicians at Tumor Board Conferences.
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Cancer Program Services

**Radiation Oncology**

The Radiation Oncology division of Genesis has some of the country's most accomplished cancer specialists, the latest treatment breakthroughs, and a fully integrated, multidisciplinary approach to cancer care. The team of highly skilled professionals is ready to assist you with every aspect of cancer care, including prevention, diagnosis, treatment and recovery. Genesis understands the challenges faced by people with cancer and their families. Their expert team includes specially trained physicians, physicists, therapists, nurses, and complementary therapists, who will work together with you to design a customized plan of care that aims to effectively and comfortably treat your cancer while preserving healthy tissue and minimizing side effects. This multidisciplinary team approach helps to ensure that the cancer patient’s experience is as comfortable, pain-free and clinically successful as possible. Each patient is evaluated and a customized treatment plan is developed to effectively treat their cancer while reducing as many of the side effects as possible. Headed by the radiation oncologist, the team consists of several professionals who each play a vital role in the treatment process.

As cancer specialists, the radiation oncologists are board-certified radiation oncologists with training and experience in using radiation equipment and radioactive materials for the treatment of cancer. Medical physicists, who are specially trained in radiation physics, are responsible for calibrating and monitoring of all the radiation equipment used in treatments. Additionally, they assist the physician in formulating treatment plans that focus radiation on the tumor and limit the exposure of other organs to radiation.

After the radiation oncologist has prescribed the treatment, a radiation therapist, who has undergone extensive technological training, delivers the radiation treatments each day to the patient. Patients are regularly monitored by a physician, and in addition, a radiation therapy nurse may assist the patient with questions and any special needs throughout the course of treatment. The radiation oncologist is a key member of the multidisciplinary team of physicians at Tumor Board Conferences.
Cancer Program Services

Rehabilitation Services

The San Diego Rehabilitation Institute (SDRI) provides a comprehensive interdisciplinary program designed to maximize the patient’s physical, cognitive, social, psychosocial and vocational functioning. The program benefits those who have experienced the loss or decrease of function as a result of their cancer treatment. Physical medicine and rehabilitation physicians direct the treatment. The rehabilitation team consists of rehabilitation nurses, physical, occupational, speech and recreational therapists. Other health care providers include case managers, psychologists, social workers and dietitians. In addition to restoring the physical and cognitive skills, attention is given to education, nutrition, pain management and coping skills. These services are available on an inpatient and outpatient basis.

Cancer Care Coordinator

The Cancer Care Coordinator, a registered nurse experienced in addressing the unique needs of oncology patients and their families and assists with all aspects of the treatment plan. Working closely with members of the multidisciplinary team, patients and family members are connected with community and hospital resources for education, support and care. The coordinator plans community outreach programs for screening and prevention, and acts as a liaison for the American Cancer Society’s fund raising and educational events. The coordinator is also a member of the American Cancer Society and the Wellness Community Board of Directors. The Cancer Care Coordinator is a key member of the multidisciplinary team at Tumor Board Conferences.

Thanatology Nurse

The Thanatology Nurse provides emotional support and education to patients at time of diagnosis and as needed along the course of their illness and treatment. Recognizing that patients and their families tend to view cancer as a life-threatening illness regardless of prognosis, the nurse assists patients in coping with that view, and guiding the cancer patient to acceptance of an accurate and positive view of the disease. The Thanatology Nurse serves as a resource for the professional staff, and provides formal education regarding end of life issues, psychosocial, and spiritual care of oncology patients and their families.
Cancer Program Services

Clinical Research

Access to clinical trials on new cancer treatments is available for staff physicians and their patients through their respective offices. Patients have the opportunity to benefit from the latest research advances as well as contribute to the research effort that helps all cancer patients.

Social Services

The Social Services staff works closely with other members of the multidisciplinary team to provide for the psychosocial needs of the cancer patient and their family. They participate in case conferences to share pertinent information and plan for the best post-hospital care of the patient. Services provided to the patient and family may involve provision of emotional support, information and referral to community resources, discharge planning, education regarding advance directives, assistance in coping with the non-medical worries related to illness and treatment, and financial concerns.

Hospice Care

When appropriate, patients are referred to a hospice program. Alvarado Hospital Medical Center maintains an agreement to provide care for the acute needs of San Diego Hospice patients. The specialized multidisciplinary team provides physical, emotional, intellectual and spiritual care needed by physicians and families facing end of life issues.

Palliative Care

Palliative care services are available to patients on-site. Palliative care refers to patient and family centered care that optimizes quality of life by anticipating, preventing, and treating suffering. Palliative care services is an essential component of cancer cancer. Beginning at the time of diagnosis and being “continuously available” throughout treatment, surveillance, and when appropriate during bereavement. Our palliative care team includes the physician, nurse, pharmacist, social worker and Chaplain or spiritual counselor.
Chaplaincy Services

Hospital Chaplaincy Ministry of America (HCMA) is an inter-faith ministry serving the spiritual and emotional needs of patients and families 24 hours a day. Some of the services provided by our chaplains include assisting patients and their families in relieving anxieties associated with illness, treatment and recovery process; praying with patients; contacting the patient's own pastor or rabbi for additional support upon request; offering crisis intervention; helping patients face death; and providing both counsel and grief support for relatives and friends. Chaplains are specially trained by professional organizations such as the College of Chaplains, and have several years pastoral experience. Their expertise in current theological and bioethical issues assists in counseling patients and families facing difficult decisions. These services facilitate hope and growth toward wholeness for the sick and for other wounded in mind, body and spirit.
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