



COMPASSIONATE CARE WHEN IT'S NEEDED MOST

KAISER PERMANENTE NORTHWEST
CANCER CARE
DECEMBER 2017

kpnwcancercare.org

60856309_NW_12/17

 **KAISER PERMANENTE®**

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.



NORTHWEST **CANCER SERVICE LINE LEADERSHIP TEAM**

Dr. Christine Barnett – Hematologic Malignancies
Dr. David Cho – Lower GI
Dr. Sunshine Dwojak – Head/Neck
Dr. Andrew Kroeker – Skin
Dr. Tasha McDonald – Thoracic
Dr. Chris Moran – Breast
Dr. Eric Reid – Genitourinary

Dr. Norma Steiner – Gynecological
Dr. Phil Wirganowicz – Sarcoma
Dr. Tom Wynne – Central Nervous System

Administration:

Dr. Phoebe Harvey – Chief of Medical Oncology,
Medical Director

Dr. Tasha McDonald – Chief of Radiation Oncology
Dr. Pavlos Papavasiliou – Surgical Oncology Lead
Christi Roberts – Cancer Service Line Administrator
Angie Harvey – Cancer Service Line Program Manager
Dr. Stella Dantas – Director of Operations, Sponsor
Sharon Arneson – Senior Practice Director, Sponsor

When one of our members receives a cancer diagnosis, we know that our integrated, specialized approach to care that focuses on the needs of each patient will be there to support them and those who care for them. It's at the core of what we do. Every day, we make a commitment – to beating cancer and saving lives with earlier detection, research, and superior personal care, delivered with compassion.

In 2017, additional nurse navigators joined our staff, we continued our work with Worksite Wellness to close care gaps, we further developed our multidisciplinary clinics, and we engaged all tumor site committees in streamlining patient care and refining protocols that give our patients a clear pathway to their treatment.

As we look forward, our team of highly skilled professionals will all be working to continue to provide collaborative care that includes highly specialized treatment for each individual.

“Our patients are at the center of a highly specialized approach to care with experts in all areas of cancer who collaborate to surround our patients with a clear path for treatment and recovery.”



Phoebe Harvey, MD

Chief of Medical Oncology
Medical Director
Cancer Service Line



Christi Roberts

Administrator
Cancer Service Line

HOW DO WE KEEP
OUR **PATIENTS AT**
THE CENTER OF
CANCER CARE?





We are all committed to providing care that respects and responds to individual patient preferences, needs, and values. Listening to our patients and their family members is at the heart of providing high-quality, compassionate care.

In 2017, our cancer task forces worked closely with patient advisors, physicians, and care teams to identify specific areas of strength and places for improvement within our cancer program. Having patients' voices involved with shaping the program is a critical piece of the quality care we provide.

Nurse navigators	see page 5
About national accreditation	see page 7
Volume per primary site	see page 8
Breast cancer screening	see page 9
Population and community needs assessment.....	see page 10
Breast cancer screening Oregon Metro employees.....	see page 11
Coming together for cancer care and treatment	see page 12
Cancer Service Line task forces	see page 13
Community partnership outcomes	see page 16
Top Docs	see page 17
Center for Health Research.....	see back of report

As her title implies, Rhonda Wirth navigates each patient's own unique journey consisting of meetings with cancer specialists, lab techs, imaging techs, and other members of her care team.



NURSE NAVIGATORS WALK WITH PATIENTS THROUGHOUT THEIR JOURNEY

Nurse navigators remain in close contact with their patients and their patients' care team. They serve as primary contacts for the patient and share their direct phone numbers and return calls right away. They understand both the diagnosis and what the upcoming treatment and survivorship journey might entail.

Besides Rhonda and Debbie Larson, who specialize in breast cancers, other nurse navigators specialize in head and neck cancers (Christine Brown), colorectal cancers (Anna Villines), urological and prostate cancers (Bobbi Provance), gynecological cancers (Paula Johnson and Sue Boley).

Rhonda Wirth, RN
Breast Cancer Nurse Navigator



ABOUT NATIONAL ACCREDITATION

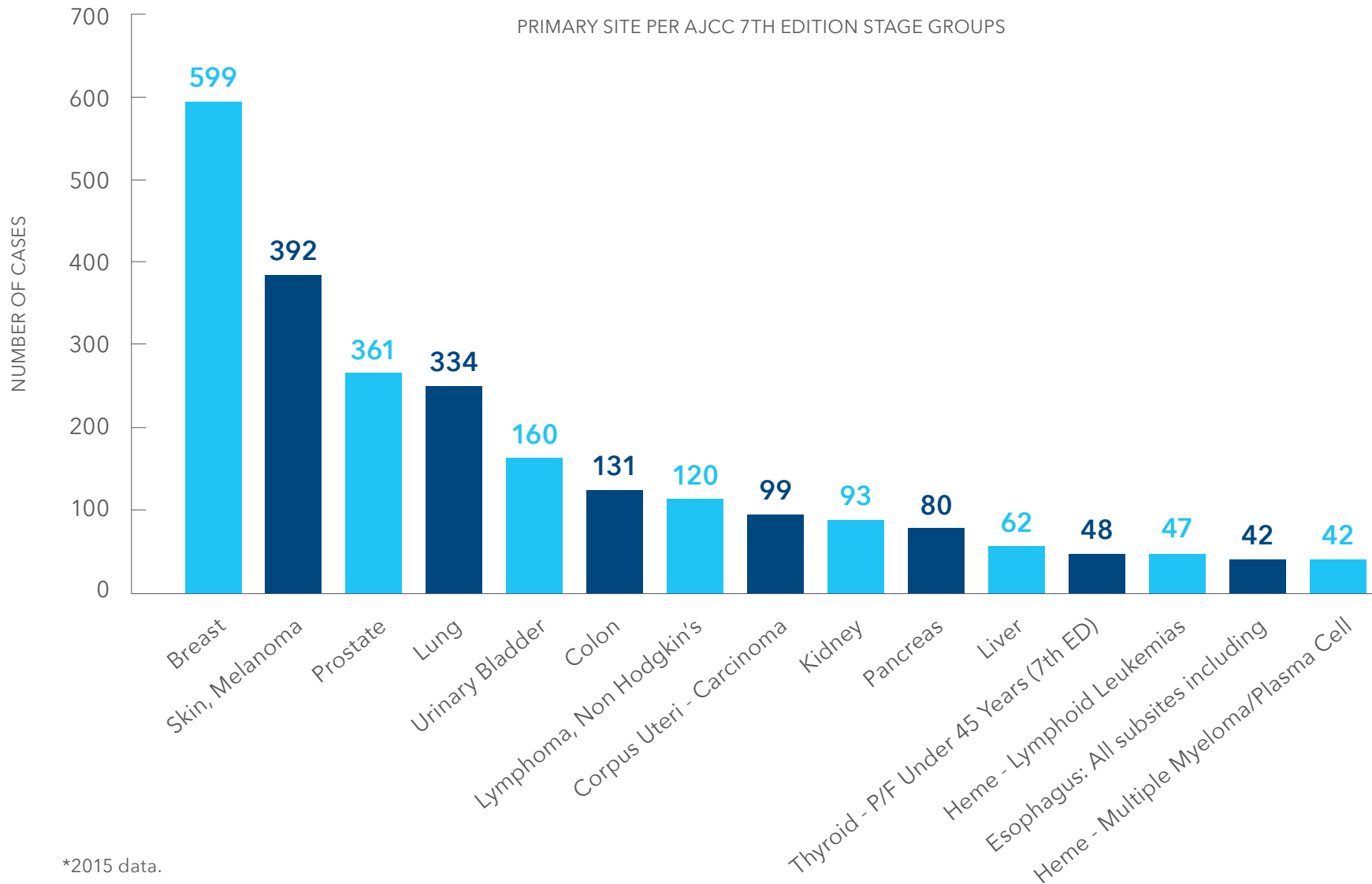
There are more than 1,500 American College of Surgeons Commission on Cancer (CoC) accredited cancer programs in the United States, representing only 30% of all hospitals and treating more than 70% of all patients with cancer. All Kaiser Permanente facilities nationwide are accredited or pursuing accreditation. To earn this prestigious accreditation, a cancer program must meet or exceed 34 quality care standards, be evaluated every 3 years, and maintain levels of excellence in the delivery of comprehensive patient-centered care.

When patients with cancer seek care at a CoC accredited cancer center, they gain access to comprehensive, state-of-the-art cancer care close to home. At Kaiser Permanente, we take this one step further. Our integrated health care system allows for true multidisciplinary, end-to-end care, and treats cancer as a complex group of diseases treated by a team of specialists. Because of this approach, patients have access to clinical trials, new treatments, genetic counseling, and patient-centered services, including psychosocial support, patient navigation, and a survivorship care plan. We improve our patients' quality of life – both before and after cancer. These integrated partnerships result in improved patient care.

	Breast Cancer Screening	Cervical Cancer Screening	Colorectal Cancer Screening
2017 KP Northwest	79%	84%	72%
2017 HEDIS 90th Percentile	80%	81%	72%

VOLUME PER PRIMARY SITE*

KPNW CASES PER PRIMARY SITE AJCC STAGING GROUP



*2015 data.

BREAST CANCER SCREENING WORKSITE WELLNESS

CoC STANDARD 4.2: CANCER SCREENING PROGRAMS

Worksite Wellness Cancer Screening for Oregon Metro Employees

Worksite Wellness at Kaiser Permanente Northwest plays a crucial part in regional prevention efforts. Through our integrated health record system, the Worksite Wellness team can partner with employers to identify care gaps and conduct targeted employee outreach events onsite.

A typical event includes medical assistants (MAs) who review with each patient their specific care gaps and then support closing those gaps by handing out fecal immunochemical tests (FIT kits), scheduling mammograms and Pap tests, providing information on and referrals to tobacco cessation services, and performing blood pressure checks.





POPULATION AND COMMUNITY NEEDS ASSESSMENT

In 2017, Kaiser Permanente Northwest partnered with Oregon Metro, the regional government for the Oregon portion of the Portland metropolitan area. Oregon Metro employees work at several locations, including the convention center, zoo, parks, and garbage and recycling facilities.

- 766 subscribers (employees)
- 1,781 total members, including dependents

In reviewing a baseline report of Oregon Metro's rates on several HEDIS® (Healthcare Effectiveness Data and Information Set)* screening and chronic condition measures, we noticed that its cancer screening rate had started to decline from February to March and was well below the threshold. Based on this data, Worksite Wellness focused its on-site events on cancer screenings and specifically on breast cancer.

The Worksite Wellness team held a total of 16 worksite events in 4 different locations at Oregon Metro between May 22, 2017, and July 28, 2017.

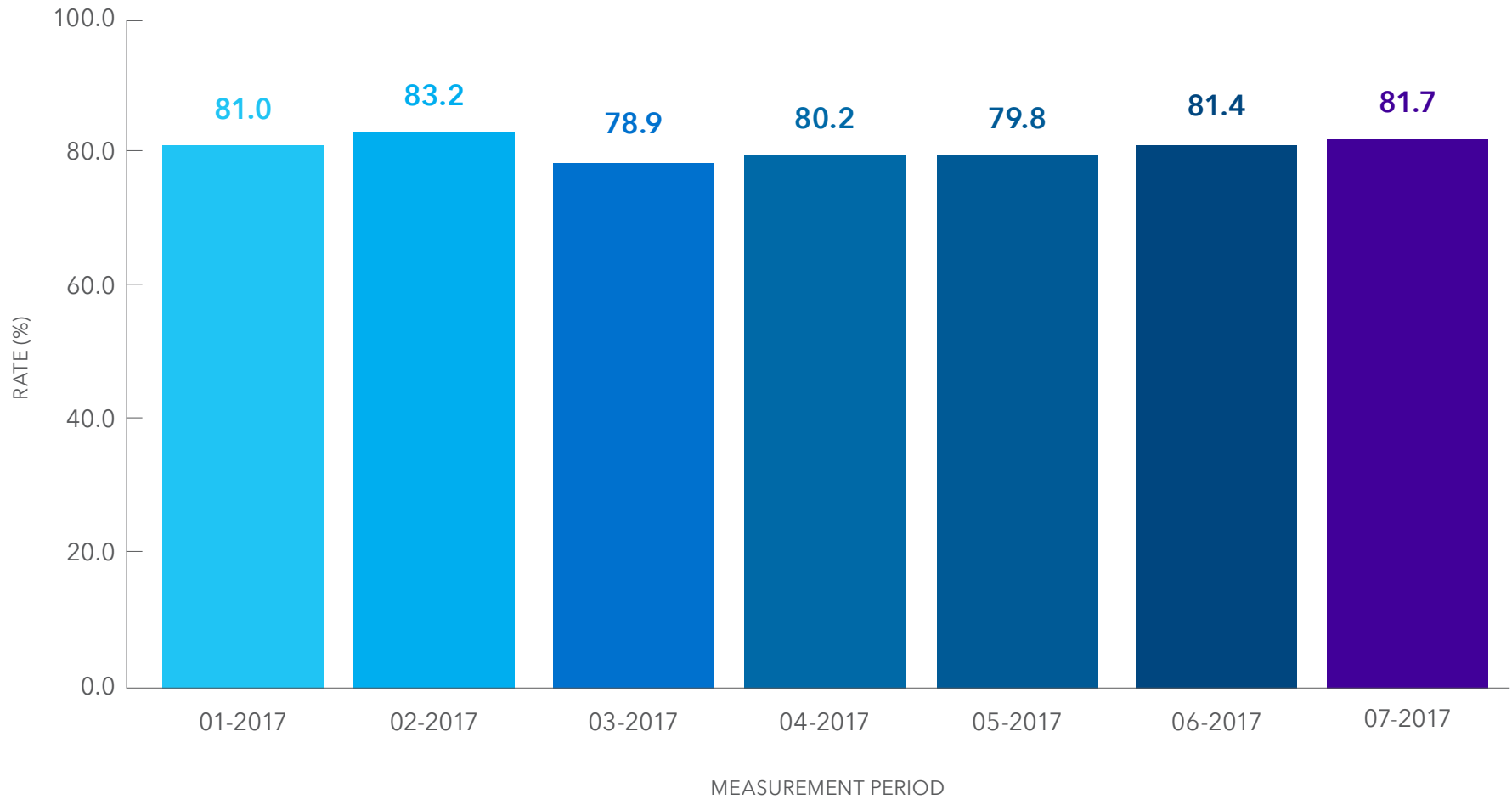
Event Outcomes

- 223 employees (29% of the employee population) participated in the on-site events.
- All participants reviewed their care gaps with an MA.
- About 54% of participants were female.
 - o 10% of them were due for a mammogram.
- The MAs scheduled 7 mammography appointments to close these care gaps.
 - o 2 medical charts were updated to reflect that outside screenings were completed.

The Oregon Metro worksite events were successful in improving awareness around cancer screening to their employee population. The unique integrated model that enables us to bring health care to the workplace is a great way to make it as easy as possible for our members to get the care they need.

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

BREAST CANCER SCREENING OREGON METRO EMPLOYEES



COMING TOGETHER FOR CANCER CARE AND TREATMENT

A PATIENT-CENTERED APPROACH – MULTIDISCIPLINARY CLINICS

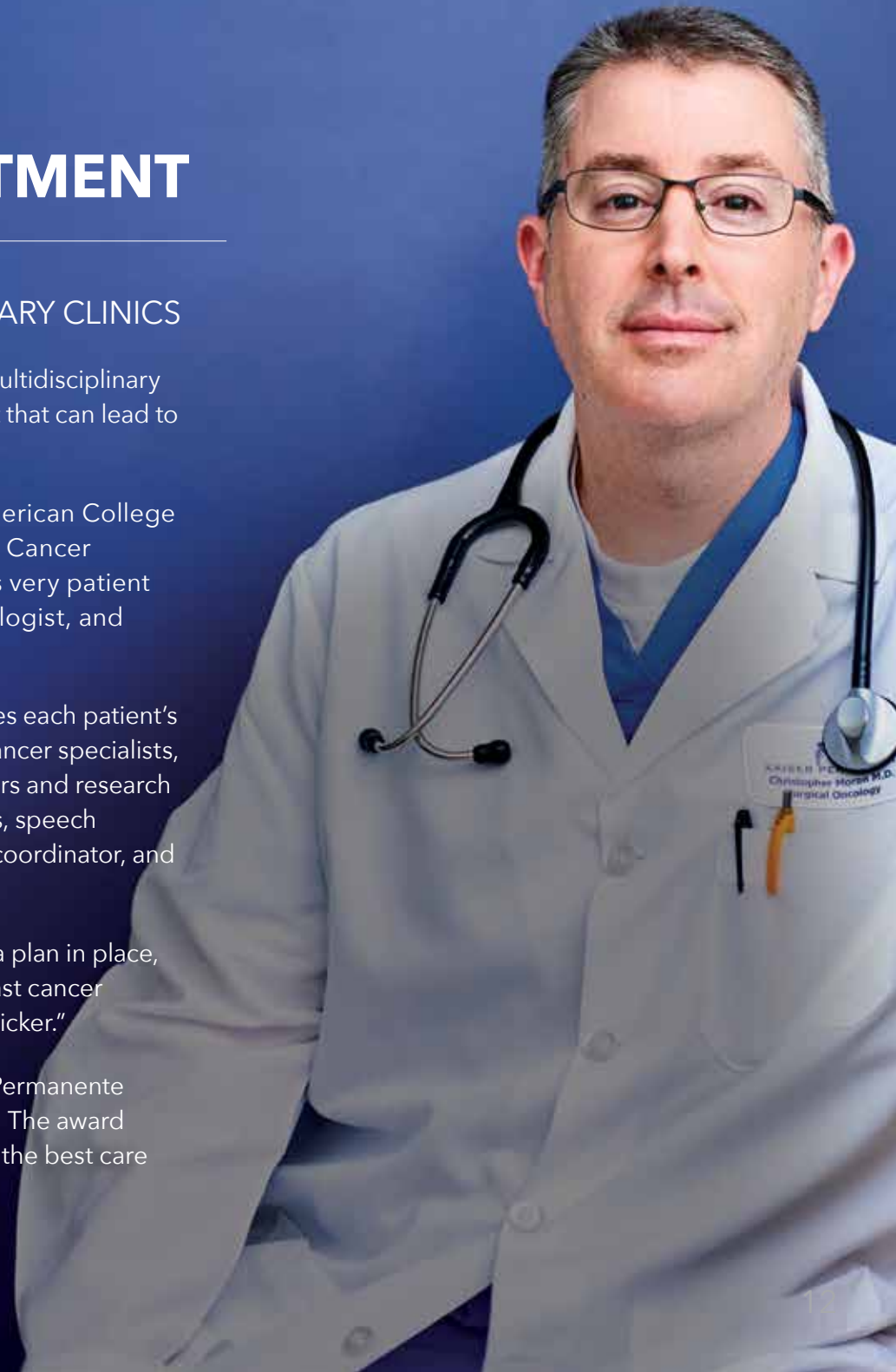
With a focus on patient-centered cancer care, Kaiser Permanente's multidisciplinary clinics (MDCs) bring the medical team together for quicker treatment that can lead to better outcomes.

Kaiser Permanente's Cancer Service Line is accredited by the American College of Surgeons Commission on Cancer Comprehensive Community Cancer Program. Chris Moran, MD, describes the clinic this way: "MDC is very patient centered. Patients meet with a surgical oncologist, medical oncologist, and radiation oncologist, one at a time, in a single appointment."

Immediately before meeting with the patient, a tumor board discusses each patient's case and develops a path forward. The board comprises a team of cancer specialists, as well as pathologists, radiologists, nurses (including nurse navigators and research nurses), specialty care physician assistants, physical therapy clinicians, speech therapy clinicians, palliative care physicians, a tumor registry clinical coordinator, and specialty care residents.

"The preparation that goes into MDC, and the knowledge of having a plan in place, helps patients overcome the shell shock that often comes with a breast cancer diagnosis," says Dr. Moran. "Patients get on their way to treatment quicker."

The Northwest Region's Breast Cancer Task Force received a Kaiser Permanente "Bring Your Best" care delivery award in 2015 for designing the clinic. The award says, "For outstanding work to improve patient outcomes and create the best care experiences for our members and their families."



CANCER SERVICE LINE TASK FORCES

Kaiser Permanente physicians are continually engaged in providing the most effective patient-centered care for our members. Cancer Service Line task forces provide guided oversight to improving the overall care of our patients – reviewing protocols, sharing decision-making tools, and improving care through collaboration.



Christine Barnett, MD – Hematologic Malignancies

- Meets bimonthly
- Began in September 2015
- Accomplishments:
 - Developed a post-bone marrow transplant vaccination program
 - Created a bone marrow transplant support group
 - Improved processes for improving timeliness to chemotherapy for high-grade lymphoma



David Cho, MD – Lower GI Cancer

- Meets bimonthly
- Began in March 2015
- Accomplishments:
 - Streamlined FIT testing indications and follow-up to colonoscopy
 - Universal testing for Lynch syndrome
 - Created surveillance tool to make it easier for patients to know what to do



Sunshine Dwojak, MD – Head and Neck Cancer

- Meets monthly
- Began in September 2014
- Accomplishments:
 - Created an oral cancer screening event for members
 - Started an on-site speech pathology clinic in Radiation Oncology
 - Developed a head and neck cancer education binder to help patients through their journey



Andrew Kroeker, MD – Skin Cancer

- Meets monthly
- Began in June 2015 (hiatus 2017, resuming 2018)
- Accomplishments:
 - Implemented outreach program for follow-up for patients post-solid organ transplant
 - Implemented outreach program for follow-up for patients with melanoma (post-active treatment)



Tasha McDonald, MD – Thoracic Cancer

- Meets monthly
- Began in April 2015
- Accomplishments:
 - o Developed a lung cancer screening shared decision-making tool
 - o Updated tobacco cessation medication formulary
 - o Standardized multidisciplinary surveillance guidelines



Norma Steiner, MD – Gynecologic Oncology

- Meets monthly
- Began in April 2015
- Accomplishments:
 - o Universal testing for Lynch syndrome
 - o Created a “Know Your Team” document
 - o Adopted new guidelines for surveillance, avoiding unnecessary Pap tests after hysterectomy



Chris Moran, MD – Breast Cancer

- Meets monthly
- Began in July 2014
- Accomplishments:
 - o Formed the Breast MDC
 - o Partnered with American Cancer Society to open a Wig Gift Closet at Central Interstate
 - o Created a shared decision-making tool for mastectomy vs. lumpectomy



Phil Wirganowicz, MD – Sarcoma

- Meets bimonthly
- Began in May 2015
- Accomplishments:
 - o Streamlined workup to improve timeliness of care
 - o Created surveillance tool to make it easier for patients to know what to do
 - o Created referral tools to facilitate access to support services



Eric Reid, MD – Genitourinary Cancer

- Meets bimonthly
- Began in April 2015
- Accomplishments:
 - o Improved workflows for testosterone-based rather than calendar-based Lupron dosing
 - o Implemented a quality of life survey for patients with prostate cancer
 - o Improved timeliness to receiving diagnosis



Tom Wynne, MD – Central Nervous System Cancer

- Meets as needed
- Began in July 2015
- Accomplishments:
 - o Developed a patient education handout for glioblastoma
 - o Streamlined workflows and transitions between departments
 - o Streamlined workflow to facilitate access to support services after hospital care





COMMUNITY PARTNERSHIP OUTCOMES

THE PODER Y VIDA LATINA INITIATIVE

The initiative, created by Susan G. Komen Oregon & SW Washington, is aimed at increasing screening rates and reducing late-stage diagnoses among Latinas. It uses a Pathways of Care model, with bilingual community health workers serving as patient advocates.

Latina women 40 to 75 who have not had a mammogram in 4 or more years and who live near Rockwood, Beaverton, Aloha, or Salem are referred to Kaiser Permanente Northwest by Project Access Now via Latina community health workers.

- To date, 1,960 Latina women have been screened for breast cancer.
- Of those screened, 10 women are currently in treatment.
- An addition to the 1,960 women screened, 73 women scheduled a mammogram.

When the program concludes, Kaiser Permanente Northwest will have provided more than 2,000 breast cancer screenings and continued care for those diagnosed with breast cancer.



TOP DOCS

Kaiser Permanente Northwest has a long tradition of having a significant presence in regional publications. This year, more than 165 doctors were recognized in *Portland Monthly* magazine's Top Doctors lists.

Portland Monthly featured 31 Kaiser Permanente Northwest oncologists and other cancer care specialists as Top Doctors. Physicians throughout Kaiser Permanente Northwest appear prominently on the list.

Andrew Kroeker	Ear, Nose, and Throat	David Parsons	Surgery – Colon and Rectal
Mark Furin	Ear, Nose, and Throat	Sungeyun Cho	Surgery – Colon and Rectal
Norma Steiner	Gynecologic Oncology	Wayne Gilbert	Surgery – General
Soames Boyle	Hematology and Oncology	Aubrey Joslin	Surgery – General
Doug Lackowski	Hematology and Oncology	Jamie Khaw	Surgery – General
Ryo Shohara	Hematology and Oncology	Christopher Lucius	Surgery – General
Christine Barnett	Hematology and Oncology	Amy Morris	Surgery – General
Phoebe Harvey	Hematology and Oncology	Mary Giswold	Surgery – General
Louise Clark	Hospice and Palliative Medicine	Samuel Hughes	Surgery – Neurological
Kraig Russell	Hospice and Palliative Medicine	Charles Wrobel	Surgery – Neurological
Tasha McDonald	Radiation Oncology	Jason Weinstein	Surgery – Neurological
Katie Deming	Radiation Oncology	Daniel Ladizinsky	Surgery – Plastic
Jai Nautiyal	Radiation Oncology	Patricia Sandholm	Surgery – Plastic
Tom Wynne	Radiation Oncology	Eric Reid	Urology
David Tse	Surgery – Cardiothoracic		
Waleed Lutfiyya	Surgery – Colon and Rectal		



CENTER FOR HEALTH RESEARCH

Clinical trials matter to us. We belong to the largest cancer clinical trial cooperative group in the United States, RG Oncology. In addition, the Kaiser Permanente Center for Health Research (CHR) makes key connections between lifestyle and wellness, disease and its effect on people's lives, and treatment and outcome.

In the past 3 years, more than 2,000 Kaiser Permanente members have participated in over 80 cancer studies through CHR.