



MedStar Montgomery
Medical Center

MedStar Montgomery Medical Center

Cancer Center • 2016 Annual Report

Knowledge and Compassion
Focused on You

Cancer Committee Chair's Report

I am honored to serve as chair of the Cancer Committee at MedStar Montgomery Medical Center and am proud that our program offers such high-level care in a community setting. Today, new cancer therapies are emerging more frequently than ever before. As part of the MedStar Georgetown Cancer Network, with physicians from the Georgetown Lombardi Comprehensive Cancer Center on site, these therapy options and clinical trials are available here in Olney.

At MedStar Montgomery, we believe that prevention and the early detection of cancer are of the utmost importance in cancer care, so education remains a focus. Meanwhile, the number of cancer survivors increased every year, presenting new challenges to cancer centers. We are poised to meet these challenges by focusing on survivorship and quality of life through our oncology outpatient and support services.

Whole patient wellness continues to be a priority for us. Our integrative medicine program, which brings complementary treatments such as acupuncture and mindfulness to the forefront in patient care, provides patients with a comprehensive level of support and additional treatment options. The feedback from this program has been extremely positive.

We are flourishing as a member of the MedStar Health family. Being part of the MedStar Georgetown Cancer Network has enabled us to expand our capabilities in terms of the kinds of cancers we diagnose and treat and we now have many physicians in our program, each with a different subspecialty. Our clinical research program has grown as well with trials offered in colon,

breast, pancreatic, prostate and kidney cancers. MedStar Georgetown University Hospital's designation as a Caris Center of Excellence brings personalized molecular profiling to our cancer patients, too.

Our patients are also benefiting from advances in radiation treatment. Under the direction of Luther L. Ampey, III, MD, medical director of The Helen P. Denit Center for Radiation Therapy on our campus, our emphasis is on personalized patient care and the use of new technologies to minimize toxicities with radiation therapy. With our Elekta Infinity linear accelerator, we can treat a much wider range of cancers more precisely and with fewer treatment sessions than in the past. Other technological enhancements planned by Dr. Ampey include the addition of an active breathing coordinator, a device that links radiation treatment to the breathing cycle to protect the heart in women who have left breast cancers.

Our new Breast Imaging Center, where patients will benefit from the latest technology, will soon be open. The new center will be equipped with a mammography system with digital tomosynthesis, a new breast imaging technique that produces clear, highly-focused three-dimensional images of each breast from many angles. This can make some breast cancers in dense tissue easier to see. A board-certified breast imaging team from MedStar Georgetown will be on site to interpret mammograms in the new center and a specialized breast surgeon will be leading this program.

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Cancer Committee Chair's Report *(continued)*

We were proud to be granted another three-year accreditation with commendation, the highest level of approval, by the American College of Surgeons' Commission on Cancer (CoC) in 2014. We are now preparing for our next review. Maintaining CoC accreditation, which we have since 1986, is a tangible way for us to demonstrate our dedication to providing our patients with the very best in cancer care.

As our knowledge of the needs of cancer patients has evolved, so have many of the standards of care. These standards call for cancer programs to enhance the care they provide by addressing specific patient-centered needs in three key areas:

- Patient navigation—to assist patients in overcoming barriers and accessing care
- Psychosocial screening—to identify patients in distress and help them cope
- Survivorship planning—to help patients completing treatment move on with their lives as a survivor

Our program, which now includes an oncology nurse practitioner and cancer survivorship clinic, has continued to not only meet these standards, but to improve beyond them to truly stand out when it comes to caring for the whole patient rather than focusing just on the disease.

We know that caring for our community requires an in-depth understanding of the community's needs. To that end, our Oncology Patient and Family Advisory Council, made up of providers, patients and caregivers, remains active in improving the cancer patient experience at our center, reaching out to the community and facilitating communication between patients and leaders at our hospital. Through partnerships like this, we can ensure our patients have access to the personalized care they need—now and in the future.



Sincerely,

Asma Dilawari, MD
Medical Oncologist
Chair, Cancer Committee

Delivering on the Promise of Patient-Centered Care

Understanding the patient experience is essential to the delivery of patient-centered care. We know that the quality of care a patient receives throughout the cancer journey is critical to a successful outcome. That's why our patients are at the center of everything we do.

At MedStar Montgomery Medical Center, we offer a multidisciplinary approach to the diagnosis and treatment of cancer that ensures the coordination of care among all providers—from primary care physicians to specialists in all oncology disciplines to clinical and allied-health professionals. This level of care integrates services that address specific patient-centered needs with clinical treatment and is key to improving the quality of life for cancer patients and their loved ones.

For cancer patients who seek care at MedStar Montgomery, this means they can count on us to respond to their needs wherever they are in their journey.

Giving Patients a Voice

To ensure that we are addressing the needs and preferences of patients, we established an Oncology Patient and Family Advisory Council in 2015 to provide us with valuable feedback on issues affecting the care of cancer patients. Made up of providers, patients and caregivers, this group meets monthly and reports directly to our Cancer Committee.

As a result of their input to date, we have made a great deal of progress enhancing the materials provided to new patients. During 2016, this included a complete review of the new patient handbook. This enabled us to incorporate the perspectives of those who have lived the experience into the

information provided—essentially giving patients a voice in terms of what the handbook should include. The revised patient handbook has since been reviewed and approved by the Cancer Committee and is now an integral part of the patient orientation process.

Preparing Patients for Treatment

Cancer is a complex disease that often requires multiple interventions provided in a variety of settings. Because of this, all new patients are encouraged to participate in an orientation session before the start of treatment to help them fully grasp what having cancer means. This includes a review of the treatment plan to ensure patients understand the goals of care and what to expect during treatment.

They also tour the infusion center and have the opportunity to meet many of the individuals who will be caring for them. This results in patients who are less stressed and more prepared at the beginning of chemotherapy.

However, in 2015, only about 30 percent of new patients took advantage of chemotherapy orientation, which was offered in a group setting. Improving this was established as a goal for 2016. To that end, the medical oncologist, social worker, navigator and infusion nurses met with the Oncology Patient and Family Advisory Council to discuss and receive feedback on what patients would prefer for orientation.

After reviewing other processes and tools used for teaching, the group recommended individual orientation, developed a new curriculum customized by cancer type and trained associates to lead the sessions. Since implementation began in mid-2016, 62 percent of eligible patients have attended, a 32 percent increase over the year before.

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Delivering on the Promise of Patient-Centered Care *(continued)*

Treating the Whole Person

During 2016, our integrative medicine program was officially launched taking our commitment to patient-centered care to a whole new level. The goal of integrative medicine, which combines conventional medicine with alternative or complementary treatments, such as psychotherapy, nutrition, exercise, acupuncture, massage therapy, yoga, and stress reduction techniques, is to treat the whole person.

An approach to care that is growing nationwide, it has proven to be beneficial in the treatment of individuals with cancer by putting the patient at the center and addressing the full range of influences that affect a person's health. This includes not only physical symptoms, but also the psychological, social and spiritual impact the condition may have on a person.

Our specialists employ a personalized strategy that starts with an assessment of each patient's unique conditions and circumstances to determine the most appropriate intervention for that individual. A treatment plan is then developed to address the patient's specific needs so they can regain and maintain optimum health.

Providing an Extra Layer of Support

Our palliative medicine services continued to be integrated into our care model during the past year, providing specialized medical care for hospitalized patients with serious illnesses. Our multidisciplinary team

consists of a physician, nurse practitioner, social worker, pharmacist and chaplain who focus on providing needed relief for patients from the symptoms and stress of a serious illness.

Introduced as early as possible after diagnosis, palliative care has been shown to help cancer patients tolerate treatment better, which contributes to better outcomes. Our palliative medicine team partners with patients, their families and other providers to optimize quality of life by addressing physical, intellectual, emotional, social and spiritual needs. Services are available concurrently with or independent of curative care to assist with the following:

- Pain and symptom management
- Advance care planning
- Education for patients and families
- Helping patients make decisions about appropriate treatments and therapies
- Options for care upon discharge from the hospital (at home care, rehabilitation and nursing care, and hospice)

The goal is to offer palliative care services on an outpatient basis in the future.

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Delivering on the Promise of Patient-Centered Care *(continued)*

Improving the Care Experience

The prolonged time for treatment to be initiated during the chemotherapy process frustrates many patients, negatively impacting patient satisfaction. These delays are often the results by having to wait for lab results to determine the appropriate medications to be prepared and received that treatment day.

Over an eight-month period, the time from patient arrival to start of chemotherapy was an average of 106 minutes. We set out to reduce time to treatment by 15 percent or an average of 90 minutes by:

- Updating scheduling rules, so that the pharmacist and nurses could manage patient flow and the responsiveness of the pharmacy
- Refraining from scheduling chemo patients back to back
- Making volunteer calls to patients two days in advance instead of one day and checking to see if the patient has completed labs
- Encouraging patients to complete labs before the treatment visit
- Creating and providing patient education on when and where to have labs done

After the implementation of these changes, we collected and analyzed five weeks of data. We found that having no same-day clinic appointment and no same-day lab draws resulted in the most efficient turnaround time of

79 minutes. This scenario was encountered in about 50 percent of the patients. We continue to analyze other variables that may affect the start of chemotherapy to further improve the patient experience

In addition to the above, MedStar Montgomery's team of physicians and associates participated in several other quality studies including:

- An assessment of treatment planning for patients diagnosed with pancreatic cancer, one of the top five diagnoses treated at MedStar Montgomery in 2015, which showed that 100 percent received recommended treatment plans in concordance with National Comprehensive Cancer Network (NCCN) guidelines.
- A study to determine the percentage of inpatients with a cancer diagnosis that have advanced directives, which found only 43 percent did, resulting in additional associate training to increase this number.
- A retrospective chart review of breast cancer patients to identify ways to prevent weight gain after diagnosis and chemotherapy treatment, which can negatively impact outcomes. Based on the findings, a clinical trial addressing exercise, diet and nutrition during chemotherapy is being launched.

We also exceeded our goal to enroll two percent of analytic cancer cases in clinical trials in 2016.

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Delivering on the Promise of Patient-Centered Care *(continued)*

Sharing Like Experiences

Cancer patients and families need all the help they can get to deal with the stresses of cancer. MedStar Montgomery offers a number of free programs designed to support them during this time. One of these, which grew in popularity during the past year is Gentle Yoga, which helps cancer survivors get some exercise, alleviate stress and bond with other survivors in an informal setting.

Originally held once a week, the sessions are free to patients who can bring a caregiver or friend to participate at no charge. Approximately 20 individuals attend each class—individuals who are now bonded through their shared experiences. In fact, many of the regular participants are now also volunteering at MedStar Montgomery, hoping to help others with cancer learn ways to better cope with the disease—physically and emotionally. Based on the success of this program, the class is now being offered two days a week.

More and more individuals are surviving cancer and going on to live long fulfilling lives. At MedStar Montgomery, we are committed to providing each and every patient with the comprehensive and compassionate care they need—and deserve—every step of the way.



Several Gentle Yoga participants assist with assembling new cancer patient handbooks.



Debra Otani,
RN, OCN, CBCN
Cancer Care Navigator

Reaching Beyond Our Walls

At MedStar Montgomery Medical Center, we believe the key to building healthy communities means reaching out beyond our walls.

To that end, we conduct a comprehensive Community Health Needs Assessment (CHNA) every three years to identify the health-related issues having the biggest impact on area residents. This is a collaborative process that involves hospital representatives, area leaders, public health experts and other stakeholders. Together we collect, review and analyze healthcare data from a wide range of sources to prioritize how to best use our resources to address these issues.

One of the most important issues we have identified through this assessment is the ongoing need to help area residents understand cancer. That's why we continue to invest in community initiatives focused on cancer prevention and early detection.

Making Vital Connections

Individuals who lack the resources to access quality, coordinated healthcare services on a regular basis are at a higher risk for developing health problems such as cancer. Helping those in need get these essential services is the goal of Emergency department-Primary Care Connect (ED/PC Connect).

ED/PC Connect is designed to navigate uninsured, low-income individuals to safety-net clinics providing primary care including preventive services, such as cancer screenings. Patients who come to MedStar Montgomery's ED for services and lack a primary care provider meet with one of two bilingual health navigators who have the training and cultural knowledge to assist them.

The navigators work closely with patients to help them get the care they need and access other community resources. They also support them in scheduling appointments and educate them on ways to access care in nonemergency settings.

Since its inception in 2009, the project has connected hundreds of patients—as well as their families and friends—with providers at the Proyecto Salud Clinic on our campus and other area clinics. Through this, we are empowering them to take charge of their health and live healthier lives.

Removing Barriers to Care

There are many reasons why people don't get the healthcare services they need. These barriers to care are far reaching and range from cost to the inability to speak English to fear. The Women's Health Improvement Program (WHIP) works by removing these barriers to care.

A collaborative effort between MedStar Montgomery and the Proyecto Salud Clinic, the goal of WHIP is to increase the early detection of breast cancer by providing free, comprehensive, high-quality breast health services to uninsured, low-income women residing in Montgomery County.

Through WHIP, women ages 40 and above who are patients at the Proyecto Salud Clinic receive women's health assessments, breast health education, referrals and care navigation—as well as easily accessible, one-stop, coordinated breast testing. Communication is enhanced through the use of bilingual clinic navigators and health education materials provided in seven languages.

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Reaching Beyond Our Walls *(continued)*

One of MedStar Montgomery's most successful outreach initiatives, WHIP has provided needed services to hundreds of women since it was launched.

Addressing the Needs of Elderly

MedStar Montgomery has been one of the primary sponsors of Olney Home for Life (OHFL) for several years. Initially founded to address the needs of local seniors for transportation, OHFL has since expanded. Today the organization offers services associated with transportation, communication and socialization that enhance the quality of life for seniors by helping them maintain their mobility, health and social connections. Services are provided at no cost by community members—both seniors and others—who volunteer to help their elderly neighbors.

Through the support of volunteers from the Olney Home for Life, MedStar Montgomery provides cancer patients in need with a no-fee alternative to costly transportation options ensuring that they attend all necessary treatment and follow-up appointments. Services at the hospital are facilitated by MedStar Montgomery's community outreach coordinator, who attends OHFL's monthly board meetings, helps to establish referrals to senior patients and advocates for OHFL to hospital associates.

During 2016 alone, 1,034 rides were provided by 25 drivers to 53 different seniors. Of these, 672 (65 percent) were related to medical issues and 362 (35 percent) were related to the needs of daily life—enabling these seniors to successfully age in place. The volunteers also made 1,651 friendly calls and 134 friendly visits.

Teaming Up for the Cause

Relay for Life is an American Cancer Society team fundraising event that brings together members of the community to celebrate cancer survivorship, support those fighting the fight and remember those who have lost their battle.

During the event, teams who have signed up commit to having a team member on the relay track at all times to signify that cancer never sleeps. MedStar Montgomery has been one of the main sponsors of the Relay for Life Olney for many years—using the event to pay tribute to patients who have survived cancer. In addition, the 2016 event featured Brian Lim Bello, MD, a specialist in colon and rectal surgery, who spoke about gastrointestinal cancer survivorship during the Survivor/Caregiver Luncheon.

Since it began in 2006, Relay for Life Olney has raised more than \$1.5 million for cancer research and programs thanks to the support of the community.

MedStar Montgomery also participated in numerous educational events and health fairs during the year, raising awareness among young and old alike about cancer and how to prevent it.

The fight against cancer cannot be won alone. But working together, we can make an impact. At MedStar Montgomery, we are committed to doing whatever we can to ultimately win the fight.

Dairy Marroquin
Community Benefits Outreach Coordinator

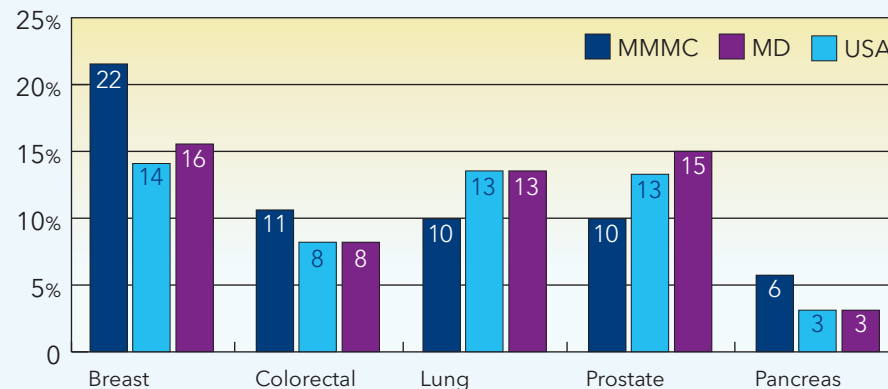
Cancer Registry Report

In 2015, the MedStar Montgomery Medical Center Cancer Registry accessioned 305 new analytic cancer diagnoses into the registry database. Breast was the most frequent primary site diagnosed and/or treated at MedStar Montgomery again in 2015. The most common cancer treated and/or diagnosed in men in 2015 was prostate cancer, and for women it was breast cancer followed by lung cancer.

A cancer registry is an information system designed for the collection, management and analysis of data on persons with the diagnosis of a malignant or neoplastic disease (cancer). The cancer registry at MedStar Montgomery maintains data on all patients diagnosed and/or treated for cancer at the facility. MedStar Montgomery reports cancer cases to the Maryland State Registry as required by law. Maintaining a cancer registry ensures that health officials have accurate and timely information, while ensuring the availability of data for treatment, research and educational purposes. The information maintained is demographic, medical history, diagnostic findings and cancer therapy information. The cancer registry also conducts lifetime follow up on cancer patients for cancer surveillance. Confidentiality of patient identifying information and related medical data is strictly maintained at every cancer registry. Aggregate data are analyzed and published without any patient identifiers at all.

MedStar Montgomery is enrolled in the NCDB's Rapid Quality Reporting System (RQRS). RQRS was developed to assist CoC-accredited cancer programs in promoting evidenced-based cancer care at the local level. The

2015 Top 5 Cancer Sites Compared to State and National Estimates



RQRS is a quality tool of the National Cancer Data Base (NCDB). It is a web-based, systematic data collection and reporting system that advances evidenced-based treatment through a prospective alert system for anticipated care which supports care coordination required for breast and colorectal cancer patients at participating cancer programs. It is designed to assess compliance with National Quality Forum-endorsed quality of cancer care measures for breast and colorectal cancers.

The MedStar Montgomery Cancer Registry is staffed by a Certified Tumor Registrar (CTR). This individual is highly trained and works in collaboration with physicians and the healthcare team to collect and report cancer data

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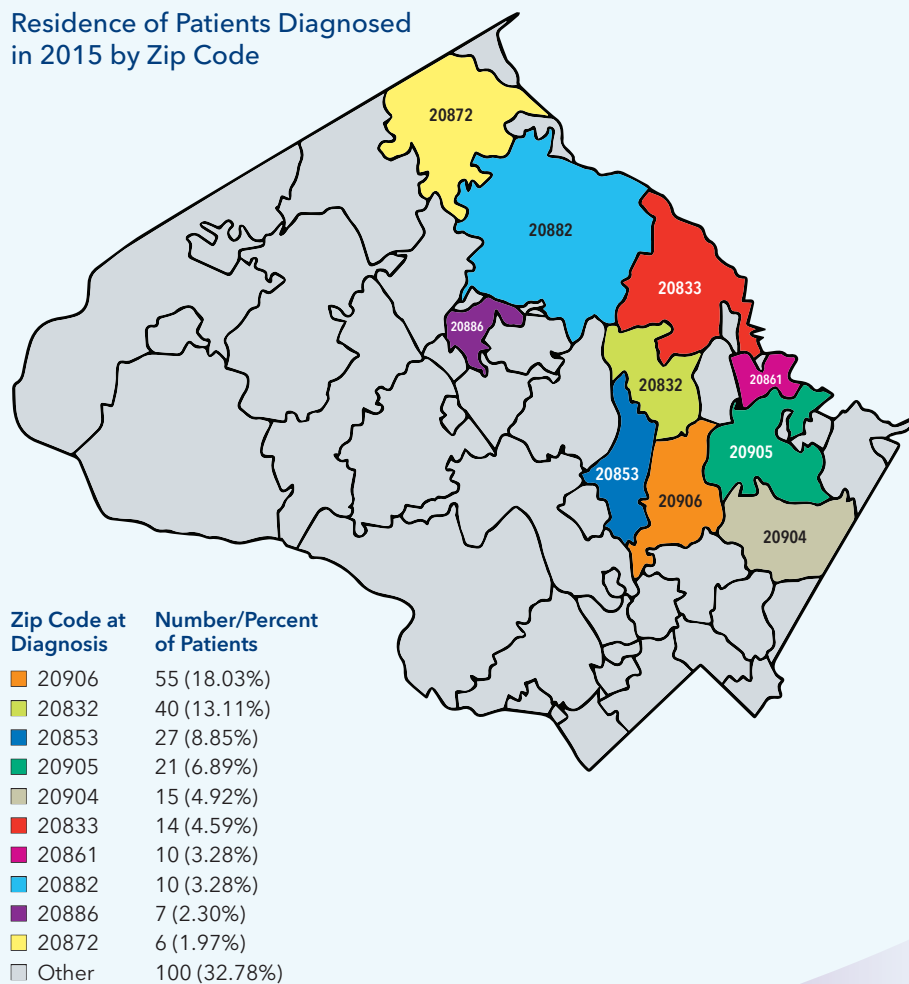
Cancer Registry Report *(continued)*

and information that is mandated by law and cancer program accreditation requirements. CTRs are specially trained in the scientific, clinical and pathologic cancer disease process, including the diagnosis, treatment and follow-up management of the cancer patient. A CTR has met all educational and work experience requirements to successfully complete the national certification examination administered by the National Cancer Registrars Association and maintains the CTR credential by annual continuing education. The CTR collects and manages cancer data effectively and professionally and ensures the quality of MedStar Montgomery’s oncology data. Quality control of the cancer registry data is further ensured by physician review of at least 10 percent of the new cases accessioned into the cancer registry annually.

Lifetime follow-up of patients is mandatory. This is conducted annually for each living patient in the database and the information is obtained through contact with physicians, other hospitals and cancer registries, and patients. This follow-up information ensures meaningful survival analysis.

Margie Jenkins BS, CTR
Coordinator, Cancer Registry

Residence of Patients Diagnosed in 2015 by Zip Code



Malignancies by Gender: Summary by Body System—2015

PRIMARY SITE	TOTAL	MALE	FEMALE	PRIMARY SITE	TOTAL	MALE	FEMALE
ORAL CAVITY AND PHARYNX	6	5	1	BREAST	67	0	67
Tongue	1	1	0	Breast	67	0	67
Salivary Glands	3	3	0	FEMALE GENITAL SYSTEM	13	0	13
Nasopharynx	1	0	1	Corpus Uteri	1	0	1
Tonsil	1	0	1	Corpus and Uterus, NOS	9	0	9
DIGESTIVE SYSTEM	81	39	42	Ovary	2	0	2
Esophagus	6	5	1	Vulva	1	0	1
Stomach	11	7	4	MALE GENITAL SYSTEM	29	29	0
Small Intestine	1	1	0	Prostate	29	29	0
Colon Excluding Rectum	24	11	13	URINARY SYSTEM	25	19	6
Cecum	6	1	5	Urinary Bladder	16	14	2
Appendix	2	0	2	Kidney and Renal Pelvis	8	4	4
Ascending Colon	4	3	1	Ureter	1	1	0
Transverse Colon	3	2	1	BRAIN AND OTHER NERVOUS SYSTEM	9	6	3
Descending Colon	2	1	1	Brain	3	2	1
Sigmoid Colon	7	5	2	Cranial Nerves Other Nervous System	6	4	2
Rectum and Rectosigmoid	10	2	8	ENDOCRINE SYSTEM	2	1	1
Rectosigmoid Junction	4	0	4	Thyroid	1	0	1
Rectum	6	2	4	Other Endocrine Including Thymus	1	1	0
Anus, Anal Canal and Anorectum	2	1	1	LYMPHOMA	15	9	6
Liver and Intrahepatic Bile Duct	2	2	0	Hodgkins Lymphoma	4	3	1
Liver	1	1	0	Non-Hodgkins Lymphoma	11	6	5
Intrahepatic Bile Duct	1	1	0	NHL - Nodal	8	3	5
Gallbladder	2	0	2	NHL - Extranodal	3	3	0
Other Biliary	2	1	1	MYELOMA	1	1	0
Pancreas	18	9	9	Myeloma	1	1	0
Peritoneum, Omentum and Mesentery	2	0	2	LEUKEMIA	6	3	3
Other Digestive Organs	1	0	1	Lymphocytic Leukemia	1	1	0
RESPIRATORY SYSTEM	32	19	13	Myeloid and Monocytic Leukemia	5	2	3
Larynx	2	2	0	Acute Myeloid Leukemia	4	1	3
Lung and Bronchus	30	17	13	Chronic Myeloid Leukemia	1	1	0
SOFT TISSUE	5	5	0	MESOTHELIOMA	1	0	1
Soft Tissue (including heart)	5	5	0	Mesothelioma	1	0	1
SKIN EXCLUDING BASAL and SQUAMOUS	1	1	0	MISCELLANEOUS	12	4	8
Melanoma - Skin	1	1	0	Miscellaneous	12	4	8
				TOTAL	305	141	164



MedStar Montgomery Medical Center

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MedStar Georgetown University Hospital
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