

A Coordinated Approach to Patient-Centred Care

New Prostate Assessment Program coming to London Middlesex

The time from suspicion of cancer to diagnosis is a complex and important phase of the patient journey. It is characterized by the need for many tests and consultations, often creating anxiety and stress for patients and families.

Diagnostic Assessment Programs (DAPs) are a single point of access for diagnostic assessment services. They help primary care providers gain access to diagnostic tests and results for their patients in a timely manner.

All patients enrolled in a DAP have access to a nurse navigator. The nurse navigator actively guides patients through the health care system during their assessment journey, helping patients to overcome barriers within the current healthcare system.

Men who are suspected of having prostate cancer will soon experience more streamlined and coordinated care. In addition, family doctors will know what testing is required during the assessment phase, and where to refer their patients for further analysis. Modeled after the success of the prostate DAP in Owen Sound, a prostate DAP will be implemented in London this winter.

The prostate DAP will be located at St. Joseph's Hospital, part of the St. Joseph's Health Care London family, in the Urology Centre and will serve the patients of London-Middlesex. The model will employ a central referral and diagnostic assessment process including the consolidation of prostate biopsies to St. Joseph's Hospital. Medical, surgical, and radiation treatment will continue to be provided at decentralized sites within London.

The development of Diagnostic Assessment Programs is a key strategy of the Ontario Cancer Plan IV. The implementation of the prostate DAP in London Middlesex will help to ensure patients have timely access to high quality diagnostic services, and are provided relevant and timely information and support.

Stay tuned for more information about the prostate DAP, including information about how to refer a patient, in our next newsletter.

Cancer Care for Primary Care Everything you need to know about the cancer journey

On September 25, allied health professionals from across Southwestern Ontario will come together at the second annual Cancer Care for Primary Care Conference to learn the latest updates in cancer care.

This one day conference, being held in Stratford, Ontario, is a collaboration between the South West Regional Cancer Program and the Waterloo Wellington Regional Cancer Program. Sessions will focus on the cancer journey and will provide up-to-date information to enable primary care providers to deliver the best possible care to their patients. The day's agenda will be packed with important updates, interactive break-out sessions, reflections from a caregiver, and even a live debate about PSA testing. The keynote address will focus on palliative care and be delivered by André Picard, Reporter and Columnist for The Globe and Mail.

Physicians, nurses, nurse practitioners, social workers, spiritual care providers, and residents/students are encouraged to attend. Each participant will receive 5.75 Mainpro – M1 credits, and non-physicians will receive a certificate of participation.



[Click here for more information and to register.](#)

Would you like to receive this newsletter electronically? Email swrcpcommunications@lhsc.on.ca - we'll gladly add you to the list!



South West
Regional Cancer Program
in partnership with Cancer Care Ontario



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SOUTH WEST CANCER NEWS LINK

• Volume 6
• Issue 2
• Summer 2015



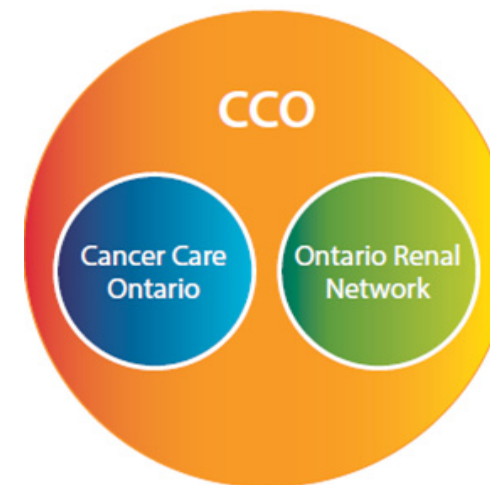
Working together to
provide quality cancer
care close to home

A New Look For Cancer Care Ontario: CCO launches their new brand identity

The mandate of Cancer Care Ontario has expanded well beyond the borders of cancer care. With a strong history in cancer care, and an emerging expertise in renal care and wait time management, CCO has revised its brand architecture to better support the establishment and growth of its broadened mandate.

This new brand architecture brings with it a few notable changes. The well-known acronym CCO no longer means "Cancer Care Ontario", in reference to its historical cancer mandate. The CCO abbreviation now represents the overarching Ministry of Health umbrella that covers cancer, renal, and access to care programs. Best illustrated in the diagram above, the CCO master brand includes all products and services at the corporate level not contained within Cancer Care Ontario or

the Ontario Renal Network. The complete name of "Cancer Care Ontario" will continue to refer to the work related to the cancer system.



The South West Regional Cancer Program will continue to work on behalf of Cancer Care Ontario, alongside dozens of hospitals and organizations across the South West region, to advance high quality cancer prevention, screening, diagnosis, and care.

As part of this rebrand, the South West Regional Cancer Program has replaced its "peach" logo with a new visual identity, seen below. The new work mark is an important emblem of the partnership between regional partners and Cancer Care Ontario at a provincial level.

If you have any questions regarding the new branding, email swrcpcommunications@lhsc.on.ca

MESSAGE FROM THE DIRECTOR

Brenda Fleming, Director
South West Regional Cancer Program

Where did the summer go? I hope everyone was able to enjoy some well-deserved rest and relaxation over the past few months. My fingers are crossed that the warm weather will extend into the fall.



We have been working diligently throughout the summer on the development of a Strategic Plan for the South West Regional Cancer Program. Many stakeholders have participated in interviews, focus groups, and strategy sessions, which have helped to identify key areas of focus over the next four years. The Plan will also align with strategies outlined in the Ontario Cancer Plan IV. In addition to surveying the public about how the cancer system is perceived, we have invited patients to the table to assist in the development of our regional priorities. It is important that our Strategic Plan not only encompasses the patient voice, but is constructed from a framework of patient and family-centred care. We are excited to share this plan with you in the coming months.

The Cancer Quality Council of Ontario, in partnership with Cancer Care Ontario, distributes annual Quality and Innovation Awards that recognize significant contributions to quality and innovation in the delivery of cancer care across the province. The South West Regional Cancer Program has submitted three applications for consideration this year: New Model for Well Breast Cancer Follow up (Pink Notes for Primary Care), Cancer Care Close to Home video campaign, and the Outpatient/Ambulatory Realignment & Best Practice Implementation for GI Endoscopy. Results are expected in November.



South West
Regional Cancer Program
in partnership with Cancer Care Ontario

Collaborative Quality Improvements to GI Endoscopy Care

Over the past two years, the South West Regional Cancer Program has worked collaboratively with the South West LHIN and 28 hospital sites to evaluate and improve the delivery of outpatient endoscopy services and follow up care across the region. The goal was to decrease the variation of wait times and volumes, and implement best practices in the GI Endoscopy services delivered in the South West LHIN by 2016.

WHAT WE DID

A detailed examination and review of the location, organization, and service delivery variation in outpatient GI Endoscopy services across the region was undertaken. Key drivers of this work included:

- Clinical services planning
- Continuous quality improvement
- Implementation of Health System Funding Reform (HSFR) and quality based procedures

Implementation of best practice guidelines were assured by linking to the Guideline for Colonoscopy Quality Assurance in Ontario (Tinnmouth, 2013) and the GI Endoscopy Quality Based Procedure Clinical Handbook (Cancer Care Ontario & Ministry of Health and Long Term Care, Province of Ontario, 2013), a

capacity assessment, and the identification of key enablers to meet project goals and maximize the use of system resources. A LHIN-wide framework for ongoing quality measurement in the region was established with baseline scorecard level data to assist with ongoing evaluation and system level performance management. By the end of

"I feel very fortunate that my community hospital was able to perform my colonoscopy. The doctors were very friendly and knowledgeable, and made me feel extremely comfortable. I have told many of my friends to have their cancer screening in Hanover because of the care I received." - Nancy (patient) Hanover, Ontario

September 2015, all sites will be able to upload ColonCancerCheck data to Cancer Care Ontario, which will ensure a common platform to consistently measure quality and align with provincial metrics. In addition, all hospitals in the region, regardless

of size will have completed a case costing evaluation and will better understand the key cost drivers within their operations, further enabling future operational efficiencies.

The South West is the first region in the province to address the issue of variability in the delivery of GI Endoscopy services to consistently measure and improve patient safety, effectiveness, and access to care. This innovative approach to GI Endoscopy services ensures that local service delivery needs and programs within regional hospitals are aligned, and services within the region are delivered at the right time, in the right place, by the right provider.

WHERE WE'RE HEADED

Earlier this spring, three task teams were established with representatives from all hospital sites. These teams will focus on data collection, operations, and finance. Results from each task team will be reviewed and assessed by the South West Endoscopy Quality Improvement and Performance (SW-EQUIP) committee, which oversees ongoing quality and safety strategies. This committee will meet on a quarterly basis to review and assess the scorecards to ensure effective monitoring and continued regional engagement and investment for a successful GI Endoscopy program.

Visit the South West website to read the Final Report, and learn more about this project: <http://www.southwestcancer.ca/providers/gi-endoscopy-0>

Improving Sustainability of Systemic Therapy in the South West

The South West Regional Cancer Program's mandate is to ensure cancer care is equitable, sustainable and provided as close to home as possible. This includes reviewing current processes and looking for ways to improve the system while maintaining high-quality person-centred care.

In the spring, a project team was assembled to review the current state of systemic therapy in the South West region. Representatives from hospitals across three LHINs (Erie St. Clair, South West, and Waterloo Wellington) were brought to the table for a comprehensive review of processes and practices to ensure a sustainable and robust regional systemic therapy program in the South West and beyond.

The goal of the Systemic Therapy Improvement Project (STIP) is to enable health service providers to collaborate, innovate, and deliver planning and implementation strategies to meet the systemic therapy needs now and into the future. This work is aligned with Health Quality Ontario's mission - to drive a culture of quality throughout Ontario's health care system.

The patient's voice is critical to the success



of this project. In order to learn about the experiences of patients who receive chemotherapy treatment at satellite sites across the region (and in neighboring LHINs), focus groups have been held to gain feedback. This feedback will help identify gaps, and allow the project team to better understand how the patient experience can be improved, patients have been consulted in St. Thomas, Woodstock, Wingham, Chatham, and Owen Sound.

For more information on the STIP project or to view the "Keeping in STIP" newsletter, visit <http://www.southwestcancer.ca/providers/systemic-therapy-improvement-project>

PROFILE: Specialist, South West Regional Cancer Program

Harry Milne: As Regional Program Specialist at the South West Regional Cancer Program, Harry is responsible for supporting cancer-related activities at the London Health Sciences Centre and St. Joseph's Health Care London.

Harry graduated from Western University with a Nursing degree in 1981, and completed a Master of Science in Nursing degree in 1994. His clinical background, coupled with 14 years' experience in the cancer field has enabled Harry to successfully manage many projects in the region, including the Systemic Therapy Improvement Project, implementation of the first thoracic Diagnostic Assessment Program in the South West, and the operational transition of the Outpatient/Ambulatory Realignment & Best Practice Implementation for GI Endoscopy.

Harry also provides support to clinical leads in Radiation Oncology, Systemic Therapy, Cancer Imaging, Pathology, and GI Endoscopy.

"The best part of my job is working with a variety of health care professionals across the region on various work assignments."



Contact Harry Milne at: Harry.Milne@lhsc.on.ca

Preparing Patients for their First Visit to London

"Your First Visit to LRCP" is a free resource for patients who are referred to the London Regional Cancer Program. This resource provides patients and their family members with information about parking, the My Care Binder, what to bring, and how to prepare for the first appointment.

The South West Regional Cancer Program has printed this resource in pads of 50 tear-off sheets.

If you would like to place an order, please contact Danikah Antaya at 519-685-8500 ext. 71825 or danikah.antaya@lhsc.on.ca.

