

# Cancer Care Close to Home

A large component of patient and family centred care involves the ability to receive cancer care close to home. Care provided close to home offers many advantages for patients, including having family and friends close by for support and a reduction (or elimination) in travel time. Plus, the benefit of having skilled care professionals throughout the region brings expert care into smaller communities.

From cancer screening - to surgery - to chemotherapy treatment, patients have options for care across the South West region.


We encourage you to consider care close to home options for your patients, and make these conversations part of your patient consultation process.

For a list of care options provided across the region, visit: <http://bit.ly/1Gm3r80>



# SAVE THE DATE


THE CANCER JOURNEY: EVERYTHING PRIMARY CARE NEEDS TO KNOW




FRIDAY, SEPTEMBER 25, 2015

Keynote Address:  
André Picard, Public Health Reporter, The Globe and Mail

Arden Park Hotel, Stratford, Ontario  
Registration Details COMING SOON!



south west regional cancer program  
in partnership with cancer care ontario



waterloo wellington regional cancer program  
in partnership with cancer care ontario

## A Cancer Centre Referral – It's More Than Just a Form

The journey of a cancer patient begins long before they visit the London Regional Cancer Program. As a primary care provider, you play an important role in setting the tone for your patient's cancer experience. We are a team, and together we can ensure that your patient receives timely, high quality care.

A referral to the cancer program involves more than just the referral form itself. Referrals must be accompanied by:

- Pathology reports documenting the cancer diagnosis

- A consultation letter highlighting presenting signs, symptoms, and findings
- A completed referral form

There may also be important information required depending on disease site. This information is critical to staging and ensuring that your patient can begin treatment as soon as possible. A seamless and complete referral is the first step in providing excellent patient-centred care.

For a complete list of disease specific referral guidelines and to download the referral form visit: <http://bit.ly/1vsU2KR>

SOUTH WEST

# CANCER NEWS LINK



- Volume 5
- Issue 4
- Winter 2015

Working together to provide quality cancer care close to home

## Cancer Care Ontario Launches Online Cancer Prevention Tool



with their cancer risk relative to Ontarians their age and sex, and a summary of their cancer risk factors and the steps they can take to reduce them – such as limiting alcohol intake, increasing physical activity, or connecting them to resources such as the Smokers' Helpline.

On February 3, Cancer Care Ontario (CCO) launched MyCancerIQ.ca – a new online cancer risk assessment tool designed to start a conversation between health care providers and their patients about breast, cervical, colorectal, and lung cancer prevention before they even set foot in a doctor's office.

My CancerIQ is designed to save time by responding to patients' initial cancer prevention-related questions with evidence-based facts and a personalized risk assessment. By coming to their appointment equipped with their risk assessment reports, care providers will require less time to assess risk factors and have more time to focus on cancer prevention and health behaviour change.

So how does it work? First, My CancerIQ asks patients detailed questions about their family history, personal/medical history, lifestyle, and occupational exposures. It then provides them

The development of this tool, and its strong focus on cancer risk reduction, aligns with the goals and strategic priorities of CCO's Ontario Cancer Plan III. To promote the launch of the tool publicly, Cancer Care Ontario has created a My Cancer IQ pop-up booth that will be traveling around to different venues in the province. The booth will be coming to the South West region in April. Stay tuned to the South West website for more details.

Visit [MyCancerIQ.ca](http://MyCancerIQ.ca) for more information on the risk assessment, get familiarized with patient reports, and try the risk assessment yourself!



### MESSAGE FROM THE DIRECTOR

Brenda Fleming, Director South West Regional Cancer Program

The days are getting longer and should be getting warmer soon. Regardless of what the groundhog says, spring must be on the way.



As we await the announcement of Human Touch Award winners, we are reminded that it's not too early to begin thinking about initiatives across the region worthy of recognition in the Quality & Innovation Awards. These awards are presented annually by the Cancer Quality Council of Ontario in partnership with CCO, and recognize outstanding achievement in cancer care. I encourage you to think about the ways in which you and your teams are improving the delivery of quality care and sparking innovation to better care for cancer patients. Nomination forms for the 2015 competition will be distributed in early summer.

By now, I'm sure you've heard of the new MyCancerIQ risk assessment tool that CCO has developed (If not, details are included in this edition). In an effort to help promote this tool



and increase your patient's awareness of cancer screening programs, our team has developed a 1-minute video that you are invited to download and display on the TV screens in your waiting room. No audio is required. View/download the video here: <http://bit.ly/16ale5F>

Until next time, stay warm!

### Diagnostic Assessment Programs: Supporting YOU & Your Patients

The time from when a person suspects they might have cancer to when cancer is ruled out or diagnosed is often stressful and confusing for patients and their families. Many patients see multiple healthcare providers and have many tests before they receive a diagnosis. This process can take a long time. As a primary care provider, it can be a challenging time as well. From ordering tests to coordinating care, you may experience frustration in trying to manage care for your patients.

What if there was someone who could not only help your patients to navigate the cancer system, but could support you in coordinating the diagnostic process? There is! It's called the Diagnostic Assessment Program (DAP).

DAPs help to streamline and centralize cancer diagnosis services. Once a patient is referred into a DAP, he/she has access to a patient navigator, who is the patient's main contact, coordinates all testing for the patient, and provides psychosocial support throughout the diagnostic journey. You know your patient best, and are an important part of the cancer care team. The navigator will work together with you to ensure the best care for your patient.

#### WHO CAN BE REFERRED?

In the South West region, DAPs have been established for patients suspected to have Thoracic (London & Grey Bruce), Prostate (Grey Bruce) and/or Hepato/Pancreatic/Biliary-Rectal (London) cancers.

#### HOW DO YOU REFER?

In order to refer a patient into the DAP you must first complete baseline imaging for your patient (CT chest and abdomen). If your patient has a rectal mass, a scope is required. When you receive the results of these tests, fax the DAP referral form AND one-page EMR (or past medical and surgical history) to the DAP office. The nurses will review the referral with a surgeon who will assess the next appropriate step in the patient's care.

Referral forms are posted here: <http://bit.ly/1C9RPkH>

You will receive confirmation of the referral as well as details about the plan of care for your patient.

#### WHAT'S NEXT?

DAPs are continuously evolving across the province. If you require assistance ordering CTs, the DAP can assist by providing advice on the best location for your patient.

Contact the DAP:

#### LONDON

##### Sue Stein, Nurse Navigator

South West Regional Cancer Program  
Telephone: 519-685-8500, ext. 53232  
Fax: 519-685-8611

##### Nancy Gregg, Nurse Navigator

South West Regional Cancer Program  
Telephone: 519-685-8500, ext. 71824  
Fax: 519-685-8611

#### OWEN SOUND

##### Trudy Willis, Nurse Navigator

Grey Bruce Health Services  
Telephone: 519-376-2121, ext. 2608  
Fax: 519-372-3931

### Patient Satisfaction

Over 85% of patients rated  
the care they received from  
their navigator as excellent.

85% of patients felt  
supported when told of  
their diagnosis.

It's an exciting time for endoscopy in the South West! Over the past year, physicians and hospital leaders from across the region have been working hard to develop a comprehensive regional strategy to increase efficiency and improve quality in GI Endoscopy services across the South West LHIN. The outcome of this work will ensure that patients receive the same quality of endoscopy care at the right time, regardless of where they live.

A recommendation and implementation plan has been developed to ensure:

- Endoscopy service delivery is aligned with quality best practice,
- Streamlined quality measurement and improvement, and
- On-going program governance and reporting.

Please note: All sites that are currently providing endoscopy services in the region will continue to do so. There is no proposed realignment of services as a result of this work.

The recommendations have been categorized into four implementation plan work streams:



1. Patient safety compliance and key performance indicator (KPI) implementation
2. Data provision, analysis, and report generation
3. Program accountability and quality improvement
4. Patient flow and system optimization

As of April 1, the South West Regional Cancer Program, together with Cancer Care Ontario, will oversee the implementation of the recommendations. These changes will ensure that best clinical practice in endoscopy services is applied throughout the South West LHIN.

For more details about the four work streams, and plans for implementation, view the full final report:

## PROFILE: Nurse Navigator

**Nancy Gregg, RN:** Although Nancy is one of the newest members to join the South West Regional Cancer Program team, she has extensive knowledge and experience working within the cancer system. Nancy has worked as an oncology nurse at the London Regional Cancer Program for close to 16 years. She graduated from Fanshawe College as a Registered Nurse in 1995, and received a Bachelor of Science degree in Nursing from Western University in 2000. In addition, Nancy has completed many de Souza nursing courses, including those specific to patient navigation. In 2004, she obtained a Certificate in Oncology Nursing with the Canadian Nurses Association.

"I consider myself lucky to be able to help patients and their families navigate their journey through the oncology spectrum," says Nancy. "It's rewarding to know that you have helped – even if it's in a small way."

In her spare time, Nancy enjoys spending time with family and friends. She's always on the lookout for fabulous antique and rustic "treasures", which she and her sister share with others who appreciate good finds through their business cleverly named, "Rustic Sisters".



Contact Nancy Gregg at:  
[Nancy.Gregg@lhsc.on.ca](mailto:Nancy.Gregg@lhsc.on.ca) or  
519-685-8500 Ext. 71824

## March is Colorectal Cancer Awareness Month!

In Ontario, colorectal cancer is the second most common cause of cancer deaths in men and third most common cause of cancer deaths in women. In 2014 alone, an estimated 8,900 Ontarians were diagnosed with colorectal cancer.

During the month of March, the South West Regional Cancer program will be supporting Cancer Care Ontario's (CCO) efforts to raise awareness about screening for colon cancer through Ontario's population-based, provincial cancer screening program – ColonCancerCheck.

According to 2014 Cancer System Quality Index (CSQI) data, in the South West region approximately 45 per cent of individuals aged 50-74 years of age are overdue for colorectal screening, a percentage that is higher than the Ontario average. Research shows that encouragement from a primary care provider to a patient is still the most effective way to recruit individuals to participate in organized screening.

The Screening Activity Report (SAR) is useful tool to help care providers to drill-down to specific cancer screening information to help target interventions with patients who are due for screening. Your SAR can be accessed online: <http://bit.ly/18hxMcR>

Visit CCO's website for a variety of resources related to colorectal cancer screening: <http://bit.ly/1M0IA1Q>