

Randolph Cancer Center, Asheboro, North Carolina

Efficient, comprehensive, community-focused care

In October 2008 Randolph Hospital in partnership with Moses Cone Health System opened the new 20,000-square-foot Randolph Cancer Center, bringing convenient comprehensive cancer care to Asheboro and Randolph County. The community has responded with resounding support. From 2008 to 2009 new patient visits doubled. Chemotherapy patient visits increased by 34 percent, and the cancer center's new radiation oncology service line has provided 5,436 treatments. Randolph Cancer Center has been accredited as a community cancer center by the American College of Surgeons since 2001, and in its 2010 survey received three-year Accreditation with Commendation.

Then and Now

In 1998 Randolph Hospital initiated its cancer service line in collaboration with the Moses Cone Health System. Initially, the cancer program had two part-time medical oncologists who saw patients two days a week. Over time, as the demand for cancer services grew, in the spring of 1999, a full-time medical oncologist joined the cancer program. In the fall of 1999, the cancer service line moved to a stand-alone facility about one block from the hospital. The cancer center's highly qualified staff continued to draw patients, and a second medical oncologist was added to the program; however, space constrictions limited the cancer center's services to medical oncology and chemotherapy infusion. Space restrictions also made it difficult to grow the cancer program's supportive care services. As an example, the American Cancer Society's *Look Good, Feel Better* program was held in the cramped break room, and patients had to travel back to the main hospital for social work services. To receive radiation therapy, patients had to travel about 30 miles to Greensboro.

Every three to five years, Ran-



(L to R) Randolph Cancer Center physicians Sandra E. Mitchell, MD; Christine H. McCarty, MD; and DeQuincy A. Lewis, MD

Vital Statistics:

- Hospital bed size: 145
- Number of dedicated inpatient oncology beds: 3
- Number of new cases seen annually: 400

Selected Support Services:

- ACS Resource Center
- Support groups, including *ACS Look Good, Feel Better*
- Dietitian services
- Music therapy
- Art therapy
- Pastoral care
- Cancer screenings (breast, cervical, prostate, head and neck, oral, and skin)

dolph Hospital engages in a strategic planning process, and the community is invited to participate in these efforts. When the hospital conducted its 2004 strategic planning initiative, the community expressed a desire for comprehensive cancer services at the hospital. Randolph Hospital listened and began planning for a new cancer center that would include a radiation oncology service line. In 2007 the hospital started construction on a new two-story facility, adjoining the hospital's outpatient treatment center.

The first floor of the new building would be home to the new Randolph Cancer Center.

In October 2008 Randolph Hospital and the community celebrated the opening of the new cancer center, and today all outpatient cancer services are available in one location and on one floor. Visitors walk through the cancer center's main entrance and into a beautifully decorated lobby, which features rotating art exhibits and a queen-sized, handmade quilt depicting scenes from Randolph

County. Patients can also access the Cancer Center from the new outpatient center, which offers free valet parking.

To the right of the lobby area is the infusion center, the oncology pharmacy, and the cancer center's healing garden. The infusion center has eight infusion chairs, which can be positioned to suit the patient's choice of views, and three private bays. The area features a wall of windows that provide natural light and views of the healing garden. The cancer center's medical oncologist and pharmacist professional services are provided in partnership with Moses Cone Health System. Oncology nurses and cancer center administrative staff are employed by Randolph Hospital.

On the left-hand side of the facility is the radiation oncology area, which houses the program's new Elekta Synergy linear accelerator and GE Lightspeed VCT scanner. Located between medical oncology and radiation oncology—in the “heart” of the cancer center—are eight physician exam rooms (with the capacity to expand to 10) for both medical and radiation oncology. The Randolph Cancer Center began offering treatment with the Synergy linear accelerator in November 2008. Treatment modalities available to patients include both intensity-modulated radiation therapy and image-guided radiation therapy. Radiation oncology services are provided under contract with a private radiation oncology group; the cancer center has one full-time radiation oncologist and two part-time radiation oncologists.

21st Century Care in the Community Setting

Randolph Hospital's commitment to the new cancer center included not just new facility construction and the purchase of new state-of-the-art equipment, but also the commitment

to move to electronic health records (EHR) in both radiation oncology and medical oncology. “When we moved, we moved in a number of ways,” said Stacey Bannister, MBA, CMPE, executive director, Randolph Cancer Center. “We moved from a paper chart on one day to totally electronic the next day. We had a beautiful new facility, the best equipment you can buy, and we said we're



just going to bite the bullet [and move to EHR]. We do have limited paper use—there are still some [elements of the registration process] that are paper based. But all our faxes are received electronically and stored in our EHR. We are integrated with the hospital. Our EHR is IMPAC. We just did an upgrade for the new AJCC 7th edition staging manual. We are really pleased. We started with order sets from day one.”

The cancer program holds multidisciplinary tumor conferences every week with limited exceptions, engaging providers across disciplines and service lines. The Randolph Cancer Center studies clinical outcomes through quality improvement projects initiated by the cancer committee, and boasts a high compliance rate with national guidelines (NCCN and American College of Surgeons) for treatment.

Cancer patients have access to both onsite clinical trials and additional research trials through the Moses Cone Health System. To meet growing demand and expand the program's research capabilities, in 2008, Randolph Cancer Center added a full-time clinical trials nurse. By 2009 three percent of new patients were accrued to clinical trials. The

program plans to include radiation oncology trial protocols by the summer of 2010.

Caring for the Whole Patient

One way the cancer center puts its new EHR to use is to connect patients to support services. “Using our EHR, we have created certain pathways so that we are certain that 100 percent of our patients are screened by our social worker; 100 percent of our patients are screened by our dietitian and our pastoral care that we have on site,” said Bannister. Patients also have access to rehabilitation services tailored to the needs of cancer patients through Randolph Hospital's extensive outpatient rehabilitation services, which are located one floor above the cancer center. Offerings include:

- Core therapy—strengthening basic trunk, upper, and lower extremities
- Balance therapy
- Wound care
- Spine therapy
- Pain relief
- Aquatic therapy
- Nintendo Wii therapy
- Lymipedema therapy
- Speech therapy
- Occupational therapy.

The added space available in the new facility has allowed the cancer center to expand its enrichment program. A full-time Enrichment Services Coordinator works to develop such integrative care offerings as art therapy and music therapy, as well as patient-focused art. Art works are on display throughout the cancer center with one hallway dedicated to showcasing art from the community. In February 2010 the Randolph Cancer Center was selected to receive an ACS (American Cancer Society) Resource Center—the first cancer center in a seven state region to do so. The Resource Center, located at the back of the Cancer Center, will be staffed by ACS.

Staying connected with the community through social media is another innovative effort underway at Randolph Cancer Center. The cancer center has a blog and recently opened a YouTube channel. The goal is to reach out to the community with information and an opportunity for communication. 📺