

INTEGRIS Cancer Institute of Oklahoma, Oklahoma City

Delivering personalized, patient-centered care

INTEGRIS Cancer Institute, a part of INTEGRIS Health, the largest Oklahoma-owned, not-for-profit health system in the state, provides comprehensive cancer care at six campuses, including the new state-of-the-art, freestanding INTEGRIS Cancer Institute campus.

Under the umbrella of the INTEGRIS Cancer Institute of Oklahoma are the longstanding, American College of Surgeons (ACoS)-accredited comprehensive cancer programs at INTEGRIS Baptist Medical Center and INTEGRIS Southwest Medical Center in Oklahoma City. Other sites of service include INTEGRIS Canadian Valley Hospital in Yukon; INTEGRIS Clinton Regional Hospital in Clinton; and INTEGRIS Health Edmond in Edmond, Oklahoma.

In 2009 the new INTEGRIS Cancer Institute facility, a campus of INTEGRIS Baptist Medical, opened on 24 acres in Oklahoma City. The 200,000-square-foot cancer center, which encompasses a partnership with ProCure Proton Therapy Center to offer proton beam therapy services, is the flagship of the health system's cancer program.

INTEGRIS is committed to providing patients with choices. "We know that there is not one right answer for every patient, and part of our mission is to make the best treatment alternatives [available] for each patient and [his or her] situation. By having the array of choices that we have, providers and clinicians are able to have those conversations that are very meaningful in a very personalized manner with patients and their families," said Philip S.

Lance, president of the INTEGRIS Cancer Institute.

Coordinated Care

Operating under a single, unified management team, the INTEGRIS Cancer Institute helps coordinate cancer services across the health system. In establishing the INTEGRIS Cancer Institute, "We saw an opportunity to bring some synergies among INTEGRIS facilities, to bring a standardized, *(continued on page 20)*

Vital Statistics

- Total licensed hospital beds:
 - INTEGRIS Baptist Medical Center: 629
 - INTEGRIS Southwest Medical Center: 406
- Number of dedicated oncology inpatient beds:
 - INTEGRIS Baptist Medical Center: 30
 - INTEGRIS Southwest Medical Center: 24
- Number of new analytic cases seen in 2010: 2,100

Selected Support Services

- Disease-site specific support groups
- Resource library
- Massage therapy
- Yoga classes
- *Wheels to Wellness*
- Survivorship program
- Palliative care
- Hospice care



PHOTOGRAPHS COURTESY OF INTEGRIS CANCER INSTITUTE

consistent, much higher level of care across our facilities, and to enter into a private partnership with ProCure to bring proton therapy to Oklahoma City, which is really a differentiator for a provider of cancer services in this part of the country,” said Lance.

In 2010 the INTEGRIS Cancer Institute saw 2,100 new analytic cases across all sites of service. The service area is south-central U.S., but the program has treated patients from 28 states.

Establishment of the INTEGRIS Cancer Institute has promoted coordination across all sites of services and helped to foster the “systemness” of care, said Lance. Serving as an umbrella over cancer services, the Cancer Institute is “creating standardization of care across our facilities so that we take out variability, we improve consistency.... [We] try to take out the variation as much as possible while implementing personalized care.”

INTEGRIS outpatient cancer care facilities, including INTEGRIS’s proton therapy partner, have an integrated, shared EMR system, Elekta MOSAIQ®. The system ties into the inpatient facilities via Cerner.

Evidence-based, Patient-focused Design

The new INTEGRIS Cancer Institute facility was constructed using evidence-based design that incorporates natural light into the facility and features natural materials, including a mix of stone and hard and soft metals to create a healing environment of care. In designing the new building, planners incorporated information from an Advisory Board research study of 1,000 cancer patients and their experiences as they went through treatment, as well as conducted two patient and family focus groups.

The main entrance is the pinnacle of the new facility, emphasizing that the patient is at the center of the program. As part of the Lean design process, staff participated in a five-day kaizen (Lean design workshop focused on continuous process improvement) to map out patient and work flow within



Cutting-edge technology at INTEGRIS Cancer Institute includes 3T MRI (at top) and Novalis Tx with BrainLab (bottom).

the new cancer center. The result: a peaceful care environment. “To this day, you can come through [the facility]—and even if it’s the busiest point in the day—it’s a very calm, serene, relaxed atmosphere with the busy work out of the view of the patients so that they can focus on what they need to be focused on and that’s getting their care,” said Lance. Special features include a centrally located, integrated prayer garden, and a meditation room that overlooks a prayer labyrinth.

The Cancer Institute offers patients and family members access to an array of concierge services, including valet parking. The Troy and Dollie Smith Wellness Center, a fully integrated wellness program, promotes and coordinates supportive care services including: patient navigation, pastoral and spiritual counseling, social work, psychosocial counseling, genetics, research, mind-body-spirit, art therapy, guided imagery, pain management, and the cancer registry. In the last two quarters of 2011, the INTEGRIS Cancer Institute achieved Press Ganey scores for patient satisfaction in the 99th percentile.

Both medical oncology and radiation oncology services are offered in the new facility. Medical oncology services are provided by a dedicated medical oncology group. The infusion area includes 18 private, semi-private, and open infusion suites that are equipped with flat screen TVs and

heated recliners for patient comfort.

Radiation oncology services are staffed by Radiation Medicine Associates physicians. The radiation oncology area has 12 exam rooms, with two dedicated to head and neck cancers. Cutting-edge technology includes a 16-slice, 4D CT simulator with respiratory gating; two linear accelerators (Novalis Tx™ with BrainLab and Trilogy with an HDR acuity suite); and two additional vaults for future expansion. Treatment modalities include IGRT, IMRT, stereotactic radiation therapy, conformal 3D radiation therapy, HDR brachytherapy, radionuclide therapy, and proton beam therapy. Imaging modalities available include a 16-slice PET/CT, a 64-slice CT, and a 3 Tesla MRI. The program is accredited by the American College of Radiology.

Proton Therapy services are offered in partnership with ProCure Proton Therapy Center, which is physically and operationally integrated with the new INTEGRIS Cancer Institute facility. The Proton Therapy Center has four treatment rooms and has treated over 500 patients to date. Currently, proton therapy is available for prostate, brain, spinal, esophageal, and rectum cancers and for pediatrics.

Disease-site-specific Multidisciplinary Clinics

One focus of the Cancer Institute has been the development of multidisciplinary disease-site-specific cancer clinics. While the program has traditional prospective and retrospective tumor boards, the INTEGRIS Cancer Institute has initiated multidisciplinary clinics that bring the interdisciplinary specialists together for prospective case discussion and to meet with the patient all in one day. Patient navigators currently coordinate clinics for the following disease sites: GI, urology, liver, and breast cancers.

“Quality of care is central to what we do,” said Lance. “We are Joint Commission accredited. We are accredited by the American College of Surgeons. Our main flagship hospital, Baptist Medical Center, is also Magnet accredited. In everything we do, we are very staunch believers in the Lean methodology and we incorporate that into everything we do to really create value for the patient.”