

spotlight

Mount Carmel Cancer Services Columbus, Ohio



Mount Carmel Health System's comprehensive cancer program is accredited as a Network Cancer Program by the American College of Surgeons' Commission on Cancer. Mount Carmel is also a member of CHE-Trinity Health, the second largest Catholic healthcare system in the U.S. Serving the greater Columbus, Ohio, area, Mount Carmel delivers cancer care at three acute care facilities: Mount Carmel East, Mount Carmel West, and Mount Carmel St. Ann's.

The medical oncologists work out of an independent treatment center (the Zangmeister Center) located about six miles from the Mount Carmel East campus. The Zangmeister Center also houses the radiation therapy department for Mount Carmel East.

Infusion services, outpatient treatment, and survivorship services are available at all three acute care locations and at the Zangmeister Center.

When patients undergo concurrent therapy, Mount Carmel staff makes every

attempt to schedule those patients either at the Zangmeister Center or at the St. Ann's facility; St Ann's radiation therapy and outpatient infusion department are in one suite.

A Virtual Care Delivery Model

According to Dodie Johnson, VP, Oncology and Surgery Service Line, Mount Carmel functions as a virtual cancer center.

"Because it is a virtual program we do have a one-call access number. A patient navigation coordinator answers that phone and works with the patients to connect them with community services or refer them to the navigator, dietitian, or the social worker, depending on what they need," said Johnson.

Patient navigators are available to all cancer patients diagnosed within the hospital system. Mount Carmel has dedicated navigators for breast imaging, lung, and pancreatic cancers, as well as general navigators.

In addition, Mount Carmel has location-based patient navigators in each of the acute care settings. All patient navigators are oncology-certified nurses.

Multidisciplinary general, breast, colorectal, and GYN/oncology tumor boards meet weekly.

Breast cancer services at Mount Carmel are accredited by the NAPBC (National Accreditation Program for Breast Centers). The imaging centers and radiation therapy centers are American College of Radiology (ACR)-accredited. Mount Carmel uses Rapid Arc® technology and offers stereotactic radiosurgery at all three acute care locations. High dose rate (HDR) brachytherapy and

hypo-fractionation can be performed at any Mount Carmel location, but HDR therapy is only offered at Mount Carmel St. Ann's and Mount Carmel West. All GYN malignancies are seen at Mount Carmel West. CyberKnife services are also site-specific and are delivered at Mount Carmel St Ann's.

"While patient convenience is very important, we also make certain that we've got the best expertise available," said Johnson. "For example, we don't see many prostate cancer patients. Our urologists have their own center and are able to treat prostate cancer at one location. We consolidate our prostate cancer patients for treatment. We use the same model for pancreatic surgery; all of our pancreatic hepatobiliary surgeries are performed at our Mount Carmel West campus because that is where the expertise is. We try to co-locate services that are low volume, high-risk."

Currently Mount Carmel works through the local Columbus CCOP (Community Clinical Oncology Program) to offer clinical trial options to patients. Additionally, the medical oncologists have a research department within their practice at the Zangmeister Center. Patients that do not qualify for available CCOP or Zangmeister Center trials can be referred to the NCI-designated James Cancer Hospital of the Ohio State University Medical Center.

Cancer Risk Program

The Mount Carmel Cancer Risk Program helps patients determine and reduce their risk of developing cancer. Physicians and patient navigators can refer patients to the program, or patients may self-refer. The

Select Support Services

- Resource library
- Palliative care
- Oncology rehabilitation
- Social work
- Navigation
- Support groups
- Genetic counseling

Number of analytic cases seen in 2013: 2,876



risk-assessment team includes physicians, certified genetic counselors, and an intake coordinator. Together, this multidisciplinary team performs a comprehensive assessment of a patient's personal and family medical history and offers genetic testing when appropriate. Mount Carmel has worked hard to establish processes to develop a robust risk-assessment program that is free to patients. Patient navigators provide education on genetic testing throughout the treatment journey, and radiologists are taught to pay close attention to a patient's family history.

Survivorship Services

While survivorship services are offered at all the acute care facilities, the new Cancer Survivorship Center is located at Mount Carmel East. The center is a 3,000-square-foot dedicated space that acts as the hub for all Mount Carmel survivorship care. Opened in November 2013, the center is dedicated to Dr. Chung Yin, the "original" radiation oncologist at the Mount Carmel East campus who died from cancer prior to the department relocating to the Zangmeister Center.

"It is a fitting tribute to him," said Kathy Grassman, system director for Radiation Therapy. "He always addressed the psychosocial needs of the patients, families, and staff." Readying the space to offer survivorship services was not without its challenges. "It is not a typical office space or even a typical survivorship center. It is quite a unique space and has a lot of room for patient activity, but it can be challenging from an office perspective," said Michael Uscio, manager of Survivorship Services.



Top: The Cancer Survivorship Center provides patients and family members a one-point access to a variety of services, programs, and staff. Above: Available in the Center, *Images for Women* cancer boutique offers a wide assortment of breast prostheses, bras, swimwear, and other items.

Renovation challenges included gutting exam rooms to make room for staff offices, and transforming radiation vaults into a patient exercise room and a conference room. To preserve some of the history of the space, the one-ton door remains on one of the former radiation vaults.

Survivorship services are free to all patients, with funding for the center and renovations provided by the Mount Carmel Foundation.

Mount Carmel envisions the center as a one-stop-shop for cancer survivors. "A patient could come in, meet with their

navigator, get fitted for a surgical bra, and meet with the genetics counselor all in one visit," said Uscio. An *Images for Women* boutique sells surgical bras and prostheses onsite.

Patients have access to lung and colorectal screening through the one call-access number at the survivorship center. These programs screened 308 patients and 91 patients in 2013, respectively. **OI**