

action

ACCC Welcomes its Newest Members

Adventist Health Simi Valley

Simi Valley, Calif.

Delegate Rep: Teresa Lyon

Website: adventisthealth.org/Simi-Valley

University Health Care System

Augusta, Ga.

Delegate Rep: Sloan Maes, MSN, BSN

Website: universityhealth.org

Maroon Cancer Center

Cleveland Clinic Florida

Weston, Fla.

Delegate Rep: Angelia Palahunik, MHA

Website: my.clevelandclinic.org/florida/departments/cancer

A Reminder from ACCC's Bylaws Committee

December 1, 2018, is the deadline for submission of any proposed amendments to the ACCC Bylaws. Proposed recommendations should be sent to Betsy Spruill at bspruill@accc-cancer.org. ACCC's Bylaws are available online at: accc-cancer.org/about/pdf/Bylaws-2016.pdf.

Adventist Health Glendale

Glendale, Calif.

Delegate Rep: Jill Dickson, RN

Website: adventisthealth.org/glendale

Calvert Health Oncology Services

Calvert Health Medical Center

Prince Frederick, Md.

Delegate Rep: Kasia Sweeney

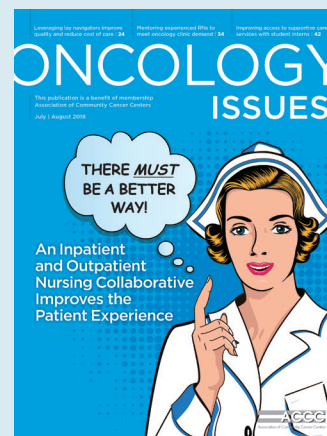
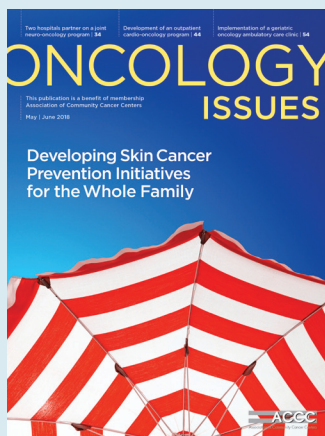
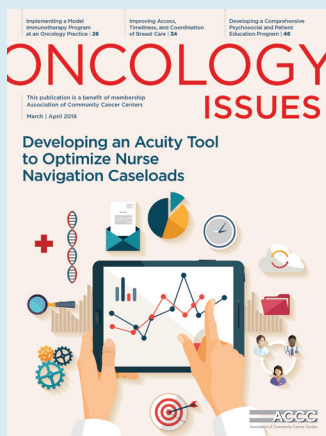
Website: calverhealthmedicine.org

Open Positions on *Oncology Issues* Editorial Board

In 2019 ACCC will have openings for the following specialties on the Oncology Issues Editorial Board:

- Medical oncologist
- Surgical oncologist
- Cancer registrar/Data manager
- Pharmacist
- Radiation oncologist
- Cancer program administrator
- Radiation therapist

Interested candidates should email a one-page bio summarizing their oncology experience, areas of interest, and any relevant writing experience to: mmarino@accc-cancer.org.



ACCC 35th National Oncology Conference Takeaway—You’ve Got the Power!

More than 500 multidisciplinary cancer care providers convened in Phoenix last week, Oct. 17-19, to learn from featured speakers Vicki Hess, RN, MS, Employee Engagement Solutions, LLC; Julie Oehlert, DNP, Chief Experience Officer, Vidant Health; and Dale Dauten, The Innovators’ Lab;[®] the 2018 ACCC Innovator Award winners; and speakers at “how-to” sessions spotlighting programs actively improving patient-centered care delivery about how interconnected the patient experience is with the cancer team’s professional experience.

Reflect. Renew. Reignite

On Thursday morning, Oct. 18, ACCC Secretary Krista Nelson, MSW, LCSW, OSW-C, BCD, opened the conference in a guided mindfulness moment, setting the stage for messages of: engagement, empowerment, disrupting the status quo, daring to suggest new possibilities and share new perspectives, and expressing appreciation, throughout the conference.

Opening speaker Vicki Hess challenged attendees to imagine working in a “professional paradise.” As an antidote to burnout, Hess reminded attendees, “Sometimes you need to fill your own cup and coming to this ACCC National Oncology Conference is one way to do it!”

Don’t Burn Out, Power Up!

“Does your staff feel satisfied, energized, and productive at work?” Hess asked.

When cancer care teams are operating at peak performance, making a difference to patients, “most of the time it’s not due to clinical skills alone,” Hess said, “it’s the bigger picture.” What’s needed to support optimal teamwork is a three-way partnership among individuals, leadership, and the healthcare organization. “The more empowered employees feel, the more they can create a professional paradise.”

For individuals, empowerment starts with understanding that you have choices in how you respond to frustrating, overwhelming, stressful situations (or colleagues) in the workplace. A mindful approach and exercising your power to choose how you respond will boost your resilience, rather than drain your energy, according to Hess.

For example, when a staff member or colleague complains, engage them with empathy, “I hear we have a problem.” Then ask, “What would the organization need to do to fix it? What would you like me to do? What’s your role?”

Hess suggests the following steps may bolster your workplace resiliency:

- Lose the attitude. Don’t hold on to frustrations.
- Encourage chronic complainers to step up and get involved.
- Don’t take things personally.
- Spread appreciation. Shared appreciation brings bi-directional benefits. You feel good when you express appreciation and also when you’re on the receiving end.
- Embody gratitude.
- Take a breath before responding.

For organizational change, Hess notes that the following are important prerequisites for moving toward a culture of empowerment:

- Gain consensus about what is acceptable at work and what is not
- Build trust
- Get feedback
- Hold staff accountable for being engaged
- And remember: How you define a problem is also how you define the solution.

More highlights from the ACCC 35th National Oncology Conference available at acc-cancer.org/oncologyconference.

