

UKHealthCare
Markey Cancer Center

**Perspectives on Community Engagement:
Markey's Patient Advisory Group**

NCI Cancer Center
A Cancer Center Designated by the National Cancer Institute

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Cancer Centers Administrators Forum
April 5, 2016

Background

- Dr. Evers/Dave Gosky join UK in May, 2009
- No patient advisory groups at UKHC
- Decision made to form advisory "group", i.e., not a "board"
- Named facilitator-Terry Keys
- First meeting of Patient Advisory Group, December 2009
- Monthly meetings, 5:30-7:00 pm, second Tuesday of each month
- Two meetings (February and June) members can bring their "other"—most powerful meetings of the year
- PAG planning committee (staff) meets monthly

Patient Advisory Group: Mission Statement

The UK Healthcare (UKHC) Markey Cancer Center Patient Advisory Group, comprised of patients, families, providers and staff of the Markey Cancer Center, offers studied and forward-thinking counsel to the center's director for improving processes and procedures of the medical enterprise that will better the care of its patients and their families.

PAG Terms

- The Patient Advisory Group comprises former patients and caregivers of former patients – with "former" defined as being at least one year out of treatment (or event, such as in a caregiver who has lost a patient).
- PAG members continue with the group – even if they have a recurrence – so long as their perspective focuses on the global issues of helping others have a better experience at Markey.
- Members serve a two-year term, with an optional third year.
- Members must rotate off the PAG after their term expires but may return after a minimum of one year off of service.

Current PAG Members/Steering committee

<p><u>PAG Members</u></p> <ul style="list-style-type: none"> ■ TS-Female (Liver) ■ JG-Female (Breast) ■ AR-Female (Colon/Liver/Lung; caregiver for prostate) ■ ER-Female (Breast x2) ■ SL-Female (Breast) ■ MS-Female (Melanoma) ■ MG-Male (Sarcoma) ■ ZW-Male (Testicular) ■ CP-Female (caregiver for breast) ■ CH-Female (Colorectal) ■ MD-Female (Lung) 	<p><u>*Steering Committee</u></p> <ul style="list-style-type: none"> ■ Facilitator ■ Markey administration ■ Markey nurse administration ■ Markey business partner ■ Hospital safety ■ Patient Experience ■ Clinic managers ■ Front line staff (RN, med records) ■ Social workers <p>*Note: Steering committee made up of several caregivers and some former patients.</p>
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PAG Accomplishments

- New sidewalk installed adjacent to parking lot.
- New benches installed around Markey buildings.
- Advocated for integrative medicine and health offerings (Jin Shin Jyutsu, art therapy, music therapy, narrative medicine, etc.).
- Helped overhaul and implement a personalized new patient letter.
- Undertook a "Communications Audit," resulting in a redesign of the Patient Handbook, changes to some forms, etc.
- Increased signage to help ease navigation in our buildings.
- Championed a website redesign and assisted the design effort (website used as prototype for enterprise site).
- Spearheaded the Ambassador Program — which replaced the "security guard" at the gate — and added greeters at the door.

PAG Accomplishments, cont'd

UKHealthCare
Markey Cancer Center

1000 University Avenue, Lexington, KY 40536
606-255-2000

DATE:

Thank you for choosing the Markey Cancer Center for your treatment. You will be seeing a dedicated team of professionals who will work to provide you with the highest quality care possible. We are committed to providing you with the best treatment options available to you.

DISCLAIMER: This document will be a discussion with your cancer care team about your diagnosis and treatment options. The information provided is for informational purposes only and does not constitute a recommendation. Your doctor will discuss the best treatment options for your situation.

Here are the steps for your visit:

Step 1: 24/7 Patient Access by 2:00 PM to allow for registration. Thank You.
Step 2: Patient Access by 2:00 PM to check in for your appointment. Thank You.
Step 3: Patient Access by 2:00 PM to check in for your appointment. Thank You.

Please arrive on time for your appointment. Please arrive at least 15 minutes before your appointment. Please arrive at least 15 minutes before your appointment.

Check-in: All of our medical records, including imaging, pathology, and laboratory results, are available to you through our patient portal. Please log in to your patient portal to view your records.

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PAG Accomplishments, cont'd

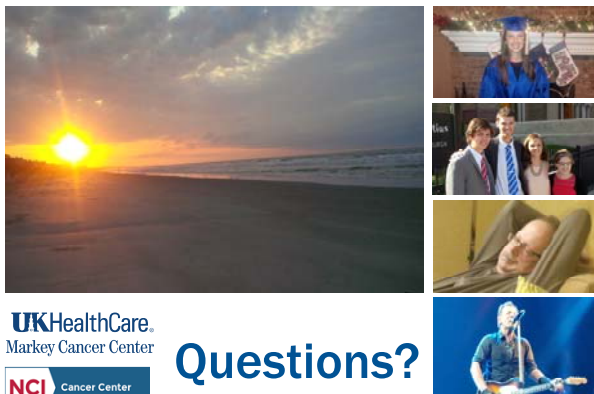
- Instrumental in getting a full-time lobby attendant in outpatient building.
- Championed for a coffee service in main lobby and in Markey inpatient units.
- Championed expansion of Psych-Onc services, especially a nutritionist and financial counselor: There was one social worker for all of Markey in 2009.
- Identified issues with narrow parking spaces and no drop-off lane for outpatient building — issues which now are being used to redesign the striping for that lot.
- Identified the “fishbowl” nature of the lobby windows in Multi-D clinic, resulting in a privacy film being installed on those windows.
- Continue to work with Republic Parking on shuttle schedules/services.
- Identified pejorative signs in individual clinics, resulting in signs being removed.
- **PAG examples key for UKHC achieving Magnet designation in 2016**

Markey Liaisons/Former PAG members

- After working with PAG members for two/three years, we designed a program called “Markey Liaisons”.
- The concept was an extension of the PAG and would be a way for Markey to utilize these highly motivated and Markey-savvy volunteers in more advanced volunteer roles, such as researching websites and other materials to find new ideas and best-practices they thought would benefit Markey.
- Liaisons would be first in line for positions on community boards, *ad hoc* planning committees, etc.
- Former PAG members are serving as the layperson/community representative on some of our grant mechanisms (eg, ACS IRG pilot awards, CCSG pilots)

Patient Advisory Group- Key Takeaways and Lessons Learned

- Need to have an outstanding facilitator for the group.
- Be aware of hidden agendas (eg, raising money, pet projects).
- Ensure that “factions” aren’t allowable—members are here for the greater good.
- Be mindful of what happens when members role off the PAG—seek other ways to garner help (ambassadors, volunteers, lay grant reviewers).
- Having joint meetings with caregivers provides unique opportunity for members to discuss what happened; often first time PAG member has ever discussed some details with caregiver or vice versa.
- Meetings are a “safe room”...keep conversations in strict confidence.
- Only summarized data/input/suggestions are given to MCC Director; he takes action on items deemed appropriate.



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Questions?