



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

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Cancer Centers Administrators Forum  
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**NCI Cancer Center**  
A Cancer Center Designated by the National Cancer Institute

## 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

### PAG Members

- 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)

### \*Steering Committee

- Facilitator
- Markey administration
- Markey nurse administration
- Markey business partner
- Hospital safety
- Patient Experience
- Clinic managers
- Front line staff (RN, med records)
- Social workers

\*Note: Steering committee made up of several caregivers and some former patients.

## 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.

