



Association of Community Cancer Centers

# DELEGATE REPRESENTATIVE USER'S MANUAL

Thank you for serving as an ACCC Delegate Representative for your cancer program. You have special tools to help the members of your cancer care team make the most of your membership.

The ACCC Delegate Rep User's Manual is designed to help you effectively utilize these tools.





Every ACCC Cancer Program Member has **one** Delegate Representative...**you**. As the Delegate Rep, you are the connector between ACCC and your colleagues. Your cancer program has made an investment in ACCC membership, and you can help maximize the return on that investment.

Our online tools link to powerful resources for you and your colleagues. Go to [www.accc-cancer.org/accessyourtools](http://www.accc-cancer.org/accessyourtools). The resources to strengthen your cancer program are just a click away.



# 3 EASY WAYS TO LEVERAGE YOUR CANCER PROGRAM MEMBERSHIP

## Provide Updates on Staff Changes



ACCC provides membership benefits to **everyone** affiliated with your cancer program. ACCC relies on you to provide staff updates and contact information for these individuals. You can access your list online and make changes immediately. You'll find a copy of your current list enclosed. To make changes: Log in to **Members Only**. Click on **My Profile**. Click on **Organization** name. Click on **Manage Org Individuals**. To add names: click on **Add Individual**. To remove names: scroll down to employee names and click on check box next to name to be removed and click on **Submit List for removal**.

You can also request a list by fax or email, and send changes to [ksmith@acc-cancer.org](mailto:ksmith@acc-cancer.org).

If you have designated an Alternate Delegate Representative, this individual also has full access to view and make changes online. To designate an alternate, send an email to [ksmith@acc-cancer.org](mailto:ksmith@acc-cancer.org).

**ACCC would like to have names and complete contact information for EVERYONE affiliated with your cancer program that can benefit from ACCC's multidisciplinary tools. This includes – but is not limited to – the following positions:**

- Medical oncologists
- Cancer program medical director
- Cancer program administrator
- Surgical oncologists
- Cancer registrars
- Social workers
- Radiation therapists
- Radiation oncologists
- Hospital CEOs
- Oncology nurses
- Other nurses
- Administrative managers
- Pharmacists and pharmacy technicians (oncology related)
- Marketing/PR representatives
- Patient navigators
- Pathologists
- Dietitians
- Other cancer program staff (list by name, position, contact information)

# Share Details About Your Cancer Program

ACCC wants to help you market your cancer program and its successes. This User's Manual shares how ACCC can enhance your program's visibility.

- Your cancer program has a page in the "Find a Cancer Program" section on ACCC's website [www.accc-cancer.org](http://www.accc-cancer.org). This is a marketing opportunity, as it is publicly accessed by patients and their families. Make sure your page is updated with current information.



- Share your photos with ACCC for inclusion in award-winning publications and promotional pieces. Email JPEG files to [lbowen@acc-cancer.org](mailto:lbowen@acc-cancer.org).
- Share your successes by adding ACCC to your press list.

- ACCC uses social media to help promote Cancer Program Members.

**Facebook:** [www.facebook.com/acccancer](http://www.facebook.com/acccancer)

**Twitter:** @accbuzz

**LinkedIn:** Association of Community Cancer Centers group

**ACCCBuzz Blog:** [accbuzz.wordpress.com](http://accbuzz.wordpress.com)

**YouTube:** [www.youtube.com/user/acccvision](http://www.youtube.com/user/acccvision)



- Every issue of ACCC's journal, *Oncology Issues*, features a two-page spotlight on a member program. Do you have new construction, recent initiatives, or exciting developments underway? Contact [apatton@acc-cancer.org](mailto:apatton@acc-cancer.org).



## Is Your Cancer Program An Innovator?

The annual ACCC Innovator Awards, sponsored by GE Healthcare, honor member programs that have exhibited forward-thinking strategic planning and developed pioneering programs and replicable models. For more information go to: [www.accc-cancer.org/innovator](http://www.accc-cancer.org/innovator).

## Delegate Rep Tools Just for You

This User's Manual also highlights unique tools designed to facilitate your role as a Delegate Representative. Put them to use and you and your colleagues will reap the benefits.

### **DELEGATE REPartee e-newsletter**

This biweekly e-newsletter keeps you informed about the latest resources from ACCC so you can share them with your team. *Delegate REPartee* includes news about upcoming meetings, new education projects, benchmarking surveys, and more. This is your insider source for information that can lead to improved performance for your cancer program.

### **Delegate Representative Online Community**

Do you know about the Delegate Rep online community on MyNetwork where you can communicate exclusively with other Delegate Reps? Share your successes, ask questions, and make contacts for networking. To post a question, go to [mynetwork.accc-cancer.org](http://mynetwork.accc-cancer.org).

### **Take Advantage of Personalized Networking Opportunities**

It goes without saying that you have challenges in your job. ACCC can personally connect you to people and resources to help you identify solutions. Contact Lori Gardner for details at [lgardner@accc-cancer.org](mailto:lgardner@accc-cancer.org).



**FOR MORE  
INFORMATION LIFT  
UP THIS PAGE.**

# DELEGATE R

## 1. Process the annual dues invoice.

The ACCC dues year runs July 1 through June 30. You will receive a dues invoice in early May. Dues must be paid by September 30 to keep membership active.



## 2. Display the ACCC membership plaque and update with date plates.

Your plaque demonstrates your commitment to providing quality cancer care as a member of ACCC. Each year upon receipt of your renewal payment, you will receive a new date plate to affix to the plaque.



# REPRESENTATIVE RESPO

## 3. Vote in ACCC leadership elections.

As a Delegate Rep, you are responsible for electing ACCC's leadership, helping pave the way for the Association's future. As the leading education and advocacy organization for the cancer team, ACCC's strength is in you, its members. ACCC elections take place in February/March each year. Please vote!

## 4. Vote on changes to ACCC Bylaws and dues.

The House of Delegates convenes once each spring at ACCC's Annual National Meeting. Each Delegate Rep has one vote. Voting takes place on issues such as dues increases greater than 5% and changes to ACCC Bylaws.



# NSIBILITIES

## 5. Participate in surveys.



ACCC conducts surveys on cancer care trends, salaries, patient access to drugs, financial assistance, and more. Delegate Reps are asked to respond or encourage participation in surveys, as they help benchmark your performance and assist ACCC in developing resources to meet member needs. Please be on the lookout for surveys.

## 6. Encourage your team members to participate in ACCC activities and utilize resources.

As a Delegate Rep you are ACCC's ambassador to your team. Is there an article in *Oncology Issues* that a colleague can benefit from? A publication, such as the *Patient Assistance and Reimbursement Guide*, or a webinar or podcast that you want your program to use? Help ACCC spread the word, as ultimately it benefits your cancer program and patients.





## Are you wondering how to implement new CoC Standards? Align your practice with a hospital? Deal with increasing drug shortages?

As part of an organization with more than 675 Cancer Program Members and 18,000 individuals nationwide, you are connected to cancer care professionals who are addressing the same issues that you confront every day. The answers aren't always easy, but the tools are here for you. Here are some highlights.

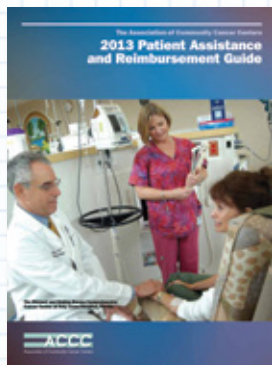
**MyNetwork.** ACCC's online community for members is our number one peer-to-peer resource. Access frank discussions and real-world solutions, and learn from the insightful experiences of your oncology colleagues around the country. Everyone on your cancer care team who is listed in the ACCC database has access to MyNetwork.



# TOOLS FOR YOU AND YOUR PATIENTS

## ***Patient Assistance and Reimbursement Guide.***

ACCC members have access to the widely acclaimed *Patient Assistance and Reimbursement Guide*, which links directly to drug manufacturers' assistance programs, and has saved cancer programs and patients considerable time and money. As a Cancer Program Member, you can access the guide online by logging in to the Members-only section of ACCC's website. Click on Member Resources to find the *Patient Assistance and Reimbursement Guide*.



## **“Financial Information and Learning Network for Community-Based Cancer Programs.”**

ACCC helps your program help patients in financial need. ACCC's "Financial Information and Learning Network for Community-Based Cancer Programs" expands the skills of staff that deal directly with patients on complex financial issues surrounding their cancer diagnosis and treatment. We provide the basics of financial counseling, as well as more technical and comprehensive information on pre- and post-treatment financial planning and support.



Visit [www.accc-cancer.org/education](http://www.accc-cancer.org/education) for a full list of programs available through ACCC's Center for Provider Education.

These tools link to powerful resources for you and your patients. These are your tools. The resources to strengthen your cancer program.

# OUR TEAM

**Oncology Issues.** No other association journal serves the multidisciplinary cancer care team better than *Oncology Issues*. From oncology homecare to patient portals to nurse navigators to genetic testing programs, *Oncology Issues* explores what's new and provides the practical tools you need to adjust and grow your program. Visit the *Oncology Issues* page on the ACCC website at [www.accc-cancer.org/oncology\\_issues](http://www.accc-cancer.org/oncology_issues), where you can access current and archived issues, find extra online-only content, and search for information by topic.



colleagues.  
er program are just a click away.

# ACHIEVE MEASURABLE RESULTS WITH THESE TOOLS

*Oncology Issues*

National Oncology Conference

*Patient Assistance and Reimbursement Guide*

MyNetwork

Financial Information and Learning Network

Establishing and Improving Cancer Nutrition Programs

Advocacy

ACCC's Center for Provider Education

**Nail down the tools to strengthen  
your cancer program at  
[www.accc-cancer.org/accessyourtools](http://www.accc-cancer.org/accessyourtools)**



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