Experience **FRESH APPROACHES**, **NOVEL SOLUTIONS**, and **MEANINGFUL CONNECTIONS** at this premier conference for the multidisciplinary cancer team. The lessons learned will profoundly impact the lives of your patients, cancer program, and the communities you serve.

**Save Up To $125 With Early Bird Rates Through September 6!**

REGISTER at accc-cancer.org/NOC
LOOKING FOR INSPIRATION? The Association of Community Cancer Centers (ACCC) 36th National Oncology Conference offers just that—and much more—in three days of eye-opening presentations, practical sessions, and collaborative discussions. With key takeaways that will challenge your way of thinking, you’ll gain tangible solutions to drive real-world change that matters. Connect with like-minded professionals who share your passion, discover and define actionable strategies for your organization, AND FIND INSPIRATION FROM THOSE PAVING THE WAY.

AGENDA-AT-A-GLANCE

<table>
<thead>
<tr>
<th>WEDNESDAY, OCTOBER 30</th>
<th>THURSDAY, OCTOBER 31</th>
<th>FRIDAY, NOVEMBER 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 AM – 6:00 PM</td>
<td>7:00 AM – 5:00 PM</td>
<td>7:00 AM – 12:00 PM</td>
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<tr>
<td>National Oncology Conference Registration Open</td>
<td>National Oncology Conference Registration Open</td>
<td>National Oncology Conference Registration Open</td>
</tr>
<tr>
<td>9:30 AM – 5:00 PM</td>
<td>7:00 AM – 2:45 PM</td>
<td>7:30 – 10:30 AM</td>
</tr>
<tr>
<td>Oncology Pharmacy Education Network Pre-Conference</td>
<td>Exhibit Hall Hours</td>
<td>Exhibit Hall Hours</td>
</tr>
<tr>
<td>10:00 AM – 5:00 PM</td>
<td>7:00 AM – 4:35 PM</td>
<td>8:30 AM – 1:15 PM</td>
</tr>
<tr>
<td>5:00 – 6:00 PM</td>
<td>6:00 – 8:30 PM</td>
<td>8:30 AM – 4:00 PM</td>
</tr>
<tr>
<td>Welcome and Opening Reception in the Exhibit Hall</td>
<td>Optional Event: Epcot International Food and Wine Festival (Registration Required; Limited Availability)</td>
<td>ACCC Oncology Care Model Collaborative Workshop</td>
</tr>
</tbody>
</table>

Networking, idea sharing, learning practical programs and innovations that I could bring back to my cancer center. These are the things I value most about this particular conference.

Justin Drew, MSN, RN, NEA-BC, Director, Cancer Center, Middlesex Health Cancer Center

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Follow ACCC for can’t-miss conference updates.

/accccancer  @ACCCBuzz  bit.ly/accccancer

#ACCCNOC
Pre-Conference registration is complimentary with your National Oncology Conference registration. Can’t attend the Conference? ACCC members can register for any Pre-Conference for $75, non-ACCC members can attend for $230. The non-member registration fee includes one year of ACCC Individual Membership.

**ACCC OCM Collaborative Networking Reception**
**Wednesday, October 30, 6:00 – 8:00 PM**
**The Clubhouse Grille, Waldorf Astoria Orlando**
Jumpstart the conversation before Friday’s workshop with your OCM peers in a serene environment—overlooking the 19th Hole at the Waldorf Astoria Golf Club. Strengthen your professional connections, discuss shared value-based care interests, and grow potential partnerships when you return to work. Take advantage of this important opportunity to broaden the circle of colleagues you reach out to for advice and resources year-round. Pre-registration required. Complimentary.

**ACCC Oncology Care Model Collaborative Workshop**
**Friday, November 1, 8:30 AM – 4:00 PM**
Don’t miss this national workshop dedicated to the unique needs of Oncology Care Model (OCM) participants. As OCM practices transition through their third year, we will highlight diverse model transformation stories to evaluate the future feasibility of the model. Explore ongoing OCM advocacy efforts and operationalization achievements to answer the questions—How can I ensure my practice succeeds in OCM and what is our role in the future of value-based care?

ACCC members and non-members who participate in the Oncology Care Model may register for the one-day Workshop for $150. If you attend the full National Oncology Conference, registration for the Workshop is complimentary.

*Both events are exclusive to OCM participants—including physicians, administrators, social workers, pharmacists, nurses, OCM project managers, and others—as well as funders who specifically sponsor the ACCC OCM Collaborative.

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I really enjoyed the speakers during the early morning and early afternoon sessions that stretched the audience’s thinking about how we should be approaching and developing our teams.

Chuck DeGooyer, Chief Executive Officer, Tri-Cities Cancer Center

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**FOR THE LATEST CONFERENCE DETAILS, PLEASE VISIT accc-cancer.org/NOC**

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Innovative long-term, whole-person care.

Cancer Institutes’ tailored support services—nutritionists, financial navigators, and others—work together with healthcare providers, palliative care experts, social workers, therapists, caregivers, and loved ones. Oncologists, advance practice providers, palliative care experts, social workers, therapists, nutritionists, financial navigators, and others work together to provide optimal whole-person care.

**Innovation in Action Track**

Forward-thinking 2019 ACCC Innovator Award winners will share their proven success stories with practical takeaways for replication within your cancer program or practice. Hear how their innovations improve access, quality, and value in care delivery. Look for the blue seal throughout the brochure to identify these special sessions.

**Exploration in Action Track**

Be a part of the conversation in this all-new moderated track. While subject matter experts level set the issues, share strategies and lessons learned, and offer key takeaways, attendees are encouraged to contribute real-time feedback through live polling and word-cloud technology.

**Thursday, October 31**

**9:00 – 9:50 AM**

**No More Team Drama: Ending the Gossip, Cliques, and Other Crap that Can Damage the Multidisciplinary Cancer Care Team**

Joe Mull, MEd, CSP, Speaker and Trainer

Gossip. Infighting. Complaints. Cliques. Drama is what occurs when team members aren’t given the tools or support they need to rise above stress, selfishness, and disagreements. Team drama damages morale, productivity, and retention, leading to customer complaints, lost revenue, and a talent exodus. Joe Mull goes beyond the concept of “team-building” to demonstrate how to influence the interpersonal dynamics of workplace interactions so multidisciplinary cancer teams can consistently work harder, get along better, and “wow” patients and families.

**About Joe:**

Joe is the former head of Learning and Development for Physician Services at the University of Pittsburgh Medical Center, where he directed learning strategy and implementation for one of the largest physician groups in the U.S. Joe travels the country giving healthcare leaders and teams the skills and tools they need to navigate the people management challenges they face every day.

**10:20 – 11:05 AM**

**Reducing Revenue Loss and Patient Financial Toxicity with Pharmacy Pre-Certification and Denials Management**

Suzanne Francart, PharmD, BCPS, University of North Carolina, Lineberger Comprehensive Cancer Center

Revenue protection at UNC Hospitals, including Lineberger Cancer Center, is dependent on optimized drug reimbursement at its infusion centers. As pre-certification requirements expanded, the UNC Department of Pharmacy developed a closed-loop, pharmacy-managed, pre-certification and denials management program, serving as an innovative model that provides significant added institutional and patient value. This approach has helped to both mitigate institutional risk of revenue loss due to denied claims and alleviate patient distress due to the financial toxicity associated with treatment.

**11:10 – 11:55 AM**

**OCM Case Studies: Lessons Learned**

Sameer Mahesh, MD, Summa Health Medical Group-Hematology/Oncology, Summa Cancer Institute

Nina Chavez, MBA, FACMPE, New Mexico Oncology Hematology Consultants, Ltd.

Two practices share their experience with the Oncology Care Model (OCM)—the first oncology-specific alternative payment model (APM). Learn strategies for adding new services and implementing processes critical to the underlying goals of all APMs: improving patient care and decreasing costs. Translating challenges, lessons learned, and key takeaways from the OCM, these two case studies will help your cancer program successfully transition to value-based care.

**11:10 – 11:55 AM**

**Telemedicine Improves Access to Supportive Group Psychotherapy for Young Adults with Cancer**

Laura Melton, PhD, ABPP, University of Colorado Cancer Center at University of Colorado Hospital

The University of Colorado Cancer Center developed a telemedicine psychotherapy support group designed specifically for young adult patients with cancer. Those who would not have been able to attend regularly due to long geographic distances, severe weather, and health issues—such as immunosuppression and hospitalization—were able to join their peers virtually. All participants completed the six-week pilot program and cited high rates of patient satisfaction, with increased access to mental health services, companionship, and reduced travel time as top benefits.

**Cancer Service Line Efficiency**

Bobby Lester, University of Chicago Comprehensive Cancer Center

MiKaela Olsen, APRN-CNS, MS, AOCNS, FAAN, Johns Hopkins Hospital, Sidney Kimmel Comprehensive Cancer Center

The transition to value-based care means that today’s cancer programs must work faster and smarter. First, learn how an in-house solution for schedule optimization reduced wait times and improved the level load of its nurses, increasing patient and provider satisfaction. Then hear how implementation of Ambulatory Clinical Evaluation (ACE) improved efficiency and patient safety in an ambulatory oncology infusion clinic.

**AGENDA KEY**

CUSTOMIZE your conference experience by selecting sessions from either track to access the content that is most valuable to your educational needs.
Electronic Multidisciplinary Conference (eMDC): Case Planning in the Virtual Space

Jonathan Treisman, MD, FACP, St. Francis Hospital, Ascension SE Wisconsin at Mayfair Road

Challenged by the limitations of a traditional tumor board, Ascension SE Wisconsin Hospital developed a dynamic discussion platform not hindered by time and location constraints. The eMDC model facilitates a prospective, real-time approach to case planning, allowing the care team to view case information and engage in ongoing dialogue with their peers at any time. After a one-year pilot, the number of patients discussed by the interdisciplinary team increased four-fold, and the hospital saw significant improvements in care coordination and strengthened communication across the care continuum.

Transformative Care Models

Marian Richardson, RN, DNP, Seattle Cancer Care Alliance
Amber Campbell, MBA, Sutter Health Valley Hospitals

Value-based care has given rise to transformative cancer models that improve the patient experience, streamline care coordination, and reduce costs. Hear how one program leveraged human-centered design and a design garage process to conduct patient and caregiver interviews and develop journey maps and value stream maps. Then learn how implementing the use of universal rooms and “truth in scheduling” concept can help drive a successful cancer service line redesign.

Developing and Implementing a Radiation Oncology App to Improve the Patient Experience

Bryan M. Schmalhofer, MBA, RT(R)(T), WellSpanHealth Oncology Service Line, WellSpan Cancer Centers

Dissatisfied with the limited support in their patient education materials, the WellSpanHealth Oncology Service Line developed a mobile app to offer its radiation oncology patients on-demand access to treatment- and disease-specific education. The app incorporates patient appointment and treatment schedules, a symptom tracker, secure messaging with care team members, access to support services, and more. And since it’s connected to WellSpan’s EHR, clinicians can use the app data to continually monitor patient symptoms and side effects.

Clinical Informatics

Mark Wojtowicz, MS, MBA, Geisinger Cancer Institute
Randall Oyer, MD, Penn Medicine Lancaster General Health

In cancer care, data drives everything—from quality and process improvements to justification for new services and staff to participation in payer-driven initiatives. Hear how one program implemented visual data analytics to improve patient access in its oncology clinics, including dashboard views and color-coded schedules that identify mismatches in capacity and demand. Then, learn how another program leveraged technology to identify and manage immunotherapy-related adverse events in this growing population of patients.

Implementing Genetic Cancer Screening and Testing in a Medically-Underserved Community

Erica Martinez, RN, CHPN, OCN, Yuma Regional Medical Center Cancer Center

Located in a medically underserved area, Yuma Regional Medical Center Cancer Center joined forces with Myriad Genetics—a molecular diagnostic testing company—to offer genetic testing to appropriate patients who were flagged in the registration intake process prior to their first visit. After completing a hereditary cancer quiz, potential candidates are referred to a genetic counselor, who provides tele-education and conducts testing, if warranted. Within the first four months, there was a four-fold increase in genetic testing of cancer patients, affecting the clinical management of 20 percent of those cases.

Telehealth Models

Laurence Heifetz, MD, Gene Upshaw Memorial Tahoe Forest Cancer Center
Sarah Murawski, MPAS, PA-C, Vanderbilt Ingram Cancer Center

An aging population, healthcare workforce shortages, economic considerations, and patient demands to receive treatment closer to home has made telehealth a priority in many regions. Hear first how one physician champion leveraged IT to develop an active academic partnership and remote telemedicine clinics, bringing cutting-edge care to a rural population. Then learn from another program that uses telehealth technology to innovate care delivery of CAR T-cell therapy.

Food Security: A Key Component in One Practice’s Financial Advocacy Program

Tracey F. Weisberg, MD, New England Cancer Specialists

Food insecurity affects 15.8 percent of Maine residents, making it the third-most food insecure state in the nation. When staff at New England Cancer Specialists discovered their patients were among those in need, the practice initiated a partnership with a local food bank where patients can discretely collect bags of groceries when picking up their medications at the pharmacy. This staff observation led to a new opportunity for an enhanced level of care coordination in their community oncology practice.

New Technology Today

Barbara Schmidtman, PhD, Spectrum Health Lakeland
Rebecca McMahon, Nebraska Medicine: The Fred and Pamela Buffett Cancer Center
Debby Wagers, MHA, CCLS, Nebraska Medicine: The Fred and Pamela Buffett Cancer Center

Early adoption of new technology is one way to achieve marketplace differentiation and attract new patients and providers. Learn about the IRB-approved study that one program conducted to explore how virtual reality can enhance the patient experience in its infusion clinic. Then hear how another program developed an “immersive education platform” in its radiation oncology program to improve the patient experience, reduce patient anxiety, and minimize anesthesia.

I met so many wonderful people and learned so many new things not only from the presentations but from colleagues as well.

Jill E. Andrews, BHS, RT(R)(T), Administrative Director of Radiation Oncology, Decatur Memorial Hospital
FRIDAY, NOVEMBER 1

8:30 – 9:30 AM
Results Not Typical
Mary Elizabeth Williams, Author, Journalist
As one of the first people in the world enrolled in a groundbreaking immunotherapy clinical trial—and among the first to have a complete response—author and journalist Mary Elizabeth Williams shares her story and strategies for how patients and providers can work together to bring clinical trials to a more diverse patient population. Hear her perspective on how the cancer community can best meet patients’ needs as the science of cancer care evolves.

About Mary Elizabeth:
As a journalist with over twenty years of experience, Mary Elizabeth Williams has written for numerous publications on a wide variety of topics. Though she writes regularly on cancer and treatment, she also frequently covers entertainment, parenting, education, and mental health. Her book, A Series of Catastrophes and Miracles: A True Story of Love, Science, and Cancer, is part memoir, part behind the scenes look at the new world of scientific research.

9:30 – 10:00 AM
ACCC Honors Excellence in Oncology
Gain insights from top oncology leaders and cutting-edge cancer programs who have demonstrated significant achievements in oncology care. Recipients for the following awards will be announced shortly:
• The Annual Achievement Award recognizes individuals or an organization who have made outstanding contributions to cancer care and to patients with cancer.
• The Clinical Research Award recognizes individuals whose research has significantly and positively impacted the oncology patient, family, and/or community.
• The David King Community Clinical Scientist Award recognizes individuals who have demonstrated leadership in the development, participation, and evaluation of clinical studies and/or are active in the development of new screening, risk assessment, treatment, or supportive care programs for cancer patients.

10:30 – 11:30 AM
Why Your C-Suite Should Care—and Fund—Supportive Care Services
Collaborate. Educate. Compensate. You will need to do all three if you are to effectively foster and grow your supportive care services. Now you can learn “how-to” in this dynamic session which uses role-playing and real-life scenarios. Watch supportive care champions stand in front of cancer program leadership to make the case for adding services—psychotherapy and rehabilitation—and staff—a dietitian and certified cancer genetic counselor—to justify the support needed for their patients and program. Leave with the data and literature used to support these arguments to share at your own institution.

11:30 AM – 12:30 PM
The Changing Face of the Cancer Patient Experience
Laura Holmes Haddad, Author
Stage IV inflammatory breast cancer survivor Laura Holmes Haddad covers the cancer experience as a 37-year-old mother, sharing what cancer patients are concerned about beyond their cell counts. She’ll discuss the experience of being diagnosed with cancer at an age that many adults consider to be their “prime time,” and how people in this phase of life experience cancer differently than older adults.

About Laura:
Laura is the author of This Is Cancer, her response to the overly-earnest, somber, gray cancer survival books she found out there. It’s a thoughtful, informative fabulous-looking result for those who prefer their pathos with equal parts humor and reality and a touch of flair. A “what to expect when you’re expecting” book for the diagnosis you don’t want but are stuck with. This Is Cancer is the book that patients keep in their “heading to the hospital bag,” because it’s the only one that tells them what’s going on and keeps them company.

*Agenda subject to change

Mary Elizabeth Williams and Laura Holmes Haddad will sign copies of their books outside of the Exhibit Hall on Friday, November 1.

Learning from each other is a particularly positive experience. ACCC members are open to sharing best practices and helping raise the bar for all.

Jennie R. Crews, MD, MMM, FACP, Medical Director, Network Community Sites & Research Integration, Seattle Cancer Care Alliance
A MAGICAL LOCATION

HILTON ORLANDO BONNET CREEK
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407.597.3600

Take advantage of a special rate of $229 single/double; $254 triple; and $279 quad per night plus tax through October 7, 2019 (subject to availability).

SPECIAL DISNEY BENEFITS
Now an Official Walt Disney World Hotel, Hilton Orlando Bonnet Creek offers convenient shuttle service to and from all four Disney Theme Parks and Disney Springs®. #ACCCNOC attendees and their guests may take advantage of specially priced Meeting/Convention Theme Park tickets. Whether you want to catch up with your family and colleagues at the end of the day, the After 1 p.m. and Twilight Park Tickets are a great option for those with a limited schedule.

OPTIONAL EVENING EVENT:
Epcot International Food and Wine Festival
Thursday, October 31, 6:00 – 8:30 PM
$45/person (Registration Required; Limited Availability)

Visit accc-cancer.org/NOC-hotel for additional details, discount ticket portal, and registration links.

CME/CE Accreditation and Credit Designation Statements

FOR PHYSICIANS
This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Institute for Medical and Nursing Education (IMNE) and Association of Community Cancer Centers (ACCC).

IMNE designates this educational activity for a maximum of 8.25 AMA PRA Category 1 Credits.™ Physicians should only claim credit commensurate with the extent of their participation in the activity.

FOR NURSES
IMNE is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s (ANCC) Commission on Accreditation. This educational program provides 8.25 contact hours of continuing nursing education credit.

If you have any questions regarding the CME or CE credit being offered for this meeting, please contact IMNE at info@imne.com.

This activity is pending approval from the National Association of Social Workers.
REGISTRATION RATES

<table>
<thead>
<tr>
<th>Registration Type</th>
<th>Early Bird Rate (By Sept. 6)</th>
<th>Regular Rate (After Sept. 6)</th>
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<tr>
<td>ACCC Cancer Program Member</td>
<td>$525</td>
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<tr>
<td>ACCC Individual Member/Oncology State Society at ACCC Member</td>
<td>$625</td>
<td>$725</td>
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<tr>
<td>2nd Registrant (Exclusive to ACCC Cancer Program Members)*</td>
<td>$350</td>
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<tr>
<td>Non-Member (All Multidisciplinary Care Team Members and Association/Non-Profit/Patient Advocacy Group Staff)</td>
<td>$750</td>
<td>$850</td>
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<tr>
<td>ACCC Industry Council Member</td>
<td>$850</td>
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<td>Industry/Company/Consultants/Vendors (Non-Member)</td>
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<td>$1,025</td>
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</table>

* An ACCC Cancer Program Member who registers for the conference at the full rate ($525 or higher) may register ONE additional person, member or non-member, from an institution or practice at a discounted rate.

3 EASY WAYS TO REGISTER

Online  accc-cancer.org/NOC
Email   membership@accc-cancer.org
Phone   301.984.9496, ext. 200 or 267

Download the registration form at accc-cancer.org/NOC to register via mail or fax.

If you would like to become a member of ACCC to obtain the member rates—or you are unsure of your membership status—please contact the ACCC Membership Department at membership@accc-cancer.org or call 301.984.9496, ext. 267.

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The Association of Community Cancer Centers (ACCC) is the leading education and advocacy organization for the cancer care community. Founded in 1974, ACCC is a powerful network of 25,000 multidisciplinary practitioners from 2,100 hospitals and practices nationwide. As advances in cancer screening and diagnosis, treatment options, and care delivery models continue to evolve—so has ACCC—adapting its resources to meet the changing needs of the entire oncology care team. For more information, visit accc-cancer.org or call 301.984.9496. Follow us on Facebook, Twitter, and LinkedIn; read our blog, ACCCBuzz; and tune in to our podcast, CANCER BUZZ.