Fundamentals of the Business of Oncology Pre-Conference
Wednesday, October 17, 2018

8:00 – 8:30 AM  Registration and Networking Breakfast

8:30 – 8:40 AM  Opening Remarks
Thomas A. Gallo, MS, MDA
(President, ACCC)
Executive Director
Virginia Cancer Institute

Matt Sturm, MBA (facilitator)
Associate Principal
ECG Management Consultants, Inc.

8:40 – 9:00 AM  Cancer Program Fundamentals
Barb Jensen, RN, BSN, MBA
(Chair-Elect, Cancer Program Fundamentals Committee)
Director, Oncology, Diagnostic Imaging & Palliative Care
Skagit Regional Health

A cancer program comprises much more than the provision of oncology services. Learn about a new resource for those new to oncology: ACCC Cancer Program Fundamentals. Created by and for ACCC members, this new foundational resource on the ACCC website will provide concise descriptions of the evolving spectrum of oncology services, links to current standards/accreditation requirements and resources, and real-world examples of how ACCC Cancer Program members are delivering these services. This peer-reviewed resource is informed by several national organizations leading the way for improvements in healthcare and oncology care delivery, including the National Academy of Medicine and the Institute for Healthcare Improvement.

9:00 – 9:30 AM  Creating and Retaining the “Dream” Oncology Care Team
Kimberly Carty, RN, MSN, OCN
Chief Operating Officer
The Center for Hematology Oncology, Boca Raton Regional Hospital

Discover the benefits of team-based care methodologies applied within an oncology care setting. The conversation will focus on several aspects of team-based care, including ideal composition of oncology care teams, the roles and responsibilities of each team member, coordination and collaboration within the team, appropriate staffing levels within the
program, and strategies for recruitment and retention of high-performing individuals.

**9:30 – 10:30 AM**  
**Meet the Executive Director**  
John J. Montville, MBA, FACHE, FACMPE, CAAMA  
Executive Director, Oncology Service Line  
*Mercy Health - Lourdes*

Explore the "bigger picture" view of cancer services within an organization's overall strategy and vision. The presentation will help participants understand how cancer services connect to—and support—broader strategic aims of the organization. The session will also examine how key strategies for the cancer program (e.g., collaboration with physicians and external organizations) connect to larger strategic aims of the organization.

**10:30 – 10:45 AM**  
**Refreshments and Networking Break**

**10:45 – 11:30 AM**  
**Meet the Chief Information Officer**  
Dennis Lee, MBA  
Vice President & CIO  
*Cabell Huntington Hospital*

We live in a data-driven world. Within the cancer program the demands for data are increasing as organizations are requested to provide more quality, cost, and outcome data. Review a variety of tactical issues oncology programs will need to consider as they enter this new world, including data reporting requirements, ways to improve EHR efficiency, considerations when selecting and working with EHR vendors, and the use of new team members such as scribes and EHR coaches to maximize the effectiveness of technological resources.

**11:30 AM – 12:00 PM**  
**Creating a Culture to Support Team Well-being**  
Krista Nelson, MSW, LCSW, OSW-C, BCD (Secretary, ACCC)  
Program Manager of Quality & Research, Cancer Support Services & Compassion  
*Providence Cancer Institute*

Although workforce well-being issues have long been a subject of discussion in terms of physician burnout, there has been less of a focus on staff well-being until recent years. Gain a deeper understanding of the importance of building an organizational culture that regards staff well-being as a strategic priority for the organization, facilitating care team resiliency, and addressing concerns related to burnout, fatigue, and turnover.

**12:00 – 1:00 PM**  
**Networking Lunch**

**1:00 – 2:00 PM**  
**Meet the Chief Financial Officer (CFO)**  
Vijay Chaudhary, MD, MPH  
Director, Vidant Cancer Outpatient Clinical Services  
*Vidant Cancer Care*
Gain insight into the financial aspects of a cancer program, including an overview of financial reports used to measure organizational performance, a discussion of key drivers of financial performance, an overview of capital budgeting processes, and a discussion of how to approach the annual budgeting process to best facilitate program improvement and expansion.

2:00 – 2:45 PM

Meet the Medical Director
Jennie Crews, MD, MMM, FACP (Past President, ACCC)
Medical Director and Medical Director of Research Integration
Seattle Cancer Care Alliance Network

This presentation will review current care delivery trends impacting oncology programs, with a focus on challenges and opportunities that multidisciplinary care presents to oncology programs. Learn how to improve care coordination among a diverse care team and explore best practices for incorporating clinical research into the community oncology care setting.

2:45 – 3:00 PM

Refreshments and Networking Break

3:00 – 4:00 PM

Physician Leadership and Collaboration
Blair Irwin, MD
Medical Director
MultiCare Regional Cancer Center

Learn about the intersection of physician leadership and program governance by exploring variations on physician leadership roles, effective governance models, and strategies to encourage collaboration between physician and administrative leadership positions. Strategies for recruitment and retention, and ways to identify key leadership qualities in physician candidates will be covered.

4:00 – 5:00 PM

Financial Navigation and Patient Advocacy
Dan Sherman, MA, LPC
Founder and President
The NaVectis Group

Discuss strategies to reduce economic barriers to care while mitigating institutional financial toxicity, including the use of use of both internal organizational strategies (e.g., financial navigation) and outside resources (e.g., community assistance programs). The discussion will highlight the impact of financial navigation programs on your bottom line, and explore strategies for increasing the capabilities and overall impact of your navigation team.

Agenda subject to change.