

Recapping the 2018 ACCC Institute for the Future of Oncology

BY TOM GALLO



On June 27, 2018, ACCC

convened the sixth Institute for the Future of Oncology forum in Washington, D.C., to bring together interdisciplinary experts and key stakehold-

ers to discuss my Presidential theme: "Reflect, Renew, Reignite: Creating a Resilient Oncology Team in Your Community." The Institute is part of the Association's year-long effort to develop tools and resources to support wellness and resiliency for each member of the cancer care team. At the half-day meeting, attendees participated in small group activities designed to spur creative thinking and dialogue about critical issues that impact resiliency and well-being. Two critical issues were explored in depth: (1) how an organization's culture can best support the care team's well-being and (2) factors related to current levels of administrative burden and operational efficiencies.

Key takeaways from the meeting:


- Leaders must see well-being as a strategic initiative and fund it accordingly; they must prioritize a healthy workforce by investing in the necessary staff and infrastructure to meet this goal. Many organizations have created the executive-level position of chief experience officer to oversee the efforts for employee engagement and well-being as well as patient satisfaction. To be successful, organizations and individuals must make well-being a priority.
- Although physician resiliency and burnout have garnered attention, there is a critical need to develop tools and resources for the entire cancer care team. The Cleveland Clinic has taken the step of defining every staff member who has contact with a patient as a caregiver. Each one of these team members can experience burnout.
- Resilient, engaged cancer care teams provide better service and produce better outcomes for our patients.
- Throughout the cancer care system, varying levels of burnout frequently exist.

This is often manifested as physical fatigue, compassion fatigue, and emotional depletion.

- Cancer programs and practices must normalize wellness and self-care by setting them as expectations and creating an environment where people feel safe to show vulnerability.
- Trusting leadership and believing in organizational values are essential to a healthy workforce. It is critical to create a culture of trust where staff knows that there will be follow-up for concerns and issues.
- When designing wellness interventions, cancer programs and practices should include team members from all levels of the organization rather than developing a top-down strategy and imposing it on staff.
- There must be acknowledgement that there are some drivers of burnout that individuals and organizations cannot change; thus, there should be a focus on those areas where individuals and organizations can have an impact.

Creating a resilient oncology team at your cancer practice or program will not happen quickly; however, the following concise advice from one workgroup at our meeting may help you on your journey to build and strengthen the culture of well-being for all. They suggested:

- Start at the top. Ensure support from clinical and administrative leaders.
- Develop a system of coaches, education, and training.
- Create expectations about culture change.
- Build effective, team-based interventions and pathways.

You can read more about the 2018 ACCC Institute for the Future of Oncology at: acc-cancer.org/TeamWellBeing. We will also continue this important conversation in numerous sessions at the upcoming 2018 ACCC National Oncology Conference, October 17-19, 2018, in Phoenix. acc-cancer.org/oncologyconference. Join us to be part of the solution. 

Coming in Your 2018-2019 ONCOLOGY ISSUES

- ▶ Improving Cancer Screening & Treatment Through a Focused Prostate Evaluation Program
- ▶ Development & Implementation of a Supportive Oncodermatology Clinic
- ▶ A Comprehensive, Lifelong Management Program for Hereditary and Other High-Risk Patients
- ▶ Wheels Up: Bringing Lung Cancer Education and Screening to Rural Patients
- ▶ Removing Barriers in Cancer Detection: Getting LDCT Lung Cancer Screening to Work Within a Network
- ▶ Enhancing Radiation Therapy Patient's QOL Through Fatigue-Centered Psycho-Education
- ▶ A Model Colon Cancer Awareness Screening Event
- ▶ The SCOOP Program: Introducing Supportive Care and Enhanced Navigation into the Curative Treatment of Cancer
- ▶ Implementing Medical Scribes in a Community Cancer Center
- ▶ Evaluation of High-Risk Pulmonary Nodules and Pathologic Correlation in Patients Enrolled in an LDCT Program
- ▶ *One Best Practice*: Streamlining Workflow, Unifying Staff, and Reducing Redundancy
- ▶ Utilizing Bedside Yoga as a Nonpharmacological Intervention for Cancer Patients