

# spotlight

## Ann B. Barshinger Cancer Institute at Lancaster General Health, Lancaster, Pa.



**T**he Ann B. Barshinger Cancer Institute (ABBCI) at Lancaster General Health is a new state-of-the-art facility that exhibits a model of integrated care, with prevention, screening, treatment, education, and survivorship care all under one roof. Every feature of the 100,000-square-foot outpatient facility, which opened its doors in the summer of 2013, has been carefully considered to contribute to the physical and spiritual well-being of patients. “We are a community hospital that feels, as part of our community, it’s a privilege to take care of the people we know. I think the community defines the programs” said Randall Oyer, MD, medical director of the Cancer Institute.

The program is built on the National Cancer Institute (NCI) model, which recognizes that 85 percent of cancer care is delivered in the community setting, and therefore a strong partnership with an academic organization is crucial. LG Health maintains a close relationship with the University of Pennsylvania and the Penn Cancer Network, and involves the university in their quality initiatives, treatment planning, research, clinical services, and other programs. The Cancer Institute also utilizes many of the NCI tools available online for program development, quality improvement, and patient education.

The program also represents a unique and successful combination of multiple specialties into a single multi-specialty clinic run by the Cancer Institute. Hospital-employed physicians, private practice, and faculty from Penn Medicine all practice in the same space and specialties include hematology oncology, radiation oncology,

GYN oncology, breast surgery, colorectal surgery, hepatobiliary surgery, and palliative care. Creation of this model was only possible after all parties agreed to work in the best interest of the patient, which required adopting a single clinical team, a single scheduling system and EMR, and a single billing system, all in a central location.

### **Building a Center for the Community**

While the new facility was under construction, a diverse advisory committee of current patients, former patients, family members of patients, and representatives of local support organizations met over a period of six months. The group addressed issues related to care access, parking difficulties, the check-in process, and availability of clinical offerings.

The unified message that came from this group of stakeholders was that while the quality of care was high, the delivery of care was fragmented. The resulting cancer center design houses all care services under one roof.

The Cancer Institute’s consolidated registration and check-in process, recently highlighted at an Epic User Group Meeting, allows patients to register only once for any future hospital or professional services. Check-in at a kiosk is a quick process that can also provide patients with a monthly appointment schedule.

The building has two floors, but with a unique design of three concentric arcs. The patient exam rooms are along the outer arc lined with windows. The innermost arc is a

circulation corridor that connects each department. The middle corridor separating the two is an inner hallway where the staff has offices, equipment, and supplies.

The first floor is dedicated to patient-physician appointments, including initial consultation, diagnosis, follow-up, and check-ups. The exam rooms that ring the outside are divided into five pods with eight rooms. The rooms are clustered around a nursing station and a collaboration zone where the physicians, nurses, genetic counselors, and social workers can work in a single space side by side to collaborate on the care of patients. The zone functions as the working clinic hub for a patient session and contains four built-in computers and a large conference table.

A larger family consultation room, with a sofa and chairs rather than an exam table, is also available for longer visits, bigger families, or more relaxed discussions.

### **Robust Supportive Care**

The Cancer Institute has specialized nurse navigators in breast, GI, urology, lung, gynecologic oncology, and leukemia and lymphoma. Two dietitians act as navigators for the head and neck cancer patients. Navigators are always available at a time of crisis; at diagnosis; when there is a change in condition; or by physician, patient, or family request.

The Image Recovery Center on the second floor is a boutique run by a licensed cosmetologist, two certified mastectomy fitters, an acupuncturist, and a massage therapist. The center has wigs, lymphedema-sleeve fittings, custom garments,



mastectomy fittings, and skin care products, and offers haircuts, nail services, and wig stylings for patients.

The upper level also houses the education center. The main education room seats 144 people, and has video-conferencing capabilities, allowing the Cancer Institute to connect with their care affiliates. The education center hosts tumor boards as well. Breast and lung tumor boards meet every week; GI, hematologic malignancy, head and neck, GYN, and urology boards meet monthly.

Also on the upper level are a healthy food café and a tranquil healing garden. The Cancer Institute itself is constructed around the garden.

The Cancer Institute's survivorship and supportive care program are funded through community philanthropy to "help patients as they navigate the complexities of their treatment, get extra support, provide a soft landing, and help them recover from the fog of treatment," said Dr. Oyer. Staff members include an oncology-specialized chaplain, three oncology-certified social workers, a full-time financial counselor, and a certified full-time behavioral medicine counselor.

Another supportive care offering at the Cancer Institute is a symptom management

clinic. Same-day appointments are available for patients experiencing pain, shortness of breath, fever, nausea, and other side effects. Patients see a physician's assistant working in coordination with the Cancer Institute's physicians.

### Cutting-Edge Technology

Cancer treatment takes place on the second floor of the Cancer Institute, which features the program's new CyberKnife M6. The Radiation Oncology Department offers a full range of treatment modalities, including Tomotherapy, Gamma Knife, HDR and LDR brachytherapy, respiratory gating, 4D imaging, radionuclide therapy, orthovoltage radiation, and TrueBeam linear accelerators.

The Infusion department is located on the second level, and has 31 infusion bays, all individual and private. Each bay has customizable lights, music, and window shades in addition to TV featuring on demand movies for relaxation, education, or entertainment.

The dedicated oncology pharmacy is staffed by oncology-certified pharmacists and oncology-specialized technicians. The pharmacy created a patient education video to show patients all the lengthy safety steps involved to make their chemotherapy and

what it takes to calculate doses and mixes. Watch it online at: [www.youtube.com/watch?v=izFEX\\_NMFe4](http://www.youtube.com/watch?v=izFEX_NMFe4).

The Cancer Institute is an American College of Surgeons Commission on Cancer (ACoS-CoC) accredited cancer program and NAPBC (National Accreditation Program for Breast Centers) accredited, as well as a Breast Imaging Center of Excellence. The Cancer Institute has also been awarded American College of Radiology (ACR) Breast MRI Accreditation and American College of Radiation Therapy (ACR) Accreditation. 

### Select Support Services

- Behavioral counseling
- Chaplaincy
- Dietitian services
- Financial counseling
- Genetic Counseling
- Lymphedema therapy
- Navigation
- Social Work

Number of new analytic cases seen in 2013: 1,979