Seattle Cancer Care Alliance

Nursing Annual Report



How we are all connected







UW Medicine

Seattle Cancer Care Alliance's creation 15 years ago was based on the value of collaboration, as three renowned institutions effectively combined their expertise to create one world-class cancer treatment center.

SCCA nurses embody this collaborative spirit, combining powerful science with compassion and partnering with patients and their caregivers to move them forward—past boundaries and toward hope.

At the core of SCCA is a belief that working in partnership with our patients and caregivers is essential. Our nurses do not just care for patients, they care deeply about them.

Through their commitment to keeping patients at the center of all they do, SCCA nurses prove that, by working together, we can tackle any challenge we face.

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A message from Angelique Richard

A message from

Chief Nurse Executive and Vice President of Clinical Operations Angelique Richard, PhD, RN

At Seattle Cancer Care Alliance, the key to nursing excellence is collaboration. Each day, our nurses connect with care team members, with our alliance partners, and, most importantly, with the patients and caregivers who have entrusted us with their care.

Beyond this day-to-day collaboration, our nurses share their knowledge and unique perspective through outreach. From the oncology unit of a community hospital in Guam to a panel with U.S. Vice President Joe Biden, SCCA nurses had a variety of opportunities throughout the year to share their expertise outside the walls of our clinics. These outreach opportunities were a reminder that, as SCCA nurses, we play a pivotal role in both the care of our patients and the advancement of oncology research on a global scale.



The excellence of our nurses never ceases to amaze me, and yet when honors and accolades come—and they are coming in abundance—I am humbled to witness the key to these awards: Our nurses are behind each of our success stories.

Others are taking notice too

U.S. News & World Report ranked SCCA/University of Washington Medical Center as one of the top five Best Hospitals in the Nation for Adult Cancer Treatment for 2015–2016. Each institution was evaluated on a number of factors, including patient safety, the nurse-to-patient ratio, and the range of patient services offered. SCCA's ranking is an important recognition of our commitment to excellence and quality care.

We made notable progress this year in amplifying the talents and gifts of SCCA nurses through expanded educational opportunities and presentations at local, regional, national, and international conferences. In addition to these accomplishments, SCCA began our journey to ANCC Magnet excellence this year. We started by conducting a gap analysis, an important step in identifying specific areas of focus and direction for our Magnet journey.

Nurse Researcher Dr. Amy Walker and Magnet Director Dr. Debra Kirkley recently joined our team and will continue this important work to harness the knowledge and expertise of our nurses to make progress in cancer research and care. We remain committed to working together to make SCCA the best place for practicing nursing and caring for patients and families.

Nurses are a fundamental part of the extraordinary care SCCA provides to our patients, but we do not do it alone. By embodying our values of collaboration, innovation, respect, and patient-centered care, the extraordinary team of nurses at SCCA reminds me each day that we are truly better together.

Structural empowerment

Our nurses have developed a model of shared leadership to ensure that nurses at every level of Seattle Cancer Care Alliance have a voice in their practice.

Structural empowerment is the foundation of nursing practice, providing solid structures and processes that allow our nurses to flourish and SCCA's mission, vision, and values to come to life.

In addition to shared leadership, SCCA nurses are forging strong partnerships with a variety of local and international organizations to improve patient outcomes and community health.







Nurses on shared leadership: "It's the right thing to do for nursing"

Seattle Cancer Care Alliance's 350-member nursing force is making significant strides in staff-driven decision-making by establishing an innovative organizational model that will foster excellence in clinical practice, accountability, and the empowerment of nurses.

Across the organization, SCCA nurses have been working together for nine months to envision and shape the structure that best supports greater nurse participation in clinical decisions, said Janice Lloyd, MSN, RN, OCN. Ultimately, the goal of this work is to use evidence-based practice to improve clinical outcomes for patients and families.

"We are doing shared leadership at SCCA because it's the right thing to do for nursing, and it's the right thing to do to ensure the best care of our patients," she said. According to Lloyd, nurses are helping define SCCA's shared leadership.

"Shared leadership is characterized by partnership, equity, ownership, and accountability, and we see these characteristics in SCCA nurses every day," Lloyd said. "We're confident that together we can move this from a design to a reality."

The model being developed at SCCA will give staff nurses more control over their practice and help extend their influence into clinic operations as well, said Terri Cunningham, MSN, RN, AOCN. Cunningham and Lloyd are co-leading the charge for the organization's shared leadership working groups.

Shared leadership also provides a valuable tool for retaining nurses. Because structures and processes differ in every organization, it's important to apply the principles of shared leadership to meet the unique needs of SCCA.

"Shared leadership is a model of shared decision-making that gives staff nurses autonomy over their practice," Cunningham said.

That starts with sitting down and learning from each other.

"We had multiple folks at the table because it was really important to us that we had staff, clinic nurses, all roles that include direct patient care and significant voices feed into our design," Cunningham said. "We sought a structure of the design that would match our culture here at SCCA."

After nine months of designing the new shared-leadership model, in February 2016, the design team established a leadership council and house-wide councils on professional development and clinical practice, which include representation from all SCCA care areas.

Ten local practice councils are co-chaired by a staff nurse and a nurse leader and comprised of nurses who are doing direct care. Each local practice council has representatives who sit on the house-wide councils. This structure allows for a two-way flow of communication, with local practice councils reporting on their work and representatives from the house-wide councils reporting back to their colleagues.

"We strive for consensus," Cunningham said. "And when that's working, it is wonderful to see. Our stance in making a decision is with staff at your side, where you get input from them that informs everyone as you move forward."

Lloyd and Cunningham aim to keep moving forward in determining how SCCA can help its devoted nursing staff members have the resilience to keep doing the important work they do each day.



List of all council members

Nurse Leadership Council

Terri Cunningham, MSN, RN, AOCN

Gloria Daniels, RN

Denae Davis, RN, BMTCN

Seth Eisenberg, RN, OCN, BMTCN

Suni Elgar, RN, OCN

Maggie Fisher, RN, OCN

Cindy Gist, MHS

Pat Groff, RN, BMTCN

Rebecca Houle, RN

Carissa Hull, RN

Cat Kintu, RN, OCN, Co-Chair

Janice Lloyd, MSN, RN, OCN

Ally Murtaugh, RN, HP

Jeri Pierce

Anne Reese, RN, OCN

Angelique Richard, PhD, RN, Co-Chair

Marian Richardson, DNP, RN

Linda Ross, RN

Sunny So. RN. OCN

Lenise Taylor, MN, RN, AOCNS, BMTCN

Lois Williams, MN, RN, OCN

Clinical Practice Council

Jennifer Brackensick Grant, MN, RN, OCN

Ann Breen, MN, RN, OCN

Jenn Barrett, RN

Audrev Covner

Terri Cunningham, MSN, RN, AOCN,

Co-Chair

Gloria Daniels, LPN

Denae Davis, RN, BMTCN

Dawn De Koster, RN

Annette DiJulio, RN

Seth Eisenberg, RN, OCN, BMTCN

Maggie Fisher, RN, OCN

Susan Fitzer, LPN

Beatrice Franco, RN, OCN Cindy Gist, MHS, Co-Chair

Terazhya Grant, Medical Assistant

Pat Groff, RN, BMTCN

Naomi Heinecke, LPN

Diane Heye, RN, OCN

Carissa Hull, RN

Phuong Huynh, BSN, RN

Hannah Kyllonen, Medical Assistant

Allison Leahy, RN, OCN

Janice Lloyd, MSN, RN, OCN

Jennifer Lynch, RN

Olivia Mullen, RN

Ally Murtaugh, RN, HP

Rae Niculescu. RN

Tom Peskie, LPN

Jeri Pierce

Martha Read, MSN, RN, OCN

Ann Reese, RN, OCN

Kathleen Shannon Dorcy, PhD, RN

Lenise Taylor, MN, RN, AOCNS, BMTCN

Emily Wardle, RN

Stephanie Wright, LPN

Greta Valentin, RN

Amy Van Mersbergen, RN, ACLS

Professional Development Council

Kris Bafus, RN, OCN

Lorraine Chambers, RN, CHPN, OCN

Terri Cunningham, MSN, RN, AOCN

Denae Davis, RN, BMTCN

Seth Eisenberg, RN, OCN, BMTCN

Susan Fitzer, LPN

Linda Glaeser, RN

Naomi Heinecke, LPN

Diane Heye, RN, OCN

Carissa Hull, RN

Leslie Irving, RN

Sydne Mead-Smith, RN, OCN

Shelley Moore

Ally Murtaugh, RN, HP

Rae Niculescu RN

Tom Peskie, LPN

Jeri Pierce

Anne Reese, RN, OCN

Marian Richardson, DNP, RN

Kathleen Shannon Dorcy, PhD, RN

Heidi Stecher, RN, OCN

Lenise Taylor, MN, RN, AOCNS, BMTCN

Amanda Weatherford, MSN, RN, OCN

Influencing oncology care **beyond the Northwest**

In the summer of 2015, three Seattle Cancer Care Alliance nurses and one pharmacist boarded a flight to Guam, unsure of what to expect when they stepped off the plane. At the end of the 19-hour journey, the group was greeted by 97% humidity and 60 nurses from Guam Memorial Hospital who were eager for oncology education and pharmacy support to improve their ability to care for cancer patients.

The trip originated from a request from Zennia Pecina, MSN, RN, the Associate Director of Clinical Services for Guam Memorial Hospital and a former SCCA nurse leader, who recognized a need for education for the hospital's oncology nurses and staff.

Kathleen Shannon Dorcy, PhD, RN, SCCA's Director of Clinical/Nursing Research, Education and Practice, and Project Coordinator Jeri Pierce worked with Pecina to coordinate the details and logistics for the trip. The SCCA team that went to Guam included Bob Chapman, MN, RN; Terri Cunningham, MSN, RN, AOCN; Phuong

Huynh, BSN, RN; and Rick LaFrance, PharmD. The team partnered with the hospital's nurses to develop a curriculum for the two-and-a-half-day session.

Cancer is the leading cause of death in Guam, a 210-square-mile island located in the northwestern Pacific Ocean. Those who live in Guam and have insurance often travel three hours to the Philippines or nine hours to Hawaii for cancer treatment. On the island, Guam Memorial Hospital sees primarily uninsured oncology patients who are admitted for symptom management and palliative care.

"We learned the nurses working in Guam were engaged, excited, and doing incredible work amidst limited resources," Huynh said.

Guam Memorial Hospital's nurses wished to know more about topics such as symptom management, patient education, and palliative care. The SCCA team of nurses provided lectures on cancer pathophysiology,







safe handling of chemotherapy, hematologic effects of chemotherapy, and palliative care. LaFrance conducted a survey of the hospital's pharmacy and made recommendations on chemotherapy preparation, the disposal of hazardous drugs, and controlling humidity—no small task in Guam.

The team of SCCA nurses provided additional resources, including Oncology Nursing Society (ONS) guidelines, chemotherapy prescribing policies, information on managing central lines, patient education resources, and more. Cunningham said the audience was receptive, and even put some of their new knowledge into use during the time the SCCA team was in Guam. Following a presentation on the safe handling of chemotherapy, one nurse realized that her nurses and support staff were at risk. The next day, she prepared an in-service for her staff and implemented signs regarding chemotherapy precautions.

Guam Memorial Hospital is funded by the local community, and its nurses were passionate about improving the standard of care for their families, friends, and the community in which they practice. In March 2016, a group of nurses made the trip from Guam to Seattle, visiting SCCA to participate in a course on the fundamentals of oncology nursing and shadow SCCA nurses at Northwest Hospital and EvergreenHealth.

"It is always touching when you see staff who are so committed to the well being of the patients they serve," Cunningham said.

Despite the long distance between Seattle and Guam, the partnership between SCCA and Guam Memorial Hospital is a reminder that oncology nurses throughout the world share the same commitment to providing the best possible care to their patients. By sharing their expertise and best practices, the SCCA team was able to contribute to the advancement of oncology nursing and positive patient outcomes on a global scale.







Mercy Housing community outreach

During Nurses Week in May 2016, a team of 13 Seattle Cancer Care Alliance nurses and staff members spent the day in Kent, Washington, providing health and cancer screening, education, and prevention information to the community through a partnership with Mercy Housing. Each staff member brought their unique expertise to make a positive difference in a community with limited resources.

A national nonprofit, Mercy Housing provides quality, safe housing opportunities and supportive programs that create

stable, vibrant, and healthy communities. The Appian Way Apartments are a Mercy Housing property that provides affordable, service-enriched housing for families, seniors, and people with special needs. Twenty-six residents of Mercy Housing's Appian Way Apartments attended SCCA's May 9 Health Fair to learn more about topics like cancer prevention, hand hygiene, nutrition, and smoking cessation. SCCA nurses also offered blood pressure screening at the health fair.

SCCA's MammoVan accompanied

the group and provided 22 screenings, the majority of which were first-time mammograms for women who live in the Appian Way Apartments.

This community-outreach event was just the beginning of a partnership between SCCA nurses and Mercy Housing. The group conducted a survey at the May 9 event to learn more about residents' health concerns and questions. Planning is underway for a second event in the fall of 2016, with the goal of organizing two community-outreach events each year going forward.



Exemplary professional practice

Two keys to exemplary professional practice for Seattle Cancer Care Alliance nurses are collaboration and partnership.

Our nurses have a comprehensive understanding of the role of nursing and apply new knowledge and evidence in partnership with our patients, caregivers, multidisciplinary team members, and the broader community.

Through this collaboration, our nurses have a positive impact on patient care, outcomes, and the overall experience of all of the patients, caregivers, and care team members at SCCA.







Nursing navigators add "extra touch" to patient experience



With expertise, compassion, and devotion, two veteran nursing professionals go out of their way to provide a remarkable level of care to every individual who enters Seattle Cancer Care Alliance's Breast Cancer Specialty Center.

Leslie Irving, MN, RN, and Kay Tilton, RN, OCN are committed to continuously improving the patient experience by focusing on even the smallest details of their patients' care.

They do it by providing "the extra touch."

As nurse navigators, Irving and Tilton collect information and details about each patient, which the multidisciplinary team of breast cancer specialists uses to create an individual patient care plan.

For the team, "it starts with a cold call," Tilton said.

"We contact each patient before their appointment and make sure we get as much information from them [as possible] so that we understand who they are, where they are coming from," Irving said.

Sometimes conversations with patients can take hours. Other times, it takes only minutes.

"The one question that we also always ask our patients is: 'Why SCCA?' and the answer is always the same. It's because we are the best," Irving said.

In 2015, SCCA cared for more than 1,800 patients with breast cancer.

SCCA's multidisciplinary breast cancer care team model was one of the first of its kind in the United States. The team is comprised of a variety of specialty providers, including Irving and Tilton, surgical oncologists, medical oncologists, radiation oncologists, pathologists, radiologists, research coordinators, and supportive care services.

The multidisciplinary team's role is not only to select the best treatment—it's to assess how to provide the best care, keeping the patient at the center of

the conversation. Each team expert weighs in to determine the treatment options the team will ultimately recommend to the patient.

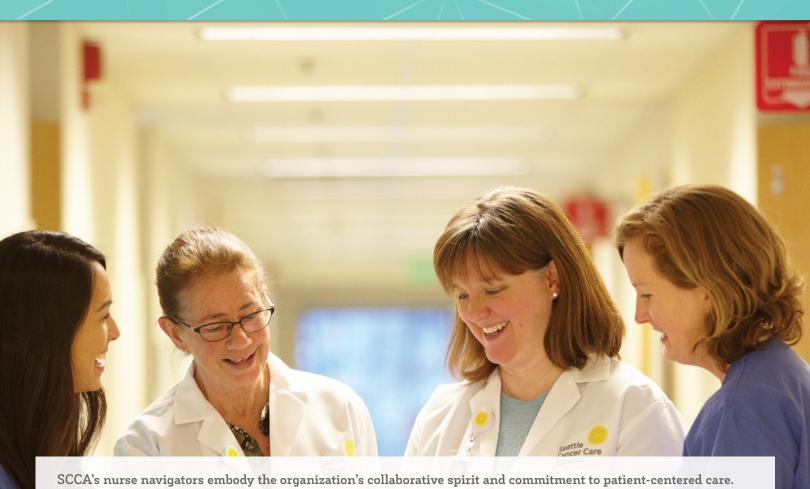
In their role as nurse navigators, Irving and Tilton help to meet the needs of patients diagnosed with breast cancer by providing information and educational materials related to diagnosis, treatment, and coping. The team's social workers also provide information on support groups and community offerings.

Different team members participate in the care of each patient.

Communication among these specialists is vital, and the entire SCCA multidisciplinary team meets twice a week to discuss the care of individual patients and create the best possible care plan for each patient. At these meetings, everyone shares information and insights from patient care and research, leading to the best possible care of each patient.

Tilton and Irving make sure patients and their families know the overall treatment picture. Both are there to answer questions every step of the way.

From start to finish, the patient's voice is what matters most.



SCCA's nurse navigators embody the organization's collaborative spirit and commitment to patient-centered care. The Breast Cancer Specialty Center's nurse navigators are constantly striving to improve their positive impact on patients by examining how they work together with patients, caregivers, and colleagues.

In March 2016, nurse navigators
Leslie Irving, MN, RN; Kay Tilton,
RN, OCN; and Martha Read, MSN,
RN, OCN, presented their research
on the role of nurse navigators at
the Puget Sound Oncology Nursing
Society's 38th Annual Symposium.

Their poster and presentation, "The Extra Touch," included a look at the following:

 Communicating nurses' involvement in patient care, patient or nurse education, safety, process improvement, and nursing research

- Providing ongoing assessment of how to improve the nurse navigator role from the patient's initial point-of-contact phone call to the completion of treatment
- Supporting the assertion that allowing autonomy for the navigator to assess and engage with the patient provides a framework for an ongoing relationship

Their conclusion on the role of nurse navigators: "The patient has a go-to person for the myriad of questions. They feel connected with not only the nurse but also the institution.

In a large metropolitan area where patients have many facilities to choose from for their care, the little extra human touch can make a difference."

As they work to continue to improve the experience of SCCA patients, this team of nurse navigators will be providing patient satisfaction surveys to assess the success of their initial contact with patients and determine areas for improvement.

Celebrating a lifetime of nursing leadership

After nearly 40 years of extraordinary contributions and leadership in the field of blood and marrow transplant nursing, Rosemary Ford, BSN, RN, retired from her position as the Seattle Cancer Care Alliance Transplant Clinic nurse manager in August 2015.

Throughout her career, Ford made tremendous contributions to clinical care, professional practice, and patient care. Saying "We love Rosemary" falls short of capturing the breadth and depth of sentiment her SCCA colleagues and family expressed about her lifelong dedication to SCCA and the patients she served.

"Rosemary is a beautiful example of what a nurse is," said Angelique Richard, PhD, RN, Chief Nurse Executive and Vice President of Clinical Operations. "Nursing is the most trusted profession in the country and that is because of smart, strong, passionate, courageous, pioneering, proud, compassionate nurses like Rosemary."

Ford, an esteemed and internationally renowned nursing professional, was well regarded for her contributions of scientific knowledge and expert clinical practice. She commanded attention and dedicated her life to answering the call to heal.

"People like Rosemary put nurses first and her leadership style gave us the tools so we could put patients first."

"She challenges the status quo, advocates for patients, families, nurses, and the care team, and inspires all to be and give their very best! How fortunate for me and SCCA to call her a colleague and friend," Richard said. "Thank you for your many contributions to SCCA, transplant, and the nursing profession, Rosemary."

Kathleen Shannon Dorcy, PhD, RN, said Ford committed her life to social justice and made it her mission in taking care of the suffering in the world.

"It is as if Rosemary is the fabric of a tapestry that is related around the world in how we treat and care for cancer," Shannon Dorcy said.

"She wanted to be the person who made a difference in a person's life," said Pat Groff, RN, BMTCN, a professional practice coordinator in the Transplant Clinic. Groff trained Ford in 1978, and Ford later became her manager in 1993.

There are no words to thank Rosemary for her nearly 40 years of dedicated and distinguished service. She will be missed and forever loved by all those whose path she crossed. She made an indelible mark on the world and SCCA is forever grateful.

An ongoing scholarship fund is being established for SCCA nurses to pursue further education in nursing, and will continue to build on Ford's legacy of dedicated clinical excellence in cancer care.











March of Dimes nurses of the year



Patients, friends, family, coworkers, and other health professionals nominated more than 200 nurses from across the state of Washington for this year's March of Dimes Nurse of the Year Award. Two

nurses who exemplify Seattle Cancer Care Alliance's compassionate, patient-centered approach to care rose to the top of this field.

The March of Dimes recognized SCCA Nurses Anne Reese, RN, OCN, and Mihkai Wickline, MN, RN, BMTCN, AOCN, for their commitment to patient care, dedication, and leadership at the 13th Annual Nurse of the Year awards in Bellevue in November 2015. Reese received the March of Dimes Case Management & Care Coordination Award, and Wickline received the Long-Term Acute Care & Rehabilitation Award.

"We are honored to have the deep skill-set and unwavering commitment to quality and compassionate patient care that Anne and Mihkai both bring to their work every day at SCCA recognized by the March of Dimes," said Angelique Richard, PhD, RN, Chief Nurse Executive and Vice President of Clinical Operations. "Their work exemplifies the incredible team of nurses at SCCA."

Reese is a clinical nurse coordinator who continually focuses on the team aspect of care-management delivery for patients. She brings a sense of humility to her work, which instills confidence among patients and other members of the team. Reese was also a 2015 recipient

of the Peggy Means Award, a scholarship that provides funding to SCCA emerging leaders to pursue educational opportunities and enhance their leadership potential.

"I know of no better educator of patients, nurses, fellows, and physicians than Anne," said Dr. Evan Yu, who leads the team that nominated Reese. "She inspires everyone with whom she works by being such a strong part of the team while representing qualities that include dedication and commitment."

Wickline is a nurse who has taught widely on the topics of cancer, immunology, chemotherapy, and biotherapy. She has a masters in Oncology Nursing and created a curriculum to guide the opening of a new oncology unit where over 50 nurses were hired within a year. She also instituted a sympathy card program for bereaved families.

"Mihkai celebrates survivorship and fully embraces the hope for a cure for each patient," said Kathleen Shannon Dorcy, PhD, RN, SCCA's Director of Clinical/Nursing Research, Education and Practice. "Simultaneously, she cares for patients losing the battle against cancer and provides support and strength to both patients and families. This balance is grace much needed in long-term care and in our world of cancer research."



Continuing our **DAISY Award** legacy



IN MEMORY OF J. PATRICK BARNES

The DAISY Award for Extraordinary Nurses is a well-known honor that celebrates nurses all over the world for their extraordinary clinical skill and compassion. What is less well known about the DAISY Award is the fact that it got its start at Seattle Cancer Care Alliance.

The DAISY Award was created by the family of J. Patrick Barnes, who died in 1999 at age 33 after an eightweek hospitalization for Idiopathic Thrombocytopenic Purpura (ITP). His family created the DAISY Foundation to recognize the skill and compassionate care that Patrick received from his SCCA nurses.

The DAISY Award is now given to nurses in more than 1,900 health care facilities in all 50 states and

14 other countries. SCCA is proud to continue the legacy of the award by partnering with the DAISY Foundation to recognize one of our nurses each month with this special award. The celebration includes a complimentary delivery of Cinnabons for the award recipient's unit, a framed certificate of appreciation, a DAISY pin, and a hand-carved "Healer's Touch" stone sculpture.

The May 2015 Nurses Week celebration marked the launch of SCCA's DAISY Award program. Below is a list of the first year of SCCA DAISY Award honorees, who were nominated by their patients, caregivers, and colleagues for the compassionate care they provide to patients and families each day.



Dawn De Koster, RN (right)
Transplant
May 2015



Ariam Zeresennai, RN
Infusion
June 2015



Michelle Flores, BSN, RN, HP (ASCP) (left) Apheresis July 2015



Karen Baker, RN General Oncology and Supportive Clinics August 2015



Sydne Gomez, RN, OCN, BMTCN Sarcoma September 2015



Norbu Sangpo, RN, OCN Hematology October 2015



Kris Bafus, BSN, RN, OCN SCCA at EvergreenHealth November 2015



Katy Leptich, BSN, RN (right) Women's Health Center December 2015



Tom Peskie, LPN Alliance Lab March 2016



Jennifer Cantwell, LPN (right) Procedure Suite/Medical Imaging Observation March 2016



Sherry Joseph, RN, ACLS, OCN (left) Christopher Williamson, LPN (right) Radiation Oncology April 2016



SCCA at Northwest Hospital April 2016

Mother and daughter nurses share special bond caring for patients



Nursing has long been a part of Diane Heye's life — and never more so than today. One of the veteran oncology nurse's newest colleagues at Seattle Cancer Care Alliance is also a familiar one: her daughter, Christen.

"I know and appreciate what she does because I see it, have known it, and I live it," said Diane Heye, BSN, RN, OCN, who is the longest-serving outpatient nurse in SCCA's Transplant Clinic.

Each woman is a caring, patient, intelligent, motivated, and humanistic individual with the skills to change lives. Both have experienced the difficulties that come with a cancer diagnosis.

As an undergraduate nursing student getting ready to begin

her final semester at Boston College, Christen was diagnosed with primary mediastinal B-cell lymphoma, a type of non-Hodgkin's lymphoma that typically affects young women. Christen received treatment, including an effective chemotherapy regimen, at SCCA.

"I've always had a desire to work with patients and families facing cancer diagnoses and treatment," Christen said, "but after my own experience, I knew I had the opportunity to pay forward the excellent care that I received."

Christen Heye, now an ARNP at SCCA, went on to raise awareness and funding on behalf of the Leukemia & Lymphoma Society (LLS). Her efforts garnered a big win this year, when she was named "Woman of the Year" by the

Washington-Alaska Chapter of LLS.

Christen credits the leading-edge research and expertise at SCCA for saving her life. She credits her mother for everything else.

"My mom gave me hope when I lost it, gave me strength when I couldn't pick myself up, and loved me unconditionally. And guess what? She still does," Christen said.

Christen's childhood dream of following in her mother's footsteps and becoming a nurse started when she was just four years old.

"Ever since I can remember, I wanted to be a nurse," Christen said. "At first, I wanted to be just like my mom. That sentiment evolved into a desire to be a part of arguably the most caring and selfless profession there is. It wasn't until I was on the receiving end of nursing care at SCCA that I truly understood the impact that nursing can make."

Diane said she never pushed her child into the nursing field but is delighted with her career path. Christen said she is proud of her mother's devotion and excellence in patient care. Both nurses agree they can't imagine doing anything else — or being anywhere else.

Knowledge, innovations, and improvements

Caring for cancer patients requires constantly integrating new knowledge, innovations, and improvements into our model of care.

Redesigning and refining current systems and practices will ensure that we are successful in the future, and that SCCA nurses are at the forefront of developing new models of care through evidence-based practice and patient-centered care.







Research on inpatient and outpatient BMT hand-offs **improves quality**



Hand-off reporting is significant. For a dedicated team of bone marrow transplant nurses, effective hand-off reporting is critical in providing quality care for patients, especially during the 100 days after their transplant.

"Simply put: Nurses are rock stars," said Costandina Herbert, BSN, RN. "Overall, we are doing very well with education, communication, and handoffs. But there are gaps and we wanted to address those and see what we could do to improve on those areas."

Herbert and her colleagues from SCCA's inpatient unit at UW Medical Center—Courtney Guadiz, BSN, RN, BMTCN, and Allison Miller, BSN, RN, OCN—set out to understand, document, and evaluate hand-off reporting in transplant nursing.

While bone marrow transplant care has moved primarily to

outpatient departments, there are still necessary hand-offs between the outpatient and inpatient teams. Determining the right time to educate a patient or family member and finding the right tracking tools were key areas of focus for the team of SCCA transplant nurses.

"We rely on our patients and their caregivers to understand the information they're receiving and require a lot from them during a very difficult time in their lives," said Herbert. "If we are not educating them, providing them with the right information at the right time, then we create a situation that can be disastrous. And that is not acceptable."

The team set out to answer the following:

- Are patients receiving education at certain time points?
- How can we track and mine that data?
- How can we improve communication and understanding of a patient's information?

According to Guadiz, their purpose was to identify patient needs that were not being addressed and build collaboration between

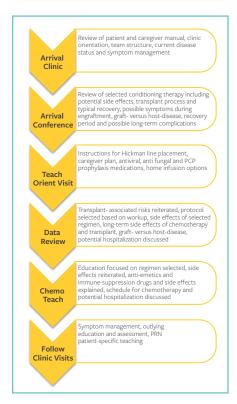
inpatient and outpatient transplant nurses.

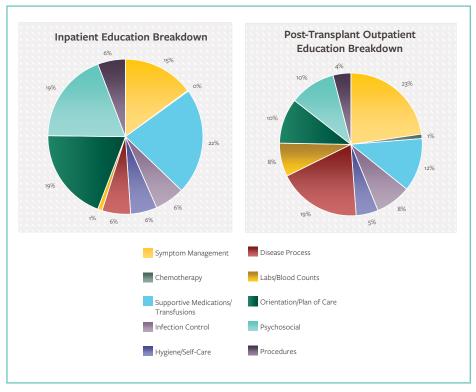
"We wanted to lead an effective education plan for our patients," Herbert said. "There is so much information being shared with the patient, we wanted to know at what time is that education time point most effective."

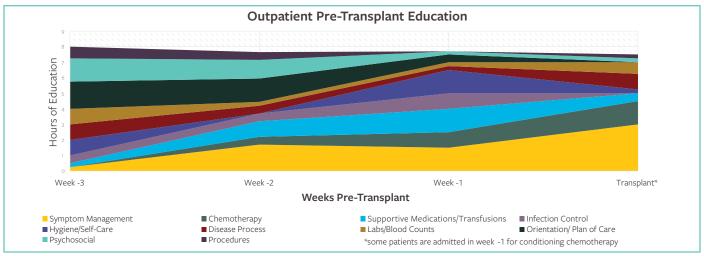
The team's evaluation called for recommendations for SCCA and its alliance partner UW Medicine, including the suggestion that the two organizations standardize electronic medical records to provide tracking of patient education on a results flow sheet.

Guadiz, Herbert, and Miller presented their poster, "Hand-Offs in BMT Nursing," during the Center for International Blood & Marrow Transplant Research and the American Society of Blood and Marrow Transplantation's Tandem Meeting, which took place in Hawaii on Feb. 18-22, 2016. The SCCA representatives joined nurses, investigators, clinicians, laboratory technicians, clinical research professionals, pharmacists, administrators, and health professionals at the conference to address the latest in transplantation research and patient care.

Enabled to explore the safest and best practices for their patients, these SCCA nurses collaborated across organizations to refine the current practice to ensure SCCA transplant patients have the best possible outcomes.







Nurse and safety advocate seeks "higher ground" for nurses' welfare



Seth Eisenberg, RN, ASN, OCN, BMTCN, shudders at the statistic and its irony: About 8 million U.S. health care workers are potentially exposed to hazardous drugs, including lifesaving chemotherapies that are administered to cancer patients, every day.

"The issue here is hazardous drug safety," said Eisenberg, the professional practice coordinator for Infusion Services at Seattle Cancer Care Alliance. "Since 1979, health care professionals, nurses, and pharmacists who are handling chemotherapy are being exposed to what we now know as hazardous drugs, which are very dangerous to health."

Hazardous chemotherapy drugs are capable of causing serious and even deadly effects to those exposed, including organ toxicity, fertility problems, genetic damage, birth defects, and cancer, Eisenberg said. Nurses who handle these drugs

may be exposed during accidental needle sticks, spills due to accidental disconnection of patient lines, or during drug spill cleanup.

As a result, it is vital that health care workers involved with any stage of the hazardous drug handling process be educated on the risks of exposure and recommended safety precautions. Safety is so important to Eisenberg that he has committed his life to working on behalf of his health care colleagues.

As far as safety measures and adhering to state and national health standards, Eisenberg characterized SCCA's ranking as ahead of the curve. "At SCCA, we are devoted to a higher ground of safety culture to keep our staff safe," Eisenberg said.

Eisenberg has published scores of articles on chemotherapy and biotherapy, written three book chapters, and leads presentations on safety measures at nursing and pharmacy conferences worldwide.

During the April 2016 Oncology Nursing Society's 41st Annual Congress in San Antonio, Texas, Eisenberg led two presentations on "Self-Advocating for Protection against Hazardous Drugs." The presentation focused on nursing concerns regarding exposure to hazardous drugs, such as lack of safety measures, inadequate personal protective equipment, or lack of a safety culture to use full protection when handling drugs.

Eisenberg travels internationally to advise nurses and health care workers about hazardous drug safety.



Fred Hutch nurse helps bring research from the bench to the bedside



The powerful collaboration between Seattle Cancer Care Alliance and our three partner organizations is pivotal to providing the best possible care to our patients. In his role as a research nurse at Fred Hutch, Terry Furlong, MN, RN, exemplifies the strength of these partnerships.

Furlong's role primarily includes implementing clinical studies related to the treatment and prevention of graft-versus-host disease (GVHD) in patients undergoing allogeneic stem cell transplantation. He also provides consultations and clinical care for SCCA patients with GVHD, including administering PUVA (psoralen plus ultraviolet A light) therapy to patients with skin GVHD.

GVHD is a common side effect of allogeneic transplant, and occurs when the transplanted cells recognize the recipient's tissues as foreign and attack the tissues. There are two types

of GVHD: acute GVHD, which commonly happens in the first three months after a transplant, and chronic GVHD, which normally occurs between three months and three years after the transplant. Medications and other treatments that suppress the immune system are used to prevent and treat GVHD.

After working as an inpatient nurse on the transplant unit, Furlong transitioned to his current role as a research nurse in 1992. He was initially drawn to the field after seeing firsthand how advances in research were impacting clinical care and improving patient outcomes.

Furlong said that during his time as a research nurse he has seen advances in understanding GVHD, but preventing and treating it is still a significant issue. Currently, a primary research focus is on preventing and managing severe forms of GVHD in the gastrointestinal tract.

The depth of Furlong's research experience has also provided an important perspective for integrating research into new processes at SCCA. During the implementation of Computerized Provider Order Entry (CPOE), Furlong provided his perspective on how to integrate the new system with research processes.

"Having been in this area for a long time, I'm really driven to try and make the process of conducting clinical research as efficient as possible," Furlong said.

The partnership between SCCA and Fred Hutch combines powerful science with compassionate care. By helping bring the latest research to the clinical setting, Furlong demonstrates the strength of this partnership and the importance of care and science working together.

Nurses help guide design of new immunotherapy clinic space



Cardboard and masking tape are not typical items nurses use in their work. For the Seattle Cancer Care Alliance nurses involved in designing our new immunotherapy clinic, however, these were essential tools in ensuring that SCCA could deliver groundbreaking new therapies in a patient-centered space.

One aspect of SCCA's commitment to advancing the standards of oncology care is the need to adopt new approaches and practices. In January 2016, a multidisciplinary team of SCCA employees spent a week in a warehouse in south Seattle designing a new immunotherapy clinic which, when it opens in the fall of 2016,

will improve our ability to deliver innovative treatment options to the patients who need them.

Designing the new clinic space was a collaborative effort between SCCA's Continuous Performance Improvement (CPI) department, patientcare teams, and staff from throughout the organization. To design the immunotherapy clinic, the team used the Integrated Facility Design (IFD) method. Traditional design is usually led by architects and engineers, who interpret needs and deliver a final product. In contrast. SCCA's team was comprised of the architect and builder as well as patients,

families, staff, and members of the care teams, including SCCA nurses, who brought their expertise to the design process.

As part of this process, the group of stakeholders built a three-dimensional version of the clinic out of cardboard to ensure they created the best layout to serve patients. Building a mock-up of the clinic allowed the group to walk through the space, provide feedback, and make changes in real time. Moving a wall is easier when the clinic is built of cardboard, allowing for modifications as patients and care team members offered their perspective on ways to improve the clinic's design.



The first design looked great on paper, but once it was built out, the hallways were longer than anticipated, meaning nurses would not have line of sight to all of their patient rooms. After much discussion and many modifications, the space was opened up, with the care team situated in the center of the clinic, surrounded by patients who are receiving care in the line of sight of the care team. About 95% of what the team built on Monday had changed by Friday, and these changes and improvements ultimately served to provide the best possible experience for SCCA patients and caregivers who visit the clinic.

"I think the number of renditions that happened is the surprise of the process, but I also think it validates the process," said Chief Nurse Executive Angelique Richard, PhD, RN. "I've had patients and staff who have said, 'Wow, you really listened to my thought about how this should look or how this should flow,' and we literally took the walls down and made that change right there on the spot."

Patients also brought a unique perspective to the process, and their input helped ensure that the group developed a design that would create the best possible experience for patients and their families.

"What I've seen here is really the essence of Seattle Cancer Care Alliance," said Mark Anderson, an architect and SCCA patient who participated in the weeklong workshop. "It's a team approach. It's a bunch of disciplines who are working together with the patient as the center, and they've displayed that again in spades in their response to patient input about the development of this space."

SCCA nurses who participated in the design of the new immunotherapy clinic space included:

Suni Elgar, MN, RN, OCN, Transplant Clinic Nurse Manager

Timothy Ehling, MN, RN, Associate Director of Clinical Operations

Avril McDowell, MA, RN, BScN, Director of Clinical Operations

Angelique Richard, PhD, RN, Vice President of Clinical Operations and Chief Nurse Executive

Melodee Smith, RN, Apheresis Nurse Manager

Cheryl Wyman, MSN, RN, Director of Diagnostic and Therapeutic Services



Northwest Hospital nurses share their CPI journey across care locations



In the two years since Seattle Cancer Care Alliance opened its medical oncology clinic on the campus of Northwest Hospital & Medical Center, the team has been persistent in examining and refining their processes to improve the patient experience. The clinic was designed and built using Continuous Performance Improvement (CPI) and Integrated Facility Design (IFD) principles, and this approach has been so successful that it now serves as a blueprint for other SCCA clinic locations.

Key components of the CPI approach at Northwest Hospital include universal rooms, daily huddles with the entire care team, and scheduling all aspects of a patient's care, including nursing visits. During recent planning for the new immunotherapy space at SCCA's South Lake Union Clinic, nurses visited Northwest Hospital to observe and evaluate how this approach might translate to the immunotherapy clinic.

Marian Richardson, DNP, RN,
Associate Director of Clinical
Operations at Northwest Hospital,
said the immunotherapy design
team identified two takeaways: first,
seeing how the care team's daily
huddles improve communication
and support the coordination of
patient care, and second, the clinic's
universal rooms, which allow
patients to receive all of their care in
one room.

"The universal rooms bring the nurse into all parts of the patient experience because the nurse is rooming the patient, the nurse is drawing the blood, and the nurse is providing the care, so there are no hand-offs," Richardson said. "That enriches the nursing experience because the nurses are able to do everything."

In addition to being resources to help guide the design of new clinic spaces, Richardson and her team are working to implement the principles used at Northwest Hospital in existing SCCA clinic locations, including across Lake Washington at Halvorson Cancer Center, a partnership between SCCA and EvergreenHealth in Kirkland. Although this clinic was not designed using the IFD approach, the team applied the universal room model to improve patient flow and

reduce the number of check-in steps for patients.

Richardson said the
EvergreenHealth clinic also
established teams of providers
and nurses who room patients
and do care coordination together.
The scheduling approach used at
Northwest was also implemented,
allotting time for visits with all
members of the team, including
licensed practical nurses, registered
nurses, and physicians.

"Our goal is that we know how much time each step in the process takes so that the patient isn't rushed and the staff isn't rushed," Richardson said.

One aspect of the CPI approach is that it requires continuous improvement. Richardson said the team at Northwest Hospital, which includes eight nurses, is planning for future improvements, including refining the configuration of the universal rooms, designing a multidisciplinary approach to survivorship planning, and renovating the radiation oncology clinic to apply the universal room model and daily huddles. By evaluating, implementing, and leading improvements, the Northwest Hospital clinic's nurses epitomize SCCA's commitment to patient-centered care.

Transformational leadership

As the health care environment goes through unprecedented changes, SCCA nurses are looking forward to meet the needs of our future patients.

By striving for continuous improvement, our nurses are changing values, beliefs, and behaviors.

This transformational leadership is not limited to SCCA. By sharing their vision, influence, clinical knowledge, and strong expertise with other organizations, our nurses are transforming oncology care to meet the demands of the future.







Angelique Richard and the **Moonshot Program**



On March 21, 2016, Vice President Joe Biden visited Fred Hutchinson Cancer Research Center, one of Seattle Cancer Care Alliance's three partner organizations, as part of his National Cancer Moonshot Initiative's "listening tour." While at Fred Hutch, he met with a panel of experts that included Angelique Richard, PhD, RN, SCCA's Chief Nurse Executive and Vice President of Clinical Operations.

Richard spoke with the vice president about what she sees as three key issues for the Cancer Moonshot Initiative: patient access, nursing education, and nursing research.

Many patients struggle with accessing the care they need due to geographic or economic reasons. Narrowing networks and changes

in the health care system have limited patients' ability to access promising new treatment options at centers like SCCA.

"We have to take care of patients who truly need specialized care like what is provided at SCCA," she told Biden.

Oncology nurses are highly specialized and have a diverse range of professional skills and knowledge, including understanding the unique therapies that may be part of a patient's treatment plan. According to Richard, support for oncology nursing education should be a priority.

Building trust in the health care system and addressing barriers to clinical trials are other critical needs that Richard hopes the Moonshot Initiative will address. Research shows that low-income and minority populations are underrepresented in clinical trials, limiting fair access to cuttingedge services and the ability of researchers to thoroughly test a drug or intervention.

Richard is hopeful that the spotlight on cancer that the Moonshot Initiative is providing will make a profound difference for patients.

"I believe the moonshot has the ability to alleviate challenges for cancer patients and families, whether through more effective treatments, better supportive care, or a greater number of cures," she said. "I also feel that the social and economic burdens have the potential of being significantly reduced or eliminated by the Moonshot Initiative."

As the backbone of patient care, guiding patients and families through their treatment, oncology nurses are vital to preventing and treating cancer. By sharing best practices and contributing to research, SCCA nurses are shining examples of how nursing can shape the future of cancer care.

NCI Nurse Executives Meeting

SCCA was proud to host the Spring 2016 National Cancer Institute (NCI) Cancer Center Nurse Executives Meeting. The event took place April 3-5, 2016, in Seattle and was an opportunity for nursing leaders from across the country to learn from each other by sharing best practices and research updates related to the field of oncology nursing.

SCCA nurse leaders shared best practices on topics such as quality and nursing, advancing the standards of cancer care. nurse education, and process improvement. Brenda Nevidjon, MSN. RN. FAAN. Chief Executive Officer of the Oncology Nursing Society (ONS), provided an update on Vice President Joe Biden's Cancer Moonshot Initiative, and Fred Appelbaum, MD, President and Director of SCCA and Deputy Director of the Fred Hutchinson Cancer Research Center, provided the group with an update on immunotherapy.

The more than 20 nurse executives who attended the spring meeting also had an opportunity to tour

SCCA's outpatient clinic on Lake Union, inpatient unit at the University of Washington Medical Center, and outpatient clinic on the campus of Northwest Hospital & Medical Center. On the final day of the meeting, breakout sessions on clinical pathways, workforce management, and the Moonshot Initiative provided attendees with the opportunity to have in-depth discussions about topics covered during the previous day.

NCI-Designated Centers are recognized for their scientific leadership and the depth and breadth of their research in basic, clinic, and population science. Each year, approximately 250,000 patients receive their cancer diagnosis at an NCI-Designated Cancer Center, with thousands of these patients enrolling in cancer clinical trials. These centers not only disseminate evidence-based findings into communities that can benefit from these findings, but the centers can also, through the experience of working with those patients, help inform national research and treatment priorities.











Welcoming two nurse leaders to SCCA

Seattle Cancer Care Alliance was proud to welcome two new members to the nursing leadership team in 2016. These distinguished nurse leaders will be instrumental in guiding the way on SCCA's journey to Magnet recognition and ensuring we are ready to meet the needs of our future patients by advancing nursing science.

Nurse Researcher Amy Walker



For Amy Walker, PhD, RN, nursing research and a commitment to family-centered care go handin-hand. Walker joined SCCA in June 2016 as our Nurse Scholar, a University of Washington and SCCA joint appointment for nursing research. Walker will focus on expanding the ability of our nurses to integrate evidence-based practice and research into clinical and operational processes.

While many SCCA nurses are involved in research through caring for patients on SCCA's clinical

studies, Walker is looking forward to supporting nursing-specific research that will have an immediate impact on patient care.

"When we talk about cancer care, we talk so much about trying to find a cure, and I'm really interested in balancing that with taking care of the patients and families and improving their quality of life," Walker said. "I think where nursing research really shines is helping people manage their symptoms and helping families deal with the impact of the disease on their lives, not just the disease itself."

Walker's early clinical experiences in pediatric intensive care and hospice nursing were elemental in shaping her focus on familycentered care.

"My real passion is taking care of families," Walker said. "When you take care of children, you're always taking care of the whole family."

Walker is currently the Principal Investigator for a National Cancer Institute-funded study titled "Parenting in the Face of Cancer: Non-Ill Sibling and Parent

Relationships," which is examining the impact of a sibling's cancer diagnosis on the parent-child relationship of the non-ill sibling. Providing communication tools to families is a key component of this work, and Walker recently wrote a grant for an early intervention that would encourage parents to have quality, daily communication with their non-ill children.

Another current study of Walker's, "Adolescent Cancer Survivors and Parents: Worries & Challenges at End-of-Treatment," is funded by the National Institute of Nursing Research to understand the parent and adolescent experiences of end-of-treatment and early post-treatment.

As she begins her new role at SCCA, Walker is looking forward to being a resource for SCCA nurses, hearing their ideas for improving quality, and helping them make a positive impact on patient care through research. "I can get passionate about a lot of different things, so I find people's new ideas really exciting," Walker said.

Magnet Program Director Debra Kirkley



A seasoned leader in the field of Magnet recognition, Debra Kirkley, PhD, RN, joined SCCA as our new Magnet Program Director in June 2016. Kirkley's career has included a depth of experience related to the Magnet journey, including facilitating leadership development workshops for hospitals throughout the country as a consultant for The Advisory Board Company and directing nursing practice at the Seton Family of Hospitals, a 12-hospital system in Austin, Texas.

First appointed as a Magnet Appraiser 13 years ago, Kirkley has since worked with a number of organizations on the Magnet journey. When she was initially nominated as an appraiser in 2003,

Kirkley said, hospitals and health care organizations were cutting back on nursing positions as a response to prospective payment programs, leading to decreased quality in patient care.

"I decided that I wanted to be part of a program that was trying to improve working conditions for nurses and improve patient outcomes," Kirkley said. "The Magnet program was a way to ensure great nursing outcomes despite the fact that budget constraints were in play."

Kirkley believes that the Magnet program provides an evidence-based set of standards to help organizations achieve excellence. At Magnet organizations, she has universally seen that nurses are empowered, engaged in their practice, proud of their organizations, and can clearly describe how their nursing practice contributes to improved patient outcomes. Having visited hundreds of hospitals across the country, Kirkley said that you can immediately tell when you've stepped into a Magnet hospital—the energy is different.

As SCCA begins its Magnet journey, Kirkley said she is most excited by the energy of the nurses and nursing leadership team around supporting nursing excellence, as well as the strategic plan outlining SCCA's vision for nursing. She is looking forward to uniting nurses across SCCA's multiple locations, and ensuring that all of our nurses are involved and engaged in the Magnet journey.

"My passion for nurses and nursing practice is unending," Kirkley said. "I saw the same passion as I met the team at SCCA, and I think one of the most important messages about Magnet that I hope comes across as I meet the team and clinicians at SCCA is that this is a celebration of the exceptional work of nurses. But nurses don't work alone in creating great outcomes, so it's a testimonial, too, to nursing's effective collaboration with the interdisciplinary team."

Only 400 hospitals in the world have achieved Magnet status, and striving to achieve that high bar elevates the entire organization, Kirkley said. When nursing improves its standards, it positively impacts all areas of the organization.

"Magnet recognition is a celebration of the stories the nurses tell about the work they do every single day in the infusion centers, in the clinics, and in the research labs," Kirkley said.

Sharing the latest findings in oncology nursing research and care

Seattle Cancer Care Alliance aims to provide the most advanced oncology care available, which means that nurses are constantly integrating new insights into their research, teaching, and work flows. In the midst of changes and exciting advancements, SCCA nurses have attended and presented at local, regional, national, and international conferences to share their findings and best practices and gather new ideas to share and apply to their work at SCCA.

International Conference on Cancer Nursing (ICCN)

July 8-11, 2015, Vancouver, British Columbia

Posters

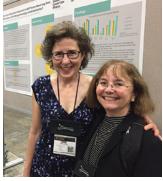
- Orientation to Clinical Trials Unit: An Extension of Informed Consent Phuong Tran, RN, OCN
- Evidence-Based Intensity Tool for Staffing Ambulatory Oncology Infusion Suite Sharol Bohl, RN
- Global Nursing Collaborations Between a Seattle, WA-Based Cancer Center and a Ugandan Cancer Center Judy Delismon, MN, RN
- Improving Referral Management and Treatment
 Decision-Making Processes for Patients with
 Hematologic Malignancies in a Tertiary Referral Center
 Wendy Mitsuyama, MSN, MBA, RN
 Presented by Kathleen Shannon Dorcy, PhD, RN

Podium presentations

- Innovations in RN Residency in an Ambulatory Oncology Clinic Setting Presented by Pamela Pearson, RN; Additional authors included Arlyce Coumar, RN, OCN, and Julianne Pugh, RN, BMTCN
- Hope in Clinical Trial Participation: Need for Ethical Equipoise
 Presented by Kathleen Shannon Dorcy, PhD, RN







Seattle Nursing Research Conference

January 26, 2016, Seattle, Washington

Posters

• Donning & Doffing of PPE as a Quality Metric: An Inter-Professional Educational Initiative in Oncology Ambulatory Care

Camille Howell, MN, RN, HP, (ASCP); Kim MacLeod;

Phuong Huynh, BSN, RN; Julie Knight-Iwayama, RN,

CGRN; and Steve Pergam, MD, MPH, FIDSA

BMT Tandem Meetings

February 18-22, 2016, Honolulu, Hawaii

Posters

- Hand-Offs in BMT Nursing Courtney Guadiz, BSN, RN, BMTCN; Costandina Herbert, BSN, RN; and Allison Miller, BSN, RN, OCN
- Transplant Transitional Clinic: A Customized Model of Care for Post-Transplant Patients with Complex Needs Joanne Quinn, RN, OCN
- Providing an Educational Intervention to BMT Nurses About Long-Term BMT Survivors: Can It Change Knowledge and Job Satisfaction?
 Anne Chafee, RN, BMTCN, and Mihkaila Wickline, MN, RN, AOCN, BMTCN
- Building Transplant Caregiver Efficacy for Safety Ann Breen, MN, RN, OCN; Teri Lewan, RN, OCN; Amy Heissenbuttel, RN, BMTCN; Michelle Hamilton, RN; Patricia Roleru, RN; and Kari Ann Kastle, RN

Puget Sound Oncology Nursing Society (PSONS) Symposium

March 11-12, 2016, Lynnwood, Washington

Posters

- The Extra Touch
 Leslie Irving, MN, RN; Kay Tilton, RN, OCN; and
 Martha Read, MSN, RN, OCN
- Health Care Utilization Among Long-Term Cancer Survivors
 Leslie Heron, MN, RN, APRN, FNP-BC, NC-BC
- Effect of Lymphocyte Count and AML Prognosis Hanahlyn Park, MN, RN
- Immunotherapy with a Focus on Adoptive T Cell Transfer Therapy Colette Chaney, RN

- Build for the Future of Oncology Nursing: Innovations in Ambulatory Nurse Residency Zara Asch, RN
- "ACTION!" Demonstrating Communication Skills Through Role-Playing: An Alternative Approach Camille Howell. MN. RN

Podium presentation

 Narrative Ethics: The Changing Horizons of Hope in the Care of People with Cancer Kathleen Shannon Dorcy, PhD, RN

Oncology Nursing Society (ONS) Annual Congress

April 28-May 1, 2016, San Antonio, Texas

Posters

- Multidisciplinary Teamwork for Improved Care of the Sickle-Cell Patient
 Eileen Crose, BSN, RN, and Wendy Mitsuyama, MSN, MBA, RN
- Forging Partnerships to Improve Cancer Care: Guam Oncology Outreach Project Phuong Huynh, BSN, RN; Terri Cunningham, MSN, RN, AOCN; Robert Chapman, MN, RN, CCRN; Zennia Cruz Pecina, MSN, RN; and Josephine Eustaguio, BSN, RN
- Applying ONS Mucositis Guidelines in Practice Lenise Taylor, MN, RN, AOCNS, BMTCN
- If Walls Could Talk: You Are Risking Exposure and Communication DOES Optimize Outcomes Lenise Taylor, MN, RN, AOCNS, BMTCN

Podium presentations

- Hazardous Drug Safety Program Implementation Lenise Taylor, MN, RN, AOCNS, BMTCN; and Terri Cunningham, MSN, RN, AOCN
- Self-Advocating for Protection Against Hazardous Drugs
 Seth Eisenberg, RN, OCN, BMTCN

Reaching out across disciplines to improve care for sickle-cell patients



Adults living with Sickle-Cell Disease (SCD) need life-long, complex care, and are too often a misunderstood patient population. Three SCCA nurses have worked together to implement new processes to better care for the approximately 60 adult SCD patients who receive care at Seattle Cancer Care Alliance.

Infusion nurse Eileen Crose, BSN, RN, first recognized the need for more comprehensive care for SCD patients in 2011. Adults living with SCD experience significant pain and often receive their pain protocol in SCCA's Infusion Clinic, meaning that infusion nurses were routinely caring for SCD patients, but only during a pain crisis.

To improve the coordination of care for this patient population, Crose partnered with SCCA's Service Line Management leadership to form a multidisciplinary team that conducted comprehensive care

planning for SCD patients and implemented monthly rounding to discuss specific patients. The team includes providers, nurses, scheduling staff, social work, nutrition, physical therapy, and chaplaincy. Crose and Service Line Manger Wendy Mitsuyama, MSN, MBA, RN, presented their findings from this initial pilot project at the 2016 Oncology Nursing Society Annual Congress in San Antonio, Texas.

A new SCCA nurse has built on this foundation of multidisciplinary practice to continue to improve the care of SCD patients. Shinu Cherian, RN, joined the sickle cell clinic in November 2015, and implemented a triage model to determine the appropriate use of infusion for pain protocols, screen for infection to prevent acute chest syndrome, and facilitate timely assessment and evaluation by providers. Cherian

said facilitating comprehensive care by assisting with patients' overall pain management has been one of the most important aspects of her role.

In April, Cherian received a scholarship from SCCA's Hematology department to attend the Foundation for Sickle Cell Disease Research's 10th Annual Conference in Florida. Attending the conference confirmed for Cherian that SCCA's triage model is consistent with best practices at other organizations. It also gave her new ideas for the future.

Looking forward, Cherian is working on implementing new processes based on the National Heart, Lung, and Blood Institute (NHLBI) guidelines, including creating a database of SCD patients and identification cards for each SCD patient that includes information about their individual pain protocol in the event that they are seen at a different facility.

Cherian said the most fulfilling aspect of her role in the sickle-cell clinic has been building a rapport with her patients. "Now I'm in a place where they really open up to me and tell me everything," Cherian said. "It's gratifying that I'm able to help them and that they're able to trust me."

Awards



Ian Anderson, RN

Oncology Nursing Society
Foundation Trustee

Over the past two years, Ian Anderson, RN, has served on the Board of Trustees for the Oncology Nursing Society Foundation. In this role,

he has helped oversee an organization that provides funding for oncology nurses to advance in education, research, and leadership. Anderson was recognized at the 2016 Oncology Nursing Society Conference for his two years of service, which included serving as secretary for the Board of Trustees last year.

Arlyce Coumar, RN, OCN



Oncology Nursing Society Foundation's Masters Scholarship for Graduate Studies

Arlyce Coumar, RN, OCN, received the 2016–2017 Oncology Nursing Society Foundation's Masters

Scholarship for Graduate Studies. Coumar, who works in Infusion Services at SCCA, is looking forward to using the \$5,000 tuition scholarship to pursue a graduate program in Nursing Education and Global Public Health at the University of Washington, Bothell. According to Coumar, her goal for the future is to decrease the burden of cancer suffering worldwide by strengthening and supporting the oncology nursing workforce in low- and middle-income countries.

Christen Heye, RN, ARNP



Diane Heye, RN, OCN; Christen Heye, RN, ARNP; Stan Riddell, MD, and David Maloney, MD, PhD

Named "Woman of the Year" by the WA-AK Chapter of the Leukemia & Lymphoma Society

The Leukemia & Lymphoma Society named Christen Heye, RN, ARNP, their 2016 "Woman of the Year." The award was determined by a spirited fundraising competition to support cures and access to treatments. A lymphoma survivor, Heye is an advanced practice provider in SCCA's hematologic malignancies group. She said she sees the effects of research advances in the clinic each day and was excited for the opportunity to partner with the Leukemia & Lymphoma Society to work toward their mission of finding cures for blood cancers and assisting patients and families.

Nurses Week 2016

Seattle Cancer Care Alliance celebrated our exceptional nurses during this year's National Nurses Week, May 6–12, 2016.

The week kicked off on Friday, May 6, with a poster soiree, which gave nurses the opportunity to exhibit their work and learn about advances and projects taking place throughout the organization.

On Monday, May 9, a group of nurses hosted a health fair at Mercy Housing's Appian Way Apartments, providing health information and screening to residents of the apartments, which provide affordable housing for low-income individuals and families.

At SCCA's second annual Nursing Grand Rounds on May 10, Terri Cunningham, MSN, RN, AOCN, Phuong Huynh, BSN, RN, and Rick LaFrance, PharmD, gave a presentation titled "Forging Partnerships to Improve Cancer Care: Guam Oncology Outreach Project," sharing their experience with an auditorium full of nurses and other employees.

On Wednesday, May 11, SCCA nurses were invited to learn more about continuing-education opportunities at a career fair. Representatives from local nursing schools, including the University of Washington, Seattle University, and Seattle Pacific University, were on site to discuss their educational offerings.

This year's Nurses Week celebrations concluded on May 12, Florence Nightingale's birthday, with a "Filling the Shoes" event, which commemorated past SCCA nurses and recognized new nurses.

At SCCA, we are proud of the work our nurses do every day as they guide patients through each step of their treatment. Nurses Week is an opportunity to pause and celebrate the great work that takes place in our clinics 365 days of the year, reflecting on what we've accomplished and looking forward to the future.



















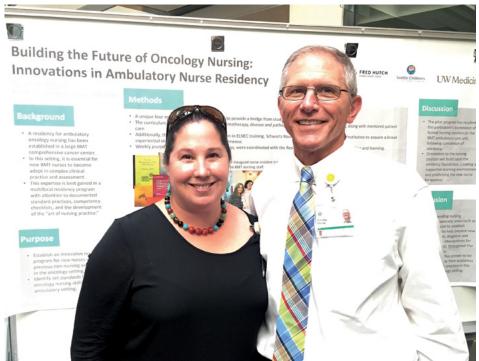


In SCCA's patient satisfaction survey, patients have consistently provided a rating of **90 percent or higher** in the following areas related to nursing:

- The skill and knowledge of their nurse
- Nurses' concern for questions and worries
- The quality of care received from their nurse







Nurses Week 2016 Co-Chairs Denae Davis, RN, BMTCN, and Timothy Ehling, MN, RN

Investing in the future of oncology nursing

Future of Oncology Nursing Scholarship

Seattle Cancer Care Alliance nurses and administrators gathered on May 13, 2016, to celebrate local nursing students' passion to pursue oncology nursing.

"We began this program two years ago to ensure the next generation knows how important they are in the lives of patients with cancer," said Kathleen Shannon Dorcy, PhD, RN, SCCA's Director of Clinical/Nursing Research, Education and Practice.

SCCA's Future of Oncology
Nursing Scholarship supports
students who are interested in
pursuing a career in oncology
nursing. As highly trained
specialists, oncology nurses play
an essential role in the diagnosis
and treatment of cancer—from
conducting research to performing
complicated procedures, such as
bone marrow biopsies.

SCCA's nursing executives, joined by the deans and leaders from the three local nursing colleges, presented the \$3,000 Future of Oncology Nursing Scholarship awards to the following three students, who are entering their senior year of nursing school.

Anna Stewart from Orting, Washington

Award presented by dean and professor Lorie Wild, PhD, RN, of the School of Health Sciences at Seattle Pacific University

Stewart was inspired to become an oncology nurse because of her grandfather's diagnosis with cancer. "Throughout his treatment, I watched and was amazed by his oncology nurses. They made a point to include family in every aspect of my grandpa's treatment, making sure we understood what was occurring and were involved," she said.

Alisa Pham from Seattle, Washington

Award presented by dean and professor Kristen M. Swanson, PhD, RN, and instructor Karla Mather, MSN, RN, OCN, from the College of Nursing at Seattle University

Pham was the first person in her family to go to college and was inspired to become an oncology nurse after witnessing the nurses who helped care for her mother during her mother's battle with cancer. "They helped me advocate for her...I have found my voice as an advocate for patients," she said.

Patricia Smith from Seattle, Washington

Award presented by professor and chair Gail M. Houck, PhD, RN; assistant professor Amy Walker, PhD, RN; and assistant dean Renee Duprel from the School of Nursing at the University of Washington

Smith was inspired to become a nurse after her youngest son had brain surgery for uncontrolled seizures. "I started pre-nursing classes... got my nursing assistant license and applied for a nursing assistant job at Seattle Children's Hospital. The job was inpatient oncology. I remember my first day, I was terrified.... I realized then that I was working in a place unimaginable to most.... this career change would be the most challenging decision I ever made," she said.



Harold and John Steinberg Memorial Nursing Scholarship Fund

The Harold and John Steinberg Memorial Nursing Scholarship Fund provides an opportunity for the leadership teams within SCCA, University of Washington Medical Center, and Seattle Children's to recognize the dedication and expertise of their extraordinary nurses. These awards allow individuals to expand their skills and develop as leaders through education and academic achievement. Each scholarship recipient receives \$2,000 toward a nursingfocused oncology conference or tuition. The scholarship supports the crucial role nurses play in the innovative research and treatment of our patients.

Recipients of the 2016 Harold and John Steinberg Memorial Nursing Scholarship Funds:

Seattle Cancer Care Alliance Anne Chaffee, RN, BMTCN Amy Heissenbuttel, RN, BMTCN Lindsay Palomino, BSN, RN, HP, (ASCP)

University of Washington Sunshine Gray, RN Eric Rucker, RN Shawn Palin, RN

Seattle Children's Hospital Jessica Guenser, RN Sara Malda, RN Karla Bell. RN

100%

SCCA 29% of the nurses who have participated has hired 29% in the dedicated educational unit program, with a retention rate of





Training the next generation of oncology nurses

The dedicated educational unit at SCCA brings in groups of five to eight current nursing students, who spend four weeks in the Transplant Clinic and Infusion Suite. After their observation, these students can apply to become SCCA resident nurses, a nine-to 12-month program.

The 2015-2016 academic year was the fifth year of this educational program, which provides students with hands-on experience in the technical field of oncology nursing. To date, SCCA has hired 29% of the nurses who have participated in the dedicated educational unit program, with a retention rate of 100%.

SCCA certified nurses

On March 24, 2016, SCCA honored the nurses who have a national board certification in their specialty at the ninth annual National Certified Nurses recognition celebration. The total number of certified nurses at SCCA represents 40% of the SCCA nursing community, higher than the national average of 27%. A higher certification rate has been associated with enhanced patient outcomes and improved quality indicators.

Patricia Anderson, RN, OCN

Kristin Bafus, RN, OCN

Karen Baker, RN, OCN

Elizabeth (Libby) Barnett, BA, RN,

HP (ASCP)

Stacie Birk, RN, OCN

Ann Breen, MN, RN, OCN

Tanya Buivydas, RN, CPON

Molly Bumpus, RN, ACHPN

Anne Chafee, RN, BMTCN

Lorraine Chambers, RN, CHPN,

OCN

Deborah Chielens, RN, OCN

Arlyce Coumar, RN, OCN

Amy Cox, RN, OCN

Terri Cunningham, MSN, RN,

AOCN

Bente Dalby, MN, RN, OCN

Denae Davis, RN, BMTCN

Carol Dean, RN, OCN

Anna Marie DeVito, RN, OCN

Suzanne Ditter, RN, OCN

Christi Durden, RN, ACLS

Dinah G. Driver, BSN,

RNC, VA-BC

Seth Eisenberg, RN, OCN,

BMTCN

Suni Elgar, RN, OCN

Annette English, RN, OCN

Kimberly Eshaia, RN, OCN

Nicole Falkin, RN, OCN

Beatrice Franco, RN, OCN

Judith Fihn, RN, CHPN, OCN

Maggie Fisher, RN, OCN

Jerra Fjelstad, RN, OCN

Michelle Flores, BSN, RN, HP,

(ASCP)

Kathryn George, RN, DNP,

BMTCN

Sydne Gomez, RN, OCN

Susan Gordon, RN, OCN

Anette Grabski, RN, OCN

Patricia Groff, RN, BMTCN

Judith Gumbiner, RN, OCN

Elaine Hagan, RN, OCN

Erika Hanson, RN, OCN

Susan Hanson, RN, OCN

Lim Heesook, RN, OCN

Jane Hembree, RN, ONS

Amy Heissenbuttel, RN, BMTCN

Diane Heye, RN, OCN

Kim Hinnebusch, RN, OCN

Camille Howell, MN, RN, HP,

(ASCP)

Jennifer Huswick, RN, CPHON/

APHON

Mary Jaenicke, RN, CCM

Sandra John, RN, OCN

Janine Johnson, RN, OCN

Niki Johnson, RN, OCN

Tarah Johnson, RN, OCN

Sherry Joseph, RN, ACLS, OCN

Eva Jovich, RN, OCN

Chu Jun, RN, OCN

Andrea (Onie) Kahn, RN, OCN

Donna Kern, RN, OCN

Catherine Kintu, RN, OCN

Julie Knight Iwayama, RN, CGRN

Allison Leahy, RN, OCN

Deborah Leslie, BSN, RN, OCN

Teri Lewan, RN, OCN

Edelyn Lizardo, RN, OCN

Janice Lloyd, MSN, RN, OCN

Lisa Loper, RN, OCN

(ASCP) Mary B. Malkiel, MSN, RN, OCN Julia Marsh, BSN, RN, OCN Trisha Marsolini, RN, OCN Sydne Mead-Smith, RN, OCN Geta Moldovan, RN, HP (ASCP) Rabia Muhammedi, RN, OCN Ally Murtaugh, RN, HP, (ASCP) Denice Oien, RN, OCN Janet Oishi, RN, OCN Katie Olschwang, RN, CPHON Lindsay Palomino, BSN, RN, HP, (ASCP) Mandy Park, RN, CMSRN Mesha Park, RN, OCN Tia Pelley, RN, OCN Charlie Pieterick, RN, ACHPN Denise Plath, RN, OCN Cheryl Jo Prussia, RN, OCN Julianne Pugh, RN, BMTCN Joanne Quinn, RN, OCN Christy Rafacz, RN, OCN Martha Read, MSN, RN, OCN Anne Reese, RN, OCN Kathy Ringo, RN, OCN Rose Rivett, RN, BMTCN Donelle Rizzuto, RN, OCN

Sharon Rockwell, RN, OCN

Mylene Macabeo, BSN, RN, HP

Jackie Saxon, RN, BMTCN Norbu Sangpo, RN, OCN Melodee Smith, RN, HP, (ASCP) San Kwok So, RN, OCN Heidi Stecher, RN, OCN Claudia Stener, RN, BMTCN Deborah Swanson, RN, OCN Kellie Tanascu, RN, CPHON Lenise Taylor, MN, RN, AOCNS, **BMTCN** Stephanie Thrasher, RN, OCN Kay Tilton, RN, OCN Phuong Tran, RN, OCN Aimie Undseth, RN, OCN Laura Vadman, RN, CWON Amy VanMersbergen, RN, ACLS Jennifer Wang, RN, OCN Amanda Weatherford, MSN, RN, OCN Mihkaila Wickline, MN, RN, BMTCN, AOCN Lois Williams, MN, RN, OCN Sui Yeh, RN, Gerontolgy

Pamela Zenger, RN, CRN





































