



THE HOSPITAL OF FOX CHASE CANCER CENTER

Community Health Needs Assessment
Implementation Plan
FY20 Progress Report



CONTENTS

Fiscal Year 2020 Progress Report Highlights	2
Plan to Improve Cancer Screening, Navigation & Education	3
Plan to Reduce Chronic Disease Through Cancer Prevention	7
Plan to Provide Caregiver Support	9
Plan to Prevent Prescription Drug Abuse	10

FISCAL YEAR 2020 PROGRESS REPORT HIGHLIGHTS

We are pleased to share the following results from our 2019-2022 Community Health Needs Assessment Implementation Strategy.

As part of the Temple University Health System, Fox Chase Cancer Center remains an integral part of its community delivering a strong benefit for the surrounding catchment area and beyond. Fox Chase was one of the first cancer centers designated by the National Cancer Institute as comprehensive, the highest possible designation from the agency that sets national standards for cancer care and research. More than 100 years later, we are still going strong, and our performance in Fiscal Year 2020 (FY20) was no exception despite the COVID-19 pandemic. Although COVID-19 limited our ability to hold in-person screening and educational sessions, we are beginning to relaunch screening via the Mobile Screening Unit and are planning to conduct other programs virtually.

Fox Chase Cancer Center is deeply committed to its community. Specific to the goals of our 2019-2022 Community Health Needs Assessments Implementation Strategy, we accomplished the following during FY20:

- To improve cancer screening and navigation, conducted 95 screening events and provided breast cancer screenings to 1,581 women via our Mobile Screening Unit. Provided no cost mammograms to 303 uninsured women.
- Our *Community Speakers Bureau* conducted bilingual educational outreach to 531 people through 39 educational sessions. 3,273 people were also reached through health fairs and information tables. These programs helped patients become more active in their healthcare by gaining a stronger understanding of cancer, risk factors and screening guidelines.
- Implemented an employee screening program. Outcomes show an 11% increase in breast cancer screenings over the prior year, 58% increase in colonoscopies above previous rates, and 7 employees received lung cancer screening.
- Our *Community Tobacco Treatment* program offered two free sessions; Thirteen (13) people completed the program including 6 who decreased the number of cigarettes they smoked and 5 who quit smoking entirely.
- Launched *Caregiver Network* in February 2020 to provide caregiver support. Fourteen (14) volunteers were trained and continue to be matched with new caregivers.
- To prevent prescription drug abuse, launched an Opioid Stewardship Committee that monitored safe use of opioids through patient records as part of their overall treatment plan. Monitoring was accompanied by enhanced education, printed inserts and revamped discharge instructions.

PLAN TO IMPROVE CANCER SCREENING, NAVIGATION & EDUCATION

Strategy Team Leads: *Director of Community Cancer Screening, Office of Community Outreach, FCCC - Linda Hammell and Program Manager, Office of Community Outreach, FCCC - Allison Zambon, MHS, MCHES*

Priority: Enhance access to health care through cancer screening, community navigation, health education, health literacy and Spanish education materials.

1. Cancer Screening and Navigation

Goal: To address health insurance issues and lack of access to care, we will enhance access throughout the community to preventive cancer screening and programs and will provide navigation services to those patients that need follow-up services or have financial, language, or other barriers.

Summary of the Methods/Tactics Implemented: Our *Community Screening Program* currently provides breast cancer screening in the community. The program has been in existence for 30 years and provides access to life-saving screenings. Most of the community-based screenings are held on our Mobile Screening Unit (MSU). The MSU is considered a best practice by the U.S. Department of Health and Human Services' Community Preventive Services Task Force, eliminating structural barriers or obstacles that make it difficult for people to access cancer screenings.

Through our network partners, we screen at both corporate and community settings. In the corporate setting, the MSU is provided as a worksite wellness program and provides a convenient way to obtain screening for individuals that likely have health insurance. Within the community, the MSU works to ensure equal access to care among the medically underserved audiences that may have many barriers to obtaining proper healthcare including a lack of health insurance. Among both community and corporate partners, we have found that many women return to our mobile screening unit annually for their mammogram and many are likely to choose Fox Chase Cancer Center (FCCC) should they need follow-up diagnostic services or breast cancer treatment.

Starting in 2010, patient navigators with extensive experience working in the community and with our community partners have worked closely with patients who have inconclusive or abnormal screening results and/or who have financial or other issues (e.g. language barriers) to ensure that these individuals are able to access follow-up services as needed.

Outcomes: During FY20, we conducted 95 screening events and provided breast cancer screenings to 1,581 women via the Mobile Screening Program. We provided no-cost mammograms to 303 uninsured women. In FY20, 201 women received abnormal findings on their mammogram and 90 women (45%) returned to Fox Chase for further testing. The majority of women that had to return for diagnostics had appointments within 10-30 days of their screening. Four women were diagnosed with breast cancer after being screened on the van. Three of these women had follow-up and treatment at Fox Chase.

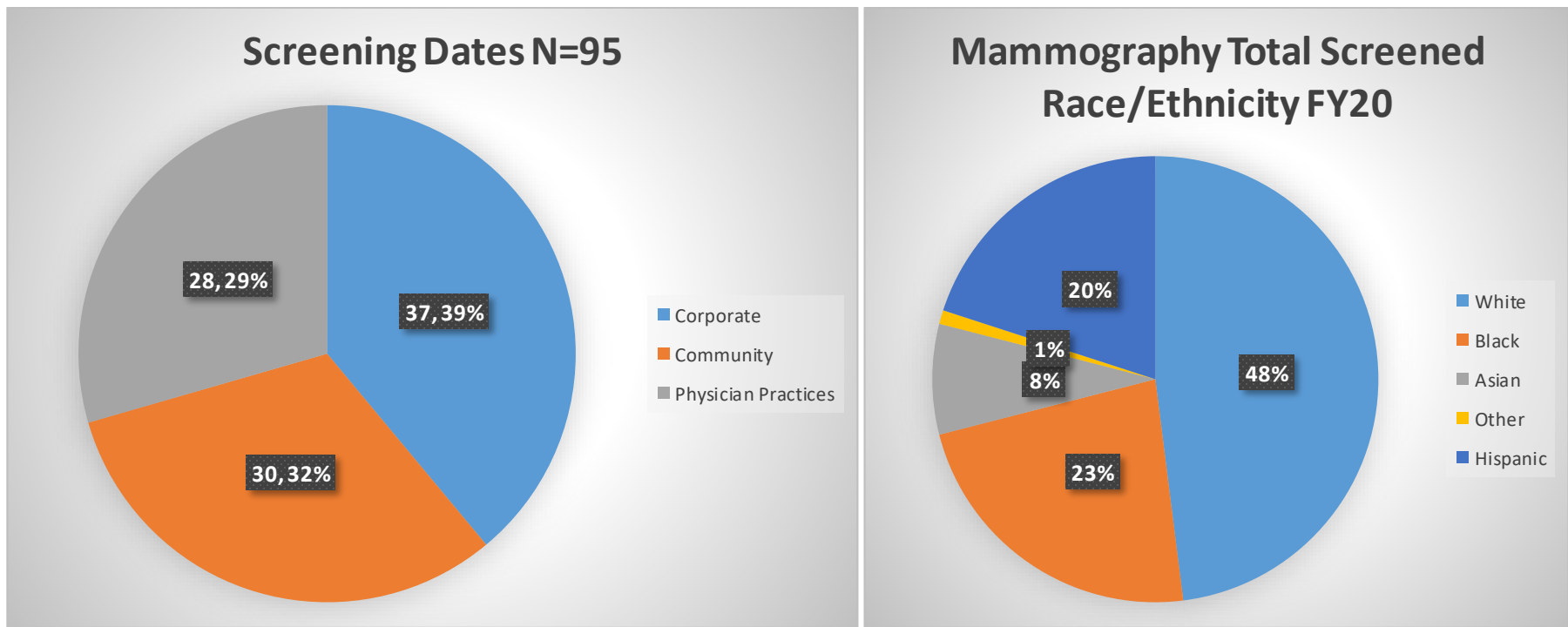
Navigation services, including appointment reminders, transportation services, and accompanying patients through Fox Chase to their follow-up appointments, were provided to 242 patients. These patients are very thankful for the services received and have told our patient navigator that

they are grateful for our help and glad that we have a program that allows the uninsured to screen.

Conclusions: This program has been successful in screening both community and corporate partners.

Next Steps: We intend to continue screening patients at both community and corporate partners during FY21. We had to temporarily halt services due to the COVID-19 pandemic, but we are planning a safe return to our MSU screenings during FY21.

FY20 Metrics Achieved by %



2. Cancer Education

Goal: To deliver evidence-based cancer education and resources to address the regional cancer burden.

Summary of the Methods/Tactics Implemented: Cancer education is a key component of the mission of a National Cancer Institute-designated Comprehensive Cancer Center, such as FCCC. By addressing educational needs throughout the community, we can better serve the health needs of those in our service area, including non-English speakers who may otherwise not receive or seek out cancer-related information and resources.

Our *Community Speakers Bureau* provides free, bilingual cancer education on breast, cervical, colorectal, liver, lung, ovarian, prostate, and skin cancers, as well as clinical trials. All the sessions are based on scientific-evidence and include a pre/posttest to evaluate increases in knowledge, changes in attitudes and likelihood to screen and/or participate in research. These one-hour education sessions are delivered through new or existing partners. Sessions are conducted in English and Spanish by seasoned health educators. We also develop educational materials, written in plain language, on various cancer topics.

Outcomes: Our *Office of Community Outreach (OCO)* reached 531 people through 39 education sessions. Pre/posttests were completed by 316 individuals. A total of 3,273 people were reached through large events, such as health fairs and information tables. This totaled 3,804 people reached during FY20. OCO presentations are designed to increase awareness of cancer and its symptoms, the role of healthy lifestyle behaviors and the importance of research. For example, among the 59 participants in breast cancer presentations, the percent of people that correctly stated changes in the size and shape of the breast are symptoms of breast cancer rose from 53% pre-test to 97% post-test. Additionally, when asked about their intent to get a mammogram, 70% were very or somewhat likely to get a mammogram in the future on the pre-test compared to 94% on the post-test.

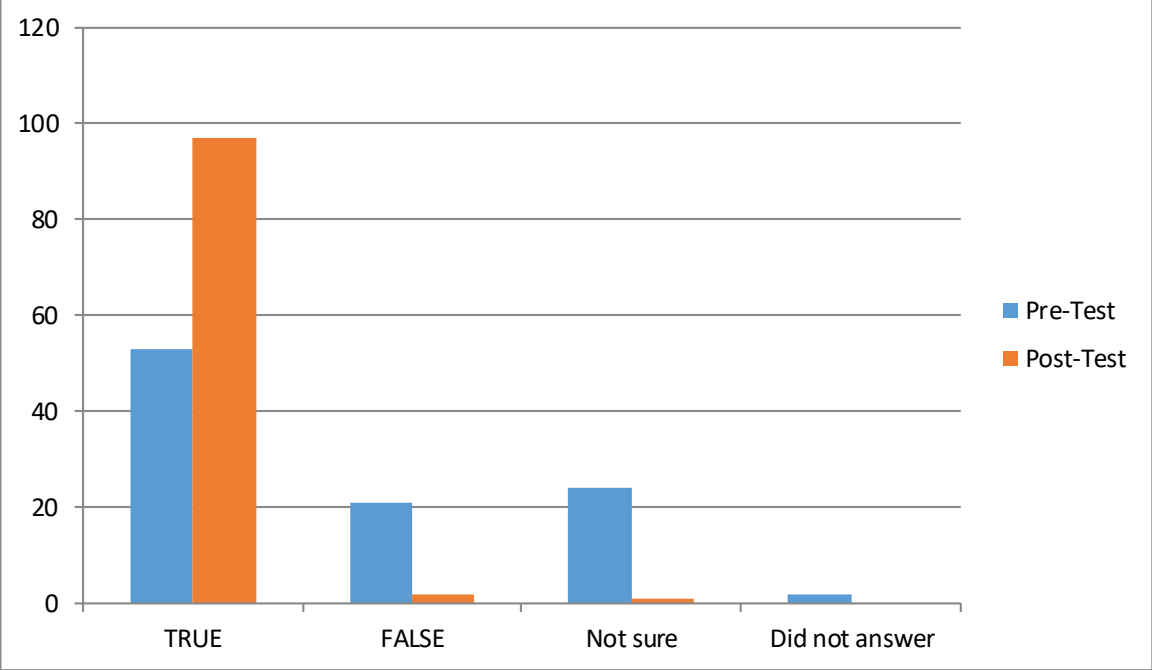
During FY20, our program has also developed a new educational module on liver cancer, along with a brochure written in plain language. This brochure is available in English and Spanish.

Conclusions: Evaluation results show that increases in knowledge (example below), changes in attitudes, and greater likelihood to screen occur following our education sessions. When educated and asked about the likelihood of participating in research opportunities we have also recorded increases.

Next Steps: We intend to continue our education goals and conduct *Community Speakers Bureau* sessions in FY21. We have had to temporarily halt services due to the COVID-19 pandemic, but we are planning to move our Speakers Bureau sessions to a virtual format during this fiscal year. During FY21, OCO is also planning to develop additional plain language materials on topics such as HPV and breast density.

Example from Breast Cancer Education Session

Question: Changes in the size and shape of the breast are symptoms, or signs of cancer. (Answer: True)



PLAN TO REDUCE CHRONIC DISEASE THROUGH CANCER PREVENTION

Strategy Team Leads: *Chief Medical Officer, FCCC - James Helstrom, MD, MBA and Senior Director, Office of Community Outreach, FCCC - Evelyn González, MA*

Goal: To deliver evidence-based cancer screening, smoking cessation services, and obesity education.

Summary of the Methods/Tactics Implemented: Chronic disease prevention was repeatedly mentioned as a need among the community in our Community Health Needs Assessment (CHNA). Specific conditions prioritized in the CHNA were cancer, heart disease, diabetes, obesity. As a cancer center, Fox Chase Cancer Center (FCCC) does not directly treat heart disease and diabetes, and therefore will focus their chronic disease efforts on cancer prevention and obesity as it relates to cancer risk. Cancer screening will be conducted through our Community Cancer Screening program as mentioned in the access to care plan. In addition, FCCC established a worksite wellness program to ensure employees are able to access all age-appropriate cancer screenings. FCCC employs approximately 2,400 people and about 53% of employees live in the defined target community for our CHNA. Employees are one of FCCC's most effective communicators and are encouraged to spread the word to friends and family members about the importance of screening. In addition, it has been found that modifiable health risks that lead to disease can be decreased through workplace-sponsored health promotion and disease prevention programs. An employee portal was developed to capture our efforts. Additionally, cancer education sessions were conducted to educate staff on risk factors and current screening guidelines.

In order to address the lung cancer burden, we continued to develop and build on our *Community Tobacco Treatment Program*. This program was held at a community partner site and at FCCC where it was open to patients, family members, staff, and other community members at no charge.

Information on obesity as a risk factor for cancer was added to all speakers' bureau presentations. Patients that are overweight or obese had access to nutrition services. Wellness initiatives, such as an onsite discounted Weight Watchers program, were also available to FCCC employees.

Outcomes: The focus of the employee screening/wellness program this fiscal year was on three screening areas: Mammography (October 2019), Lung screening (November 2019), and Colorectal screening (March and June 2020). Flyers, table tents, and posters were distributed to advertise the program. An email from Fox Chase CEO, Dr. Fisher, was sent to employees to launch the program. Announcements were made multiple times in the internal staff e-news bulletin and managers were asked to meet with their staff to explain the program and encourage screening. Baseline data for cancer screenings provided to employees was reported for the timeframe of October 1, 2018 through September 30, 2019. During this timeframe, 477 employees received breast cancer screening, 17 employees received colon cancer screening, and 5 employees received lung cancer screening. Data for the first quarter of this initiative when mammography was being promoted (October 1, 2019-December 31, 2019) indicate there was an 11% increase in FCCC employees obtaining mammograms when compared to the same timeframe in 2018. In addition, there was a 58% increase in FCCC employees obtaining colonoscopies when comparing Oct 1, 2018-June 30, 2019 to Oct 1, 2019-June 30, 2020.

Employee Breast Cancer Screenings Now at Main Campus

Fox Chase Cancer Center offers mammograms to all eligible employees.

To set up a mammogram or to learn more about screening guidelines, visit myportal.fccc.edu/employee-screening.

Computers are available in the **Lippincott Resource and Education Center** for Fox Chase staff to use to schedule their mammograms.



Lunch and learn education sessions were presented to provide staff with an overview of risk factors and screening guidelines for breast, colorectal, and lung cancer. Advanced practice clinicians and nurse navigators from the breast, colorectal, and lung cancer programs presented information and answered questions from the audience. The *Office of Community Outreach* supported this effort and conducted a pre/post-test at all sessions to determine if there was a change in knowledge. There were eleven sessions on breast, lung, and colorectal cancer with a total of 54 attendees. According to the pre/post-tests, many respondents were already knowledgeable about breast, colorectal, and lung cancer as they got many answers correct on the pre-test.

One of our additional objectives was to address the lung cancer burden through our *Community Tobacco Treatment Program*. Two 5-week sessions of this program

were implemented in FY20. Thirteen individuals completed the program, 6 people (46%) decreased the number of cigarettes they smoked from pre-program questionnaire to post-program questions; 5 people (38%) quit smoking during the program or within the three months after the program.

Conclusions: We have been successful in implementing our employee wellness/screening initiative and also the *Community Tobacco Treatment Program*.

Next Steps: We intend to continue our employee wellness/screening initiative. Education will be conducted on head and neck cancers in early FY21. We will also continue to promote the screenings available to employees, with an emphasis on mammography in October during breast cancer awareness month, lung cancer screening in November for lung cancer awareness month, and colorectal cancer screening in March for that awareness month.

Due to the COVID-19 pandemic, planning is underway to run the *Community Tobacco Treatment Program* as a virtual program in FY21. We plan to offer the program in this format at least once during FY21.

PLAN TO PROVIDE CAREGIVER SUPPORT

Strategy Team Lead: *Project Manager, Resource & Education Center, FCCC - Nina F. Galpern, MS*

Goal: To address mental health concerns among caregivers through in-person support groups and a telephone-based patient to patient network.

Summary of the Methods/Tactics Implemented: The Community Health Needs Assessment (CHNA) identified caregiver burnout as a mental health issue in our community. In response to this identified need, we will establish a Caregiver Network modeled after our Patient to Patient Network, this program will be a telephone-based support program that connects trained caregivers to new caregivers. The extension of the program will allow caregivers to undergo volunteer training and then be matched with other caregivers for telephone support. In addition to our current caregiver support group, other support groups will be opened to the community that may need additional assistance supporting their loved one through cancer.

Outcomes: The new Caregiver Network was launched in February 2020. Fourteen volunteers applied and were interviewed to participate. Ten of these applicants were trained to be matched with a participant. There were 2 caregivers that requested to be matched with volunteers. One of the caregivers completed an evaluation survey and indicated that they were extremely satisfied with program, the volunteer was extremely helpful, and they would recommend the program to others.

Several promotional activities were conducted to alert the community that support groups are open to non-FCCC patients, including an e-mail announcement. Several community members attended the support groups. In addition, a caregiver only support group was held monthly until February 2020. Three to five caregivers attended each group. In early March 2020, all support groups had to be halted due to the COVID-19 pandemic. Once it is safe to do so, all support groups will begin again, with a focus on providing support to caregivers.

Conclusions: The launch of the Caregiver Network is providing an important form support for caregivers. In addition, we have been successful in opening support groups to caregivers and the community. Due to the COVID-19 stay-at-home orders, these programs have been put on hold.

Next Steps: We will continue to enhance our caregiver programs for FY21.

PLAN TO PREVENT PRESCRIPTION DRUG ABUSE

Strategy Team Lead: *Chief Medical Officer, FCCC* - James Helstrom, MD, MBA

Goal: Address opioid crisis by educating patients and family members about proper usage of opioids in cancer care.

Summary of the Methods/Tactics Implemented: The Community Health Needs Assessment (CHNA) identified substance use as a top community issue. To address this need, Fox Chase Cancer Center (FCCC) is establishing a hospital-wide education campaign about the use of opioids in cancer care. Patients will receive education via video and written materials about the proper use of opioids. In addition, providers will prescribe less opioids in an effort to reduce the quantity these medicines are prescribed to opioid naïve surgical patients. The program will also educate and inform patients that they can return unwanted/unfinished prescriptions to FCCC outpatient pharmacy when they come for follow-up appointments.

Outcomes: During this fiscal year, the Opioid Stewardship Committee created standardized prescription amounts for common outpatient and observation procedures for opioid naïve patients. In addition, the Committee implemented processes and triggers within EPIC to support identifying and tracking patients after surgery. These processes include:

- Implemented a Prescription Drug Monitoring Program (PDMP) website context in EPIC to facilitate provider access and use of PDMP website.
- Track patients scheduled for elective surgeries going through our Pre-Anesthesia Testing (PAT) Department as opioid naïve vs chronic/current use to help facilitate appropriate prescription amounts.
- Provide a safe disposal site for patients with excess opioids to limit the number of pills available for diversion.
- Created the Opioid Initiative Summary monthly dashboard tracking compliance in alignment to the prescription guidelines. This data has demonstrated adherence to prescribing guidelines and reduced quantity of opioids prescribed to patients.

The Committee also educated patients of the potential risks and appropriate use of pain control medication. Patient education materials include:

- Patient education video that is played during pre-operative testing.
- Opioid education/ pain control insert in the surgical booklet that is distributed to all inpatient surgical patients.
- Revamped outpatient discharge instructions to include clear plans for pain management and use of non-opioid analgesia.
- “The American College of Surgeons (ACS) Pain after Surgery” booklet is distributed in all clinics and waiting areas.

Conclusions: We were able to successfully complete many aspects of the program, while some are still on-going. The Opioid Initiative Summary monthly dashboard has been in place since Sept 2019 and monitors compliance of screening patients, recommended dosages, and refills prescribed. The patient education video is being piloted in the PAT waiting area and tracking views and survey responses on a monthly basis. The opioid education insert and ACS booklets are available for inpatients and outpatients in the surgery department. The PDMP context has been created in EPIC and the PAT staff has been documenting a patient’s opioid exposure at the time of the PAT appointment in their EPIC note since June 2019. A safe disposal box for any excess medication has been installed in our outpatient pharmacy.

Next Steps: We will continue to enhance our opioid prevention programs for FY21. We will continue to track compliance for naïve patients and move to develop processes for exposed patients using a similar process approach and dashboard for tracking compliance.