

# 35<sup>TH</sup> GLOBAL NURSING CARE & EDUCATION CONFERENCE

September 25-26, 2017 Atlanta, USA

## Delivering quality in a large community cancer program

**Patti Owen**

Northside Hospital Cancer Institute, USA

North side Hospital Cancer Institute (NHCI) is one of the largest and most respected cancer programs in the southeast. With 9,000 analytic cases/year, the mission is to deliver high quality cancer care which required an infrastructure with three focus areas: 1) Oncology Analytics, 2) Disease-site multidisciplinary care (MDC), and 3) Culture of continuous readiness. As the foundation for data management, Oncology Analytics houses the cancer registry and facilitates the establishment of clinical databases to support delivery of high quality care. New demands are generated from growth in cancer incidence, geographic footprint, and provision of care in a value-based system. The need for oncology nurses has increased due to required clinical experience for management of registry functions specific to cancer program needs. With experience as a NCI Community Cancer Program enhanced our oncology service line strategy. MDC infrastructure is consisting of disease-site administrative teams and cancer conferences completed the continuum of care by establishing clinical guidelines, an essential mechanism to reduce variation, control cost, improve adherence, and enhance communication. Nurses from multiple roles (administrative, quality, clinical care, navigation, and research) are integral to this infrastructure. Synergy of Oncology Analytics and MDC Teams supports the creation of a continuous readiness culture with on-going education and monitoring. Incorporating standards into daily processes and demonstrating a sustained level of compliance is the expectation. For a large community cancer program is experiencing a rapid growth, many strategies in these focus areas were implemented to maintain/ensure the delivery of quality cancer care.

## Biography

Patti Owen is the administrative director of the North side Hospital Cancer Institute (NHCI), the largest comprehensive community hospital cancer program in Georgia, with over 9,000 analytic cancer cases diagnosed and/or treated annually. She is responsible for administrative leadership of system-wide oncology services including: 4 inpatient units, 36 infusion centers, 6 radiation oncology centers, 11 disease-site specialty programs, quality, support services and community outreach. For the past 28 years, Patti has dedicated her career to developing a cancer program recognized for outstanding quality. The NHCI has received local and national recognition for quality through numerous accreditations, certifications, grants and partnerships. Patti graduated with a Bachelor of Science in Nursing from Towson State University in 1983 and with a Master of Science in Adult Health Nursing with Oncology Subspecialty and Management Minor from Emory University in 1988.

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