OHC Net-Promoter Survey: Measuring Patient Satisfaction

OHC is committed to meeting and exceeding our patients’ needs. To do so, we seek to learn as much as we can about what we are doing well and where we can improve. Real-time feedback is critical to our learning and improvement process. OHC Net-Promoter is a new survey tool to more effectively measure and manage patient satisfaction. It’s an alternative to traditional patient satisfaction surveys because it gives us real-time feedback on how our offices are doing, identifies areas for improvement, and allows us to follow-up with patients in a timely manner.

Our patients are asked to answer five questions that rate their satisfaction with the care they received at OHC, identify opportunities for improvement, and indicate if they would recommend OHC to someone else based on their most recent experience. Practices can compare results based on the date of service, provider, office location, service type, disease, and clinical trial participation. Having this data in hand, we can quickly respond to patients directly, share best practices across our organization and focus more precisely on meeting our patients’ needs.

If you opted in to receive emails from OHC, following your visit you may receive a link to complete the OHC Net-Promoter Survey. Thank you in advance for taking the time to provide us feedback. We are listening and will do our best to continue to improve the care we provide our patients.

**NET-PROMOTER SCORE**

😊 😞
At OHC, doctors and researchers are committed to finding new and improved ways to treat and cure patients like Cookie through clinical trials. When Dr. Waterhouse told Cookie about the benefits of this research, she did not hesitate to participate.

Clinical trials include investigational drugs, diagnostic tests, and preventative measures. It is important work that is making a tremendous difference in lives around the world. With each trial at OHC, researchers have the opportunity to offer better care for life-threatening and chronic diseases.

Cookie understands some patients may be hesitant or have questions, but she encourages everyone to learn more about the opportunities. “We trust Dr. Waterhouse and if he ever mentions a research study, there has to be some hope in it.”

For Cookie, her most recent trial is showing encouraging results. After eight weeks on the trial drug, her cancer has been reduced by 20 percent and she is seeing major changes in her life. Before the drugs, she became exhausted easily. Even simple trips to the grocery store were difficult. She’d catch herself leaning against the grocery cart, unable to continue. But these days, she’s feeling like her old self again. In fact, Cookie’s boss recently told her she’s caught her “bouncing and smiling” again.

“I am naturally a fast-moving person and sometimes I say to myself, ‘Oh you have to slow down.’ And then I Remember I don’t have to slow down now. I feel better.”

Cookie hopes others consider the benefits of participating in a clinical trial. She adds, “If you don’t have research, you can’t find cures.”

Cookie calls the decision to seek help at OHC one of the best choices she’s ever made. She believes the personal attention a patient receives at OHC is unmatched.

Cookie’s family and friends mark the victories yearly with a Pink Party where everything is decorated in the signature color of breast cancer awareness. It’s a reminder that she is still a wife, mom, grandmother, and a survivor. Cookie thanks OHC for helping her fight the good fight.

OHC and Cancer Support Community (CSC) form Networking Group

Starting in September 2014, OHC and the Cancer Support Community (CSC) will partner to offer monthly support groups at our OHC West location.

The Newcomers meeting welcomes those who have experienced cancer to come and learn about all the free, professional programs available to your family through CSC as well as other community resources.

The Networking meetings are professionally facilitated and give individuals an opportunity to connect with others coping with the same cancer or similar issues.

Dates:

Newcomers Meetings: 2nd and 4th Wednesday, 9:30 am - 11:00 am
Networking Group: 3rd Thursday, 6:30 pm - 8:00 pm
Location: 3301 Mercy Health Blvd., Suite 100, Cincinnati, Ohio 45211
For more information: Please call Cancer Support Community, 513-791-4060

Curried Chicken Salad

Healthy Entertaining for Any Occasion

A mandarin orange is a category of tangerine. It has a light orange color, with a mild, sweet flavor and few seeds. Citrus fruits like mandarin oranges contain vitamin C, an antioxidant, which stops free radicals from damaging cells. Vitamin C is thought by some to enhance the immune system by stimulating the activities of white blood cells and cancer agents.

Ingredients

1 small onion, sliced thinly
4 boneless, skinless chicken breast halves
2 teaspoons curry powder, divided
1/4 teaspoon garlic salt
1/4 cup orange juice
1 15-ounce can mandarin oranges, drained well
4 scallions, chopped finely
1 cup golden raisins
2 tablespoons sweetened, flaked coconut, divided
1/4 cup light mayonnaise

Croissants

Directions

1) Preheat oven to 400°F.
2) Scatter onion slices on the bottom of a medium baking dish. Place chicken in baking dish and sprinkle with curry and garlic salt. Pour orange juice around chicken.
3) Bake for 15 minutes or until cooked through. Cool, then cut into bite-sized pieces.
4) In a medium bowl, mix chicken, oranges, scallions, raisins, and 1 tablespoon of coconut. Stir in mayonnaise.
5) Transfer to serving bowl and top with remaining coconut. Spread salad on croissants.

Recipe courtesy of the American Cancer Society
OHC Recognized

OHC Physician Edward Crane Named Leukemia & Lymphoma Man Of The Year

OHC physician Edward J. Crane, MD has been awarded 2014 Man of the Year by the Cincinnati Leukemia & Lymphoma Society (LLS). Dr. Crane, a medical oncologist whose interests include breast cancer, genitourinary cancers, gastrointestinal cancers, and palliative care, is the first physician finalist from OHC in the event’s 15 year history.

“Dr. Crane has been with OHC since 2006. Eight finalists competed for the title 2014 Man of the Year and were judged solely on a philanthropic basis. Dr. Crane and his fellow nominees had two months – beginning March 21 and ending May 30 – to raise donations for LLS. Every dollar raised counted as one vote, and Dr. Crane was able to raise over $50,000 to help patients with lymphoma, leukemia and myeloma. He is also the former president of the Board for the American Cancer Society Butler County Chapter. Dr. Crane has been a member and proud supporter of Wellness Community and Breast Cancer Family Care. He is also the former president of the Board for the American Cancer Society Butler County Chapter. He and his wife, Dr. Becki Crane, reside in Mason, OH with their three sons. The mission of LLS is: cure leukemia, lymphoma, Hodgkin’s disease, and myeloma, and improve the quality of life of patients and their families. LLS is the world’s largest voluntary health agency dedicated to blood cancer. LLS funds lifesaving blood cancer research around the world and provides free information and support services. To see and read more about Dr. Crane’s efforts, visit Dr. Crane’s campaign page. http://www.mwoy.org/pages/ sub/cincy14/crane. And remember, it’s never too late to donate to this great cause.”

Dr. Crane was crowned during the May 30 Grand Finale event at the Hilton Cincinnati Netherland Plaza hotel. Dr. Crane’s fundraising total has also been submitted for the national titles. Over $550,000 dollars was raised by all candidates. Papa John’s stores in Northern Kentucky, Cincinnati, Lawrenceburg, and the Northern Cincinnati suburbs stepped up to the plate to help Dr. Crane raise funds.

Dr. Crane was nominated by a peer and has dedicated his life to helping OHC patients battling cancer. He is an OHC board member and proud supporter of Wellness Community and Cancer Family Care. He is also the former president of the Board for the American Cancer Society Butler County Chapter. He and his wife, Dr. Becki Crane, reside in Mason, OH with their three sons. The mission of LLS is: cure leukemia, lymphoma, Hodgkin’s disease, and myeloma, and improve the quality of life of patients and their families. LLS is the world’s largest voluntary health agency dedicated to blood cancer. LLS funds lifesaving blood cancer research around the world and provides free information and support services. To see and read more about Dr. Crane’s efforts, visit Dr. Crane’s campaign page. http://www.mwoy.org/pages/sub/cincy14/crane. And remember, it’s never too late to donate to this great cause.

Breast cancer affects a woman physically and emotionally. The disease can strike both sexes, though it is rare in men. WebMD reports that the risk of a woman developing breast cancer in her lifetime is 13.4 percent. That equates to just over one woman getting the disease out of every eight. In 2013, the National Cancer Institute estimated 234,380 new cases and 40,000 deaths. That makes it the second most common cancer. The function of the breast as an organ of the female body is to produce milk for babies. Inside, each breast is made up of 15 to 20 sections, or lobes. Each lobe is made of smaller, rounded structures called lobules, which contain groupings of tiny milk glands. When milk is produced for a baby, it is carried from the lobules through thin tubes, called ducts, to the nipple.

Breast Cancer is the second most common form of cancer.

Of all the forms of cancer, perhaps none strikes at the heart of a person more than breast cancer. This disease not only threatens the life of the woman who has it, but can also leave deep, negative feelings of embarrassment, being incomplete, or being undesirable in its wake.

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At the time of surgery, a patient might choose to have breast reconstruction performed. It’s possible to have a reconstruction procedure at the time of the mastectomy, or it can be done later. Typically, patients who need radiation therapy will need to wait until that treatment is over. Mastectomy patients might also choose to wear a breast form, use padding inside of the bra, or do nothing at all. It’s a personal choice that each individual makes.

Surgery is typically followed up by either radiation therapy, chemotherapy, target therapy, hormone therapy, or some combination of these. A physician will prescribe the treatments needed based on the individual case.

Breast cancer patients will need regular check-ups, every three to six months, after the treatment has concluded. These visits help determine if the cancer has returned, and help detect any health problems that might have developed from the treatment.

The Most Common Cancers: Breast Cancer

Continued

As with other cancers, early detection is key to treating breast cancer and ensuring the long-term health of the patient. There are several tests that are highly effective for detecting breast cancer.

The first is a self-exam. This is something any woman can do. If done monthly, self-exams are a proactive way to ensure a woman’s health. Physicians can also perform a clinical breast exam to check for cancer. Starting around the age of 20, this exam becomes a standard part of a woman’s check-up.

X-raying the breasts, a procedure called a mammogram, allows physicians to look for abnormal growths inside the breast tissue that might not be felt. When mammograms are performed regularly, they become a key tool for detecting cancer.

If your physician or X-ray studies detect a lump (or abnormality), a biopsy will be ordered to have it analyzed. If the cells are cancerous, then additional tests might be necessary to determine what causes the cells to multiply.

Some cancers have hormone receptors that use estrogen, progesterone, or both to grow. Other breast cancers multiply because the cells to multiply.

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So far in 2014, OHC’s financial service team has collected over $1.2 million in co-pay and various foundation assistance. These funds have been used to help reduce the financial stress for over 658 patients that qualify for financial assistance, allowing them to focus on their treatment and health.

Every dollar OHC receives from drug and foundation companies is one less dollar that our patients are expected to pay. Our financial navigators work persistently to identify patients that may qualify for financial assistance programs and work with them to apply. Since 2011, OHC has tripled the amount of assistance funds we’ve collected and the number of patients we’ve been able to help. OHC went from helping 104 patients in 2011 by collecting $314,408 to assisting 635 patients in 2013 and collecting $1,195,024. We’ve already surpassed these numbers for 2014 and we are working to achieve our goal of collecting $1.5 million this year.

Our goal is to continue to reduce our patients’ financial stress by educating and working with them to proactively create a financial plan. This is one of many services OHC provides that exemplifies putting “patients first” and keeps us on the front line of financial counseling.

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What’s Your Breast Cancer IQ?

When it comes to your breast health, don’t be fooled by rumors and misinformation. Get the facts. Test your knowledge of 6 common beliefs about breast cancer.

Circle “True” or “False” below each question, and see how you can keep living smart!

1) You can get breast cancer even if it doesn’t run in your family.
   True False

2) If breast cancer runs in your family, you’re sure to get it.
   True False

3) You still need mammograms after menopause.
   True False

4) Men can get breast cancer.
   True False

5) Surgery and needle biopsies can cause breast cancer to spread.
   True False

6) There’s nothing you can do to lower your breast cancer risk.
   True False

Answers on back page
Cancer Center annually treats more than 120 new patients with acute diseases, including blood and marrow transplants. The name – Blood Cancer Center (BCC) – is the only program in the city that can provide the full range of care for adults with blood diseases, including blood and marrow transplants.

“Our program is the only accredited center for autologous and allogeneic transplantation for adults in Cincinnati and the Tri-State region,” says James H. Essell, MD, OHC Medical Director of BCC.

The Blood Cancer Center participates in a wide range of research studies including cord blood transplants. Last year, more than 45 patients were enrolled in clinical trials through the BCC.

Any patient referred to BCC is seen within three to five business days. Patients with high-grade lymphoma or leukemia are seen the same day. All four OHC BCC physicians are board certified in hematology and/or oncology. The Blood Cancer Center has maintained accreditation by the Foundation for Cellular Therapy since 2006. There are only 194 centers in the world that have achieved the rigorous quality standards that reflect a commitment to providing quality patient care related to cellular therapy. The BCC is a leader in collection and transplant center for the National Marrow Donor Program, and is a member of the Eastern Cooperative Oncology Group, the Blood and Marrow Transplant Clinical Trials Network, the Interlink Health Services Transplant Network, and is a Blue Distinction Center for Transplants. In addition, OHC connects patients to our strategic partner, the Sarah Cannon Research Institute. For more information, please call (513) 781-2400 or compliance@ohcmain.com.

OHC’s Compliance Program

OHC’s compliance program ensures that all our associates respect healthcare laws and adhere to the highest standards of professional and ethical conduct to ensure that you and your loved ones are protected.

Our first-class physicians, nurse practitioners, nurses, medical assistants and support staff are dedicated to your health and safety as well as OHC’s compliance. Our compliance staff monitors billing and coding to ensure that services are accurately reported. OHC’s compliance committee oversees this process to ensure your privacy is protected.

Our compliance program addresses the following areas:

• Quality of care
• Environmental safety
• HIPAA
• Billing and coding
• Human resources

The ultimate goal of our compliance program is to protect your health information, and to prevent fraud and abuse of healthcare dollars. We understand that you trust us with your health information so that we can provide you with the best care possible and we are committed to preventing the inappropriate use or disclosure of this information.

If you have any questions about OHC’s compliance program, please contact (513) 871-2400 or compliance@ohcmain.com.

OHC and the Community Oncology Alliance Patient Advocacy Network Host First Event in Cincinnati

On June 18, the Community Oncology Alliance (COA), patient advocacy network (CPAN), a nationally recognized patient advocacy group, collaborated with OHC for the successful launch of their Ohio-based chapter for community cancer care advocacy.

The evening began with Ronda Bowman, OHC COO, providing an overview of the extensive services OHC offers to cancer patients. Rose Gerber, Director of Communications and Patient Advocacy, provided an introduction to COAs CPAN & COAs key advocacy initiatives for 2014. Insights were also shared regarding different types of patient advocacy and how CPAN can collaborate with local cancer clinics in advocating for cancer patients and their providers. Advocate leaders, Nadia Ali and Rick Payne shared an overview of their roles as CPAN volunteer state leaders. The evening closed with discussions for future Ohio patient advocacy plans and networking.

COA is a non-profit organization dedicated solely to community cancer care, where the majority of Americans with cancer are treated. The patient advocacy program was developed in 2010 to add the patient’s voice. CPAN partners with community cancer centers across the country in developing state based programs. To learn more, visit http://www.communityoncology.org.
Cancer Center annually treats more than 120 new patients with acute disorders that range from anemia to leukemia, and we provide an interdisciplinary model of care from the time of diagnosis, during diseases, including blood and marrow transplants.

The new name – Blood Cancer Center (BCC) – is the only program in the city that can provide the full range of care for adults with blood diseases, including autologous, allogeneic transplantation for adults in Cincinnati and the Tri-State region," says James H. Essell, MD, OHC Medical Director of BCC.

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1) You can get breast cancer even if it doesn’t run in your family.
   True    False

2) If breast cancer runs in your family, you’re sure to get it.
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3) You still need mammograms after menopause.
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4) Men can get breast cancer.
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5) Surgery and needle biopsies can cause breast cancer to spread.
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6) There’s nothing you can do to lower your breast cancer risk.
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Answers on back page
The stage the cancer is in, the size of the tumor, the general health of the patient, and whether or not she has gone through menopause are other factors that help determine treatment.

Surgery to remove the growth is the most common form of action taken. Breast-sparing surgery removes the tumor and a small amount of the normal tissue that surrounds it. This procedure is also referred to as a partial mastectomy or lumpectomy. Surgery that removes the whole breast, a mastectomy, may also be ordered. A mastectomy may be recommended per certain clinical situations, such as patient preference, large tumor, or recurrent tumor.

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Surgery is typically followed up by either radiation therapy, chemotherapy, target therapy, hormone therapy, or some combination of these. A physician will prescribe the treatments needed based on the individual case.

Breast cancer patients will need regular check-ups, every three to six months, after the treatment has concluded. These visits help determine if the cancer has returned, and help detect any health problems that might have developed from the treatment.

CANCER SUPPORT COMMUNITY

About to meet with your doctor to discuss treatment options? Maybe you should first give Cancer Support Community a call.

OHC partner Cancer Support Community now offers a service to help you prepare for your upcoming oncology visit. This service is available at no cost to anyone diagnosed with a new or recurrent cancer who has to make decisions about treatment options.

According to Cancer Support Community Program Director Kelly Schoen, the objectives of the free programs are to help you communicate clearly with your medical team, ask critical questions about your options, and help ensure that your treatment decisions fit your personal hopes and goals.

To learn more, or to schedule an appointment for this free service, call Cancer Support Community at (513) 791-4060.

OHC’s Financial Service Team Reduces Stress for Patients

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As with other cancers, early detection is key to treating breast cancer and ensuring the long-term health of the patient. There are several tests that are highly effective for detecting breast cancer.

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If your physician or X-ray studies detect a lump (or abnormality), a biopsy will be ordered to have it analyzed. If the cells are cancerous, then additional tests might be necessary to determine what causes the cells to multiply.

Some cancers have hormone receptors that use estrogen, progesterone, or both to grow. Other breast cancers multiply because of a protein called HER2. Tests will be performed on the biopsy to see if the cancer uses these other substances. The findings will help determine the course of treatment.

CANCER PREVENTION

Breast Cancer

Breast Cancer

Breast Cancer Answers to Breast Cancer IQ Quiz

1) You can get breast cancer even if you didn’t have a breast cancer run in your family. True.

2) Breast cancer runs in your family, you’re sure to get it. False. Having breast cancer in your family doesn’t guarantee you’ll get it.

3) Having breast cancer in your family increases your risk of breast cancer. True.

4) Men can get breast cancer. True.

5) Needle biopsy and needle localization can cause breast cancer to spread. False. Needle biopsy to diagnose breast cancer does not cause cancer cells to spread to other parts of the body. Nor does exposure to air during breast cancer surgery cause the disease to spread. Sometimes a surgeon does find more cancer than the imaging scans or X-rays showed, but in those cases the cancer was already there. It just hadn’t shown up on tests that were done.

6) There’s nothing you can do to lower your breast cancer risk. False. While you can’t change certain risk factors – like being female and having a family history of breast cancer – you can do a lot to help reduce your breast cancer risk as much as possible. In a word: lifestyle. Exercise more and eat healthier, especially if you’re overweight or obese. Limit or eliminate alcohol and quit smoking. Cancer prevention isn’t fool-proof, but being responsible about your health can go a long way.

Stress for Patients

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OHC Physician
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Leukemia & Lymphoma
Man Of The Year

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“This is a great honor and a wonderful opportunity to raise funds for the Cincinnati Leukemia & Lymphoma Society, an organization dedicated to finding a cure and improving patient care,” said Dr. Crane, who has been with OHC since 2006.

Eight finalists competed for the title 2014 Man of the Year and were judged solely on a philanthropic basis. Dr. Crane and his fellow nominees had two months – beginning March 21 and ending May 30 – to raise donations for LLS.

Every dollar raised counted as one vote, and Dr. Crane was able to raise over $87,000 to help patients with lymphoma, leukemia and myeloma.

“Thank you so much for all the support,” Dr. Crane said in congratulating his contributors and campaign team. “The incredible generosity has been overwhelming, and I am so proud of my campaign team!”

He added that the donations will go toward, “a research grant that will help the medical community develop a better understanding of cancer and may allow for the development of a new cancer treatment. Additional money raised will go toward education of patients regarding their diagnosis and financial support to help with the economic burden of undergoing treatment.”

OHC Recognized Man Of The Year

Leukemia & Lymphoma
Edward Crane Named

Dr. Crane was crowned during the May 30 Grand Finale event at the Hilton Cincinnati Netherland Plaza hotel. Dr. Crane’s fundraising total has also been submitted for the national titles. Over $550,000 dollars was raised by all candidates.

Papa John’s stores in Northern Kentucky, Cincinnati, Lawrenceburg, and the Northern Cincinnati suburbs stepped up to the plate to help Dr. Crane raise funds.

Dr. Crane was nominated by a peer and has dedicated his life to helping OHC patients battling cancer. He is an OHC board member and proud supporter of Wellness Community and Cancer Family Care. He is also the former president of the Board for the American Cancer Society Butler County Chapter. He and his wife, Dr. Becki Crane, reside in Mason, OH with their three sons. The mission of LLS is: cure leukemia, lymphoma, Hodgkin’s disease, and myeloma, and improve the quality of life of patients and their families. LLS is the world’s largest voluntary health agency dedicated to blood cancer. LLS funds lifesaving blood cancer research around the world and provides free information and support services. To see and read more about Dr. Crane’s efforts, visit Dr. Crane’s campaign page: http://www.mwoy.org/pages/soc/cincy14/edcrane.

And remember, it’s never too late to donate to this great cause.

The Most Common Cancers: Breast Cancer

Breast cancer is the second most common form of cancer.

Of all the forms of cancer, perhaps none strikes at the heart of a person more than breast cancer. This disease not only threatens the life of the woman who has it, but can also leave deep, negative feelings of embarrassment, being incomplete, or being undesirable in its wake.

Breast cancer affects a woman physically and emotionally. The disease can strike both sexes, though it is rare in men. WebMD reports that the risk of a woman developing breast cancer in her lifetime is 13.4 percent. That equates to just over one woman getting the disease out of every eight. In 2013, the National Cancer Institute estimated 234,380 new cases and 40,000 deaths.

That makes it the second most common cancer. The function of the breast as an organ of the female body is to produce milk for babies. Inside, each breast is made up of 15 to 20 sections, or lobes. Each lobe is made of smaller, rounded structures called lobules, which contain groupings of tiny milk glands. When milk is produced for a baby, it is carried from the lobules through thin tubes, called ducts, to the nipple.

Breast cancer typically has no symptoms in its early stages. But as a tumor grows, you may notice the following signs:

- A lump in the breast or underarm that persists after menstruation
- Swelling in the armpit
- Pain or tenderness in the breast
- A flat or indented area on the breast
- Any change in the size, contour, texture, or temperature of the breast
- A change in the nipple, such as nipple retraction, dimpling, itching, a burning sensation, a scaly rash, or ulceration
- Unusual discharge from the nipple: clear, bloody, or a different color
- A marble-like area under the skin
- An area on a breast that is distinctly different from any other on either breast

Breast Cancer is the second most common form of cancer. But as a tumor grows, you may notice the following signs:
At OHC, doctors and researchers are committed to finding new and improved ways to treat and cure patients like Cookie through clinical trials. When Dr. Waterhouse told Cookie about the benefits of this research, she did not hesitate to participate.

Clinical trials include investigational drugs, diagnostic tests, and preventative measures. It is important work that is making a tremendous difference in lives around the world. With each trial at OHC, researchers have the opportunity to offer better care for life-threatening and chronic diseases.

Cookie understands some patients may be hesitant or have questions, but she encourages everyone to learn more about the opportunities. “We trust Dr. Waterhouse and if he even mentions a research study, there has to be some hope in it.”

For Cookie, her most recent trial is showing encouraging results. After eight weeks on the trial drug, her cancer has been reduced by 20 percent and she is seeing major changes in her life. Before the drugs, she became exhausted easily. Even simple trips to the grocery store were difficult. She’d catch herself leaning against the grocery cart, unable to continue. But these days, she’s feeling like her old self again. In fact, Cookie’s boss recently told her she’s caught her “bouncing and smiling” again.

“I am naturally a fast-moving person and sometimes I say to myself, ‘Oh you have to slow down.’ And then I remember I don’t have to slow down now. I feel better.”

Cookie hopes others consider the benefits of participating in a clinical trial. She adds, “If you don’t have research, you can’t find cures.” Cookie calls the decision to seek help at OHC one of the best choices she’s ever made. She believes the personal attention a patient receives at OHC is unmatched.

Cookie’s family and friends mark the victories yearly with a Pink Party where everything is decorated in the signature color of breast cancer awareness. It’s a reminder that she is still a wife, mom, grandmother, and a survivor. Cookie thanks OHC for helping her fight the good fight.

Clinical Trials
Keep This Cookie Positive and Fighting for Her Grandchildren.

Spending as much time as possible with her three young grandchildren is one of Darlene (Cookie) Jones’ greatest passions. So when breast cancer came along and threatened to take it all away, not just once, but twice, Cookie knew each time she had no choice but to fight.

“Either you fight and live for as long as you can, or you give up,” she says. “And I wasn’t giving up.”

Cookie, 55, a Cincinnati-born and raised, was first diagnosed with breast cancer in May 2006. After a mastectomy and aggressive treatment, she thought she had won the battle. Then, in February of this year, she learned the worst wasn’t over. Her cancer has returned – this time it is in her lungs. It is a disappointing diagnosis, but Darlene knows she has to stay positive.

“I tell myself, you’ve still got a lot of people to harass and you’re not going anywhere,” she laughs.

Cookie is fighting the disease with trial drugs at OHC, the tri-state’s largest independent oncology clinical trial provider for adults. It’s where Cookie and her husband of 27 years, Paul, first met Dr. David Waterhouse, a medical oncologist and chief of OHC’s Clinical Research Department.

“He’s one of the best guys in the world,” Paul says. “He keeps you lifted up. I remember feeling comfort just meeting with him.”

Congratulations
We want to say Congratulations to the OHC staff members who have earned a certification and recognition in their specialty area.

Association of Clinical Research Professionals (ACRP) – Sheena Chandler, Kyrjen Gray-Dumont, Lynnetta Hart
Board Certified Oncology Pharmacist (BCOP) – Gail Teschner
Certified Professional Coder (CPC) – Lailondra Aranyos, Melissa Nickolson, Bharti Patel, Tenma Williams, Asia Willis
North American Menopause Society Certified Menopause Practitioner (NCMP) – Rhonda Gottsmann
Society of Clinical Research Associates – Teri Maraan
The specialty certification designation follows OHC’s strategic vision of “Clinical Excellence”. This designation helps communicate to patients and colleagues the expert care that we provide to all patients.

Oncology Certified Nurse (OCN/AOCN) – Seventy-five nurses from all OHC sites received this certification.

Dr. Marcia Bowling received her sixth teaching award from the University of Cincinnati – presented annually to the faculty physician who has most effectively taught the University of Cincinnati obstetrics and gynecology residents valuable surgical skills and post-operative management.

Thank you for all that you do for our patients.

What’s New?
OHC and Cancer Support Community (CSC) form Networking Group
Starting in September 2014, OHC and the Cancer Support Community (CSC) will partner to offer monthly support groups at our OHC West location.

The Newcomer meetings welcome those who have experienced cancer to come and learn about all the free, professional programs available to your family through CSC as well as other community resources.

The Networking meetings are professionally facilitated and give individuals an opportunity to connect with others coping with the same cancer or similar issues.

Dates:
Newcomers Meetings: 2nd and 4th Wednesday, 9:30 am – 11:00 am
Networking Group: 3rd Thursday, 6:30 pm – 8:00 pm
Location: 3301 Mercy Health Blvd., Suite 100, Cincinnati, Ohio 45211
For more information: Please call Cancer Support Community, 513-791-4060

Curried Chicken Salad
Healthy Entertaining for Any Occasion
A mandarin orange is a category of tangerine. It has a light orange color, with a mild, sweet flavor and few seeds. Citrus fruits like mandarin oranges contain vitamin C, an antioxidant, which stops free radicals from damaging cells. Vitamin C is thought by some to enhance the immune system by stimulating the activities of white blood cells and anticancer agents.

Ingredients
1 small onion, sliced thinly
4 boneless, skinless chicken breast halves
2 teaspoons curry powder, divided
1/4 teaspoon garlic salt
1/4 cup orange juice
1 15-ounce can mandarin oranges, drained well
4 scallions, chopped finely
1 cup golden raisins
2 tablespoons sweetened, flaked coconut, divided
1/4 cup light mayonnaise

Croissants
Directions
1) Preheat oven to 420°F.
2) Scatter onion slices on the bottom of a medium baking dish. Place chicken in baking dish and sprinkle with curry and garlic salt. Pour orange juice around chicken.
3) Bake for 15 minutes or until cooked through. Cool, then cut into bite-sized pieces.
4) In a medium bowl, mix chicken, oranges, scallions, raisins, and 1 tablespoon of coconut. Stir in mayonnaise.
5) Transfer to serving bowl and top with remaining coconut. Spread salad on croissants.

Recipe courtesy of the American Cancer Society
OHC Net-Promoter Survey: Measuring Patient Satisfaction

OHC is committed to meeting and exceeding our patients’ needs. To do so, we seek to learn as much as we can about what we are doing well and where we can improve. Real-time feedback is critical to our learning and improvement process. OHC Net-Promoter is a new survey tool to more effectively measure and manage patient satisfaction. It’s an alternative to traditional patient satisfaction surveys because it gives us real-time feedback on how our offices are doing, identifies areas for improvement, and allows us to follow-up with patients in a timely manner.

Our patients are asked to answer five questions that rate their satisfaction with the care they received at OHC, identify opportunities for improvement, and indicate if they would recommend OHC to someone else based on their most recent experience. Practices can compare results based on the date of service, provider, office location, service type, disease, and clinical trial participation. Having this data in hand, we can quickly respond to patients directly, share best practices across our organization and focus more precisely on meeting our patients’ needs.

If you opted in to receive emails from OHC, following your visit you may receive a link to complete the OHC Net-Promoter Survey. Thank you in advance for taking the time to provide us feedback. We are listening and will do our best to continue to improve the care we provide our patients.

NET-PROMOTER SCORE

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