



Before. During. After.

Patients Are Always at the Center of Cancer Care

CANCER PROGRAM

Annual Report 2022

Prepared by Lynn M. Downey, MPH, RHIT, CTR
Cancer Registrar/Clinical Trials Coordinator

BEFORE. DURING. AFTER.

Holyoke Medical Center is committed to providing comprehensive, patient-focused care before, during and after a cancer diagnosis. This annual report highlights the work, progress, and achievements of our Cancer Program in 2022, and our impact on care and the community.

CONTENTS

2	A Year in Review	9	Cancer Frequency at Holyoke Medical Center
3	Cancer Committee Members	10	Breast Cancer Study
6	Cancer Program	13	References
8	Professional/Community Education		

A Year in Review



Zubeena Mateen, M.D.

*Director, Hematology/Oncology
Chairman, Cancer Committee*

The Cancer Committee is responsible for developing and implementing programs that evaluate cancer care at Holyoke Medical Center with respect to quality improvement and patient care.

The committee organizes cancer screening sessions for various cancer sites, such as breast, colon, and lung. The committee institutes programs to meet the standards of the American College of Surgeons Commission on Cancer.

This year, Holyoke Medical Center's cancer program was still recovering from the Covid 19 pandemic. There were still challenges in community outreach events. Facebook was utilized for educational programs. In person events did resume somewhat with a skin cancer educational/ screening program at Holyoke City Hall and a survivorship event in the hospital parking lot. Lung cancer screening has resumed.

Cancer committee and conference meetings were still being done remotely.

Hospice and visiting nurses continued to visit terminally ill patients in their homes and at nursing homes during and after the pandemic.

The cancer committee's goal during

2022 was to improve the no show rate and conform with the no show policy in the oncology unit. The strategies were revised. An audit was done and only 6% had documented reasons for the no show or contact attempts. During 2022, each no show was documented for call back, voicemail or letter sent and if they were rescheduled or not. The no show rate is being documented by the Patient Care Assessment Committee of the hospital and was for the most part in compliance in 2022.

Dr. Francis Martinez has been appointed liaison to the American College of Surgeons for a three year term. To meet the standards set forth by the Commission on Cancer, the hospital must review data submitted to the National Cancer Database and use benchmark reports. During 2022, the liaison reported on this data twice during the year. Committee meetings were shortened to every other month omitting July and August as per recommendations of the 2020 American College of Surgeons site reviewer.

A Year in Review (continued)

In 2022, quality improvement studies were done on:

- 1) **Patient Reported Observations on Medical Procedure Timeliness (PROMPT)**
- 2) **Compliance with NCCN guidelines in malignant melanoma cases**
- 3) **The Just Ask smoking study**
- 4) **Chemotherapy wait time study**
- 5) **Breast cancer patients and radiation therapy**

The breast center participates in breast cancer clinical trials in cooperation with the University of Nebraska Medical Center's Breast Cancer Collaborative Registry (BCCR) which uses DNA in the hopes of the discovery of a breast cancer vaccine. This has been an ongoing effort for ten years. This year, patients were also entered into clinical trials at Dana Farber Cancer Institute, Memorial Sloan Kettering, Baystate, and UMASS.

The committee identified the barriers to address through patient navigation in 2022 to focus on breast cancer patients' transportation and palliative care issues. Patient navigation and psychosocial distress monitoring is done in the oncology department to address this and other issues. Referrals are made to the pain

management program, social work, hospice, visiting nurses association, and to primary care physicians. Much time is spent by staff in addressing insurance issues such as pre-authorization or denials of payments. There are also efforts made to obtain help from pharmaceutical companies if medications are not covered. Barriers were based on the Holyoke Medical Center 2020-2023 Community Benefit Implementation Strategy.

The committee reviewed the policies for psychosocial distress, hospice, rehabilitation, nutrition, and chemotherapy safety in 2021. The committee reports to the Patient Care Assessment Committee of the hospital on five indicators, time between abnormal mammogram and biopsy; time between biopsy to surgery in breast cancer; outmigration of breast cancer patients; DVT/PE in patients with ports in oncology; and no show rate in oncology.

Cancer Conferences were held during 2022, to assemble a multidisciplinary group, including medical oncologists, radiologists, surgeons, radiation oncologists, pathologists, primary care physicians, oncology nurses, the cancer registrar, and other specialists, to discuss the diagnosis and treatment of patients with malignancies. Over the course

of the year, an attempt is made to include a wide variety of anatomic sites and to discuss both the frequent cancer types as well as unusual malignancies.

Cancer Conferences provide an important interdisciplinary forum for arriving at decisions regarding patient diagnosis and treatment and also serve as a source of education for the medical staff and other members of the hospital team. The hospital utilizes a remote conference using Zoom software in order to facilitate attendance by radiation oncology at Mass. General Cooley Dickinson Hospital.

The hospital is accredited by the National Accreditation Program for Breast Centers and the American College of Surgeons Commission on Cancer.

The Holyoke Medical Center Cancer Registry continues to report close to 300 new diagnoses of malignancy each year. Rapid quality reporting continues in 2022 for all cancer cases.

A current follow up rate of 93% is maintained on all cases, with a 92% follow up rate for cases diagnosed within the past five years. Cooperation of physicians and their office staff is of vital importance to the success of cancer follow-up and continuity of care. Their efforts are greatly appreciated.

The Cancer Registry utilizes the Metriq software system to provide a broad range of cancer data, representing patients, diagnoses, treatment methods, and outcome. With the advent of the electronic medical record and Webex sessions, learning software updates has been made easier, along with the retrieval of cancer data. The registrar coordinates participation with the BCCR.

The Registry saw many requests for information in 2022. These requests were from staff physicians, as well as external groups requesting participation in different studies. Registry information was utilized by administration in their efforts to assess patient care for improvements. Physicians and staff are urged to utilize the Registry's information for studies of their own interest at any time.

The cancer registrar participated in the North American Association of Cancer Registrars lectures on Colon Cancer, CNS Cancer, Lymphoma and Data Item Relationships in 2022.

2022 Cancer Committee

The Cancer Committee provides leadership for the Holyoke Medical Center Cancer Program. Individuals committed to the care, education, and support of the cancer patient strive to provide optimal cancer care.

*Lynn Downey, MPH, RHIT, CTR, *Cancer Registrar/
Clinical Trials Coordinator*

Karen Crevier-Estes, RN, /Frances Fallon, RN, *Quality
Improvement*

*Marcel Moniz, VP/Marjorie Spitz, MBA, *Administration*

*Nancy Price, RN, OCN, *Oncology*

*Francis Martinez, MD/John Mazzucco, MD, *General
Surgery, ACOS Cancer Liaison*

*Zubeena Mateen, MD, *Chairman/Renuka Dulala, M.D.,
Medical Oncology*

Rebecca MacGregor, *Marketing*

*Thomas Buck, MD/Patricia Krebs, MD, *Pathology*

* Steve Urbanski, MD/Mrinal Mali, MD, *Radiology*

*Laura O'Connor, LSW/Nancy Almeyda, CN-BA, *Social
Work/Case Management*

*April Bartley, RN/Melissa Gentile, MSW, *Hospice/VNA*

*Genevieve Maquilan, MD/John Sheldon, MD, *Radiation
Oncology*

* indicates Breast Cancer Committee members

Additional members of the Breast Cancer Committee include:

*Dianne Walsh, RTRM, *Women's Center*

2022 At A Glance

Outreach to the Community

Holyoke Medical Center continued its outreach to the community, hosting online sessions as well as in-person screenings and educational events once the circumstances of the COVID-19 pandemic made it possible to do so.

Skin Cancer Screening and Education

Holyoke City Hall

Tuesday,
May 24, 2022

Cancer Survivorship Event

Holyoke Medical Center parking lot

Saturday,
July 16, 2022



Lung Cancer Screenings

Holyoke Medical Center

Resumed on an ongoing basis



Holyoke Medical Center Cancer Registry

300 diagnoses of malignancy each year.

100% rapid quality reporting instituted in all cancer cases.

93% follow up rate maintained in all cancer cases.

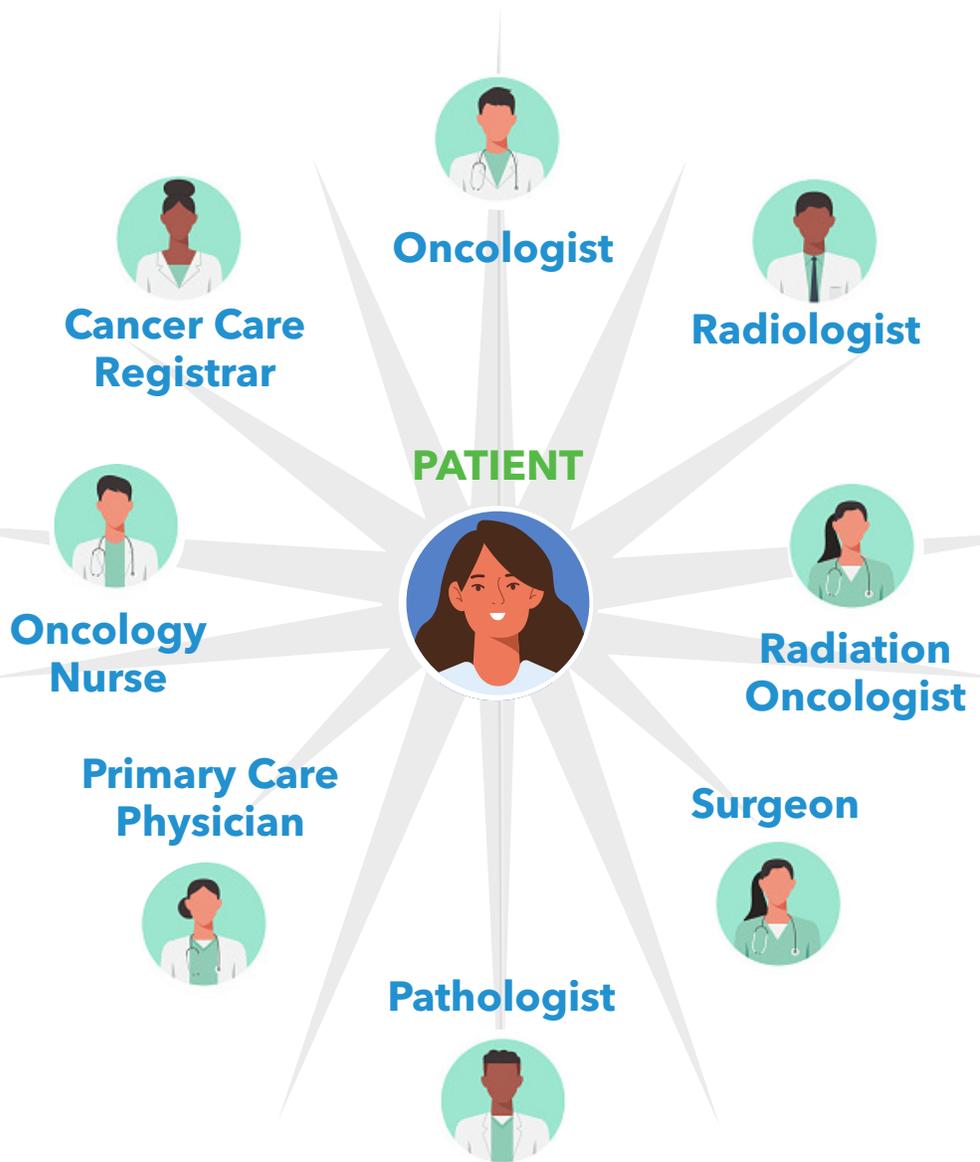
92% follow up rate maintained in all cancer cases diagnosed in the last five years.

Cancer Program highlights and progress in the past year

Patient-Centered Care

Cancer Conferences

When experts collaborate, patients receive the best quality care. That's why the Cancer Program at Holyoke Medical Center instituted weekly Cancer Conferences. The program is multidisciplinary and brings a range of medical providers together to discuss and treat patients with malignancies.



Quality improvement studies completed

- ✓ Patient Reported Observations on Medical Procedure Timeliness (PROMPT)
- ✓ Compliance with NCCN guidelines in malignant melanoma cases
- ✓ The Just Ask smoking study
- ✓ Chemotherapy wait time study
- ✓ Breast cancer patients and radiation therapy

Holyoke Medical Center Breast Center

10th year participating in breast cancer clinical trials in cooperation with the University of Nebraska Medical Center's Breast Cancer Collaborative Registry (BCCR) which uses DNA to work toward the discovery of a breast cancer vaccine. HMC breast patients also entered into clinical trials at:

- Dana Farber Cancer Institute
- Memorial Sloan Kettering
- Baystate Medical Center
- UMASS Medical Center

Cancer Treatment At HMC

The Cancer Program Annual Report is a summary of the cancer experience at Holyoke Medical Center for 2022. The information used in this report is gathered from the Cancer Registry and activities of the Cancer Committee, which serve to improve the quality of cancer care. This report is provided as a source of reference to the hospital and its medical staff.

CANCER PROGRAM:

Holyoke Medical Center has maintained a cancer program since 1977 and currently utilizes a reference date of January 1, 2005 for its database. This has been managed according to the requirements set forth by the American College of Surgeons Commission on Cancer for a community hospital. Approval status affirms that the hospital provides a full range of services for the diagnosis and treatment of cancer.

CLINICAL PROGRAM:

All cancer patients admitted to Holyoke Medical Center have access to consultative services by a member of the medical staff. This represents a variety of medical and surgical specialties, radiology, laboratory, and other ancillary services, which provide optimal diagnostic and staging techniques. Inpatient and outpatient oncology services at Holyoke Medical Center are directed by oncologist, Zubeena Mateen, MD. Oncology referrals are made to other areas for experimental or newer types of cancer treatment. The hospital's breast cancer center was the first center in Western Massachusetts accredited by the National Accreditation Program for Breast Centers (NAPBC).

CLINICAL TRIALS:

The UpToDate software program provides current information on cancer management, including treatment advances, clinical trials on each cancer, as well as physicians and organizations that provide care

to cancer patients. The latest patient management guidelines are available for physicians on the National Comprehensive Cancer Network. The American Cancer Society provides a clinical trials matching program brochure in the information resource library located in the oncology department. The hospital participates in breast cancer clinical trials in cooperation with the University of Nebraska Medical Center.

CANCER CONFERENCES:

Cancer Conferences are generally held on the last Thursday of the month. Cancer Conferences provide continuing medical education and are available as a consultative service. Open discussions are encouraged among primary care physicians, pathologists, surgeons, radiation oncologists, radiologists, and medical oncologists. A lung conference is held weekly in the Pulmonology Department on Fridays.

PROFESSIONAL DEVELOPMENT:

Programs are offered each year for continuing medical education and other related benefits to all members of the Medical Staff and other health care professionals. This ensures the constant access to new developments and updates in cancer care. This year's professional development included lectures on the following subjects:

- Updates in Breast Cancer Genetics

Physicians are encouraged to obtain online professional education.



"I'm as strong as anybody now. I'm in better shape than I've been in a long time."



It Takes a Team

Cary Gray was already experiencing medical issues when he received a cancer diagnosis in 2016. A PET scan revealed a rare type of non-Hodgkin's lymphoma that involves the spleen and bone marrow. Chemotherapy and immunotherapy put Cary's cancer into remission; however, three years later, the cancer returned.

This time, Cary needed surgery. Holyoke Medical Center's multidisciplinary approach to diagnosing and treating cancer made swift intervention possible. The team effort involved oncologist Renuka Dulala, MD, general surgeon John Mazzucco, MD, and vascular surgeon Sandip Maru, MD. Cary underwent a complex surgery to remove his spleen and today he is cancer free.

"I'm as strong as anybody now," said Cary, who walked his daughter down the aisle in December. "I'm in better shape than I've been in a long time."

COMMUNITY EDUCATION:

Cancer screenings allow for early detection of some types of cancer. Holyoke Medical Center is dedicated to this early detection.

Facebook educational sessions were done on colon cancer in March and breast cancer in October. A skin cancer education/screening was done at the Holyoke City Hall during the summer and broadcast on Facebook.

Lung cancer screening in the pulmonary department was done in 2022 and results reported to the cancer committee.

A Quit Smoking Workshop and Weight Management Information Sessions in Spanish and English were held online. Zumba exercise classes were offered online.

Mammogram appointments were offered at health fairs at two senior centers in Holyoke and Chicopee in the month of October.

Health Fairs/Community Events

In 2022, community in person events promoting healthy lifestyle habits were begun at the end of the year at senior centers. The hospital Facebook site was utilized to promote educational Powerpoint presentations on cancer prevention and screening.

A community health needs assessment was undertaken in 2020 using the My Sidewalk internet website which uses local data provided by patient and employee surveys and state and national data. This site will continually be updated and is user friendly so that the public can easily access it. The Community Benefit department of the hospital oversees this program and will be tailoring community events to meet the needs established. The data is collected not only from the HMC Community Health Needs Assessment process but also from public data sources, such as the U.S. Census Bureau, the Centers for Disease Control and Prevention, and the U.S. Department of Agriculture.

The hospital used this data to develop their 2020-2023 community benefit implementation strategy, which was used by navigation to identify barriers to care.

Breast Cancer Awareness

Each October, Holyoke Medical Center promotes Breast Cancer Awareness month. A breast cancer education Powerpoint was done by the Oncology department on the hospital Facebook site. Mammography appointments were offered at health fairs at two senior centers in October 2022. Breast cancer awareness is recognized at

HMC throughout the month of October with visibility on computer screensavers throughout the hospital and the wearing of pink.

Awareness Through Media

Holyoke Medical Center is dedicated to providing information to the community and making the community aware of healthcare news that may help or affect its members. For this reason, multiple physicians provide interviews with the media on cancer whenever requested which appeared on television or in a written format. These interviews are then shared through social media outlets, such as Facebook.

Cancer Support Groups

Spanish Support Group - This support group is geared toward Latina women recently diagnosed with breast cancer and for survivors of breast cancer. The group is bilingual.

Cancer Support Group - This support program is open to all cancer patients and their families and caregivers. Sponsored through Holyoke Medical Center's Oncology department, this group meets monthly. The support groups offer many different topics during the year.

*Attempts were made during the Covid 19 pandemic to do online support group meetings but were not successful due to the patients' choice. Referrals were made to the nearby Cancer Connection which did have an online group. Plans were underway at the end of 2022 to resume the in-person groups.



Hospice support Group - This group started in 2015 and includes a bereavement counselor who discusses the many different responses to grief and handling unfamiliar or new responsibilities. Members are able to share stories with each other about coping skills.

Hospice

Holyoke Medical Center has an affiliation with Holyoke VNA Hospice Life Care. Physicians are encouraged to recommend hospice services which can be initiated in as much as a six month time frame. There are also patients who go on and off hospice periodically.

Breast Cancer Center

The hospital is accredited by the National Accreditation Program for Breast Centers. Accreditation ensures that a multidisciplinary, integrated and comprehensive breast care service is maintained at the hospital. This will provide internal and external assessment of the breast center performance based on recognized standards to demonstrate a commitment to quality care.

CANCER FREQUENCY AT HOLYOKE MEDICAL CENTER:

Total cancer frequency at Holyoke Medical Center usually averages close to 300 new cases annually. The delay in cancer diagnosis due to Covid-19 experienced nationally was noted. The most common malignancy seen in 2021 was breast cancer at 24%, followed by prostate cancer at 13% and lung cancer at 11%.

2021 FREQUENCY OF CANCER BY PRIMARY SITE
(242 Analytic cases)

PRIMARY SITE	# OF CASES	PERCENTAGE
Lung	27	11%
Breast	59	24%
Colorectal/Anus	26	11%
Bladder	9	4%
Lymphoma	8	3%
Pancreas	6	2%
Endometrium/Vulva	9	4%
Hematological	13	5%
Melanoma	4	2%
Esophagus/Stomach/Small Intestine	19	8%
Head/Neck	3	1%
Thyroid/Thymus	8	3%
Kidney	5	2%
Prostate	31	13%
Liver/Bile Duct	6	2%
Testis	2	1%
Peritoneum	1	1%
Unknown Primary	6	2%
Total Cases	242	100%

Surviving Colon Cancer

In 2020, **Erick Torres** began experiencing pain on his right side. The pain got so bad that Erick wound up in the Holyoke Medical Center emergency department. There, a scan revealed an intestinal blockage caused by a tumor. He had surgery to remove the blockage, which was cancerous. Erick completed six months of chemotherapy in June 2021 and saw Renuka Dulala, MD, regularly for follow-up visits. For almost a year, Erick was cancer-free.

Then in April 2022, the cancer recurred and he had to go back on chemotherapy treatment. This past August, he received some very good news. "He had an excellent response to the treatment," says Dr. Dulala.

"Everyone at Holyoke Medical Center has been extremely nice. They've been so much help to me and my family. And their concern comes from the heart," shared Erick.

Expert Treatment, Close to Home

Sheila Ann Dedeurwaerde

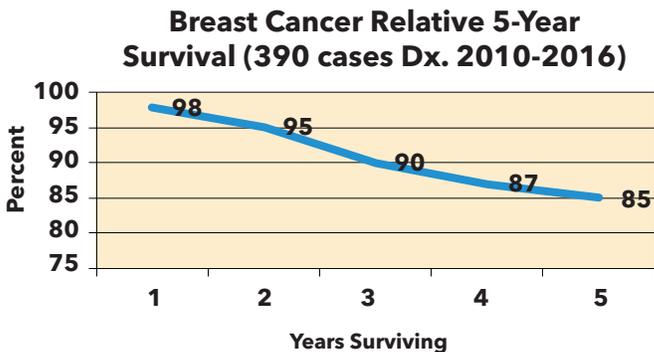
thought the lump under her breast was a cyst. It was 2021, and since the COVID-19 pandemic was still raging, she didn't schedule a mammogram right away. Not long after, she saw Zabeena Mateen, MD at Holyoke Medical Center and received a devastating diagnosis.

Sheila had three types of cancer: inflammatory breast cancer (IBC), an aggressive, fast-spreading cancer, a malignant mass in her breast and cancer in the cervical spine. Treatment was a multi-stage process and Sheila's positive attitude impressed Dr. Matteen, who specializes in oncology, hematology and palliative care, and breast surgeon John J. Mazucco, MD. Sheila underwent chemotherapy first to shrink the tumor so a mastectomy could be performed. The surgery, which involved the removal of eight lymph nodes, was a success. With ongoing chemotherapy and injections to treat the cancer in the spine, Sheila is happy to be in remission today. "Drs. Matteen and Mazucco saved my life," she stated.

BREAST CANCER STUDY

According to the American Cancer Society an estimated 281,550 new cases of breast cancer will be diagnosed in the United States in 2021. Of those cases, 6,650 will be diagnosed in Massachusetts. Deaths from breast cancer in 2021 are estimated to be 780 in Massachusetts. Breast cancer is the most common cancer diagnosed in women in the United States.

The relative 5-year survival rate at Holyoke Medical Center for cases of breast cancer diagnosed between 2010-2016 is 85%. The national relative 5-year survival rate for breast cancer according to the American Cancer Society is 91%.



Localized stage of disease (Stage 0, I, II) was noted to be 90% of cases. Nationally, 62% of cases present at diagnosis with a localized stage.

HMC BREAST CANCER - STAGE OF DISEASE

(390 cases diagnosed 2010-2016)

Stage 0	29%
Stage I.....	45%
Stage II	16%
Stage III.....	6%
Stage IV	3%
Unknown	1%

"Drs.
Matteen and
Mazzucco
saved my
life."

Breast Ribbon Award

This is to certify that
Sheila ANN DEDEUR WAERDER
Has completed chemotherapy
on this day, the 4 of Aug-, 2022

Signed: Joanne Nichols, RN

AUGUST 2022

HMC BREAST CANCER-INITIAL TREATMENT

(390 cases diagnosed 2010-2016)

Chemotherapy alone	5
No treatment	12
Surgery alone	50
Surgery/Chemotherapy	13
Surgery/Radiation	23
Surgery/Radiation/Chemotherapy	21
Hormonal alone	9
Surgery/Chemotherapy/Hormonal	11
Surgery/Hormonal	64
Chemotherapy/Hormonal	1
Surgery/Radiation/Hormonal	139
Surgery/Radiation/Chemotherapy/Hormonal	38
Chemotherapy/Immunotherapy	1
Radiation/Chemotherapy	1
Radiation/Hormonal	1
Surgery/Radiation/Chemotherapy/Immuno	1

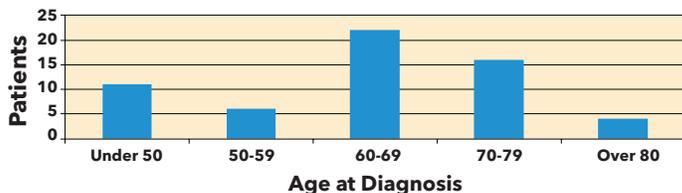
The largest treatment group for breast cancer at Holyoke Medical Center is combination of Surgery/Radiation/Hormonal therapy.

2021 BREAST CANCER

(59 cases)

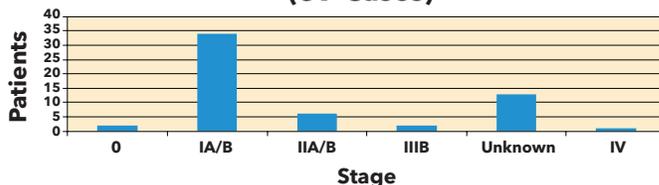
In 2021, there were 59 new cases of breast cancer diagnosed. The largest age group was the 60-69 years of age.

HMC Breast Cancer Age at Diagnosis 2021 (59 Cases)



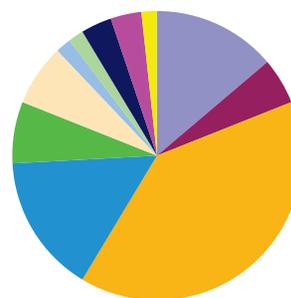
The largest stage group was Stage IA/B.

HMC Breast Cancer 2021 Stage at Diagnosis (59 Cases)



The largest treatment group is Surgery/Radiation/Hormonal Therapy.

HMC Breast Cancer 2021 Treatment (59 Cases)



- S
- S/C
- S/R/H
- S/H
- S/R/C
- S/R/C/H
- S/R/C/H/I
- S/C/I
- No Tx
- C/I
- H

- S= Surgery
- S/C= Surgery/Chemotherapy
- S/R/H= Surgery/Radiation/Hormonal Therapy
- S/H= Surgery/Hormonal Therapy
- S/R/C/H/I= Surgery/Radiation/Chemo/Hormonal/Immuno
- S/R/C= Surgery/Radiation/Chemotherapy
- S/R/C/H= Surgery/Radiation/Chemotherapy/Hormonal Therapy
- S/C/I= Surgery/Chemo/Immunotherapy
- No Tx= No treatment
- C/I= Chemotherapy/Immunotherapy
- C/H= Chemotherapy/Hormonal Therapy
- H= Hormonal Therapy

Cancer Program Accreditations at Holyoke Medical Center



National Accreditation Program for Breast Centers

Holyoke Medical Center was the first hospital in Western Massachusetts to successfully complete the National Accreditation Program for Breast Centers.



Breast Imaging Center of Excellence

Holyoke Medical Center has accreditation as a Breast Imaging Center of Excellence by the American College of Radiology.



Breast MRI

Holyoke Medical Center has accreditation in breast magnetic resonance imaging (MRI) by the American College of Radiology.



Breast Ultrasound & Ultrasound-Guided Biopsy

Holyoke Medical Center has accreditation in breast ultrasound by the American College of Radiology.



Mammography

Holyoke Medical Center has accreditation in mammography by the American College of Radiology.



Stereotactic Breast Biopsy

Holyoke Medical Center has accreditation in stereotactic breast biopsy by the American College of Radiology.



Lung Cancer Screening Program

Holyoke Medical Center is a designated Lung Cancer Screening Center by the American College of Radiology and a GO₂ Foundation for Lung Cancer Screening Center of Excellence.



Commission on Cancer of the American College of Surgeons

Accreditation with commendation obtained by Holyoke Medical Center ensures our patients will have access to the full scope of services required to diagnose, treat, rehabilitate, and support patients with cancer and their families. This accreditation reaffirms the commitment to provide quality cancer care to our patients.

REFERENCES:

American Cancer Society (2021) Cancer Facts & Figures
Holyoke Medical Center Cancer Registry, Reference Date 2005
Manual For Staging of Cancer, American Joint Commission on Cancer, Eighth edition, 2017

575 Beech Street
Holyoke, MA 01040-2296



Members of the HMC Oncology/Hematology team at the 2022 Cancer Survivorship Celebration.