# **RIVERSIDE CANCER CARE SERVICES** 2013 Annual Report We Take Cancer Personally RIVERSIDE Cancer Care









## The Year in Review

During the past year Riverside Cancer Care maintained and expanded its national and regional recognition through quality, outcomes, safety and satisfaction measures that form the basis for continuing accreditation, credentialing and awards.

Equally important, 2013 was a year in which our ongoing commitment to accurate diagnoses, comprehensive and integrated treatment and effective follow-up care made it possible for people throughout the southeast Virginia communities we serve to access exceptional cancer care close to home and family.

Our multidisciplinary cancer team, consisting of oncology specialists and subspecialists, nurses, radiation therapists and other medical professionals with specific training and experience in cancer care, continued to provide a broad range of clinical services throughout 2013.

At the same time, Riverside continued extensive educational and outreach initiatives, including a growing number of screenings, strong community partnerships, participation in national clinical trials and specialized and highly personalized treatment programs while also completing its second full year of providing genetic counseling.

While we maintained a strong emphasis on leadingedge clinical care in 2013, we also expanded our focus on the emerging field of Integrative Medicine. Developed to help reduce stress, counter some of the specific side effects of conventional cancer treatment and improve overall quality of life, Integrative Medicine is available to our patients at no charge through the generosity of the Riverside Foundation and its contributors. Services and programs include massage, yoga, music and art therapy, nutritional guidance, family and care giver support and other resources directed to whole patient care.

Taken together, the full range of Riverside's Cancer Care services – its extensive programs, skilled and experienced people, advanced technology and enduring commitment to personalized care -- are a reflection of our mission to treat the people we care for as we do those we love.



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# Our Reach and Our Facilities

Riverside Cancer Care serves individuals and communities throughout southeastern Virginia through a wide range of inpatient and outpatient treatment and diagnostic locations. The broad geographic distribution of these healing environments, supported by skilled and experienced staff and state-of-the-art technology, helps assure that a growing number of patients have access to high quality cancer care closer to home.

- Riverside Regional Medical Center 500 J. Clyde Morris Blvd. Newport News, VA 23601
- Riverside Cancer Care Center Newport News 12100 Warwick Blvd., Suite 201 Newport News, VA 23601
- Riverside Diagnostic and Breast Imaging Center - Oyster Point 895 Middle Ground, Suite 104 Newport News, VA 23606
- **Riverside Walter Reed Hospital** 7519 Hospital Drive Gloucester, VA 23061
- **Siverside Middle Peninsula Cancer Center** 7544 Medical Drive Gloucester, VA 23061
- **Peninsula Cancer Institute** Williamsburg 120 Kings Way Williamsburg, VA 23185
- Williamburg Radiation Therapy Center -Williamsburg 3901 Treyburn Drive, Suite B Williamsburg, VA 23185

**8** Cancer Specialists of Tidewater - Suffolk 5835 Harbour View Blvd., Suite C Suffolk, VA 23435

Virginia Beach 1200 First Colonial Road, Suite 204 Virginia, Beach, VA 23455

Chesapeake 110 Wimbledon Square, Suite E Chesapeake , VA 23320

- **9** Riverside Tappahannock Hospital 618 Hospital Road Tappahannock, VA 22560
- Riverside Shore Memorial Hospital 9507 Hospital Avenue, P.O. Box 17 Nassawadox, VA 23413
- Shore Cancer Center
  10085 William F. Bernart Circle
  PO Box 802
  Nassawadox, Virginia 23413





# Prevention, Early Detection and Outreach







From a purely economic standpoint, preventive care offers significant benefits per healthcare dollar invested. From the human perspective, education, screening and any other intervention that can prevent or delay the onset of disease has an even greater value.

For these reasons, Riverside offers a wide range of cancer information, awareness and screening opportunities throughout the communities we serve. In 2013 the screenings, many of which were provided free or at low cost focused on breast cancer, skin cancers, prostate cancer, cervical cancer and oral cancers. Riverside also offers low-dose CT scans for the early detection of lung cancer.

Carried out through facility-based services as well as through community outreach, all of these initiatives are designed to increase awareness related to cancer prevention and services and to help detect cancer at the earliest possible stage when it is most treatable.

As a regional health system and as individuals we believe that education, prevention and outreach are an essential part of our mission and our efforts in those areas also include screenings and educational events carried out with community, corporate and non-profit partners. In 2013 as in every year, Riverside Cancer Care was represented in a wide range of Riverside sponsored and partnered events and activities including:

## Peninsula & Mid-Peninsula - Data is from January - October 2013

#### **Screening Activities**

Women's Health Screening Events: 4, over 204 women seen for pap smears and breast exams

Gloucester Mathews Free Clinic, Monthly Pap smear

and Breast Screening Clinic: 96 women seen (pap smears, breast exams)

**Prostate cancer screenings:** 4, 65 men seen for DRE and PSA

Tappahannock Free Clinic Monthly Pap Smears: 88 women seen

#### **Outreach and Education Activities**

Health Fair Events: 11, over 548 people seen; breast, skin, prostate

and general cancer info

Canon Wellness Wednesdays: 4, skin, breast, prostate cancer awareness and nutrition

Talks: colon, breast cancer awareness, breast health and early detection

**Doctor Is In at Patrick Henry Mall Talks:** breast cancer awareness with the Integrative Medicine team, skin, prostate and general health

**Forum on Aging and Focus on Colorectal Cancer:** teamed with Peninsula Gastroenterology for discussions **American Cancer Society:** Cancer Prevention Trial (CPS3) enrolled a total of 94 people at two sites -

Newport News and Gloucester

**Distribution of Breast Health Awareness Packets:** during October Breast Cancer Awareness Month, 2500 packets handed out at mammography centers, talks and other health events







#### **Partner Events**

American Cancer Society - Relay for Life, Making Strides against Breast Cancer Beyond Boobs Support Group - Petals for a Cure, Run for the Hills Leukemia and Lymphoma Society - Light the Night

#### **Survivorship Programs**

American Cancer Society's Look Good Feel Better programs (Peninsula and Gloucester)
Transitions, Post-Treatment Support Group
American Cancer Society's Nutrition Before, During and After Cancer Treatment
Breast Cancer and Caregiver Support Group
General Cancer and Caregiver Support Group
GYN Cancer Support Group
Leukemia and Lymphoma Cancer Support Group
Lost Chord Cancer Support Group
Cancer Survivor Conference



# Prevention, Early Detection and Outreach cont.

**Shore** - Data is from January - October 2013

#### **Screenings Activities**

Skin cancer screening event: 59 participants, 41 referrals for further evaluation or treatment

Prostate cancer screening event: 5 participants, 1 referral for further evaluation or treatment

Breast cancer awareness day: 20 participants, 6 women qualified for Every Woman's Life (EWL)

Breast cancer Screening: 343 mamograms and 27 ultrasounds provided as part of the Eastern Shore VDH

EWL grant

#### **Outreach and Education Activities**

**Health Matters radio commercials:** air twice a day on two radio stations over 11 weeks throughout the year on cancer-related topics including skin cancer, colorectal cancer, kid's skin cancer, early detection, digital mammography and gastroenterology pill camera capability

**Radiothon fundraiser and awareness event:** focused on prevention and early detection, more than 30 patients, physicians, team members and volunteers participated, raising nearly \$9,000

**CPS3 kick-off event and enrollment event at RSMH:** Teamed up with Eastern Shore Rural Health System to enroll 96 participants.

Colorectal cancer awareness event presented by Dr. Ridout

Colorectal cancer awareness talk by Dr Ridout to Gaskins Chapel Women's Retreat

**Quit tobacco classes** 

**Shore Fest fundraiser** 

**Education for referring primary care physicians:** Dr. Klein conducted sessions on what is new in cancer treatment

Lung Cancer Lunch & Learn for employees and public: Presented by Dr. McDaniel

Marquee Messages "get a mammogram" on 20 community businesses

Mammography education for 129 Harvest Festival attendees

Zumbathon to benefit local cancer center

Same-day mammography appointments offered to employees during October

#### **Partner Events**

#### **Cancer Center staff supported the following outreach events:**

- Grandparents Day at Pungoteague Elementary School
- Healing Measures Women's Expo
- ESAAA Senior Health Fair
- Harvest Festival breast cancer awareness
- ES Birding Festival breast cancer awareness
- Relay for Life sponsorship

#### **Survivorship Programs**

Look Good Feel Better programs: 2 American Cancer Society sponsored support groups: Breast Cancer and Caregiver Support group Man to Man Support group

## Community Partnership Highlight: Every Woman's Life

The Every Woman's Life (EWL) program is a federally-funded initiative that originated in 1998 to meet the growing health concerns created when women delay or don't receive screening mammograms and PAP smears because they can't afford them. Originally established through the Centers for Disease Control and Prevention, the program now operates through a federal grant administered by the Virginia Department of Health.

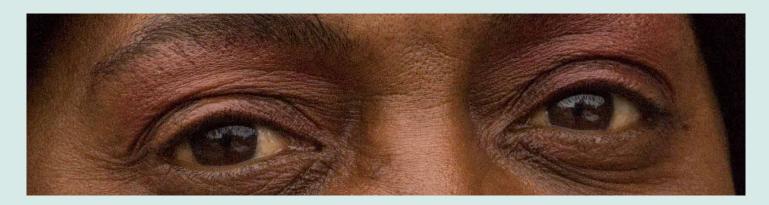
In addition, legislation passed in 2001 by the Virginia General Assembly makes it possible for EWL clients diagnosed with cancerous or pre-cancerous conditions of the breast or cervix to receive treatment under the Breast and Cervical Cancer Treatment Act.

The uninsured and underinsured women with limited income who are enrolled in EWL receive Pap smears, pelvic examinations, clinical breast examinations, and mammograms with diagnostic testing as required. Access to these screening exams and preventive care services offers early detection of breast and cervical cancer, improves treatment options and outcomes and increases survival rates.

Riverside has held an Every Woman's Life grant for the last 15 years. We provide screening and diagnostic services for women living in the Peninsula and Three Rivers Health Districts, which comprise 12 counties and 3 cities.

Federal – For women aged 45-64 1998 to June 30, 2013	
Total number women enrolled into Federal grant	2,318
Total number age 50-64	1,811
Total number age 45-49	378
Total mammograms provided	5,175
Total diagnosed with breast cancer	87
Total diagnosed with pre-cancerous breast conditions	15
Total breast biopsies	313
Total pap smears provided	2,488
Total cervix procedures	5,085
Total diagnosed with cervical cancer	1
Total diagnosed with pre-cancerous cervical conditions	41
EWL - State Grant for women age 18 to 44 2005 to June 30, 2013	
Total seen under the state portion of the grant	320
Total number age 18-44	306
Total mammograms provided	299
Total breast biopsies	86
Total diagnosed with breast cancer	10
Total diagnosed with pre-cancerous breast conditions	1(LICS)
Total pap smears provided	209
Total cervix procedures	674
Total diagnosed with pre-cancerous cervical conditions	70

## Community Partnership Highlight: Every Woman's Life







## Comparison with other Non-Riverside Every Woman's Life - Statewide

Total sites enrolling currently/those holding the EWL grant
Total women enrolled into EWL from the beginning
through June 30, 2013
Total mammograms provided
Total pap smears provided
Total breast cancers diagnosed
Total cervix cancers diagnosed

32 including Riverside

39,606 95,690 59,729 1,014 64

# **Oncology Patient Navigation**

Now in its eighth year, the Riverside Oncology Patient Navigator program provides a one-on-one support resource that helps people and their care givers better manage the sometimes overwhelming experience of the health care system in general and cancer care in particular. Available to patients at no cost, the program includes a team of four specially trained Navigators with clinical and educational backgrounds who provide advocacy and direct assistance to patients in the following diagnostic areas:

## **2013 Navigation Referrals**

Total referrals (1st-3rd Quarters):	
Total breast Navigator referrals:	175
Total prostate Navigator referrals:	*108
Total lung Navigator referrals:	67
Total colorectal/digestive Navigator referrals:	89

\* There was no Prostate Cancer Navigator in place for July, August, or September.

- Breast Cancer
- Prostate Cancer
- Lung Cancer
- Colorectal/Pancreatic Cancer

Riverside Oncology Patient Navigators assist patients and family members with everything from appointments and transportation issues to financial challenges and family education. They coordinate care with other members of the cancer treatment team and help patients access a wide range of other Riverside and community-based resources.

Available to patients throughout the Peninsula, Williamsburg and Gloucester areas, Oncology Patient Navigators add a very personal touch while facilitating access to Riverside Cancer Care treatments and services.

# **Oncology Nutrition**

Nutrition plays an important role in many aspects of cancer prevention, treatment and survivorship. As part of an integrated approach to care, we recognize the impact nutrition can have on cancer patients.

In order to improve quality of life and overall outcomes, while also reducing the severity of treatment side effects, Riverside places a strong emphasis on good nutrition practices that can help cancer patients maintain weight and the body's nutrition stores. Toward this objective, patients with compromised appetites or poor nutritional status are referred to one of two Riverside staff dieticians who hold national certifications in oncology education and consultation regarding food, diet, supplementation and chemotherapy.

Each month, in conjunction with the American Cancer Society, our dieticians present "Nutrition and Exercise: during and after Cancer treatment" to our patients, their families and care givers and any interested members of the community. These sessions reach hundreds of participants each year. In addition, our dieticians provide personalized assessments, nutritional information and dietary recommendations to an average of 20 patients per week.

## 2013: Total Patient Contacts to Date by Location

<b>2010, 10tat 1 a</b>	ment contacts to pate by Location
Williamsburg:	591 patient visits
Gloucester:	418 patient visits
Newport News:	1,046 patient visits
Shore:	100 patient visits
Southside:	*70 patient visits
	* Services began summer of 2013

## **Clinical Trials**







Riverside participates in a range of clinical trials in collaboration with the National Cancer Institute (NCI) as well as in network, university and pharmaceutical studies.

These research studies involve people and are carried out to identify new ways to prevent cancer, diagnose and treat the disease and manage symptoms. Many of the cancer treatments that are now considered to be the standard of care – and are currently benefiting patients – initially incorporated clinical trials as part of their development

In all clinical trials we are required by law to include a protocol or action plan for each patient as well as informed consent. Clinical trials are generally carried out in four separate phases (designated by Roman numerals) each with a different purpose related to the safety and efficacy (effectiveness) of the treatment.

Riverside takes part in Phase II, III and IV clinical trials. These phases help determine if the new treatment has an affect on cancer and how it compares to the current standard treatment while also assessing the long-term safety and effectiveness of the treatment. During 2013 Riverside patients participated in targeted chemotherapy trials related to the following cancer diagnoses:

Breast

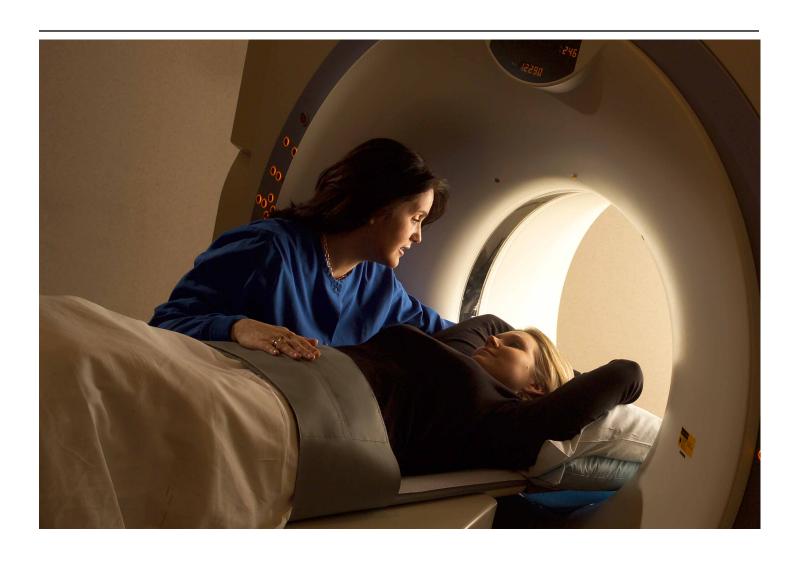
Prostate

Hereditary cancers

Lung

Hematological conditions

# Enrolled	Clinical Trial
1	Prevention (breast)
4	SWOG (prostate)
20	012013 (breast)
1	Simplicity (CML - chronic myeloid leukemia)
10	Amgen 0147 (breast)
8	HM13194 (breast)
1	HOG-BRE 09-146:A (breast)
1	NSABP-43:2 (breast)
1	NSABP-B49 (breast)



# Enrolled	Clinical Trial
1	PSMA ADC 2301:A (prostate)
1	USO 11-117:A (lung)
3	Cleveland Clinic PTEN (hereditary cancers)
2	USO 12118 (MDV3100-09) :A (prostate)
1	LDK 378 (lung)
55 TOTAL (thru October 2013)	

# Accreditations, Certifications and Awards







When national standards for cancer care were first introduced 30 years ago, Riverside was the first health system to meet them. This tradition continued through 2013 with multiple national and regional accreditations, certifications and awards which reflect our high level of commitment to cancer care.

Included is Riverside Regional Medical Center's accreditation by the American College of Surgeons Commission on Cancer (CoC) which has been achieved continuously in three-year increments over the past three decades. Riverside Walter Reed Hospital Cancer Care Services also carries the CoC designation and is the only accredited cancer program on the state's Middle Peninsula. Shore Memorial Hospital has had their CoC designation since 2000 and is the only hospital serving the communities of the Virginia Eastern Shore.

What this level of accreditation means to the individual patient and his or her family is an acknowledgment of quality standards exemplified by comprehensive care including leading-edge services and technology, a multidisciplinary team approach to cancer care, the ability to help patients access ongoing cancer clinical trials and new treatment options, resources for prevention and early detection programs, along with education and support services. This accreditation also guarantees provision of a cancer registry that provides lifelong follow up for each patient through the collection of data on type and stage of cancers and treatment results.

For individuals throughout the region we serve it also means having exceptional, nationally recognized cancer care close to home, led by a medical team that provides a coordinated and highly personalized approach to cancer care.

In addition to recognition by the American College of Surgeons Commission on Cancer, Riverside has also received the following accreditation, certifications and awards:

## **Breast Imaging Center of Excellence**

#### Locations:

Riverside Diagnostic & Breast Imaging Center Riverside Diagnostic Center – Williamsburg Riverside Walter Reed Hospital

The breast imaging services at each of these locations are fully accredited in Mammography, Stereotactic Breast biopsy, Breast Ultrasound & Ultrasound – guided breast biopsies. Additional requirements include peer-review evaluations conducted in each breast imaging modality by board-certified physicians and medical physicists who are experts in the field.

The American College of Radiology has recognized our high practice standards in image quality, personnel qualifications, facility equipment, quality control procedures and quality assurance programs.

As of Oct 2013, ACR reports 203 facilities are accredited in Mammography in the state of Virginia. Of these facilities, 30 are recognized as a Breast Centers of Excellence. Riverside Diagnostic and Breast Imaging Center was the first on the Peninsula to achieve this recognition.

## American College of Radiology - Radiation Oncology Accreditation

Riverside Radiation Oncology at Newport News, Williamsburg, Gloucester and Shore gained re-accreditation for July 16 2013 through July 31, 2016. The ACR has accredited imaging and treatment modalities since 1987, with a focus of safety and quality. In radiation oncology, quality assurance practices, patient records, equipment, treatment planning and staffing are peer reviewed to provide an impartial assessment of patient care and safety.

### **QOPI® Certification**

Riverside Cancer Infusion Center, Shore Cancer Center, and Cancer Specialists of Tidewater have received the Quality Oncology Practice Certification which recognizes medical oncology and hematology/oncology practices that are committed to delivering the highest quality of cancer care with an evaluative focus on areas that affect patient care and safety. The Quality Oncology Practice Initiative (QOPI\*) is a practice-based quality improvement initiative based on retrospective chart reviews conducted within hematology-oncology practices.

## **CoC Outstanding Achievement Award**

This award is designed to recognized programs that have excelled in all areas of commendation. The following Riverside CoC accredited facilities have received this award.

- **2011** Riverside Walter Reed (new program OAA), accredited since 2012
- **2012** Riverside Regional Medical Center, accredited since 1982

## National Accreditation Program for Breast Centers (NAPBC)

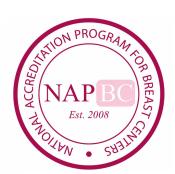
Riverside Regional Medical Center, has recieved accreditation from the National Accreditation Program for Breast Centers (NAPBC). This is the second cancer accreditation in the country and is a voluntary commitment. The focus of this accreditation is on diagnosis as well as the treatment of breast cancer.

The National Accreditation Program for Breast Centers (NAPBC) has recognized our focus on center leadership, clinical management, research, community outreach, staff education and quality improvement.





Quality Cancer Care: Recognizing Excellence



# **Summary of 2012 Statistics**

2012 Primary Site Table for Riverside Cancer Program

Primary Site	RRI	МС	RS.	МН	RWR	Н
	Total	Analytic	Total	Analytic	Total	Analytic
ORAL CAVITY						
& PHARYNX	53	47	2	2	12	11
DIGESTIVE SYSTEM	255	218	39	37	31	30
Colon	90	78	16	14	7	7
Rectum	43	37	4	4	9	9
Pancreas	38	32	6	6	6	6
Other	2	2				
RESPIRATORY	• • •					
SYSTEM	318	292	38	37	24	24
Lung	298	274	34	33	21	21
Other	20	18	4	4	3	3
SOFT TISSUE	9	8	0	0	1	0
SKIN EXCLUDING						
BASAL & SQUAMOUS	55	40	19	9	8	7
Melanoma	52	39	19	9	8	7
Other	3	1	0	0	0	0
BREAST	401	372	43	41	40	37
FEMALE GENITAL						
SYSTEM	101	78	15	13	2	2
Cervix Uteri	16	14	3	3	0	0
Corpus Uteri	49	44	8	6	1	1
Ovary	21	15	3	3	1	1
Other	15	5			0	0
MALE GENITAL SYSTEM	298	182	29	24	29	20
Prostate	298	177	28	23	28	19
Other	7	5				
URINARY SYSTEM	137	112	1 15	1 12	1	1 8
Bladder			9	8		
	62 68	43			8	8
Kidney	7	62	6	4	1	
Other	-	7	0	0	0	0 <b>0</b>
EYE & ORBIT	1	0	0	0	0	0
BRAIN & OTHER NERVOUS SYSTEM	50	40	9	8	4	4

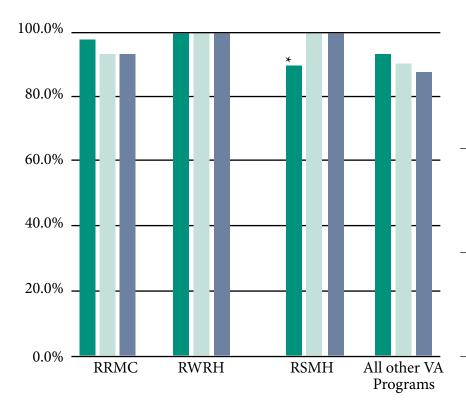
Primary Site	RR	MC	RS	MH	RWR	RН
	Total	Analytic	Total	Analytic	Total	Analytic
ENDOCRINE						6
SYSTEM	37	33	2	2	6	
Thyroid	25	24	1	1	6	6
Other	12	9	1	1	0	0
LYMPHOMA	83	70	8	7	6	6
Hodgkins Lymphoma	6	5	2	2	0	0
Non-Hodgkins						
Lymphoma	77	65	6	5	6	6
MYELOMA	43	25	3	3	3	1
LEUKEMIA	36	24	5	4	1	0
MESOTHELIOMA	11	7	0	0	1	0
MISCELLANEOUS	45	35	11	11	3	2
2012 TOTAL	1,933	1,583	238	210	180	158
RRMC	Riverside Regional Medical Center					

RWRH Riverside Walter Reed Hospital
RSMH Riverside Shore Memorial Hospital



# Summary of 2012 Statistics cont.

## National quality measures of breast cancer - Performance results - YR 2011



- Radiation therapy is administered within 1 year (365 days) of diagnosis for women under age 70 receiving breast conserving surgery for breast cancer.
- Chemotherapy is considered or administered within 4 months of diagnosis for women under 70 with localized ER- and PR- breast cancer.
- Hormone Therapy is considered or administered within 1 year of diagnosis for women with localized ER+ and/or PR+ breast cancer.
- \* Patient refused radiation therapy



# Riverside Health System Foundation



Riverside Health System's commitment to the communities it serves throughout the region include the resources of the Riverside Health System Foundation and its mission to provide philanthropic support for services and programs that would not be possible without the generous contributions of individuals, families, organizations, corporations and private foundations. The Riverside Health System Foundation helps support initiatives that are specific to Riverside Cancer Care including the two funds highlighted below:

The Riverside Foundation Tree of Life Cancer Fund: Established to support the unmet needs of our patients ranging from medical appointment transportation and medication to utility bills and screenings, the Tree of Life Cancer Fund helps patients know they are not alone during times of serious health challenges. In 2013, this fund was enriched through the generosity of Tim and Claudia Bellars who presented the Riverside Foundation with a \$50,000 gift designated to honor Ricky Newton, Director of Peninsula Cancer Institute and Cancer Specialists of Tidewater.

Mark E. Ellis Endowment Fund for Cancer Care Advancement: Every day, Riverside underwrites an average of \$2,100 to provide cancer patients with Integrative Medicine. Gifts to the Dr. Mark E. Ellis Endowment Fund for Cancer Care Advancement will help ensure our patients continue to receive Integrative Medicine therapies at no cost. This gift destination reflects the legacy of the late Dr. Ellis, a medical oncologist who served our communities for decades and helped pioneer an approach to cancer care that focuses on the whole person. Both of these funds provide an opportunity for personal and organizational generosity as well as a chance to turn a vision of "giving back" into a reality. Gifts to these funds are tax-deductible to the fullest extent allowed by law. For more information please call (757) 234-8740. To contribute to either of these funds please go to riversideonline.com/foundation or call us.



(Left to Right) Claudia Bellars, Tim Bellars, Ricky Newton, Lynn Hamilton Ellis



#### Cancer Care

# **Committee Listing**

Program success depends on effective, multidisciplinary cancer committees. The cancer committee is responsible for goal setting, planning, initiating, implementing, evaluating and improving all cancer-related activities in the program.

ROLE	RRMC	RWRH	RSMH
Chair	Dr. Yousef	Dr. Khalil	Dr. Stith
Cancer Liason Physician	Dr. Eisen	Dr. Schursky	Dr. Klein
Medical Oncology	Dr. Yousef	Dr. Khalil	Dr. Stith
Radiation Oncology	Dr. Eisen	Dr. Pinn Bingham	Dr. M. Sinesi
Surgeon	Dr. Billings	Dr. Schursky	Dr. Weisner
Radiologist	Dr. Stoldt	Dr. Schengber	Dr. Fritz
Pathologist	Dr. Schwartz	Dr. Helwig	Dr. Smith
Pharmacy	Inga Mintz		Catherine Richwine
Nutrition	Lynne Groeger	Lynne Groeger	Kari Vagstad
Cancer Registrar	Jennifer Brown	Carol Richards	Jane Duer
Patient Navigation	Yvonne Pike	Yvonne Pike	
Social Worker	Julie Kilburn	Martha Petit	Jean Ames
Hospice	Sharron Nichols	Sue Moffitt	Carolyn Bono
Clinical Research	Ora Mae Jackson	Ora Mae Jackson	Tina Churn
Quality Improvement	Linda Triolet	Dawn Laroque	Deborah Ghezzi
ACS Representative	Jan Bennett	Lisa Goodall	Mary Bellis
Community Outreach Coordinator	Fran Holcomb	Fran Holcomb	Sally Schreiber
Psychosocial Coordinator	Martha Petit	Martha Petit	Jean Ames
Cancer Conference Coordinator	Michelle Schuld	Jennifer Brown	Dr. Stith
Administration	Can der Cuama	Can der Corana	Susan McAndrews
	Sandy Snapp	Sandy Snapp	Susan McAndrews
Pastoral Care	Dean Luther	Comme Calle and Care	
Rehab Services	Arielle Poe	Sean Schwarting	m; O1
OCN Nurse	Kim Monroe	Pat Emerson	Tina Churn



## The Riverside Care Difference

Every member of our team commits to the Riverside Care Difference when they join Riverside. Our Riverside Care Difference is the way in which we deliver care and services, as a team, by putting our patients and customers at the heart of all we do. The Riverside care Difference represents our ongoing commitment to provide you with the best care possible:

- To keep you safe
- To help you heal

- To treat you with kindness
- To respect your wishes