

Collaborative Action Plan Guide



Working Together to Improve Cancer Outcomes

Cancer Program Standards 2012: Ensuring Patient-Centered Care ACS-CoC Collaborative Action Plan Guide

1. How can ACS staff support CoC programs in meeting the new Standards?

ACS staff can provide accredited programs with additional information on the ACS resources outlined in this Collaborative Action Plan Guide that support specific Standards and Eligibility Requirements. Questions regarding interpretation of the Standards, criteria for compliance, and other questions related to accreditation should be directed to the CAnswer Forum. **Information on CAnswer Forum and other CoC Resources to support the new Standards are noted in question 13 of this Guide.**

2. What are the key highlights of the 2012 standard revisions?

- a. The new standards went into effect January 1, 2012.
- b. Twelve eligibility requirements establish guidelines for cancer program structure, program resources, and service offerings. Several of the eligibility requirements were previously standards.
- c. Categories for accreditation have been redefined along with new category names to reflect the scope of cancer program services, resources, and cancer caseload. A table of eligibility and standard requirements for each CoC Cancer Program Category can be found in Appendix A of the Standards Manual.
- d. The 34 total standards include several new standards focused on “patient-centered care” and “quality and outcomes”.
- e. Five new Clinical Services and Continuum of Care Standards:
 - *Survivorship Care Plans**
 - *Palliative Care Services*
 - *Psychosocial Distress Screening**
 - *Risk Assessment & Genetic Counseling*
 - *Patient Navigation Process**
- f. New Patient Outcomes and Program Management Standards:
 - *Clinical Trial Accrual**
 - *Clinical Educational Activity*
 - *Assessment of Evaluation & Treatment Planning*
 - *Cancer Liaison Physician Responsibilities*

**These standards will be phased in, with programs required to demonstrate compliance by 2015*

3. What are the new Eligibility Requirements and which are supported by resources available from the American Cancer Society?

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| E1: Facility Accreditation | E7: Radiation Oncology Services |
| E2: Cancer Committee Authority | E8: Systemic Therapy Services |
| E3: Cancer Conference Policy | E9: Clinical Trial Information |
| E4: Oncology Nurse Leadership | E10: Psychosocial Services |
| E5: Cancer Registry Policy & Procedure | E11: Rehabilitation Services |
| E6: Diagnostic Imaging | E12: Nutrition Services |

Eligibility Requirements supported by ACS resources are noted on the table on the next page

Eligibility Criteria	ACS Resources
<p>E9: CLINICAL TRIAL INFORMATION <i>A policy or procedure is used to provide cancer-related clinical trial information to patients.</i></p> <p>There must be a policy or procedure in place describing how the program provides clinical trials information to patients. This should inform the patient about the availability of cancer-related clinical trials offered on-site or by referral.</p> <p>General patient education brochures offered by the ACS inform patients about how participation advances evidence-based medicine.</p> <p>Promotion of the Clinical Trials Matching Service can be integrated into the cancer program's policy as a place for patients to go to find clinical trials for specific disease sites available in facilities across the country.</p>	<p><u>Patient & Clinician Videos</u> <i>Exploring the Options: Clinical Trials</i> http://www.youtube.com/watch?v=q1dxWZMu_xl <i>Raising Awareness about Clinical Trials: A Video for Clinicians</i> http://www.youtube.com/watch?v=cT_6n0cLM9c</p> <p>Both videos are available on DVD - contact your ACS representative for details</p> <p><u>Patient Brochures</u> <i>Is a Cancer Treatment Clinical Trial The Right Choice For Me?</i> Patient brochure available in Spanish and English <i>Clinical Trials Matching Service – flier</i> <i>Referring Your Patient To a Clinical Trial – brochure</i> <i>Clinical Trials Matching Service – 11x17 poster</i> Contact your ACS representative for PDF versions of the patient flier and poster.</p> <p><u>Patient Guide</u> <i>What every Patient Needs to Know about Clinical Trials:</i> A 36-page downloadable patient guide on clinical trials http://www.cancer.org/acs/groups/cid/documents/webcontent/003006-pdf.pdf</p>
<p>E10: PSYCHOSOCIAL SERVICES <i>A policy or procedure is in place to ensure patient access to psychosocial services either on-site or by referral.</i></p> <p>The program's policy or procedure must outline how the program ensures access to support services e.g. informing patients about what is offered, providing programs at no or low cost, providing programs in venues in the community that facilitate access, or providing transportation options for attendees.</p> <p>Proactively providing the National Cancer Information Center number to patients is a good example of how the program can inform patients about the services available through the service available 24/7/365.</p> <p>The Survey Application Record (SAR) has a list of all of the support services that are offered either on-site or by referral. The list should include all ACS programs and services offered on-site or in the community. Review the list with the program to identify gaps in service provision.</p>	<p><u>Look Good Feel Better (LGFB)</u> LGFB teaches patients techniques to help with appearance-related side effects of cancer treatment. If a LGFB program is not offered in your community, online programs for men, women, and teens are available at www.lookgoodfeelbetter.org. Patients may also contact the Look Good Feel Better toll-free information and referral line at 1-800-395-LOOK (5665) to request a LGFB kit in English or Spanish. http://lookgoodfeelbetter.org/beauty-guide/video-workshop</p> <p><u>Cancer Resource Database - cancer.org</u> The cancer.org resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations. To access the resource database, click on the "Find Support and Treatment" tab at the top of the cancer.org home page, and the "Find Support Programs and Services in Your Area" located in the "Quick Finder" section. http://www.cancer.org/Treatment/SupportProgramsServices/index</p> <p><u>National Cancer Information Center – 1.800.227.2345</u> Cancer Information Specialists at the National Cancer Information Center (NCIC) are available 24/7,365 days a year to provide referrals to local and national resources, cancer information, clinical trials information, and assistance with health insurance questions.</p>

Eligibility Criteria (cont.)	ACS Resources
<p>E12: NUTRITION SERVICES A policy or procedure is in place to access nutrition services either on-site or by referral.</p> <p>These resources may be offered to programs to support nutrition services offered either on-site or by referral. Please note the I Can Cope classes are accessible online and provide valuable information about nutrition during and after cancer treatment. These informational resources can supplement the program's policy or procedure but cannot be the only source for nutrition services to meet this eligibility requirement.</p>	<p>ACS Guidelines: <i>American Cancer Society Guidelines on Nutrition and Physical Activity for Cancer Prevention</i> http://onlinelibrary.wiley.com/doi/10.3322/caac.20140/full</p> <p>Patient Guides: <i>Nutrition for the Person With Cancer During Treatment: A Guide for Patients and Families</i> http://www.cancer.org/acs/groups/cid/documents/webcontent/002903-pdf.pdf</p> <p><i>Nutrition for Children With Cancer</i> http://www.cancer.org/acs/groups/cid/documents/webcontent/002902-pdf.pdf</p> <p>I Can Cope On-line Classes: <i>Nutrition During Treatment Part I</i></p> <ul style="list-style-type: none"> - How dietary supplements can affect treatment - Nutrition tips for treatment - Where to get more information about nutrition and cancer <p><i>Nutrition During Treatment Part II</i></p> <ul style="list-style-type: none"> - Nutrition tips for managing side effects of treatment - How a caregiver can help <p><i>Nutrition and Physical Activity After Cancer Treatment</i></p> <ul style="list-style-type: none"> - Maintain a healthy weight - Adopt an active lifestyle - Eat a healthy diet <p>http://www.cancer.org/treatment/supportprogramsservices/onlinecommunities/participateinacancereducationclass/icancopeonline/index</p> <p>American Cancer Society Books: http://www.cancer.org/cancer/bookstore/index</p> <p><i>ACS Healthy Eating Cookbook</i> Reflects the latest research on nutrition, physical activity, and cancer prevention, and highlights American Cancer Society recommendations for healthy eating and healthy living.</p> <p><i>What to Eat During Cancer Treatment</i> Over 100 recipes to help cancer patients deal with nausea, diarrhea, constipation, and other cancer treatment side effects. Includes a special section with advice for the caregiver, tips to make eating out easier, a kitchen staples list, and a helpful list of organizations that provide information on nutrition and cancer.</p>

4. Which of the new Program Management Standards are supported by resources available from the American Cancer Society?

Program Management Standards	ACS Resources
<p>Standard 1.8: Monitoring Community Outreach <i>The community outreach coordinator monitors the effectiveness of community outreach activities on an annual basis. The activities and findings are documented in a community outreach activity summary that is presented to the cancer committee annually.</i></p>	<p>ACS representatives can assist the Community Outreach Coordinator with networking and connecting with other community organizations involved in outreach efforts and documenting joint initiatives. A summary of outreach activities in collaboration with ACS and outcomes from those initiatives would help support this standard's compliance. Evidence-based interventions are recommended.</p>
<p>Standard 1.9: Clinical Trial Accrual – 2015 phase-in <i>As appropriate to the cancer program category, the required percentage of patients is accrued to cancer-related clinical trials each year. The clinical trial coordinator or representative reports clinical trial participation to the cancer committee each year.</i></p>	<p><u>ACS Clinical Trials Matching Service</u> A free, confidential program that helps patients, their families, and health care workers locate appropriate cancer clinical trials. Offered by the Society in partnership with the Coalition of Cancer Cooperative Groups. www.cancer.org/ClinicalTrials or 1-800-303-5691</p> <p>ACS resources noted for E9: Clinical Trials Information also support accruals to clinical trials</p>

5. What is the purpose of the Patient-Centered/Continuum of Care Standards?

These new standards were created to support quality of life alongside disease-directed treatment across the entire continuum of care, increase quality of cancer care delivered, improve patient and family satisfaction with care, as well as create efficiencies in care through improved communication and coordination that reduce care costs.

6. What are the new Patient Centered/Continuum of Care Standards and what resources are available from the American Cancer Society (ACS) to support them?

Clinical Services Standards	ACS Resources
<p>Standard 2.3: Risk Assessment and Genetic Counseling <i>Cancer risk assessment, genetic counseling, and genetic testing services are provided to patients either on-site or by referral, by a qualified genetics professional.</i></p>	<p><u>Patient Guide:</u> <u>Genetic Testing: What You Need to Know</u> A downloadable patient guide on genetic testing. Available on cancer.org at: http://www.cancer.org/acs/groups/cid/documents/webcontent/002548-pdf.pdf</p>

Clinical Services Standards (cont)	ACS Resources
<p>Standard 2.4: Palliative Care Services <i>Palliative care services are available to patients either on-site or by referral.</i></p>	<p><u>cancer.org</u> Information on various physical and emotional side effects that can be helped with palliative care http://www.cancer.org/treatment/treatmentsandsideeffects/palliativecare/index</p> <p>Patient Guides: <i>Cancer-Related Pain: A Guide for Patients and Caregivers</i> A patient video and companion patient guidebook with pain diary. The guidebook contains graphics and multiple colors – an alternative guide is listed below. http://www.cancer.org/treatment/treatmentsandsideeffects/physicalsideeffects/pain/cancer-pain-management-video</p> <p><i>Pain Control: A Guide for Cancer Patients and Their Loved Ones</i> http://www.cancer.org/acs/groups/cid/documents/webcontent/002906-pdf.pdf</p> <p><i>Pain Diary</i> http://www.cancer.org/acs/groups/content/@editorial/documents/document/acspc-033203.pdf</p> <p><i>Caring for the Cancer Patient at Home</i> http://www.cancer.org/acs/groups/content/@editorial/documents/document/acspc-033203.pdf</p> <p><i>Chemotherapy Side Effects Worksheet</i> Patient worksheet to track side effects of chemotherapy http://www.cancer.org/acs/groups/content/@nho/documents/document/acsq-009502.pdf</p> <p><i>Radiation Side Effect Worksheet</i> Patient worksheet to track side effects of radiation therapy http://www.cancer.org/acs/groups/content/@nho/documents/document/acsq-009503.pdf</p> <p><u>American Cancer Society Books:</u> http://www.cancer.org/cancer/bookstore/index</p> <p><i>When the Focus Is on Care: Palliative Care and Cancer</i> This book discusses coping strategies and addresses questions patients have about symptoms and side effects, progressive illness, making informed care and treatment decisions, and managing work, insurance, and financial and legal matters.</p> <p><i>Cancer Caregiving A to Z</i> Designed to alleviate the stress of the caregiver in this demanding role, this easy-to-read, award-winning book details the many situations that can arise, while providing solid advice on how to deal with symptoms and warning signs.</p>

Clinical Services Standards (cont.)	ACS Resources
<p>Standard 2.4: Palliative Care Services (cont.) <i>Palliative care services are available to patients either on-site or by referral.</i></p>	<p><u>Patient Guide:</u> <i>Nutrition for the Patient With Cancer During Treatment: A Guide for Patients and Families</i> Information on nutrition and alleviating treatment side effects http://www.cancer.org/acs/groups/cid/documents/webcontent/002903-pdf.pdf</p> <p><u>I Can Cope On-line Classes:</u> <i>Managing the Effects of Illness and Treatment:</i></p> <ul style="list-style-type: none"> - Common physical and emotional side effects of treatment - How to track side effects - How a caregiver can help <p><i>Managing Cancer-related Fatigue</i></p> <ul style="list-style-type: none"> - What causes fatigue in people with cancer - How to describe fatigue to your doctor <p><i>Relieving Cancer Pain</i></p> <ul style="list-style-type: none"> - Facts about cancer pain - How to manage pain with medicine and non-medical treatments - How to develop a pain control plan with your doctor <p><i>Communicating Concerns and Feelings</i></p> <ul style="list-style-type: none"> - How to talk to your friends, family, and children <p>Tips for talking to doctors, nurses, and coworkers about cancer</p> <p>http://www.cancer.org/treatment/supportprogramsservices/onlinecommunities/participateinacancereducationclass/icancopeonline/index</p>

Continuum of Care Standards	ACS Resources
<p>Standard 3.1: Patient Navigation Process <i>A patient navigation process, driven by a community needs assessment, is established to address health care disparities and barriers to care for patients. Resources to address identified barriers may be provided either on-site or by referral to community-based or national organizations. The navigation process is evaluated, documented, and reported to the cancer committee annually. The patient navigation process is modified or enhanced each year to address additional barriers identified by the community needs assessment.</i></p> <p>American Cancer Society staff can assist the program by identifying sources of community assessments already completed for the program's service area. Also, staff can help to identify the barriers to care and resources available to address those barriers.</p>	<p><u>Cancer Resource Database - cancer.org</u> The cancer.org resource database contains 70,000+ cancer-related resources and supportive services available from ACS, local, and national organizations. To access the resource database, click on the "Find Support and Treatment" tab at the top of the cancer.org home page, and the "Find Support Programs and Services in Your Area" located in the "Quick Finder" section. http://www.cancer.org/Treatment/SupportProgramsServices/index</p> <p>National Cancer Information Center – 1-800-227-2345 Promote as a source of information for patients on the resources and services available to help the program's patients overcome barriers to care.</p> <p>Cancer Supplement – National Patient Navigation Leadership Summit (NPNLS): Measuring the Impact and Potential of Patient Navigation http://onlinelibrary.wiley.com/doi/10.1002/cncr.v117.15s/issuetoc</p>

<p>Standard 3.2: Psychosocial Distress Screening <i>The cancer committee develops and implements a process to integrate and monitor on-site psychosocial distress screening and referral for the provision of psychosocial care.</i></p>	<p>Patient Guide: <i>Distress in Patients With Cancer</i> Downloadable guide to help patients understand cancer-related distress and how they can get help and support. http://www.cancer.org/acs/groups/cid/documents/webcontent/002827-pdf.pdf</p>
<p>Standard 3.3: Survivorship Care Plan <i>The cancer committee develops and implements a process to disseminate a comprehensive care summary and follow-up plan to patients with cancer who are completing cancer treatment.</i></p>	<p>ACS does not currently offer a written survivorship plan, but has multiple sources of information to assist patients and caregivers in transitioning from active treatment into survivorship and follow-up care. Through a cooperative agreement with the Centers for Disease Control, ACS is developing the infra-structure for <i>The National Cancer Survivorship Resource Center (NCSRC)</i>, which will disseminate evidence-based information, guidance and resources to healthcare professionals and survivors.</p> <p><u>Links to Survivorship Care Plans – cancer.org:</u></p> <p>Links to survivorship care plans available through national organizations:</p> <ul style="list-style-type: none"> - <i>What's Next? Life After Cancer Treatment</i> - <i>Journey Forward</i> - <i>Prescription for Living</i> - <i>ASCO Cancer Treatment Summaries</i> - <i>LIVESTRONG SurvivorCare Program</i> <p>http://www.cancer.org/treatment/survivorshipduringandaftertreatment/survivorshipcareplans/index</p> <p>Patient Guide: <i>Life After Treatment: The Next Chapter in Your Survivorship Journey</i> This downloadable guide helps people understand what life may be like after treatment and what they can do to stay as healthy as possible http://www.cancer.org/acs/groups/content/@editorial/documents/document/acspc-033352.pdf</p>

7. What is the purpose of the Patient Outcomes Standards?

The focus of these standards is on continuous quality improvement and adherence to National Quality Forum endorsed accountability and quality improvement measures.

8. What are the Patient Outcomes Standards and which are supported by resources available from the American Cancer Society?

- Standards 4.1 & 4.2: Prevention Programs & Screening Programs
- Standard 4.3: Cancer Liaison Physician Responsibilities
- Standard 4.4: Accountability Measures
- Standard 4.5: Quality Improvement Measures
- Standard 4.6: Assessment of Evaluation and Treatment Planning
- Standard 4.7 & 4.8: Studies of Quality & Quality Improvements

Patient Outcomes Standards supported by ACS resources are noted on the table below.

Patient Outcome Standards	ACS Resources
<p>Standard 4.1: Prevention Programs <i>Each year, the cancer committee provides at least one cancer prevention program that is targeted to meet the needs of the community and should be designed to reduce the incidence of a specific cancer type. The prevention program should be consistent with evidence-based national guidelines for cancer prevention.</i></p> <p>Standard 4.2: Screening Programs <i>Each year, the cancer committee provides at least one cancer screening program that is targeted to decrease the number of patients with late-stage disease. The screening program should be based on community needs and consistent with evidence-based national guidelines and evidence-based interventions. A process should be developed to follow up on all positive findings.</i></p>	<p>Information for Healthcare Professionals – cancer.org http://www.cancer.org/healthy/informationforhealthcareprofessionals/index</p> <ul style="list-style-type: none"> • Fact Sheets – Information and emerging trends for 11 cancer sites, alcohol, tobacco use, UV exposure, and nutrition. • Cancer Presentations – Ready-to-use presentations on risk factors, prevention, and early detection • Easy Reading for Patients: Tobacco Cessation and Cancer Screening – Easy reading health information flier for patients with low health literacy. Available in English and other languages. • ColonMD: Clinicians' Information Source & ProstateMD: Clinicians' Information Source – Resources to help promote colorectal and prostate cancer screening. • Asian Pacific Islander Cancer Education Materials – A search tool to find cancer information in Asian or Pacific Islander languages from credible health organizations including the ACS. • Cancer Facts & Figures – current cancer trends and information on symptoms, prevention, early detection, and treatment. Available at http://www.cancer.org/Research/CancerFactsFigures/index
<p>Standard 4.3: Cancer Liaison Physician Responsibilities <i>A Cancer Liaison Physician (CLP) serves in a leadership role within the cancer program and is responsible for evaluating, interpreting, and reporting the program's performance using the National Cancer Data Base (NCDB) data. The CLP shall report the results of this analysis to the cancer committee at least 4 times a year.</i></p>	<p>Cancer Liaison Physician Information Board - Collaborate with the American Cancer Society http://www.facs.org/cancer/clp/collaborate.html</p> <p>This section of the Cancer Liaison Physician Information Board contains links to the following resources :</p> <ul style="list-style-type: none"> - ACS Contact list - Link to the Information for Health Care Professionals page on cancer.org - Link to the ACS Clinical Trials Matching Service - Visit the ACS Bookstore - ACS - CoC Collaborative Action Plan Guide . - Presentation on the collaboration between the Commission on Cancer and the American Cancer Society. - <i>Becoming an American Cancer Society Liaison webinar</i>

9. How has the role of the Cancer Liaison Physician been expanded by Standard 4.3?

This new standard enhances the role of the Cancer Liaison Physician (CLP) by expanding their responsibilities to include evaluating, interpreting, and reporting the program's performance using available National Cancer Data Base (NCDB) data. As a secondary role, CLPs will report on CoC activities and serve as the liaison for the cancer program with ACS. Examples of liaison activities include providing ACS representatives with introductions to cancer committee members, inviting ACS representatives to join the cancer committee or attend meetings, and offering guidance on opportunities for ACS to support the cancer program and its implementation of the new patient-centered care standards.

10. How can ACS support Cancer Liaison Physicians?

ACS staff should provide Cancer Liaison Physicians (CLPs) with information on ACS offerings, and work with the CLP and/or other members of the cancer committee to establish a collaborative action plan which documents ACS offerings that support CoC Standards. ACS staff should provide CLPs and members of the cancer committees with regular ACS updates and information at cancer committee meetings. The CLP is an excellent candidate for inclusion in ACS initiatives including leadership opportunities or when a content expert spokesperson is needed.

11. Has the role of the Cancer Committee been changed or impacted by the new standards?

Yes. The new standards stress the committee's role in all cancer program activities and place more emphasis on goal setting, program monitoring, assessment, and improvement in all areas of program activity. Coordinator roles and responsibilities have been expanded:

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| i. Cancer Conference Coordinator | iv. Community Outreach Coordinator |
| ii. Quality Improvement Coordinator | v. Clinical Research Coordinator |
| iii. Cancer Registry Quality Coordinator | vi. Psychosocial Services Coordinator |

12. When will cancer programs be surveyed under the new standards?

The first year a CoC program will be evaluated under the new standards is 2013 (the exception is those standards with a 2015 phase-in as noted). Program evaluation will include review of 2010 and 2011 activity under the old standards, and 2012 activity under the new standards.

13. What resources will be available from the CoC to support the new standards?

The CoC strives to meet the education needs of all members of the Cancer Care team, as well as organizational administrators and executives.

The following resources are available to CoC-accredited programs and ACS staff:

CAnswer Forum: This is an on-line bulletin board and database designed to assist CoC-accredited cancer programs in interpreting the program standards. Submitted questions are answered either by CoC staff members or peer constituents from CoC-accredited programs. In addition, answers to previously asked questions are posted for immediate viewing. Available at <http://cancerbulletin.facs.org/forums/>

Online Education Portal: Accredited programs can access education opportunities as a service included in their annual accreditation fee. Available at <http://eo2.commpartners.com/users/acsnew/index.php>

Video Vignettes: Brief video presentations that offer strategies, resources, and best practices to assist programs in meeting the new 2012 standards will be available on the education portal.

CoC Best Practices Repository: Tools and best practices designed to help cancer programs meet the Commission on Cancer Program Standards. The CoC encourages programs, CoC member organizations, and staff to submit best practices for inclusion in the Repository. Available at: https://www.socialtext.net/cancer_standards/coc_best_practices_repository

CoC Standards Resource Repository: Resources and proprietary material designed to help cancer programs meet the Commission on Cancer Program Standards. Available at: https://www.socialtext.net/cancer_standards/resource_repository

14. Where can I get a copy of the Cancer Program Standards manual?

For more information and a complimentary electronic copy of the *Cancer Program Standards 2012: Ensuring Patient-Centered Care* manual visit the CoC Web site at:

<http://www.facs.org/cancer/coc/programstandards2012.html>

Hard copies of the manual are available for \$50.00 via the Publications and Services Catalog at:

<https://web4.facs.org/ebusiness/ProductCatalog/product.aspx?ID=501>

16. Who do I contact if I have questions about the new Standards?

ACS staff should direct questions to their supervisor or Division CoC Relationship Manager. CoC-accredited programs can direct questions via the CAnswer Forum or via email at coc@facs.org.