

***Mercy Hospital
Fore River Campus
Portland, Maine***





Breast Care Specialists of Maine

A two-surgeon practice, we take pride in offering timely, accurate consultation and treatment for benign and malignant conditions of the breast.

We offer an integrated, coordinated, multidisciplinary approach to breast health, with services that range from regular screening and diagnostic testing - to helping patients prepare for surgery, chemotherapy, or radiation treatments.

In April 2014, we attained another 3-year accreditation through the NAPBC and currently hold our certification as a Certified Quality Breast Center through the NQMBC.



OUR TEAM

A Center Without Walls



Our team consists of two dedicated, female breast surgeons. They are backed by an expert team of professionals including:

- **Two Nurse Navigators who provide detailed pre and post-operative education and community outreach**
- **Experienced, expert radiologists and pathologists**
- **Medical oncologists, oncology nurses, clinical trial nurses, dietitian and a licensed social worker.**
- **Lymphedema treatment therapists**
- **Radiation oncologists & plastic surgeons**

Comparison of 2012 and 2013 CG-CAHPS 12-Month Survey Top-Box Scores to the National 90th Percentiles

CG-CAHPS Composite/Rating	2012 National 90 th Percentile	2012 Maine Breast Cancer Specialists	2013 National 90 th Percentile	2013 Maine Breast Cancer Specialists
Access to Care & Information	77%	87%	78%	86%
Provider Communication	91%	95%	92%	96%
Office Staff	89%	91%	91%	92%
Provider Rating	88%	93%	91%	93%

Implementation & Use of CG-CAHPS in the Practice



- Monthly Stoplight Report
- Focus on specialty-based questions/responses. Utilize On Demand Reports and comments to determine areas that need focus.
- Report monthly to Administration via a dashboard report
- Prior to CGCAHPS, conducted a department-specific patient satisfaction survey
- All responses from above survey were reviewed and assessments/changes to processes were made based on feedback

Key Organizational & Process Elements that Contribute to High Performance

- Dedicated, Female Breast Surgeons
- 48 Hour (2 Business Day) Turn-around for appointments for all new cancer diagnosis or suspicious masses
- Multidisciplinary Team Approach
- Strong Communication
- Timely Patient Navigation
- Empowering the patient
- Community Outreach
- Leadership/Administrative Support
- Staffing/Resources
- Work-Life Balance





Overcoming Barriers

- Cultural
- Lack of family/support
- Insurance/Financial
- Staffing/Resources
- Implementation of EEHR





Plans for Sustainability



- Remain Patient-Centered
- Collaboration with Hospital Administration
- Community Needs Assessment – Take part in creating per Commission On Cancer standard
- Continue quality work with NQMBC



Take Home Points For Specialty Practices



- **Remain patient-centered** – Always put the patient first – Empower the patient – Continuing education for clinical staff to remain up-to-date with NCCN guidelines
- **Dedicated Multidisciplinary Team** – Bring all parties to the table – Work collaboratively
- **Staff – Choose wisely** - When hiring, hand-pick your team and allow all staff to participate in the final hiring decision
- **Leadership/Administrative Support** – Foster collaborative, respectful relationships to navigate the hoops we jump through when we need something
- **Community Outreach** – Know the wants/needs of your community – Educate
- **Maintain Work-Life Balance** – See Next Slide-Quote



Life is too short!– Favorite Quote

“Life is not a journey to the grave with the intention of arriving safely in a pretty and well-preserved body, but rather to skid in broadside, thoroughly used up, totally worn out, and loudly proclaiming.....WOW -- What a Ride!”