

# Cancer Services

Coeur d'Alene ▶ Post Falls ▶ Sandpoint

2019 Annual Report



Kootenai Clinic

208.625.4700 ▶ [kh.org/cancer](http://kh.org/cancer)

# 2019 Cancer Committee Members and Honored Guests

## Cancer Committee Members

K. Mulvey, M.D.	Committee Chairman
T. Johnston, RN, BSN, OCN	Program Administrator
T. Quinn, M.D. and P. White, M.D.	Cancer Liaison Physician
K. Kim, M.D. and G. Conde, RN, BSN, OCN, CBCN	Cancer Conference Coordinator
K. Schutte	Cancer Registry Quality Coordinator
B. Cole, CTR	Certified Tumor Registrar
E. Vicente, RN, BSN, OCN, MSN and C. Sowa, RN, BSN, OCN	Oncology Nurse
N. Pelly, M.D., J. Bruning, NP and T. James, RN	Palliative Care Team Member
L. Kolenda, RN, OCN and T. Barnes, RN	Quality Improvement Coordinator
S. Owens, CRA and L. Fromm	Clinical Research Coordinator
L. Evans, L.S.W. and T. Geib, L.C.S.W.	Psychosocial Services Coordinator
T. Willhite	Community Outreach Coordinator
D. Caywood, M.D. and M. McNamee, M.D.	Diagnostic Radiologist
K. Mulvey, M.D. and J. Allen, M.D.	Medical Oncologist
M. Harvey, M.D., A. Young, M.D. and M. deTar, M.D.	Pathologist
A. Wagner, M.D. and J. Griffith, M.D.	Radiation Oncologist
M. May, M.D. and H. Jackson, M.D.	Surgeon
D. Hackworthy, BSN, OCN and J. Schmidt, RN, BSN, OCN	Genetics Professional
C. Johnson, RPh and P. Currie, RPh	Pharmacist

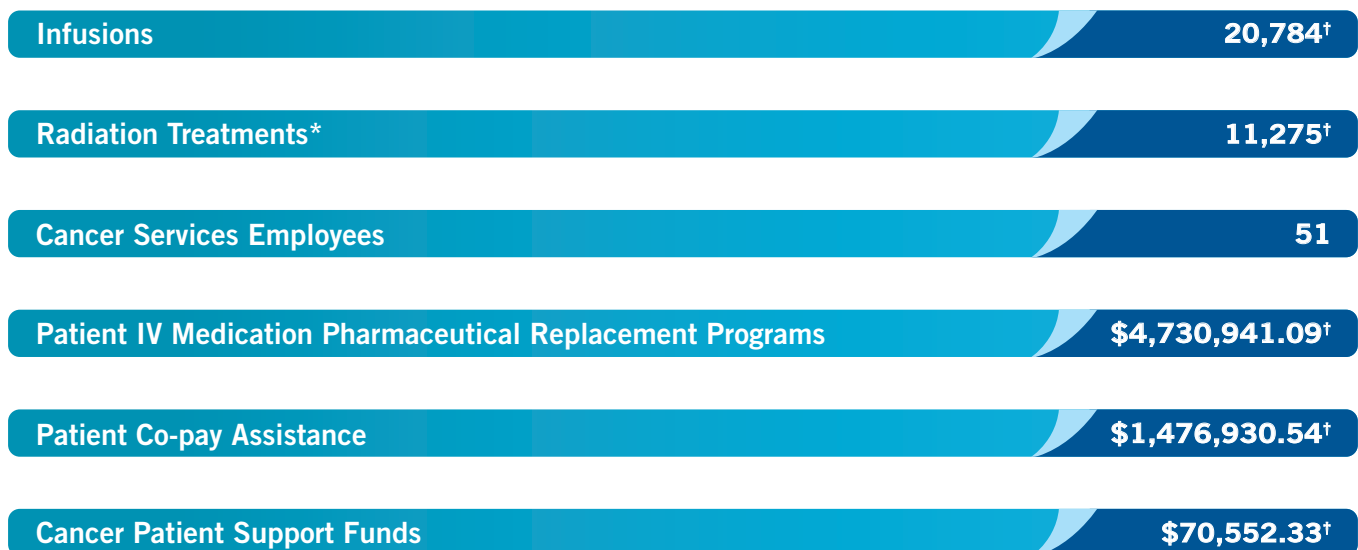
## Honored Guests

C. Turpin	American Cancer Society Staff Rep.
L. Patterson, RD and R. Blundell, RD	Registered Dietician
J. James and P. Weil	Pastoral Care Representative
M. Whitmore, PA-C	Oncology
N. Gay, M.D.	Oncology
K. Christen, BSN	Oncology
C. Fiorentino, NP	Oncology
J. Neely, (R)(M)(T)	Imaging
S. Davis, PT, BS	Physical Therapy
G. Owen, MS, CCC-SLP	Rehabilitation Services
K. Yake, RPh	Pharmacy

# 2019 Cancer Services Facts

**Kootenai Clinic** is a growing network of employed physicians. Our providers offer a wide range of services in a variety of convenient locations. At Kootenai Clinic, our primary care providers, specialists and surgeons work collaboratively on behalf of their patients. This unified health care approach helps to ensure that our patients receive the best care possible. Kootenai Clinic's Cancer Services are the regional cancer treatment centers for northern Idaho, eastern Washington and western Montana. The centers deliver comprehensive, compassionate cancer care using leading edge technology, the newest therapies and a wide range of clinical trials. Treatment specialties include medical oncology, radiation oncology, clinical research, genetic counseling, and clinical navigation. Radiation therapy is offered through our membership with The Alliance for Cancer Care. Since 1990, Cancer Services has been accredited by the **American College of Surgeons Commission on Cancer** and in 2018, received reaccreditation. To minimize the difficulties patients face traveling during treatment, we offer cancer treatment in three locations: Coeur d'Alene, Post Falls and Sandpoint.

## Quick Facts



## Outreach Facts



\* In collaboration with The Alliance for Cancer Care

\*\* Not including Kootenai Health employees during the Mammogram Marathon

<sup>†</sup> Projected total

# A History of Support

**The Cancer Patient Support Fund provides assistance to those undergoing cancer treatment.**

By Andrea Kalas-Nagel

**The Kootenai Health Foundation's Cancer Patient Support Fund** helps provide much needed essentials for patients undergoing cancer treatment such as nutritional supplements, food and basic living expenses, prescription and co-pay assistance, and even gas vouchers. All funds remain locally and benefit area residents seeking care close to home.

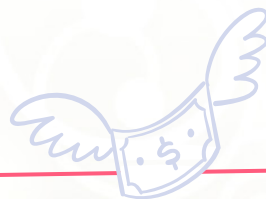
The fund was created in 2006 in anticipation of the future need of cancer patients in our region. That year, the Support Fund assisted 77 patients, the program has grown steadily since its inception and now supports over 250 patients each year.

"Programs like these are popular among hospital foundations because many, if not most, cancer patients are unable to work while undergoing treatment," Melanie Lambrecht, Kootenai Health Foundation development manager, said. "This fund helps to supplement those essential items. It's amazing to see how much this program has grown since 2006; it's such an important resource for our community."

## How Your Gifts Make a Difference



The Cancer Patient Support Fund directly impacts patients receiving care at Kootenai Clinic Cancer Services.



### 2018 Recap

**269**  
Patients Supported  
**\$83,475**  
Total Assistance

### Cancer Patient Support Fund Break-down

**\$5,379**  
Nutrition Supplements  
**\$12,126**  
Utilities  
**\$2,038**  
Rent  
**\$57,180**  
Groceries, Co-pays, Gas  
**\$1,492**  
Pharmacy  
**\$508**  
Other

### Chemo Caps Program

Kootenai Clinic Cancer Services partners with the Kootenai Health Foundation to provide caps for female patients experiencing treatment-related hair loss.

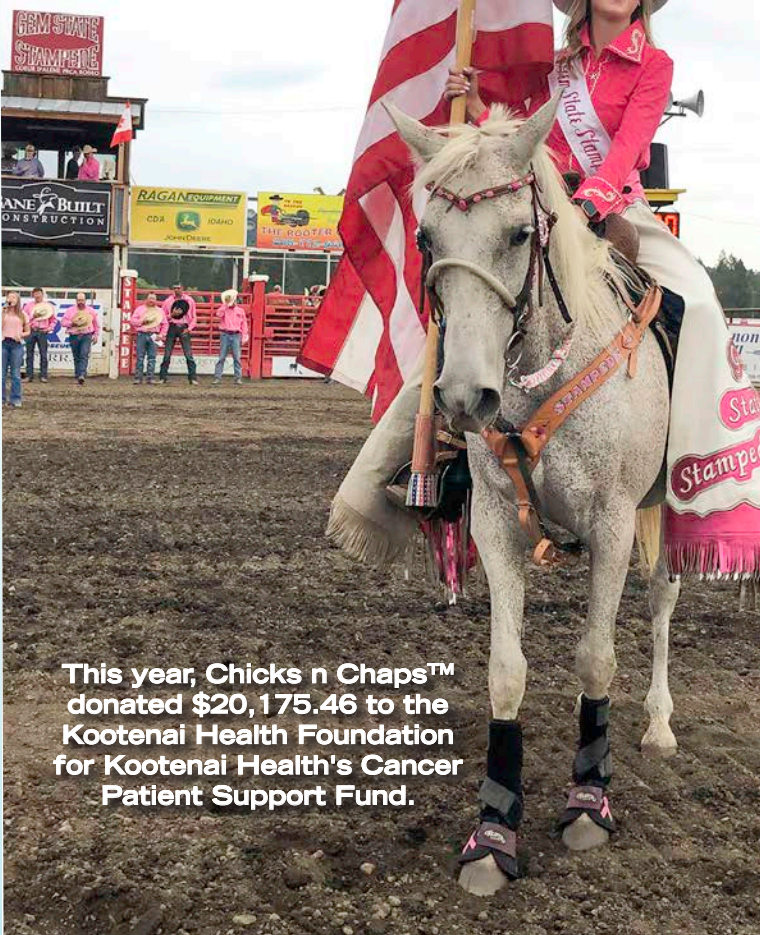
**200**  
Caps Given from 2016-18  
**\$3,206.95**  
2018 Cost



# CHICKS n Chaps™

SPONSORED BY Wrangler

Photo courtesy of: Chris Holloway



This year, Chicks n Chaps™ donated \$20,175.46 to the Kootenai Health Foundation for Kootenai Health's Cancer Patient Support Fund.

Carper Community Foundation raised \$27,082 from its 11th annual Breastfest event to benefit the Kootenai Health Foundation Cancer Patient Support Fund, Panhandle Health District Women's Health Check, and Susan G. Komen Idaho/Montana.

The event honors the memory of Katherine Carper and benefits community cancer patients, free breast health screenings and mammograms.



**Pictured from left:**

(Top) Don Duffy, Panhandle Health District, Melanie Lambrecht, Kootenai Health Foundation, Chris Carper, Michaela Turley, and Ross Turley, Carper Community Foundation (CCF)  
 (Middle) Kim Morgan, Susan G. Komen, Tina Ghirarduzzi, Panhandle Health District, Melisa Bell, and Linda Carper, CCF  
 (Bottom) Steven Bell, Benjamin Bell, Ellie Carper, Patrick Carper, Pat Carper, and Jean Carper, CCF

# Introducing **EMMI**

Kootenai Clinic's new phone tool helps remind patients to schedule important screenings

By Andrea Nagel



**Looking for a  
primary care  
provider?**

Call the Kootenai Clinic  
Appointment Center at  
**(208) 625-6767.**

## There are certain things

we do every year to stay healthy or prevent harm—checking our smoke detectors; getting our teeth cleaned; scheduling a wellness exam, mammogram or prostate exam; and more. With so much going on in our busy day-to-day lives, it can be hard to remember these less frequent tasks. Sometimes a helpful reminder is all we need.

“We know that oftentimes the only barrier for patients in scheduling annual screenings is just taking the time to do it,” said Vivien Spyra, Kootenai Clinic Appointment Center manager. “With EMMI, we can automatically remind patients that they’re overdue for certain screenings and prompt them to schedule an appointment on the spot.”

EMMI is an automated phone service currently being used by Kootenai Clinic Family Medicine and Kootenai Clinic Internal Medicine to remind patients of yearly screenings. The system informs patients they are overdue for a specific screening, can provide education about the screening, and can connect them directly to schedule an appointment.

For clinic staff, the system provides updated statistics of results and other important metrics. It even calculates how much more time staff could spend with patients in the clinic rather than spending time to make phone calls.

## A promising start

“Last May we launched our first mammogram campaign and saw tremendous results,” Vivien said. “We weren’t sure how patients would react to automated calls, but we’ve seen a pretty positive response so far. I think they like

getting the reminder, and being able to connect directly from that call to schedule an appointment is convenient.”

The May mammogram campaign targeted 1,312 patients. Of those patients called, 676 patients engaged with the call (over 50 percent), and 88 transferred to schedule an appointment. Of those 88, three people were actually diagnosed with breast cancer. During this campaign, EMMI calculated that staff members saved an additional 24 hours that could be spent with patients simply by automating the reminder phone calls.

“Our goal is to catch diseases like breast cancer, colon cancer or others early. Patients have better outcomes when they are treated earlier in the disease process,” Vivien said. “We were able to diagnose three people who may not have otherwise scheduled an appointment. Who knows how much further along it would have been before they noticed something was wrong and scheduled an appointment?”

## Expansion plans

After seeing the success of the first campaign, Vivien is excited to expand the call reminders to other screenings. In addition to mammograms, annual wellness visits, and flu shots, Kootenai Clinic hopes to offer reminders for colorectal cancer screenings, well-child exams, and pneumococcal vaccines.

“This is just one of the many ways we’re working to help our patients stay on top of their care,” Vivien said. “In the long term, tools like this will help our patients stay healthier longer.”

# Mammogram Campaign by the Numbers



**1,312**

patients called;  
**676** (52%)  
reached

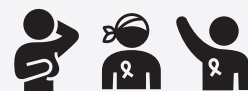
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Of the **676**

patients engaged:  
**88** transferred to  
schedule (13%)

**177** (26%) were  
given a phone  
number to schedule



**3** patients were  
diagnosed with  
breast cancer

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Time saved by  
automating phone  
call reminders:  
**24.15** staff hours

# Cancer Care

## The Right Team

### Makes a

# DIFFERENCE

By Andrea Kalas-Nagel

**In 2004**, at just 40 years old, Kirstie Misquez was diagnosed with breast cancer – found after receiving her very first mammogram.

“I lived in Denver at the time. My daughter was in second grade and my son was 18; I thought I was going to die,” Kirstie said. “That first diagnosis was the most terrifying experience in my life.”

#### **A Personalized Approach**

Fast forward 15 years and Kirstie is facing a similar diagnosis, but this time she’s not afraid. Last year Kirstie was diagnosed with stage four metastatic breast cancer, affecting her bones and soft tissue organs. Kirstie also learned that her cancer is HER2-positive, and estrogen receptor-positive.

“I’m not afraid this time, I’m older and have a lot of fight in me,” she said.

“I believe that treatment options have progressed in a way that’s more personalized. I’m able to have targeted chemotherapy this time, designed specifically for my cancer.”

In addition to advanced treatment options, Kirstie said her care team has made a major impact in her outlook and experience this time around. Her providers, Kevin Mulvey, M.D., and Megan Whitmore, PA-C, made a particular impression.

“I met Dr. Mulvey for the first time when I was hospitalized for a bad case of the flu and had to receive blood platelets,” she explained. “Let me just say, he’s the man. He keeps me grounded and present in what’s going on right now, not worrying about what might happen in the future. Megan is the perfect blend of professional care and compassion –she absolutely cares and empathizes with her patients.”

#### **Support when it counts**

In addition to being treated at Kootenai Clinic Cancer Services, Kirstie found some other resources particularly helpful. For the first two months of her treatment, Kirstie and her parents were all able to stay in Kootenai’s Walden House, a low-cost home away from home for patients, or family members of patients, being treated at Kootenai Health.

“When I first moved to Idaho, I was staying with my son and his family. While I loved living with them, being in a home with small children doesn’t always promote a restful and restorative atmosphere,” she said. “The Walden house was so welcoming – the volunteers at the house were instrumental during the first part of my treatment. We bonded with the other people staying in the house and everyone supported each other.”

Throughout the course of her treatment, Kirstie expanded her support network, working with social workers to navigate the health care system and billing process, and of course from her family and friends.

“At some point, all of my family members and friends from across the country came to visit and support me,” Kirstie said. “Then later in my treatment I discovered the women’s cancer support group and have been attending ever since.”

The Women’s Cancer Support Group meets weekly at Kootenai Clinic Cancer Services in Post Falls. The group is open to any woman who has experienced a cancer diagnosis. Group members have a variety of cancer



Kristie Misquez, of Coeur d'Alene, was diagnosed with stage IV breast cancer and receives treatment at Kootenai Clinic Cancer Services.

cancer diagnosis. Group members have a variety of cancer types and range from women who are newly diagnosed to others who are well in remission. A similar group for men and women is also available.

“I enjoy running the women’s support group,” Travis Geib, Kootenai Clinic Cancer Services social worker, said. “Everyone’s journey through cancer is unique. The support group provides patients an opportunity to engage with others that have a shared experience. The support and kindness members provide each other both inside and outside the clinic is an amazing thing. Sometimes we have potlucks and guest speakers to provide members education about topics of interest.”

Kirstie feels good about her care plan moving forward and is thankful for the support she’s received from her care team and family. She’s hopes women who are diagnosed with breast cancer are able to find the support system they need.



**You can learn more about  
Kootenai Clinic Cancer Services  
at [kh.org/cancer](https://www.kh.org/cancer)  
or call (208) 625-4700.**

# Screening Lungs, Saving Lives

## Kootenai Health works to screen more patients and catch lung cancer earlier



Lung cancer claims more lives in the U.S., and in Idaho, than any other type of cancer – partly because it often goes undetected until it is in its advanced stages. Kootenai Health has launched a new lung cancer screening program that can help find the deadly disease before it's too late.

**“Our goal with the lung cancer screening program is to identify lung cancer at an early stage, before it has spread, and in hopes of providing patients diagnosed with lung cancer with a greater survival and cure rate,”** said Todd Hoopman, M.D., pulmonary specialist.

The screening is performed with a low-dose CT scan of the chest. The CT imaging technology offers a clearer view of the lung tissue than a typical chest X-ray, and it provides the detailed images a physician needs to examine suspicious or worrisome nodules or other abnormalities.

Dr. Hoopman said that Kootenai Health, which is designated as an American College of Radiology Lung Cancer Screening

Center, is the only facility in the northern Idaho region equipped to provide comprehensive lung cancer screening. The program is a much-needed service.

The program targets heavy smokers who are more likely to be at risk of developing lung cancer. To qualify for the screening, a patient must meet the following requirements:

- ▶ Be between 55-77 years of age;
- ▶ Show no signs or symptoms of lung cancer;
- ▶ Have at least a 30-pack years smoking history (e.g. 2 packs/day for 15 years, or 1 pack per day for 30 years)
- ▶ Be a current smoker or have quit smoking within the last 15 years.

“The majority of the time the initial encounter and decision to pursue the low-dose CT is made by the patient's primary care provider, although any provider may order the screening CT,” Dr. Hoopman said.

Kootenai Health's lung cancer screening program involves more than a CT scan; it is a comprehensive program that is driven by a multidisciplinary team of radiologists, pulmonologists, oncologists, radiation oncologists and thoracic surgeons, and clinical navigators who can help guide patients and families through the process. The program also includes smoking cessation counseling and community education events.



**Pictured from left:**  
Todd Hoopman, M.D., Cori Sowa, Brandy Sibert, Cindy Talley, Jackie Grieser, Rachel Day, Kendra Gensch, Jen Neely, Tolly Willhite, David Moody, M.D.

“Undergoing lung cancer screening is part of a comprehensive health plan for at-risk individuals,” Dr. Hoopman said. “We now have at our disposal the tools, the technology and the expertise necessary to diagnose cancer at an earlier stage and, in turn, save lives.”

## Health Check

### Lung Cancer Screening Day Success

On November 23, 2019 a team of Kootenai Health providers and imaging specialists teamed up with the Kootenai Health Foundation to provide 21 free lung cancer screenings to at-risk patients who otherwise may not have access to have this potentially life-saving scan. This state-of-the-art screening is performed with a low-dose CT scan of the chest. The CT imaging technology offers a clearer view of the lung tissue than a typical chest X-ray, and it provides the detailed images a physician needs to examine suspicious or worrisome nodules or other abnormalities.

This is the second year Kootenai Health has partnered with the Foundation, Panhandle Health District, and Heritage Health. This is a unique program that has afforded the opportunity to impact our community in a positive way and provide resources to improve the health and wellbeing of patients in northern Idaho.

Members of the Kootenai Outpatient Imaging staff generously donated their time, talent and expertise to help make this a success.



# In the Fight Against Breast Cancer, it's Quality that Matters

By Andrea Kalas-Nagel



Dr. Timothy Quinn examines a patient in his Coeur d'Alene office.

Receiving a cancer diagnosis is never easy. The emotional shock coupled with the immediate need to schedule medical appointments and begin this life-changing journey is enough to make anyone feel overwhelmed. With an estimated 268,600 new cases of invasive breast cancer to be diagnosed in the U.S. this year, it's important to know what to look for when choosing a health care team.

## A Team Approach

To help ease the burden and help patients manage their care, many cancer treatment centers are turning to a comprehensive care model. Under a comprehensive care model, providers work together as to develop the best treatment options for each patient. For example, a typical breast cancer patient may see a radiologist, pathologist, surgeon, medical oncologist, radiation oncologist, palliative care, and plastic surgeon. In addition to this team of physicians, patients also have access to nutritionists, pharmacists, social workers, and financial counselors as part of their care team.

"The treatment of complex disease as breast cancer really benefits from a team approach," said Timothy Quinn, M.D., general surgeon and medical director of Kootenai Clinic Cancer Services' breast team. "Once treatment is completed, the cancer center provides a survivorship care plan to help with follow-up and surveillance."

In 2017 Kootenai Clinic Cancer Services saw 236 breast cancer patients, roughly 20 percent of all cancer patients. In fact, breast cancer was the No. 1 rated cancer site, followed closely by

lung and prostate cancer. To help manage these cases and provide personalized care, Kootenai Clinic assigns each patient to a nurse navigator to help them navigate through the treatment and recovery process.

"Basically, patients are able to obtain input from multiple specialists all at once," Teresa Johnston, operations manager for Kootenai Clinic Cancer Services, said. "Specialists are able to review the imaging and the pathology and determine the best course of treatment based on national guidelines."

## Excellence in Breast Cancer Treatment

Kootenai Clinic's breast cancer program recently earned a center of excellence accreditation by the National Accreditation Program for Breast Centers (NAPBC). Organizations that achieve NAPBC accreditation demonstrate a firm commitment to offer patients every significant advantage in their treatment.

"I am really proud to have played a role in achieving the National Accreditation Program for Breast Centers (NAPBC) verifications," Dr. Quinn said. "Achieving verification involved meeting multiple standards to ensure our breast disease patients are receiving up-to-date quality care. I don't believe there are many other currently verified programs elsewhere in Idaho or Spokane."

## Second Opinions from Mayo Clinic

When a unique case comes through, Kootenai providers are able to consult with providers at Mayo Clinic through the Mayo Clinic Care Network. Through the eConsult program, local providers can request a second opinion or consultation directly from Mayo Clinic at any time, so patients and providers get the information they need, without traveling. Last year 120 patients benefitted from this service.

# Excellence In Cancer Care

Kootenai Clinic Cancer Services has offered quality cancer care in northern Idaho since it began in 1987 as the North Idaho Cancer Center. Since then, the clinic and staff have received multiple awards, certifications, and accreditations for their commitment to patient care.



## COC Accreditation

Commission on Cancer (COC) accreditation is the “gold standard” for cancer program accreditation. Issued by the American College of Surgeons, Kootenai has held this designation since 1990. We are one of only four centers in Idaho, and one of only two in the Inland Northwest to hold this accreditation. Receiving COC accreditation required Kootenai to share information with both the Idaho state and national cancer database repositories. This information is used to monitor and report outcomes, determine patterns of care, identify disparities, and focus on areas for quality improvement.



## QOPI Certification

Issued by the American Society of Clinical Oncology, Kootenai Clinic Cancer Services received this certification in 2017. Kootenai is the third organization in Idaho to receive this certification, and the only organization in the Inland Northwest. QOPI demonstrates Kootenai’s compliance with nationally approved standards and demonstrates a commitment to quality.



## NAPBC Accreditation

Issued by the American College of Surgeons, NAPBC is a new accreditation earned in 2017 for excellence in breast cancer care. Kootenai is the only organization in Idaho and the Inland Northwest to receive this accreditation. To receive this accreditation, Kootenai had to meet specific additional requirements above and beyond COC accreditation for breast cancer patients. This demonstrates Kootenai’s commitment to provide the best care for patients in northern Idaho and willingness to continuously improve.



## Breast Imaging Center of Excellence

Kootenai received this designation from the American College of Radiology in 2010. This means the imaging technologists and radiologists, and equipment at Kootenai meet the highest national standards. This allows patients to have the best opportunity for early detection and survivorship.



## Certified Lung Cancer Screening Facility

Kootenai Clinic has held this designation from the American College of Radiology since 2015. Much like the Breast Imaging Center of Excellence, this designation means the imaging technologists and radiologists, and equipment at Kootenai meets the highest national standards. This allows patients to have the best opportunity for early detection and survivorship.



## GO2 Foundation for Lung Cancer Center of Excellence

The GO2 Foundation for Lung Cancer Foundation has recognized Kootenai Health as a Lung Cancer Center of Excellence which recognizes our program as having the highest quality of care with a patient-centric approach for patients with cancer. Meeting this rigorous criteria puts our program on par with leading academic and research institutions not typically found in community hospitals.



## Low Dose Screening and Navigational Bronchoscopy Program Recognition

Kootenai’s program was awarded first place at the Global Lung Health Summit in 2017. This program helps to catch cancer earlier so the impact to the patient is minimized, and their opportunities for a good outcome are improved.

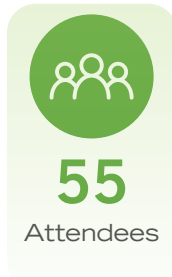
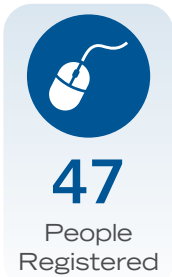


# Eat to Beat Colon Cancer Event

Held on June 20, 2019

Presented by:  
Kootenai Clinic Cancer Services

## Event stats:



## Survey results:

### Statement 1:

I learned new ways to incorporate healthy eating into my diet.  
**94%** of attendees selected “agree” or “strongly agree” for this statement.

### Statement 2:

I learned the importance of getting a colonoscopy.  
**94%** of attendees selected “agree” or “strongly agree” for this statement.

### Statement 3:

I plan on following early detection measure to prevent colon cancer.  
**94%** of attendees selected “agree” or “strongly agree” for this statement.

## Screening results:

**9**

eligible people took home a free screening kit (**16%**)

**3**

people were negative (**33%**)

**2**

did not complete the test, but agreed to follow up with their provider (**22%**)

**4**

people are lost to follow up (**44%**)

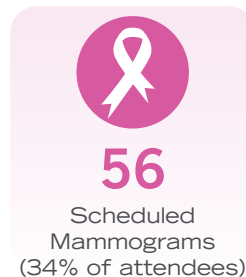
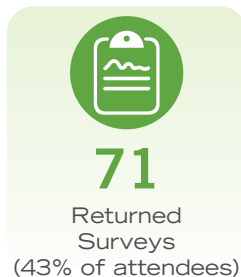




# Pamper Me Pink

Presented by:  
Kootenai Clinic Cancer Services

## Event Stats October 30, 2019:



## Survey Results:

### Question 1:

Do you feel that attending Pamper Me Pink increased your knowledge about breast health and the importance of screening and early detection?

**100%** of the returned surveys very much or somewhat agree with this statement.

### Question 2:

After attending Pamper Me Pink do you feel that you are likely to schedule yearly mammograms and take steps to maintain your breast health?

**97%** of the returned surveys very much or somewhat agree with this statement.

## Kootenai Health Awards and Recognitions



Mayo Clinic Care Network Member  
The network includes organizations across the nation that work closely with Mayo Clinic to provide patients a higher level of care close to home.



Magnet means nursing excellence, earned by only 7% of hospitals nationwide.



The "Hospital Safety Grade" scores hospitals on how safe they keep their patients from errors, injuries, accidents, and infections.



Accredited by the American College of Surgeons Commission on Cancer.



Accredited by the Oncology Nursing Society.



The American College of Surgeons named Kootenai Health as an Accredited Breast Center.



Providing Excellence in Patient-Centered Care

The GO2 Foundation for Lung Cancer Foundation has recognized Kootenai Health as having the highest quality of care with a patient-centric approach for patients with cancer.



AMERICAN COLLEGE OF SURGEONS  
Verified Trauma Center

The American College of Surgeons has verified Kootenai Health as a Level III Trauma Center. Kootenai is also designated as a Level II Trauma Center by the state of Idaho.



Kootenai Health received an "A" Rating for outstanding financial stewardship.



The Gallup Great Workplace Award recognizes companies for their extraordinary ability to create an engaged workplace culture.



U.S. News & World Report ranked Kootenai Health as the number one hospital in Idaho.



Top 100 ranking means Kootenai Health is among the best in the nation when it comes to providing quality, affordable health care to our community.



DNV has certified Kootenai Health as a knee and hip replacement center of excellence.



Kootenai Health Neurodiagnostic Services is accredited by ABRET, meeting strict national standards and recognized as a place where patients and physicians can have confidence they are receiving quality diagnostics.

TRUVEN HEALTH ANALYTICS  
an IBM Company



Kootenai Health was named one of the top 50 cardiovascular hospitals in the nation.



KootenaiClinic

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