

ASSOCIATION OF CANCER EXECUTIVES UPDATE

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HAVE SOME NEWS TO SHARE?

Please send to Brian Mandrier at
brian@mandriergroup.com



Webinars

TRANSFORM YOUR GENETICS PROGRAM FROM A COST CENTER TO A PROFIT CENTER

May 17, 2022 • 2:00 PM (EDT)

Speaker: John Hansel, Senior Vice President,
Commercial Strategy, CancerIQ

Register for their webinar [here](#).



Reminders

2022 FELLOWSHIP PROGRAM

All applications are due by **May 15, 2022**.

2022 CERTIFIED ONCOLOGY ADMINISTRATOR (COA)

All applications are due by **October 15, 2022**.

LOOKING FOR A NEW OPPORTUNITY?

Be sure to visit the [ACE Job Board](#).

Read about the ACE 2022 Annual Meeting on page 5!



association of
cancer
executives

Connecting All
Oncology Leaders

MEMBER SPOTLIGHT



Profile

**AMBER S. CAMPBELL,
MBA, DBA**

NEW!

Title, Organization:
Chief Strategy Officer,
San Ramon Regional
Medical Center

Years in the field: 15 years



HAVE SOME NEWS TO SHARE?

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at brian@mandriergroup.com

Association of Cancer Executives Announces the 2022 Class of Certified Oncology Administrators (COA™)

Charleston, SC – February 8, 2022 – The Association of Cancer Executives (ACE) recently announced the new 2022 class of Certified Oncology Administrators (COA™).

Cheray Burnett and Sarah Hall are the 2022 applicants to complete the application process and be named ACE COA's. The COA program was developed over the last few years by the Association of Cancer Executives (ACE) board of directors and the Past President's Council. The COA credential was designed to recognize leaders in the oncology administration field with a thorough understanding across several disciplines.

MEET THE 2022 CLASS OF ACE COA'S



SARAH HALL

Sarah Hall is a results-driven professional with over 15 years of progressive healthcare management experience,

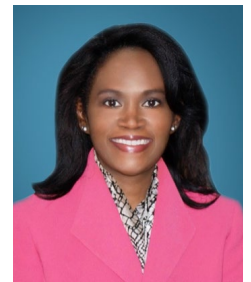
focusing on the fields of strategy, growth, and oncology value-based operations. Her experience has provided her with

expertise in operations, finance, physician practice management, facility planning, and development. Recently, Sarah took on the role of Senior Director, Central Operations for the Oncology Institute of Hope and Innovation. She is responsible for centralized functions for this national, value-based oncology group. Before that, Sarah worked as the Senior Director of Operations and Strategy in the inaugural Department of Oncology at The University of Texas at Austin Dell Medical School, where she was part of a team that was responsible for establishing a comprehensive cancer center from the ground up.

CHERAY BURNETT

Cheray T. Burnett,
COA, FACHE

- With over thirty-five years of professional experience in healthcare operations, strategic planning, business development, and specialization in oncology services, Cheray Burnett is a respected and recognized leader in the health care community. The scope of her work ranges



from operations and program analysis at a health center to broad administrative oversight of health systems, which includes directing ancillary and supply chain services, physician alignment, government relations, and coordinating multi-million dollar funding and grant acquisitions. Ms. Burnett developed and launched two first-time accredited cancer programs, achieving consecutive gold-level certification and outstanding achievement awards. She established the first community-wide health partnership in Yonkers; New York focused on implementing quality prevention programs and expansion of ambulatory care services. Ms. Burnett has written several articles and received numerous awards

including the Women in Business Award from Westchester Magazine and 914 Inc., the American Hospital Association Nova Award for effective, collaborative community health programs, and the New York State Department of Health award for addressing health disparities in chronic diseases.

Cheray Burnett began her career at the Bronx, NY-based Fordham-Tremont Community Mental Health Center. She is currently serving as Catholic Health's administrative leader for its' Cancer Institutes in Long Island, NY at St. Francis, Mercy & St. Joseph's Hospitals. Before joining Catholic Health, she held senior-level executive positions at St. John's

Riverside Hospital in Westchester County, NY, and Mary Immaculate Hospital, a division of the former Catholic Medical Center of Brooklyn and Queens, NY. Ms. Burnett is Board Certified in Healthcare Management from the American College of Healthcare Executives and is a Certified Oncology Administrator through the Association of Cancer Executives. She has a Bachelors in Health Services Administration, a Master's in Public Administration, and most recently received a certificate in Healthcare Leadership Advancement from Cornell University. Cheray attributes various stages of her growth to health care leaders that have placed mentorship as a priority.

Combat Care Team Burnout with Midmark RTLS

BY JEANNE KRAIMER, PRODUCT MARKETING MANAGER, MIDMARK RTLS

Burnout among care teams has many causes; most notable is communication inefficiency - confusion over which patient is ready, where they are located and if their labs have returned. When communication breaks down, everyone becomes frustrated and patient care suffers. A survey from the Association of Community Cancer Centers showed 75% of cancer care executives agreed workflow inefficiencies were of top concern¹. When workflow processes are more efficient,

communication is more effective, stress is relieved and more time can be devoted to patients.

LEADING CANCER CENTERS USE RTLS TO IMPROVE PATIENT FLOW AND REDUCE BURNOUT

Midmark RTLS' real-time locating system (RTLS) solutions are used by **five of the top 12** cancer centers in the US to optimize patient flow, reduce caregiver

stress and enhance safety for patients and staff. Badges, worn by patients and staff, communicate with a network of sensors located throughout the facility, to monitor real-time locations. Staff can see where each patient is located and their stage of care – including who has seen them and who may need to see them next. As one of the oncologists we work with told MD Magazine, “I don't work in an environment that has me guessing and stressing about what's next.”

STREAMLINE THE INFUSION PROCESS FROM EXAM TO INFUSION

[Midmark RTLS Patient Flow Optimization](#)

proactively communicates wait times, caregiver interactions and visit progress, making the patient experience more efficient with less frustration among both patients and staff. Thanks to the chair-level location accuracy that Midmark RTLS technology provides, cancer centers can monitor chair-based treatments for infusion length, chair utilization and staff interactions.

COLLABORATION AND SAFETY AMONG CARE TEAMS

With multiple appointments for every patient visit, cancer care creates unique patient flow challenges that Midmark RTLS can help address. By understanding patient location and stage of care, care teams can more quickly identify when patients are running behind schedule. Chemotherapy is a time when communication is especially important between the care team and the

pharmacist. Midmark RTLS provides a way to alert pharmacists when the patient is ready for chemo, reducing the waste of medication that's mixed too soon. Midmark RTLS also can help improve safety when it comes to contagions. An automated contact tracing report quickly identifies who came into contact with a contagious patient or staff member.

IMPROVING PATIENT FLOW IMPACTS CLINIC CAPACITY

With the historical data available through Midmark RTLS Patient Flow Optimization, cancer centers can optimize their workflow and gain a deeper understanding of their clinic's efficiency. Using the rich data generated by RTLS and the expertise of Midmark's customer success coaches, processes can be improved to reduce non-value-added activity and increase overall capacity. Enhancing efficiency and communication through process improvement and in real-time will improve the quality of life for your care team as well as the patient experience, ensuring that they receive the best care possible.

Find out more about how Midmark RTLS can be used to improve patient flow and satisfaction at midmark.com/oncology.

REFERENCES:

1. ["2019 Trending Now in Cancer Care Survey"](#), ACCC, January 2020.

ACE 2022 Annual Meeting Recap

BY BRIAN MANDRIER

The 2022 ACE Annual Meeting was held earlier this year in Charleston, South Carolina, at The Charleston Place Hotel. This marks the first time the ACE Annual Meeting returned in person since the beginning of the pandemic.

The annual meeting began with a series of pre-meeting workshops focusing on Oncology 101 – Emerging Leaders: Your Personal Strategic Planning & Charting Your Oncology Leadership Career and The Practice Financial Guide: How to Avoid Data Overload and Focus on What Matters Most, along with Advanced Payment Models.

The Annual Meeting began with ACE Past President Wendy Austin announcing Susan Brown as the 2022 recipient of the Marsha Fountain Award for Excellence in Oncology Administration.

Chairperson Mary-Kate Cellmer and the Annual Meeting Planning Committee put together a robust agenda featuring keynote speaker Robert Winn, MD, VC Massey Cancer Center. The first day of the meeting continued with a session focusing on The Intersection of Cancer and Aging: Advancing Healthcare Delivery and Implementation for Aging Adults with Cancer, Strategic Planning for Cancer Program Amongst a Financial Healthcare Crisis, Partnering with Community Paramedicine to Enhance Care Beyond



the Cancer Center. Platinum sponsor LeanTaas session focused on Not Enough Nurses: Coping with Extreme Staffing Challenges in Infusion Centers.

The day concluded with sessions on COC PDSA Return To Screening and the Guideway Care Platinum sponsor session Guideway Care Platinum Sponsorship Session: Cancer Care in the Wake of COVID-19: Overcoming Fear and Increasing Patient Interactions.

The evening offered attendees a chance to visit the ACE EXPO Hall with 25 vendors offering the latest service and products. The evening theme was a Spanish food and wine pairing as the calendar shifts toward the next IOLC meeting to be held in Barcelona, Spain, this November.

The final day began with a keynote presentation from Timothy Mullet, MD,

UK Markey Cancer Center. The day continued with sessions discussing Transition Clinic for Care - Use of Virtual Visits to Manage Readmissions, Rate of Adoption of New Cancer Drug Therapies, Positive Disruption During Covid-19: Redefining the Comprehensive Breast Cancer Model, Workplace Safety - Cancer Center Influence of Health System Safety, Improving Patient Care in Cancer Value Stream and Costs and Benefits of an Exercise Oncology Program.

A big thank you goes out to all of our attendees, speakers, and sponsors, making the 2022 a very successful annual meeting in a difficult time. We now to shift our focus towards IOLC Barcelona 2022 and the ACE 2023 Annual Meeting in Rancho Mirage, CA. If you are interested in being a part of either of these meetings, please contact Brian Mandrier – at brian@mandriergroup.com.

