WMCC Forms New Patient & Caregiver Advisory Council

We are excited to announce the formation of a new Patient & Caregiver Advisory Council here at WMCC. The group consists of eight to ten patients and caregivers who will meet six times a year. The first meeting is later this month and the council’s task is to review improvements proposed by our staff. Our quality & risk managers will lead the meetings and together, the council will look at several areas targeted for enhancement including:

- First visit/consult process
- Education material
- Phone system
- Scheduling process

The Patient and Caregiver Advisory Council will give us another layer of feedback on the level of care we provide day in and day out. Our center also relies on patient satisfaction surveys conducted monthly as well as patient focus groups. Recently, we invited breast cancer patients and their caregivers to gather for an open discussion about their experiences with us—from diagnosis through survivorship.

Suggestions from the council will be used to improve our practices moving forward. We look forward to keeping you up to date on our progress.

Radiation oncology scheduler Jill Stuhldreher.

Dr. Mohammad Omaira meets with a patient.
We recently welcomed four new advanced practice providers in Kalamazoo. All of these providers are responsible for seeing and evaluating hematology and medical oncology patients during consultation.

**CHELSEA ASHCRAFT, PA-C,** is a physician assistant in our hematology/medical oncology department. Ashcraft received a Bachelor of Science degree in biology from Aquinas College in Grand Rapids and a Master of Science degree in medicine and Certificate in Physician Assistant Studies from Rocky Mountain College in Billings, MT.

**KATIE MCGRAIL, PA-C,** is a physician assistant in our hematology/medical oncology department. McGrail received a Bachelor of Science degree from Western Michigan University and a Master of Science degree in medicine and Certificate in Physician Assistant Studies from Trevecca Nazarene University in Nashville, TN.

**AMANDA MITCHELL, PA-C,** is a physician assistant in our hematology/medical oncology department. Mitchell received a Bachelor of Science degree in dietetics from Loyola University in Chicago. She earned a Master of Science degree in human nutrition from Michigan State University in East Lansing and a Master of Science degree and Certificate in Physician Assistant Studies from Wayne State University in Detroit.

**JANAYE KEIFER, AGA-CNP,** is a certified nurse practitioner in our hematology/medical oncology department. Keifer earned a Bachelor of Science in nursing degree from Michigan State University in East Lansing and a Master of Science in nursing from Madonna University in Livonia.

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### Introducing Next Day Infusion Scheduling

If you or a loved receives care in the infusion room, we want to update you about a new process called ‘next day infusion scheduling’.

**How It Works:**

**Day 1 Appointment:** You meet your provider, have your labs completed & reviewed and discuss your treatment with the opportunity to ask questions. Your provider will then determine whether to proceed with any treatment scheduled for you. If the provider decides that you can proceed, your treatment will be ordered to begin the next day.

**Day 2 Appointment:** You return for your treatment appointment and immediately report to the infusion room.

If the provider determines that it is necessary to delay your treatment (for example, if you are not feeling well or your blood work indicates that it is best for you to delay treatment at that time), your treatment will be rescheduled. Depending upon the issues involved, you may require another visit with your provider.

Please note that this new policy does not affect injections, port flushes or phlebotomies.

**Advantages:**

- **Less time waiting in the center.** We know that your time is valuable and believe this will reduce the time you have to be at the cancer center.

- **Streamlined delivery of care.** Scheduling next day infusions allows your provider more time to review and approve your care plan. Safety checks are completed ahead of time, so your time at the cancer center can be reduced. This also helps reduce overcrowding in the infusion room at certain times of the day, allowing you a greater sense of privacy during your treatment.

As always, our goal is to provide you with the best care and customer service. We understand that this may be a transition for you. Please let us know how we are doing.

If this scheduling provides a significant hardship for you, please speak with a scheduler who will work to accommodate your needs.
**New Medicare Cards Coming Soon + Fraud Alert!**

The government is removing social security numbers from Medicare cards in an effort to protect recipients’ personal information and reduce identity theft. Each person will get a new card and you can expect to see yours in the mailbox sometime between April 2018 and April 2019. The card will contain a Medicare Number that is unique to you, and it will only be used for your Medicare coverage. The new card will not change your coverage or benefits.

**Fraud alert -- current cardholders**
- Third party organizations are claiming to be able to get Medicare cards faster for recipients. It’s a scam—so if they call, hang up and call 1-800-MEDICARE (1-800-633-4227).
- Don’t share your Medicare number with anyone who contacts you by phone, email or in person. Medicare will NEVER contact you (unless you ask them to) for your Medicare Number or other personal information.
- Don’t ever let anyone borrow or pay to use your Medicare Number.
- Guard your Medicare card like you would a credit card.

**Fraud alert -- those looking to enroll in a Medicare plan**
- Remember, there are no ‘early bird discounts’ or ‘limited time offers’.
- Don’t let anyone rush you to enroll by claiming you need to ‘act now for the best deal’.
- Be skeptical of free gifts, free medical services, discount packages or any other offer that sounds ‘too good to be true’.

**Service Suspending at South Haven Affiliate Clinic**

We are suspending service at the WMCC oncology/hematology clinic at Bronson South Haven on February 23, 2018. This decision was a difficult one to make, as we know that the clinic was close to home and convenient for office visits for lakeshore area patients.

The clinic’s hematologist/oncologist, Dr. Manish Thakur, will continue to care for South Haven clinic patients at our main campus in Kalamazoo. We are doing everything we can to make the transition as seamless as possible.

If you have any questions or concerns, please call the affiliate nurse navigator at 269-373-0119 and leave a voice mail message with your first and last name, date of birth, and your phone number. The nurse will return your call within 48 hours. You may also contact Dr. Mitchell Berger, Division Chief of Medical Oncology, directly at 269-373-7445 should you have any special concerns or questions.

**Affiliate Clinic Locations**

- **ALLEGAN** Allegan General Hospital
  555 Linn Street
  Allegan, MI

- **DOWAGIAC** Borgess-Lee Memorial Hospital
  420 High Street
  Dowagiac, MI

- **MARSHALL** Oaklawn Hospital
  200 North Madison Street
  Marshall, MI

- **STURGIS** Sturgis Hospital
  916 Myrtle Avenue
  Sturgis, MI

- **THREE RIVERS** Three Rivers Health
  711 S. Health Parkway
  Three Rivers, MI
Survivorcise is a free, 12-week exercise program just for cancer survivors. The program is open to men and women who have been treated for cancer in the last five years and who are not currently receiving chemotherapy or radiation. Classes are held twice a week for one hour and led by certified trainers who understand the special needs of cancer survivors. As an added bonus, participants enjoy complimentary member benefits at the fitness center where classes are held during the 12-week program cycle. Survivorcise requires physician clearance to participate so talk to your doctor to see if you qualify.

Classes are offered in the South Haven and Kalamazoo areas:

2018 Survivorcise Class Dates

**March 5 – May 23** – Bronson Wellness Center, SOUTH HAVEN
Mondays & Wednesdays – 1:30 to 2:30 pm

**April 10 – June 28** – YMCA Maple Street, KALAMAZOO
Tuesdays & Thursdays – 1:00 to 2:00 pm

**July 3 – September 20** – YMCA Centre Avenue, PORTAGE
Tuesdays & Thursdays – 1:00 to 2:00 pm

Newer research from the National Cancer Institute has shown that regular, moderate exercise has health benefits, both physically and emotionally, for cancer patients. Physical activity may provide beneficial effects for several aspects of survivorship— including limiting weight gain, improving quality of life and reducing cancer recurrence or progression.

Survivorcise is **free and is for everyone**— men and women of all ages—even if you’ve never exercised before. For more information or to register, call 269-384-8674 or email survivorcise@wmcc.org.
Good nutrition is crucial for patients undergoing treatment for cancer and blood disorders. A proper diet during and after treatment can help you feel better and stay stronger. Unfortunately, the side effects associated with treatment—including chemotherapy, radiation therapy, immunotherapy and surgery—can make eating a proper diet difficult.

We have two registered dietitians on staff who are available to help you. They are an important part of your healthcare team and want to assist you during treatment and through your recovery. Our dietitians have special expertise in cancer and blood disorders and can help with:

- Weight loss or gain
- Loss of appetite
- Taste changes
- Nausea
- Diarrhea
- Constipation
- Pain with eating
- Feeding tube needs

If you would like to meet with one of our registered dietitians, feel free to let your provider know and they will refer you for a consultation. You can also call them directly at 269-373-0109.

We are pleased to announce a new program for cancer survivors called SurvivorWise! SurvivorWise is a cooking class series developed in a partnership between WMCC’s registered dietitians and Kalamazoo Valley Community College’s culinary arts program. The goal is to help survivors discover healthy choices and learn new kitchen skills.

The program was made possible through a grant from the Lewis C. & Barbara J. Howard Fund at Kalamazoo Community Foundation. Space is limited and there are eligibility requirements.

If you would like to learn more about SurvivorWise, call our nutrition staff at 269-373-0109 or email nutrition@wmcc.org.
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In Memory of Blanca Weaver
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In Honor of Shirley Tindall
Mr. and Ms. Dean R. Tindall
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Ms. Rachel Polinski
In Honor of James VanWyk
Ms. Barbara A. Alden
In Honor of Arline Wallace
Mr. Eimo Wallace
In Honor of David Warren
T.J. Waldofsky
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Ms. Merry Carson
Mrs. Lynne Konett
Ms. Doris A. Schoening

CALL YOUR NURSE & SCHEDULER DIRECTLY  Monday through Friday – 8:00 am to 5:00 pm

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<table>
<thead>
<tr>
<th>Physician</th>
<th>Nurse Liaison</th>
<th>Phone</th>
<th>Scheduler/MA</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Berger</td>
<td>Cindy K.</td>
<td>269-373-7496</td>
<td>Chauntelle</td>
<td>269-373-0122</td>
</tr>
<tr>
<td>Dr. Bivins</td>
<td>Anne H.</td>
<td>269-373-7402</td>
<td>Andrea B.</td>
<td>269-373-7499</td>
</tr>
<tr>
<td>Dr. Hameed</td>
<td>Erica P.</td>
<td>269-384-8604</td>
<td>Maegan J.</td>
<td>269-384-8665</td>
</tr>
<tr>
<td>Dr. Issa</td>
<td>Sherri T.</td>
<td>269-384-8671</td>
<td>Charity C.</td>
<td>269-373-7416</td>
</tr>
<tr>
<td>Dr. Nagpal</td>
<td>Cindy E.</td>
<td>269-373-7467</td>
<td>Morgan V.</td>
<td>269-384-8653</td>
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<tr>
<td>Dr. Omaire</td>
<td>Anne P.</td>
<td>269-373-7469</td>
<td>Michelle W.</td>
<td>269-384-8692</td>
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<tr>
<td>Dr. Rafi</td>
<td>Heather M.</td>
<td>269-384-8636</td>
<td>Brooke B.</td>
<td>269-384-8692</td>
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<td>Dr. Thakur</td>
<td>Brenda B.</td>
<td>269-373-0107</td>
<td>Ilesia H.</td>
<td>269-384-8634</td>
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<td>Dr. Tokala</td>
<td>Karen R.</td>
<td>269-585-6711</td>
<td>Chauntelle</td>
<td>269-373-0122</td>
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**Radiation Oncology**

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<tr>
<td>Dr. Grossheim</td>
<td>Kyle P.</td>
<td>269-373-7426</td>
<td>Jill S.</td>
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<tr>
<td>Dr. Mislini</td>
<td>Beth S.</td>
<td>269-384-8685</td>
<td>Jill S.</td>
<td>269-373-7428</td>
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<tr>
<td>Dr. Radawski</td>
<td>Tabitha P.</td>
<td>269-384-8616</td>
<td>Jill S.</td>
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<tr>
<td>Dr. Schroyer</td>
<td>Pam R.</td>
<td>269-373-7444</td>
<td>Jill S.</td>
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**Gynecologic Oncology**

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<tr>
<td>Dr. Hoekstra</td>
<td>Grace C.</td>
<td>269-373-7466</td>
<td>Kathleen C.</td>
<td>269-384-8609</td>
</tr>
<tr>
<td>Dr. Mize</td>
<td>Sarah T.</td>
<td>269-384-8637</td>
<td>Heidi R.</td>
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**Neuro Oncology**

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<tr>
<td>Dr. Bivins</td>
<td>Anne H.</td>
<td>269-373-7402</td>
<td>Cindee M.</td>
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**Surgical Oncology**

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<tr>
<td>Dr. Munene</td>
<td>Eleanor B.</td>
<td>269-384-8663</td>
<td>Heidi R.</td>
<td>269-384-8669</td>
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**Hemophilia Clinic**

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<th>Physician</th>
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<tbody>
<tr>
<td>Staff</td>
<td>Jennifer L.</td>
<td>269-373-0106</td>
<td>Staff</td>
<td>269-384-8662</td>
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<tr>
<td></td>
<td>Nancy L.</td>
<td>269-373-7479</td>
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**Additional Support**

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<thead>
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<th>Department</th>
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<tr>
<td>Billing</td>
<td>269-585-6713</td>
</tr>
<tr>
<td>Dietitian</td>
<td>269-382-2500</td>
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<tr>
<td>Genetic Counseling</td>
<td>269-384-8683</td>
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<td>Infusion Scheduling</td>
<td>269-585-6712</td>
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<td>Medical Records</td>
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<tr>
<td>Phone Triage Line</td>
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<td>Social Work</td>
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<td>Test Results &amp; Prescription Refill Line</td>
<td>269-585-6710</td>
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<tr>
<td>Volunteer Services</td>
<td>269-373-7434</td>
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</table>

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