Kaiser Permanente
OAKLAND and RICHMOND
MEDICAL CENTERS
OUR MISSION IS SIMPLE: Support our specialists in providing the best in personalized cancer care. Kaiser Permanente’s integrated health care system brings together a team of specialized physicians and cutting-edge technology to provide each patient with the best in personalized cancer care.
OUR COMMITMENT to Patients

Cancer care touches our lives both professionally and personally. It is a top priority at Kaiser Permanente. All of our physicians work on cancer in one way or another—whether to prevent it, detect it early, treat it when we find it, care for the survivors, or comfort those who may pass away as a result of the disease. We’ve made huge strides and continue to challenge ourselves through our commitment to every patient.

OUR WORLD-CLASS Cancer Care Team Includes:

- Experienced specialists who treat high volumes of patients
- Support at every step of care: risk reduction, screening, diagnosis, treatment, and survivorship
- Seamless and timely care coordination
- Cutting-edge technology
- Patient-centered care

Our specialists work collaboratively to ensure world-class cancer care treatment and outcomes for every patient, by leveraging our expertise, investing in cutting-edge technology, and pushing the boundaries of what’s possible.
Cancer Care Achievements

Cancer care is complex. We simplify screening, diagnosing, and treating patients with cancer through our integrated approach to care.
INTEGRATED Approach to Cancer Care

As one of the largest integrated health care systems in the United States, we can quickly adapt to advances in treatment. We bring those benefits to our patients every day to perform thousands of treatments each year. At the same time, we create truly transformational innovations. Both rapidly adapting and developing new advancements is only possible by leveraging our specialists’ knowledge from many disciplines and medical centers linked together by our electronic health record system.

We continuously weave advancements in equipment and techniques with each patient’s medical history, preferences, and unique needs. This means we can automatically review incidental findings, such as a thoracic imaging study that can be reviewed by various experts. This process facilitates rapid and consistent follow-up on unexpected cancer discoveries at imaging.

Our expert care team will work together to:

• Review newly flagged cases
• Meet with each patient to discuss next steps, treatment options, and personalized care recommendations

It is the same as getting a second, third, and fourth opinion at the start of the process.

Our integrative approach to care also allows us to apply the most effective screening protocols to save more lives, such as using universal reflex genetic testing for Lynch Syndrome of all newly diagnosed colorectal cancer patients.

Our multispecialty physician team will:

• Recommend multiple ways to provide patient-centered care
• Bring cutting-edge treatment to patients

This multidisciplinary approach is distinctive of our medical group and doesn’t exist in the fragmented fee-for-service health care sector. We’re able to standardize the best possible care, giving our patients their best chance to beat cancer.
CANCER CARE represents a large portion of our work at Kaiser Permanente. Only heart
disease affects more people than cancer in the United States, and the number of cancer cases
is quickly growing to surpass heart disease soon. We have an opportunity that other health care
systems may not—to change that trajectory. The Commission on Cancer provides a foundation
to focus on key quality care standards and our cancer program can lead this change.
COMMISSION on Cancer Accreditation

There are more than 1,500 Commission on Cancer (CoC) accredited cancer programs in the United States, representing only 30 percent of all hospitals and treating more than 70 percent of all cancer patients. All Kaiser Permanente Northern California facilities are accredited. To earn this prestigious accreditation, a cancer program must meet or exceed 34 quality care standards, be evaluated every 3 years, and maintain levels of excellence in the delivery of comprehensive patient-centered care.

When cancer patients seek care at a CoC-accredited cancer center, they gain access to comprehensive, state-of-the-art cancer care close to home. Kaiser Permanente takes this one step further. Our integrated health care system allows for true multidisciplinary, end-to-end care, and treats cancer as a complex group of diseases treated by a team of specialists. Because of this approach, patients have access to clinical trials, new treatments, genetic counseling, and patient-centered services, including psychosocial support, patient navigation, and a survivorship care plan. We improve our patients’ quality of life—both before and after cancer. These integrated partnerships result in improved patient care.
Clinical Trials Matter to Us

We’re proud to offer cancer patients access to cutting-edge treatment through participation in clinical trials.
Kaiser Permanente’s Cancer Research Paves the Way for Improved Outcomes

We’re recognized for participating in numerous clinical trials with national and international research organizations. All of our medical and radiation oncologists are investigators on our cancer research team. There are more than 70 clinical trials available to patients at any given time. Because of this, we offer patients access to cutting-edge treatment options and research in symptom management, screening, and prevention.

In 2014, Kaiser Permanente was awarded a 5-year grant of 10.4 million dollars from the National Cancer Institute (NCI) to conduct cancer clinical trials and cancer care delivery research studies. We joined 4 other Kaiser Permanente Regions to form an NCI Community Oncology Research Program (NCORP). This new program represents 1 of every 40 patients in the United States and continues to bring cutting-edge treatment options to our patients while comparing existing cancer treatments on a patient-by-patient basis.

The new funding will allow Kaiser Permanente to expand its focus on research into care delivery by:

- Evaluating alternative treatment delivery systems
- Examining disease prevention
- Exploring pain and symptom management
- Investigating disparities in cancer outcomes and how to eliminate them
**TRENDS** in Cancer Diagnosis

The cancer registry is an essential component of the Commission on Cancer (CoC) accredited cancer program and an invaluable tool in the fight against cancer. Like all CoC-accredited facilities, Kaiser Permanente maintains a cancer registry and contributes data to the National Cancer Database (NCDB). This nationwide oncology outcomes database is the largest clinical disease registry in the world. All types of cancer are tracked and analyzed through the NCDB and used to explore trends in cancer care. CoC-accredited cancer centers, in turn, have access to information derived from this type of data analysis, which is used to create national, regional, and state benchmark reports.

Our cancer registry data aids in identifying trends, assists in program planning, and allows our continuous evaluation of cancer care.

Specialists at this hospital interface with patients throughout our system. Our specialists' experience within the system is summarized in Table 1.
### Table 1. Kaiser Permanente, Northern California Region
All Cancer* Cases Diagnosed 2013-2017: All Behaviors, All Stages
Leading Diagnoses by Year of Diagnosis (Ranked for 2017 Diagnoses)
*NOTE: Brain/Other Nervous Category includes Benign/Borderline tumors

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<th>PRIMARY SITE OR TYPE</th>
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<td>150</td>
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<td>ALL OTHERS</td>
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<td>421</td>
<td>447</td>
<td>467</td>
<td>460</td>
<td>2,192</td>
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<td><strong>TOTAL</strong></td>
<td><strong>20,671</strong></td>
<td><strong>20,573</strong></td>
<td><strong>21,414</strong></td>
<td><strong>21,619</strong></td>
<td><strong>20,797</strong></td>
<td><strong>105,074</strong></td>
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</table>

**SOURCE:** Kaiser Permanente—Northern California Regional Cancer Registry (10/04/2018)
Program GOALS

KP Oakland/Richmond directs cancer care through our local Comprehensive Cancer Committee (CCC). The purpose of the CCC is to:

• Ensure an extraordinary care experience for Kaiser Permanente members living with or recovering from cancer.
• Improve cancer care outcomes.
• Expand educational opportunities for both patients and providers involved with cancer care.
• Maintain accreditation by the American College of Surgeons Commission on Cancer

In late 2016, the KP Oakland/Richmond medical centers were awarded accreditation with commendation as an Academic Comprehensive Cancer Program from the Commission on Cancer (CoC), an arm of the American College of Surgeons. In January of 2017, we received reaccreditation for our Breast Cancer program from the National Accreditation Program for Breast Centers (NAPBC). Such recognition by the CoC and NAPBC highlights our quality and commitment to the provision of state of the art cancer care.

As an accredited cancer program, we participate in and have access to a National Cancer Data Base (NCDB) where over 1500 accredited facilities routinely submit detailed cancer data. This data base allows us to compare our cancer program with other cancer programs throughout the United States.

In the 4th quarter of 2018 our Cancer Liaison Physician (CLP), Yan Li MD, provided the CCC with our report on nationally comparable measures for breast, cervix, colon, endometrium, gastric, kidney, lung, ovary and rectum cancers. We currently meet the Commission on Cancer performance standards and surpass national performance in several quality and outcome measures.
Quality IMPROVEMENT

Under the direction of Dr. Trang La, Radiation Oncologist and Quality Improvement Lead, the subcommittee monitored adherence to evidence-based guidelines and conducted two studies and implemented two quality improvements.

In 2018, KP Oakland/Richmond CCC studied our cancer program’s adherence to the National Comprehensive Cancer Network (NCCN) guidelines for care of patients with early stage breast cancer. We reviewed our performance for omitting chemotherapy as recommended by evidence-based guidelines. Fifty patient medical records were reviewed and all patients received care appropriate to the NCCN guidelines.

NCCN guidelines state that thyroid function test screening for adult patients who have undergone radiation to the head and neck ensures that patients will not develop thyroid disorders. This year, under the guidance of Dr. Trang La, Quality Improvement Lead, the committee studied adherence to these guidelines. Improvements were made to the process of ordering these tests, which resulted in a 38% increase in thyroid function test screening referrals for this patient population.

NCCN guidelines state that patients with ovarian, primary peritoneal or fallopian tube cancer should be referred to genetic services. Improvements were made to ensure patients are referred to genetic services, which resulted in a 9.4% increase in genetics referrals for this patient population.
In the COMMUNITY

Kaiser Permanente Oakland/Richmond provides a number of community service events and outreach programs each year. Cancer prevention and screening is an important focus in the Cancer Committee.

The National Cancer Institute shows significantly higher incidence rates for melanoma of the skin for the years 2011 to 2015 for Alameda and Contra Costa Counties, as compared to state and national rates. In response to this data, the CCC partnered with the Dermatology department to bring awareness to the community regarding skin cancer risks and prevention methods.

In 2018, the committee provided educational material to 290 people. Another focus area was screening for colorectal cancer, which continues to be the third highest cancer incidence rate among all cancer types in the communities we serve. This year, the committee provided 23 screening kits to members.

Lastly, this year we hosted our fifth annual Seeds of Hope Celebration in honor of cancer survivors in our community as well as their families, friends, and caregivers. Over 300 people attended.

Activities included healthy cooking and nutrition presentations, classes on skin cancer prevention, screenings for breast, colorectal and cervical cancers, and numerous information booths with up to date information on varied aspects of cancer.
When Patients **ASK**, We **LISTEN**

To maintain accreditation with the Commission on Cancer, all participating facilities are annually required to establish, implement and monitor a cancer program goal. In 2018, KP Oakland/Richmond CCC sought to increase the volume of medical oncology patients receiving nutrition education by offering a new monthly nutrition class designed for cancer patients undergoing chemotherapy. As a result, we saw a 50% increase in the volume of patients receiving nutrition education while undergoing chemotherapy.

The Cancer Patient Advisory Council, which was established in 2017, continues to meet monthly. The council is made up of KP Oakland/Richmond cancer professionals and diverse individuals who have been treated for cancer in our facilities. They provide insights and feedback on various aspects of the cancer program. More recently, they provided important feedback on psychosocial distress screening during cancer treatment. We are grateful for their contributions to patient care and will continue collaborating with them to make improvements.
ABOVE and BEYOND: Saralinda Jackson, RN, MSN

Saralinda Jackson, RN, MSN, Assistant Medical Group Administrator (AMGA) for KP Oakland/Richmond, has co-led, along with Dr. Janet Lai, the Community Outreach Subcommittee of the Oakland/Richmond Comprehensive Cancer Committee (CCC) since 2017. During her tenure in this position, Saralinda and the subcommittee were instrumental in setting direction in CCC efforts to close the cancer care gaps in the communities we serve.

Past community outreach programs included cancer prevention by promoting smoking cessation, HPV vaccinations and skin care/sun protection. Additionally, she supported cancer screening programs for breast, cervical, and colorectal cancer.

Previously, Saralinda held a leadership role as the Cancer Program Administrator alternate from 2015 through 2016. Throughout the years, Saralinda has been critical to the operations behind the annual Seeds of Hope event.

The leadership of the Oakland/Richmond Comprehensive Cancer Committee would like to take this opportunity to recognize and sincerely thank Saralinda Jackson for her dedication to our goal of extraordinary cancer care in Oakland/Richmond.
Dr. Janet Lai, Assistant Chief of Outpatient Quality for Oakland/Richmond, has co-led, along with Saralinda Jackson, AMGA, the Community Outreach Subcommittee of the Oakland/Richmond Comprehensive Cancer Committee (CCC) since 2017. The Commission on Cancer requires that we design prevention and screening programs each year. During her tenure in this position, Dr. Lai and her subcommittee have led outstanding community outreach activities including but not limited to community event participation, organizing our annual Seeds of Hope event and workshops for community members. For the first time in KP Oakland/Richmond history, she pioneered the launch of a storytelling project dedicated to preserving the cancer journeys of our members via audio recording. This is a testament to Dr. Lai's dedication to our patients and ensuring their voices are heard. Dr. Lai is also dedicated to addressing cancer care gaps in the communities we serve by designing prevention and screening programs specifically for cervical, breast, and colorectal cancer. Dr. Lai also serves as a Breast Cancer Team member dedicated to community outreach in breast cancer prevention and screening.

The leadership of the KP Oakland/Richmond Comprehensive Cancer Committee would like to take this opportunity to recognize and sincerely thank Dr. Janet Lai for her on-going dedication to our goal of extraordinary cancer care in Oakland/Richmond.
The KP Oakland/Richmond Comprehensive Cancer Committee (CCC) is a multidisciplinary committee comprised of 74 physicians, allied health providers, and support personnel representing all aspects of cancer care. Our committee includes individuals caring for adult and pediatric patients across the spectrum of specialties. The Committee meets monthly to provide oversight for cancer care in KP Oakland/Richmond. The CCC is responsible for goal setting, direction and evaluation of the cancer care provided to patients in the hospital, outpatient, and continuing care settings. Our areas of focus include prevention, treatment, survivorship, cancer registry data quality, quality improvement, clinical research trials, patient navigation, community outreach, and resource management. Members are reappointed annually.

A few of our additional responsibilities are:
Evaluation of cancer registry data and related activities
Ensuring that information regarding the availability of cancer-related clinical trials is available to our patients.
Completion and documentation of required studies that measure quality and outcomes.