Cancer Might Change You... But It Shouldn’t Define You

Blaise Mooney, M.D.

I will never forget waking up from surgery and being told I had cancer. Shock, disbelief and overwhelming sadness flooded my mind. Being a doctor at a large cancer hospital, I was all too familiar with what might lay ahead. As the reality set in, my wife and I began to discuss how we would tell our three boys, who at the time were 8, 10 and 12 years old. We are a very close family and pride ourselves on communication and working together to solve problems. We told them that day.

(continues on page 5)
UPCOMING EVENTS

OCTOBER - NOVEMBER

ARTS IN MEDICINE STUDIO
813-745-8407
Open arts studio: relax, create, express, discover and share inspiration
MCC-Every Mon.- Fri., 9:30 a.m. - 4 p.m.,
Arts Studio, 3rd floor, elevator B
MCC-Every Thu., 6:30 p.m. - 8:30 p.m.,
Arts Studio Room, 4th floor, elevator C
MKC-Every Mon.- Fri., 8:30 a.m. - 5 p.m.,
Patient and Family Center, 1st floor,
by Publix Pharmacy

GENTLE RESTORATIVE YOGA
813-745-6052
Hope Lodge -Every Wed. and Thur.,
3 - 4 p.m., 1st floor
MRC-Every Tue. 12 - 1 p.m., Yoga Room

MEDITATION / RELAXATION CLASS
813-745-6052
MCC-Every Wed., 12:15 - 1 p.m.,
Day Room, 5th floor, use elevator C

MEET THE EXPERT SERIES
813-745-4710
Cancer experts share information on various topics
MCC-Every Mon.-Fri., 10 - 10:30 a.m.,
Patient Library & Welcome Center,
2nd floor, elevator B
MKC-Weekly, 10:30 - 11 a.m., Patient and Family Center, 1st floor, by Publix Pharmacy

OCTOBER

Thur., Oct. 5 and 19 - Acupuncture for Stress Relief in Group Setting,
9 - 10:20 a.m., MRC, Supportive Care Medicine Clinic,
Free (accepts donations up to $5.00), 760-710-7836

Wed., Oct. 11 - Tools To Quit,
free quit smoking class and free nicotine patches, 2 - 4 p.m.,
MCC, Owl’s Den Meeting Room, 1st floor, reservations required, TobaccoTreatment@Moffitt.org

Thur., Oct. 12, 19 and 26 - Coffee Connection,
9:30-11:30 a.m., MCC, Owl’s Den Meeting Room,
1st floor, (around the corner from Blood Draw)

Mon., Oct. 16 - Look Good Feel Better®,
learn beauty techniques to manage appearance-related side effects of treatment,
10 a.m. - 12 p.m., Hope Lodge, 1st floor,
reservations required, 1-800-227-2345

Tue., Oct. 24 - Look Good Feel Better®,
learn beauty techniques to manage appearance-related side effects of treatment,
6:30 - 8:30 p.m., Hope Lodge, 1st floor,
reservations required, 1-800-227-2345

Sat., Oct. 28 - Families First,
for parents with cancer and their young children, 8:30 a.m. - 12:30 p.m.,
Moffitt Cancer Center and tickets to Lowry Park Creatures of the Night.

NOVEMBER

Thur., Nov. 2 and 16 - Acupuncture for Stress Relief in Group Setting, 9 - 10:20 a.m.,
MRC, Supportive Care Medicine Clinic,
Free (accepts donations up to $5.00), 760-710-7836

Wed., Nov. 8 - Tools To Quit,
free quit smoking class and free nicotine patches, 2 - 4 p.m.,
MCC, Owl’s Den Meeting Room, 1st floor, 813-745-8811 or TobaccoTreatment@Moffitt.org

Thur., Nov. 9, 16, 23 and 30 - Coffee Connection,
9:30 - 11:30 a.m., MCC, Owl’s Den Meeting Room,
1st floor, (around the corner from Blood Draw)

Mon., Nov. 13 - Look Good Feel Better®,
learn beauty techniques to manage appearance-related side effects of treatment,
10 a.m. - 12 p.m., Hope Lodge, 1st floor,
reservations required, 1-800-227-2345

Tue., Nov. 28 - Look Good Feel Better®,
learn beauty techniques to manage appearance-related side effects of treatment,
6:30 - 8:30 p.m., Hope Lodge, 1st floor,
reservations required, 1-800-227-2345

ABBREVIATIONS
ACS - American Cancer Society
AYA – Adolescent & Young Adult Program
MCC – Moffitt Cancer Center, USF Magnolia Drive
MKC – McKinley Outpatient Center
MRC – Moffitt Research Center
SRB – Vincent A. Stabile Research Building
USF – University of South Florida

Visit MOFFITT.org/calendar for More Upcoming Events!
PATIENT AND FAMILY SUPPORT GROUPS

The following support groups are offered at Moffitt Cancer Center. To learn more about any of the support groups offered, including times and locations, please call the Social Work Office at 813-745-8407.

CANCER SUPPORT GROUP
Support group for patients with any cancer diagnosis. Meets every Tuesday, 1-2 p.m., Magnolia campus, 5th floor lounge of the hospital. Use elevator C.

FAMILY AND FRIENDS SUPPORT GROUP
Support group for family members, friends and caregivers of cancer patients. Meets every Tuesday, 1-2 p.m., Magnolia campus, 5th floor of the hospital, room 5140 A. Use elevator C.

FAMILIES FIRST
A bi-monthly therapeutic program offered on Saturdays for patients who are parents and their children (ages 5-18).

METASTATIC BREAST CANCER SUPPORT GROUP
Support group for patients with Stage IV metastatic breast cancer. Meets weekly for six-week sessions throughout the year at the McKinley campus.

BREAST CANCER SUPPORT GROUP
Support group for all patients with breast cancer meets the first Tuesday of every month, 6:00 – 7:00 p.m. at the McKinley campus.

FINDING BALANCE WITH CANCER
Finding Balance with Cancer is a four-week stress reduction program jointly offered by the Integrative Medicine Program and Social Work. Patients and caregivers learn meditation through group discussion, guided practice and CDs for home use.
December 2015, just days away from my 10 year anniversary as a cancer survivor, I received my metastatic breast cancer diagnosis. “Treatable, but not curable.” My world, as I knew it, was turned upside down. Tests, doctor visits, treatments, medications...volumes of information to process. Trying to navigate those first few months was difficult to say the least.

I would look in the mirror and I was not happy with what I saw. I had lost a lot of weight, which ordinarily would be most welcomed. But for some reason when the weight loss is associated with cancer, it is not so attractive. And the medication was causing my hair to thin. I tried a new haircut, but even that wasn’t lifting my spirits. I just wanted the focus of my looks to not be about cancer.

It was during one of my many sleepless nights that the idea came to me. EARRINGS!!!! I had always been the small gold hoops kind of gal. Very conservative to say the least. I began to think if I had some fun and funky earrings, everyone would look at them and not so much at me. A little “bling” would be a diversion tactic!

I took to social media, Facebook. I created a post asking my family and friends to go through their jewelry boxes. If they had earrings that they were never going to wear and wanted to get rid of please, please send them to me. And so it began. I got a few pairs. Then I got more and more and more. My friends and family shared my post with others. I have received earrings from people that I don’t even know. And best of all, it worked! Soon my earrings were getting and are still getting a lot of attention. It makes for great conversation. Little did I know that not only would this help me, but it would also provide a way for others to reach out and provide support in a very tangible way.

As for me, once I began to receive the earrings my mind turned to how was I going to display them. A trip to the craft store was in order. I bought embroidery hoops and lace and ribbon and got my creative juices flowing. I now have a very large display that I can look at every morning and decide what my look for the day will be. I have taken pictures of each pair along with any notes that were sent and recorded the name of who gave them to me. All stored neatly in a photo album. I never want to forget those that have been so generous.

Currently, I have over 300 pairs of earrings along with some matching necklaces and bracelets, a few scarfs and some hats. Every day I look at that display and know that I am blessed.

Do I want more earrings? You bet I do. I have a lot more living to do!
Cancer Might Change You...But It Shouldn’t Define You

(continued from page 1)

My work family at Moffitt was also instrumental in helping me understand my role in the process. I had never really been sick my entire life and being a patient was not easy for me. One of my Moffitt co-workers confided in me that she was a breast cancer survivor. In the 10 years I had known her, she never mentioned it. During my initial testing, multiple employees talked to me about their own personal battles with cancer. I had never known. They seemed like ordinary people. With expert care at Moffitt and the support of my family, friends and co-workers, I began my battle with cancer.

As more tests and biopsies were completed, it began to sink in that my cancer was going to be very difficult to treat. Luckily, I was surrounded by skilled caregivers at Moffitt who performed miracles. I learned a lot in the waiting room from other patients. A special bond instantly develops when two people with the same cancer diagnosis get together. The more people who knew what I was going through, the more help and energy I seemed to acquire. It was extremely motivating to see other people facing cancer so courageously.

I am now three years post treatment with no signs of active disease. I have returned to work full time and love my job. I am extremely motivated to make a difference in people’s lives. There are many things which used to bother me, that I barely pay attention to now. I am thankful for everyday and I want to make the most of it. I think I relate to patients better than I used too, but I also know I have a long way to go and I am determined to not let my cancer deter me in any way. My wife, children and the patients I treat are an inspiration to me every day. I may have cancer, but I’m still a husband, father and doctor. Cancer might change you... but it shouldn’t define you.

To learn more about Dr. Mooney’s story, visit Moffittcourage.org. You’ll find more than 90 stories from Moffitt patients, families and health care providers.

HELP DRIVE CANCER RESEARCH

Cancer touches all of us, regardless of ethnicity, age, gender or status. When you order a Moffitt specialty license plate, you are helping researchers and scientists develop the medicines and protocols that will advance cancer treatments and help cure patients.

ORDER YOUR PLATE TODAY AT MOFFITTPlate.org
PATIENT INPUT IMPROVES BILLING PROCESS

Joanna Weiss, VP Revenue Cycle Management

A quote we heard many times from patients, “Why did I just receive this bill? I already paid it…" Moffitt’s billing system of sending two separate statements for physician charges and facility charges caused confusion and frustration because they looked very similar. Several years ago, we took this feedback to the Patient and Family Advisory Council and they appointed a patient advisor to look at how we could improve the billing process.

In partnership with the Patient and Family Advisory Council, we worked with advisors and patients to create a patient information flyer that is included in the billing statement. We also completely revised the way we bill for services. It was a long and thoughtful process, but as of May, our patients now have a more detailed bill that includes both the physician charges and hospital charges in one place. It has detail of the services being charged and a history of the payments.

Our goal is to simplify the statement process as much as possible. We want our patients to focus on getting well. We’re grateful to the advisors who contributed to our new statement.

If you have any questions please call 813-745-8422 or email custservbusoff2@moffitt.org.

A Guide to Your Moffitt Cancer Center Statement

A. Due Date and Medical Record Number
   Who is responsible for payment and when payment is due.

B. Account Summary
   Overview of your hospital and physician charges, payments and adjustments as well as the total amount now due.

C. Amount Due
   Only those of you with active payment plans will see this breakdown of:
   • What you’ve agreed to pay monthly on those plans
   • What you owe on accounts not in payment plans
   • Total amount you owe this month on all accounts

D. Payment and Other Information
   How to pay your bill or contact us.

E. Payment Coupon
   Be sure to check the box for hospital and physician and indicate how much you are paying for each.

F. Hospital Activity
   This is what you owe for the hospital portion of your services including:
   • Date and Description of Services, Charges, Adjustments, Payments, and Unpaid Balance

G. Address and Insurance updates
   On the back of your payment coupon there is space to note any changes to your address or insurance.

H. Physician Activity
   This is what you owe for the physician portion of your services including:
   • Date and Description of Services, Charges, Adjustments, Payments, and Unpaid Balance

I. Important Messages
   The statement reflects both hospital and physician outstanding balances. Please promptly pay the amount due.

J. Payment Plan Information
   If you have a payment arrangement, your payment plan amount due for both physician and hospital is shown in the Amount Due summary.

K. Insurance Information
   Please contact a Financial Counselor at 800-465-3434 or ext 8422 to review your payment plan.

L. Change of Address or Health Insurance Information
   If you have health insurance or a new address, please enter the information below.

M. Hospital Activity

N. Physician Activity

O. Due Date and Medical Record Number
   Responsible Party: Medical Record Number
   Due Date: 09/15/2017
   Statement date: 08/16/2017
   Type of Service: Insurance 1: BCBS PPO Out Of State
   Payment of: Insurance 1
   Amount: $3,474.00
   Insurance 2: None on File
   Amount: $0.00
   Unpaid Balance: $25.00

P. Hospital Charges
   Description: Hospitalization/Laboratory Services
   Amount: $602.00
   Unpaid Balance: $25.00

Q. Physician Charges
   Description: Surgery/Imaging Services
   Amount: $981.68
   Unpaid Balance: $25.00

R. Total Hospital Unpaid Balance
   Amount: $50.00
   Total Hospital Unpaid Balance: $25.00

S. Office Visit
   Description: HMO/PPO/OTHER
   Amount: $75.00

T. Doctor Visit
   Description: Insurance 2
   Amount: $122.00
   Unpaid Balance: $122.00

U. HMO/PPO/OTHER
   Description: Moffit Medical Group
   Amount: $25.00
   Unpaid Balance: $25.00

V. Office Visit
   Description: None on File
   Amount: $25.00
   Unpaid Balance: $25.00

W. Physician Charges
   Description: Insurance 2
   Amount: $75.00
   Unpaid Balance: $75.00

X. Unpaid Balance
   Amount: $122.00
   Total Hospital Unpaid Balance: $122.00

Y. Total Physician Unpaid Balance
   Amount: $122.00
   Total Physician Unpaid Balance: $122.00
The Gift of Connection: The Foundation of the Metastatic Breast Cancer Retreat

Christine Healy, Licensed Oncology Social Worker

A cancer patient once said to me, “If cancer is a gift, show me the return window!” Living with a stage IV metastatic breast cancer is, unfortunately, one gift that keeps on giving. Its painful side effects are chronic and the emotional toll it takes is often isolating. Connecting with other patients has been the gift that the Avon-Pfizer Foundation has offered these patients. It is hard to believe we held our third annual retreat for our stage IV metastatic breast cancer group! This retreat, funded by the Avon-Pfizer Foundation and in collaboration with our patients, was an opportunity for 20 women to come together for two days of laughter, tears, artistic expression, spa treatments and just plain fun. The support and connection that erupted from this gathering is awe-inspiring. This year’s retreat was held at the Saddlebrook Resort, Tampa.

The weekend started with a bang, literally! After our Friday evening dinner, we enjoyed a drumming circle. Group drumming was utilized to inspire personal expression, and has been shown to boost the immune system, improve mood and reduce stress. It certainly is in keeping with the goal of this retreat which was to empower, encourage the expression of feelings and enhance communication and morale.

The following day included a group expressive art experience, energy healing and a luxurious spa treatment. Gathering for meals offered an opportunity for great food and great conversations. Many of the women made connections that continued on after the retreat. The ideas for these retreats come from the patients themselves. We continue to meet and collaborate with women living with this disease in order to meet their needs. Each year they have made suggestions to make the retreat even better. Gathering together in such a nurturing and supportive environment increases feelings of hope and connectedness. These women give each other the gift of friendship, support and presence...another gift that keeps on giving.

“Having been a participant in the previous retreats I can say whole heartedly it is the place where you have the opportunity to share your thoughts and feelings. You find empowerment and gain more confidence in the life choices you make living with breast cancer.”

– Patti Halula, Patient Advisor, Patient and Family Advisory Council

If you’d like to learn more about this amazing group, please contact Christine Healy at 813-745-8407.
Volunteers add value to the mission of the cancer center in a variety of meaningful ways. They impact the patient experience by their contribution to the happiness and comfort of patients and families. They also supplement/relieve workload of Moffitt staff. Plus, leveraging the skills, time and talents of our volunteers provides a significant costs saving to the cancer center.

In an effort to harness the voice of Moffitt volunteers, the Department of Volunteer Services recently established a Volunteer Services Advisory Committee (VSAC). The VSAC is comprised of a diverse representation of Moffitt volunteers with a goal to empower volunteers to take an active role in improving the volunteer experience. VSAC feedback has contributed to: 1) a new volunteer uniform design, 2) the annual volunteer recognition gift selection, 3) the process by which adult volunteers are considered for the Pat Oakes Volunteer of the Year award and 4) the establishment of the Student Volunteer of the Year award, which will recognize a college student who demonstrates outstanding volunteer service.

Volunteer feedback also contributed to the re-design of the Volunteer Office suite, including new reception area furniture/decor, computer kiosks, lockers for personal belongings, a new interview/huddle room and a refreshment area for coffee, water and volunteer breaks. The Volunteer Services department is also actively working to use technology to improve processes and to become more efficient. Most recently, an electronic application was launched for the 2017 summer VolunTeen Program with a pending roll-out for all volunteer applicants slated for fall 2017. Beginning in 2018, the summer VolunTeen program will be open to the community, allowing community youth to become exposed to the cancer center through a rewarding volunteer experience!

To learn more about volunteering at Moffitt visit Moffitt.org/volunteer or call Volunteer Services at 813-745-2254 to request an application by mail.
We always have been a patient/caregiver team. By volunteering together at Moffitt we can share our total experiences and provide advice to other married couples or families going through treatment. We hope we can make their team stronger.

“– Pat and Michelle Sullivan, peer visitors, Patient and Family Advisory Program}

Our Patient and Family Advisory Program is made up of people who have had cancer or cared for loved ones with cancer. They become peer visitors because they want to give back and connect with others who have been touched by cancer. The cornerstone of the program is our peer visitor’s ability to connect with other patients on the unique, patient to patient, level. It is a conversation that regardless of culture or ethnicity resonates for so many because they are speaking, what feels like, the same language. The “only you can really understand because you’ve been there” language. Initially, we focused our attention on the patient. We soon began to realize that we were neglecting the caregiver perspective.

Caregivers are often in the back ground, not feeling comfortable talking about their own fears, frustrations or any other concerns because somehow they do not feel entitled. As caregivers began to join our program as peer visitors, we instantly recognized how powerful their presence became. Caregivers began to feel validated by other caregivers. They were given an opportunity to talk about their experience without fear of judgment or criticism. Sharing their feelings is valued and encouraged.

Some of our peer visitors volunteer to give back after their loved one has become well, or has died, and their caregiver role has ended. They join our program with a need to help others but in the process realize they are also helping themselves. The challenges of all caregivers are recognized and honored by their peers which, in turn, provides them continuing support.

The addition of caregivers to our program has made us better on so many levels. Come meet some of our peer visitors at our Thursday, Coffee Connection and we believe you will see what we mean.

Coffee Connection

Every 2nd, 3rd, 4th and 5th Thursday of the Month
9:30 – 11:30 a.m.
Moffitt’s Magnolia Campus
1st Floor, Owl’s Den Meeting Room
By the time we have gathered the courage to make the first phone call to the Moffitt Patient Appointment Center (PAC), we probably have 101 questions to ask and hope that the person answering our call has good listening skills, is helpful, friendly and empathetic. With the exception of the past nine years, my career has been involved with the delivery of health care service, and I saw opportunities with my experiences at Moffitt to contribute back to the mission.

It wasn’t until I became a Moffitt patient that I realized how much I missed working in health care. I had been looking for a volunteer opportunity for quite some time and was immediately drawn to the role of the patient and family advisor that I found on the portal. I called and learned about the committee opportunities that are available to patient advisors. I knew that this was the perfect way for me to make a difference to others during their cancer journey and to thank Moffitt for making a difference in my life.

I was delighted to accept the role with the PAC committee. Though I had a lot of experience, being new to the team, I didn’t know if they would be open to my thoughts and ideas. They were ready, willing and able to try new techniques and fully embraced the changes and the quality of their calls today is much improved.

These changes coupled with Moffitt’s new At Your Request Room Service concept have resulted in the creation of a unified brand between our retail and patient services areas. With a focus on the patient experience and an overall enhancement to the retail experience, we are elevating the services of this area to put patients first.

Moffitt’s cafeteria is located on the basement level of Moffitt’s Magnolia campus by elevator C. It is open from 6:30 a.m. – 9 p.m. but is closed daily from 10:30 a.m. – 11 a.m.
Patient Feedback Leads to Enhanced TV System

*Regina White, RN, MS, OCN, Patient Education Specialist*

Input from patients and families is important for improving the patient and family experience. One example of this is the change in the TV systems for our inpatient rooms. This came about from feedback by a patient advisor. It was during his own hospital stay that he realized the TV system was not working as well as it could be. He shared his concerns during a Patient and Family Advisory Council meeting. A team which included Moffitt leadership and patients, considered the current system and identified improvements needed to enhance the overall experience for patients in the hospital.

After considering different options, the team selected a system with many interactive capabilities to engage patients and families in their care. In addition to regular TV programming and current movies, patients can listen to music, use the internet, play games and choose from a variety of educational videos on many health topics.

GetWell Network® is now integrated with the Electronic Health Record at Moffitt. This means staff can order an appropriate educational video for a patient and once it is watched results will be documented in the medical record. Patients can also learn about their medications. They can also indicate that they have further questions about the medication and a task will be sent to the nurse alerting them to the need for further education on a specific medication. As a result of GetWell, patients have more control of their health care. We’re continually working on improvements... so stay tuned.

“I’m happy to see Moffitt leaders listened to my feedback about the TV system and implemented an enhanced system. I’m glad I could contribute to a change that improves the experience for other patients and families during their hospital stay.”

– Ron Giovannelli, Patient Advisor, Patient and Family Advisory Council

**YOUR VOICE MATTERS**

LEARN HOW SHARING YOUR VOICE CAN IMPACT THE PATIENT EXPERIENCE

Ask About the Patient and Family Advisory Council at PatientAdvisors@Moffitt.org.
Patient and Family Orientation

Learn how to:

Connect with programs and services
Partner with your care team
Find your way around Moffitt

• 30 minute orientation
• Presented in English and Spanish
• Scheduled Monday – Friday

Call us! We’ll find a time that works for you.

813-745-4710 | Orientation@Moffitt.org

EDITORIAL BOARD
Co-Chairs, Patient & Family Advisory Council:
Ashley McGee
Debbie Phillips
Managing Editor:
Anne Bidelman
Graphic Design:
Moffitt Strategic Marketing

Editorial Board Members:
Kim Buettner
Pam Duncan
Jane Garland (Patient Advisor)
Nancy Gay
Christine Healy
Emma Manley
Sean Powell
Christine Sobel
Regina White

PATIENT & FAMILY ADVISORY COUNCIL
Joyce Austin
Jackie Beashaw
David Dauman
Ron Giovannelli
Patti Halula
John Harrell
Bruce Mackey
Reggie Mead
Ashley McGee (Co-chair)
Barney Morris
Shani Parkin
Debbie Phillips (Co-chair)
Mark Pizzo

If you would like to be involved in making Moffitt the best it can be for all patients and families, contact the Patient and Family Advisory Program at PatientAdvisors@Moffitt.org or 813-745-1390.