



# PARTNERS

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Newsletter of the Patient & Family Advisory Program at Moffitt Cancer Center

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## The Importance of Understanding Diversity

By John V. Kiluk, M.D., FACS

As a physician at Moffitt, I see a wide variety of patients with different treatment and service needs. Not only is every patient different from a cancer perspective, each patient is different from a cultural perspective - religion, ethnicity, language, age, income level, sexual orientation, etc. While differences between patients from exam room to exam room exist, every patient is facing a similar struggle in their fight against cancer. Fears of the future are combined with desires to get their life back to where it was before their diagnosis. It is my challenge as a doctor to put the puzzle of patient care together addressing not only the cancer, but responding to the patient's own personal identity and culture.

Several months ago, I was asked if I would be interested in joining the Cultural, Linguistic and Competency Steering Committee at Moffitt. For me, it was a quick decision to offer my assistance for the simple reason that understanding cultural diversity provides better care and health outcomes for all patients. It is the right thing to do. It matters.

Cancer is tough enough. I see patients who share unfortunate stories from their past experiences in other locations. I would not want this for my family or me...I would not want this for anyone.

Challenges are ahead in responding to cultural needs in patient care. However, as a close friend of mine once told me: "If we don't talk about it, how else will we make it better?"

## Patient Advisor Collaborates with the Cultural, Linguistic and Competency Steering Committee

By Karenne Levy, Co-Chair, Patient and Family Advisory Council

*As an individual of a multiracial and multicultural background, being a member of this committee has a special meaning to me. It has given*



*me the opportunity as a cancer survivor who received excellent care at Moffitt to share relevant cultural information with health care leaders and providers. Addressing cultural barriers will continue to enhance the service Moffitt provides to patients not only in the United States but as we continue to grow, to patients world-wide.*

*From the very first meeting, I felt my experiences and perspective as a patient and a caregiver were valued. There was a real interest in capturing and using the information in a meaningful way. I believe this collaboration and focus will result in positive changes in our service delivery to people of all cultural backgrounds.*

# Discuss Your Medical Information in Your Preferred Language



Moffitt, through its Language Services Department, provides interpretation services in more than 180 languages. This assures we provide your medical information in the language of your preference **at no cost to you**. Please let your health care team know if you would like to be connected to an interpreter.

Services are provided via live (in person) or remote interpreters (phone or video).

*“When I was diagnosed with cancer, my doctor recommended I leave the comfort of my own country, and seek my care at Moffitt. I was worried about entering a new culture, with unfamiliar customs and a different language. I was relieved to find that when I needed a medical interpreter, my health care team made arrangements to provide one for me. My interpreter was always on point when speaking for me. I felt when she spoke; it was not her, but me describing my symptoms, pains and questions.”*

- Giomar Bahomonde, Patient, Ecuador



The **MyMoffitt Patient Portal** is a free, secure gateway into your personal health information at Moffitt

- View upcoming appointment and appointment instructions.
- Request appointment changes or cancellations.
- View lab results and medical record summary.
- View/edit your personal information.
- Take the Patient Medical Questionnaire online, prior to your appointment
- Find helpful information on cancer survivorship and other patient-related topics

**MyMoffitt Patient Portal - <https://mymoffitt.org>**

For portal assistance, call 1-888-MOFFITT (1-888-663-3488)



# Family Involvement Embraced

By Darlene Jimenez Slaman, Moffitt Caregiver

Hearing the devastating news that a loved one has cancer creates a challenging roller coaster ride for families of any culture or language. When Mami (my Mom), was diagnosed with kidney cancer, her husband, nine children and 23 grandchildren felt our collective worlds shatter with the fear that we would lose our shining light and the glue of our close-knit family.

My mother was a Spanish-speaking Puerto Rican, who came to Florida to enjoy her retirement. In her short time here, she had not yet mastered the English language. She worried about communicating with her health care team, as did we. As her family, we were trying to understand the diagnosis, prognosis and treatment, while also struggling to understand a sometimes confusing health care system with a language barrier. To add to our concern, we worried if our large family would be accepted by the medical professionals.

As a family, it was our duty to care for Mami. It's what our family does. We are always there for each other and when a family member becomes sick, we join together for support and comfort. Unfortunately, in past health care experiences we did not always feel welcomed as a family. We learned our big family equated to too many people, too many questions, too much confusion, too many opinions and some times, too many tears. The sad reality is many medical facilities were not receptive to our cultural needs and presence.

Our experience at Moffitt was different. Moffitt rose to the challenge to accommodate my mother's and our family's needs with superior care. Our large clan was welcomed and medical interpretation was provided. The doctors patiently answered our questions, even convening a special meeting in a private room so our family could all be present to talk with the doctor.



Darlene Jimenez Slaman and her mother Ana Gonzalez.



Ana Gonzalez's nine adult children.

I'm grateful my mother was able to receive the support she needed from our family during her time at Moffitt. As my mother's primary caregiver at the age of 29, I needed that support from my family too. I hope other families battling cancer can receive empathy and care, but above all, acceptance and understanding of their unique values.



## Become a Peer Visitor

The Patient & Family Advisory Program is looking for Peer Visitors. Peer Visitors are specially-trained patients or family members who establish a unique relationship with other patients and families and relate to experiences with the cancer journey.

**If you are interested in learning more about being a Peer Visitor, please call 813-745-1390.**

## Spotlight On...

# Moffitt Diversity

By Roberto Ramos, Diversity & Inclusion Specialist, Moffitt Diversity

Responding to the cultural needs of our patients, families and community has long been a focus at Moffitt. This response is driven by the urgency to eliminate health disparities or differences in access to and quality of care, health care outcomes and survivorship between different groups. In 2003, Moffitt created a department “to create and evolve a culture of diversity and inclusion while striving to contribute to the prevention and cure of cancer.” Today, Moffitt Diversity continues this important work.



Moffitt Diversity includes three teams.

**The Language Services team** provides effective communication services using qualified professional interpreters and translators.

**The Moffitt Program for Outreach Wellness Education & Resources (M-POWER) team** provides health education and outreach in our community to reduce cancer disparities among racial and ethnic minority and low-income groups, and other underserved populations. For more information about M-POWER, please visit [MOFFITT.org/MPOWER](http://MOFFITT.org/MPOWER) or call 813-745-2550.

**Cultural and Linguistic Competence** education programs and technical assistance are also offered to enhance the skills of our employees to work effectively in cross-cultural situations.

A recent accomplishment included a joint effort with the Gay & Lesbian Alliance at Moffitt (GLAAM) employee network resulting in Moffitt’s recognition as a “Leader in LGBT Health Care Equality” by participating in the Human Rights Campaign Foundation’s Healthcare Equality Index (see next page).

**For more information about Moffitt Diversity, please visit [MOFFITT.org/Diversity](http://MOFFITT.org/Diversity) or call 813-745-6675.**

**“...create and evolve a culture of diversity and inclusion while striving to contribute to the prevention and cure of cancer.”**

# Moffitt and Univision Partner for Hispanic Outreach Campaign

On Jan. 1, Moffitt entered into a year-long partnership with Univision Tampa to launch a new campaign called *Pregúntale al Médico* (Ask the Doctor), a comprehensive educational outreach program aimed at increasing health care awareness among Hispanics in the community.

With this multi-platform approach, both Univision and Moffitt hope to help build upon their relationships with the rapidly growing Hispanic population, while keeping the community informed about the latest developments in the fight against cancer.

The key components of the *Pregúntale al Médico* campaign include:

- Weekly television interviews with Moffitt experts airing Monday’s at 8:25 a.m. during the ‘Despierta Tampa Bay’ (Wake Up Tampa Bay) morning show on the local Univision channel
- Moffitt specific Web pages on Univision Tampa’s website
- Online streaming video links answering cancer related questions
- Health tips sent via text message to subscribers of Univision’s mobile community
  - (text MEDICO to 90900 to subscribe)

This collaboration is dedicated to maximizing the level of cancer-related health care resources for the Hispanic community. For more information, visit [www.wveatv.com/preguntale-al-medico](http://www.wveatv.com/preguntale-al-medico). A complete video archive from all of Moffitt’s interviews on Univision is also available through the Moffitt News YouTube channel at [www.youtube.com/user/MoffittNews](http://www.youtube.com/user/MoffittNews).



Dr. Melissa Alsina, associate member, Department of Blood & Marrow Transplantation at Moffitt, tapes an interview with Despierta Tampa Bay in the Univision Tampa studio.

# Healthcare Equality Index Symbol

By Cathy Grant, Director, Moffitt Diversity

Moffitt has again been named “a leader in lesbian, gay, bisexual, and transgender (LGBT) health care equality” in the Health Care Equality Index (HEI). The HEI is an annual survey run by the Human Rights Campaign Foundation. It is designed to measure how well an organization treats LGBT patients, family members and employees. Health care organizations receiving this honor have policies which

prohibit discrimination against LGBT patients and employees, and guarantee equal visitation for same-sex partners, as well as, education for employees about providing care to LGBT communities. Moffitt is the only Cancer Center in the Tampa Bay region to receive this title.



GLAAM members JoEllen Warnke RN, MS, OCN® and Marcy Devlin.

What does this mean for members of LGBT communities who are getting their care, work or volunteer hours at Moffitt? Patients, family members, volunteers, supporters and community members can feel good that Moffitt is working to maintain a welcoming environment for LGBT communities free of bias, prejudice and discrimination. They can feel comfort knowing Moffitt strives to make sure all patients and families receive the highest standard of care. Also, LGBT employees can take pride in the organization and know they will not have to face stigma of any form.

We acknowledge Moffitt’s employee network, the Gay & Lesbian Alliance at Moffitt (GLAAM), for their ongoing encouragement to leadership to complete the HEI. They have been involved in ongoing efforts to provide LGBT patients and their families with a positive experience in all aspects their care.



## Know Your Rights

 You have the right to receive reasonable and fair treatment or services without regard to your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.

 A complete list of your 37 rights are available in English and Spanish at <http://www.moffitt.org/for-patients--families/patient-rights--responsibilities>, or for a hard copy visit the Patient Library and Welcome Center on the 2<sup>nd</sup> floor of the Muriel Rothman Building, (elevator B).

***If at any point in your care you have questions about your rights, or feel your rights are not being served, you can express your concerns confidentially with a patient advocate at 813-745-3808.***

## A Call for Input

By Nancy Newman, Director, Patient Support and Advocacy

Moffitt recently formed a new committee. Its goal is to provide a culturally competent, patient- and family-centered experience to patients and families of all racial, ethnic, cultural, sexual orientation, and gender identity/ expression groups. The staff and faculty of Moffitt value the visible and invisible differences of all patients and families. It is the desire of this team and the organization to embrace those differences and eliminate or reduce barriers those differences may cause in access, quality and patient satisfaction.



***Tell us about your experiences. Please use your voice to make us a stronger and more culturally competent organization. Contact Nancy Newman at [Nancy.Newman@Moffitt.org](mailto:Nancy.Newman@Moffitt.org) or Kim Buettner at [Kim.Buettner@Moffitt.org](mailto:Kim.Buettner@Moffitt.org). Feel free to call either one of us, as well, at 813-745-1811.***

# Chaplain's Chat

By Valerie Storms, Manager, Department of Chaplaincy Care

Spirituality comes in many different forms and with diversity in expression and practice. Moffitt's Department of Chaplaincy Care provides spiritual support to patients and family members of all faiths or no declared faith. Chaplains are available for individual spiritual support and an Interfaith Chapel provides a peaceful healing environment; a quiet place to meditate, pray or just stop by and be still.



Within the Interfaith Chapel, located on the first floor near the Publix Pharmacy, there are various religious symbols familiar to people of many different faiths such as an altar, prayer rug and a candle station. Candles can be lit for loved ones or for one's self. A small altar holds a prayer book where visitors can write prayer requests and prayers to their Higher Power. Others may come and see the requests and pray for them as well. Chairs are placed near windows providing a view of the Sanctuary, a beautiful artist designed water fountain garden. A stained glass window, created by a family member of a cancer patient, brings a special focus to the room.

**All patients and family members seeking solace are welcome to visit the Interfaith Chapel. If you are interested in information about the services offered by the Department of Chaplaincy Care, including spiritual support from an interfaith chaplain, please call (813)-745-2856.**

## Have You Attended the Patient and Family Orientation?



Learn how to:

- Use our programs and services
- Partner with your healthcare team
- Find your way around Moffitt

Attendees also receive a **FREE** microfiber briefcase with Moffitt resources and organizational tools.

For more information, call 813-745-2963, or for Spanish call 813-745-7618.

DAY	TIME	ROOM	FLOOR	BUILDING
Mon.	1 p.m.	Owl's Den	1 <sup>st</sup> Floor	Muriel Rothman Building
Tue.	1 p.m.	Owl's Den	1 <sup>st</sup> Floor	Muriel Rothman Building
Tue. En español	2 p.m.	Patient Library and Welcome Center	2 <sup>nd</sup> Floor	Muriel Rothman Building, near elevator B
Wed.	9 a.m.	Owl's Den	1 <sup>st</sup> Floor	Muriel Rothman Building
Wed.	10 a.m.	Owl's Den	1 <sup>st</sup> Floor	Muriel Rothman Building
Thur. En español	2 p.m.	Patient Library and Welcome Center	2 <sup>nd</sup> Floor	Muriel Rothman Building, near elevator B
Mon. - Thur.	3 p.m.	Patient Library and Welcome Center	2 <sup>nd</sup> Floor	Muriel Rothman Building, near elevator B
Fri.	11 a.m.	Patient Library and Welcome Center	2 <sup>nd</sup> Floor	Muriel Rothman Building, near elevator B

**ARE YOU UNABLE TO ATTEND THE PATIENT AND FAMILY ORIENTATION AT MOFFITT?**

Visit [MOFFITT.org/Orientation](http://MOFFITT.org/Orientation) to view online.

# Moffitt Patient & Family Support Groups

Please call the Social Work Office 813-745-8407 for more information.

### ■ **Brain Tumor Support Group**

Meets the first Saturday of each month, 10-11 a.m., in the Psychosocial Clinic, Moffitt Research Center, 1<sup>st</sup> floor.

### ■ **Cancer Support Group**

Open to all patients with any cancer diagnosis. Meets every Tuesday, 1-2 p.m., 5<sup>th</sup> floor lounge of the hospital, use elevator C.

### ■ **Family & Friends Support Group**

Open to family members and friends of patients of all ages diagnosed with any type of cancer. Meets every Tuesday, 1-2 p.m., Room 5140 A, 5<sup>th</sup> floor of the hospital, use elevator C.

### ■ **Look Good - Feel Better**

Consultation with beauty specialists (wigs, makeup) for women treated for cancer, second Tuesday of every month, 10:30 a.m. - 12:30 p.m., Moffitt Cancer Center. You must contact American Cancer Society at 813-254-3630 to register.

### ■ **Meet-Up for Young Adults With Cancer**

Support group for young adult patients (ages 20-32) with cancer. The *Meet-Up* group is held on the 2<sup>nd</sup> Wednesday of every month, 1-2 p.m., 5<sup>th</sup> floor lounge of the hospital, use elevator C. For more information, email [MeetUp@Moffitt.org](mailto:MeetUp@Moffitt.org).

### ■ **Connect-Up for Friends and Family Members of Young Adults with Cancer**

Support group for friends and family members of young adults with cancer. The *Connect-Up* group is held on the 2<sup>nd</sup> Wednesday of every month, 1-2 p.m., 5<sup>th</sup> floor day room of the hospital, use elevator C. For more information, email [MeetUp@Moffitt.org](mailto:MeetUp@Moffitt.org).



# Mark Your Calendar

## OCTOBER-DECEMBER

### ARTS IN MEDICINE STUDIO - Sponsored by Arts In Medicine (AIM)

**Every Mon.-Fri.**, open arts studio: relax, create, express, discover, share inspiration, 9:30 a.m. - 1 p.m., 2-4 p.m., AIM Studio, 3<sup>rd</sup> floor, Muriel Rothman Building, use elevator B.

### ART UP - sponsored by the Adolescent and Young Adult (AYA) Program

**Every Tue.**, 6:30-8:30 p.m., patients (ages 15-39) and their caregivers "play" with glue, paint, silk, music and poetry, Arts Studio Room, 4<sup>th</sup> floor, MCC, use elevator C.

### GENTLE RESTORATIVE YOGA - Sponsored by Integrative Medicine

**Every Mon.**, 12-1 p.m., MCC, 4<sup>th</sup> floor, Arts Studio Room, by elevator C; and 3-4 p.m., Yoga Room, 1<sup>st</sup> floor, MRC.

**Every Tue. & Thu.**, 12-1 p.m., Yoga Room, 1<sup>st</sup> floor, MRC; and 3-4 p.m., Hope Lodge.

**Every Wed.**, 3-4 p.m., Hope Lodge. Call 813-745-4630 for more information.

### HEALTHY STEPS MOVEMENT CLASS - Sponsored by Rehabilitation Services

**Every Thu.**, Class improves balance and range of motion, 12-1 p.m., Conference Room 3039, 3<sup>rd</sup> floor, MCC, use elevator C. Call 813-745-8005 for more information.

### MEDITATION / RELAXATION CLASS - Sponsored by Integrative Medicine

**Every Wed.**, 12:15-1 p.m., Day Room, 5<sup>th</sup> floor, MCC, use elevator C.

### MEET THE EXPERT SERIES - Sponsored by Patient Education

**Every Mon.-Fri.**, Cancer experts share information on various topics in a relaxed setting, 10-10:30 a.m., Patient Library and Welcome Center, Muriel Rothman Building, 2<sup>nd</sup> floor, use elevator B. For more information, including a schedule of topics, call 813-745-4710.

### TUESDAY TELE-TALKS - Sponsored by the Center for Women's Oncology

**Every Tue.**, Educational sessions on topics related to breast and gynecological cancers, 7-7:30 p.m., dial 1-800-206-6032 and enter the passcode 6633488# (spells Moffitt). Call 813-745-2174 for more information including a calendar of topics.

## Building Location Key

MCC - Moffitt Cancer Center, Hospital

MRC - Moffitt Research Center

SRB - Vincent A. Stabile Research Building

USF - University of South Florida

## OCTOBER

**Tue., Oct. 1 - Thu., Oct. 31 - Golftober for a Cure**, sponsored by Tampa Sports Authority. In October, each time you play at a Tampa Sports Authority golf course, 20 percent goes directly to Moffitt. Sponsor a hole for the month and 100 percent of the proceeds go to Moffitt. Book your round at [www.igolftampa.com](http://www.igolftampa.com) and apply the promo code MOFFITT. For hole sponsorships, visit [www.tampasportsauthority.com](http://www.tampasportsauthority.com).

**Thu., Oct. 10, 17 & 24 - Patient and Family Hospitality Coffee**, sponsored by the Patient & Family Advisory Program, 9:30-11:30 a.m., Owl's Den Meeting Room, Muriel Rothman Building, 1<sup>st</sup> floor (around the corner from Blood Draw).

**Tue., Oct. 15 & Wed., Oct. 30 - Tools To Quit**, sponsored by Patient Education and Gulfcoast North Area Health Education Center, free quit smoking two hour class and four weeks of free nicotine patches, for registration and information call 813-745-8811 or email [Lisa.Sloan@Moffitt.org](mailto:Lisa.Sloan@Moffitt.org).

## NOVEMBER

**Fri., Nov. 1 - Richard's Run for Life**, sponsored by Moffitt Foundation, 7:00 p.m., Centennial Park, Ybor City, Please contact Arlynn Haarer at 813-248-3000 ext. 24 for more information.

**Thu., Nov. 7 & Wed., Nov. 20 - Tools To Quit**, sponsored by Patient Education and Gulfcoast North Area Health Education Center, free quit smoking two hour class and four weeks of free nicotine patches, for registration and information call 813-745-8811 or email [Lisa.Sloan@Moffitt.org](mailto:Lisa.Sloan@Moffitt.org).

**Sun., Nov. 10 - Cure on Wheels Bike Challenge**, registration begins at 5:30 a.m. Ride times vary, Flatwoods Park, Thonotosassa, Please visit [www.cureonwheels.org](http://www.cureonwheels.org) for more information

**Thu., Nov. 14 & 21 - Patient and Family Hospitality Coffee**, sponsored by the Patient & Family Advisory Program, 9:30-11:30 a.m., Owl's Den Meeting Room, Muriel Rothman Building, 1<sup>st</sup> floor (around the corner from Blood Draw).

## DECEMBER

**Thu., Dec. 5 - Tools To Quit**, sponsored by Patient Education and Gulfcoast North Area Health Education Center, free quit smoking two hour class and four weeks of free nicotine patches, for registration and information call 813-745-8811 or email [Lisa.Sloan@Moffitt.org](mailto:Lisa.Sloan@Moffitt.org).

**Thu., Dec. 12 & 19 - Patient and Family Hospitality Coffee**, sponsored by the Patient & Family Advisory Program, 9:30-11:30 a.m., Owl's Den Meeting Room, Muriel Rothman Building, 1<sup>st</sup> floor (around the corner from Blood Draw).

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If you would like to be involved in making Moffitt the best it can be for all patients and families, contact the Patient & Family Advisory Program at [Kim.Buettner@Moffitt.org](mailto:Kim.Buettner@Moffitt.org) or 813-745-1390.