



 **PARDEE**
UNC HEALTH CARE

Cancer Annual Report 2022

Pardee Cancer Center combines high quality care with innovation to provide cancer treatment that is uniquely tailored to your needs. As the only comprehensive cancer center in Henderson County, our team of caring physicians, nurses, navigators, and staff helps you understand your diagnosis, your treatment options and the entire process in between. We have earned national accreditations from these prestigious organizations:



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS



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Cover Art: *Springtime Freedom* by artist Tim Jones

Springtime Freedom resides in Pardee Cancer Center, providing beauty and inspiration to our patients. Our patients selected this artwork as the cover for this year's report.

Chairman's REPORT

THOMAS L. EISENHAUER, MD, FACS



2021 continued to exhibit fallout from the COVID-19 pandemic. Ongoing restrictions altered our previous “typical lifestyle.” Yet the year was, in many ways, different than the initial year of our recent health crisis. People were able to be out in the community more than before, but there were different restrictions about community interactions. Things were better, but not how we are accustomed to them being.

Pardee UNC Health Care mirrored the changes in the community. We returned to meeting in small groups or various activities, but still had to wear appropriate face coverings. Our oncology patients were able to have easier access to in-person visits. We were able to perform surgical procedures for oncology patients with greater ease and without COVID testing if the patient was appropriately vaccinated.

Other changes at our facility, that also occurred in our community, were the loss of staff members through illness, relocation, or healthcare burnout. The team members that continued to care for patients often worked extra hours or even additional shifts to ensure that our patients still received the essential care that was needed. We utilized temporary employees, or “travelers,” when necessary to keep all areas of the hospital and physician offices accessible to patients. This incurred substantial costs to our organization. Pardee’s board of directors and administration approved these

extraordinary measures because of the commitment our program has to the health of our community. These measures gave us the ability to keep our access points open continuously to protect the health of our neighbors.

While all of these difficulties made providing for the needs of our oncology patients more strenuous, we did gain some significant positive outcomes during this year. We recruited more physicians and physician extenders. Patients that were forced to seek healthcare outside of their regular location came to us with their illnesses and experienced the expert, personal care that we provide. Pardee focused upon continuing to meet the needs of Western North Carolina and has significantly expanded the services for our patients, particularly those fighting against various forms of cancer.

Pardee continues to provide excellent cancer care. New techniques and treatments options are being utilized on a regular basis. Tracking patient outcomes with respect to their specific type of cancer allows us to assess our ability to care for cancer patients. Our statistics show that we provide excellent oncologic care for the patients that we treat. We consider it an honor and privilege to provide this service to our patients and to be a trusted resource to our community. ♦

A Year in Review

BRIAN LEUTNER, MBA

ADMINISTRATIVE DIRECTOR, ONCOLOGY AND IMAGING SERVICES

Reflecting on the past year, it feels like 2022 was the closest to normal that we've felt in a long time. We were able to ease restrictions in place for the last couple of years and were so pleased to welcome back our volunteers and visitors. Having the support of a loved one has been such a comfort for our patients as they're going through treatments.

This was an important and exciting year for Pardee Cancer Center as we underwent reaccreditation surveys for two programs by the American College of Surgeons, including the Commission on Cancer (CoC) and the National Accreditation Program for Breast Centers (NAPBC). Pardee has continuously earned CoC accreditation since 1996 for meeting quality care standards and maintaining levels of excellence in the delivery of integrated, comprehensive patient-centered care. As an accredited breast center through the NAPBC, our patients can be confident they have the support of a multidisciplinary group of healthcare professionals who are committed to working together to use their specialties to provide each patient with the best possible care. Upholding these standards every three years is evidence of our goal to provide high-quality, compassionate care.

Much of the past year was spent expanding our cancer services team and upgrading our facilities as we strive to provide our patients with the care they need and the technology they deserve. This includes welcoming a social worker who will play an integral role in helping our patients and their families to navigate their cancer journey by enhancing the psychosocial impact of coping with cancer. We also added two new physicians, a medical oncologist, and a radiation oncologist to our clinical team. With the addition of these specialists, we will be able to provide our patients with quicker and more efficient access to our cancer care services.

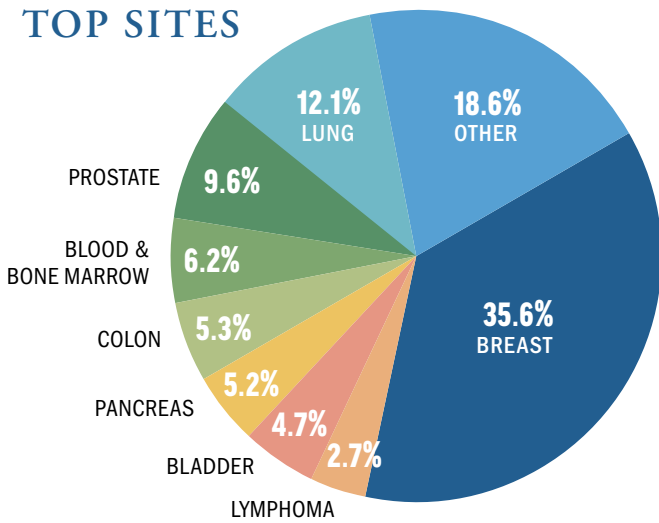
We are thankful for the generous support from Kenmure Fights Cancer that helped to fund contrast-enhanced mammography (CEM) software. This software is another tool to help with early detection of breast cancer. If a patient has an abnormality on a mammogram or ultrasound, our specialists can use this software to further investigate the issue. It is especially useful for patients with dense breast tissue or who are at high risk of developing breast cancer.

The use of oral chemotherapy or chemotherapy patients take at home has increased significantly in the last decade and I am proud of our work this year in streamlining our oral chemotherapy processes. We transitioned to utilizing the UNC Specialty Services Center (SSC) and Medication Assistance Program (MAP) for our patients on oral chemotherapy and they now have a much quicker turnaround time to get their medication. Our in-house pharmacy leads this program with the providers to help with medication education. They also check in with patients to make sure they're using the medicine properly and are available to answer any questions. We've heard from our patients this new process has truly helped with their cancer treatment journey.

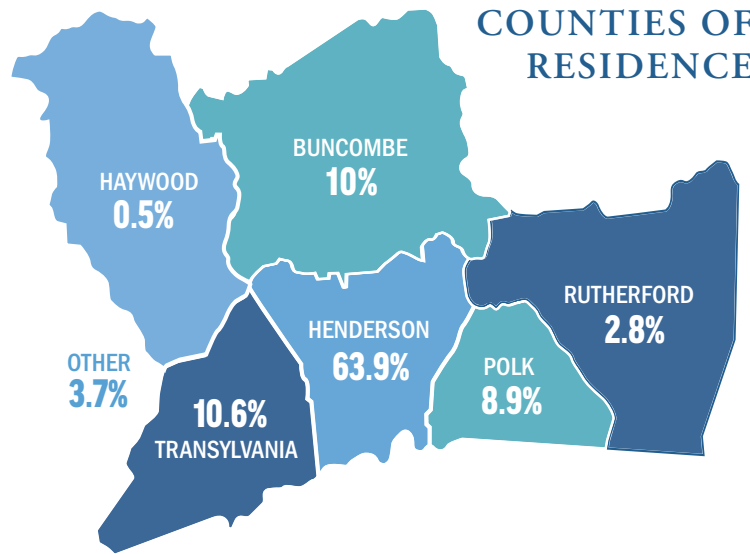
Finally, we couldn't accomplish all that we have done over the years without the support of the Pardee Hospital Foundation and Women Helping Women. This year marks the 25th anniversary of the program and we were proud to be a part of the exciting celebration.

We consider it our great privilege to provide cancer services to our community and value the support we receive to do that. Together, we look forward to a brighter future. ◆

TOP SITES



COUNTIES OF RESIDENCE



15,602
BREAST IMAGING EXAMS
performed at Pardee Breast Center

70
LOW DOSE CT
LUNG SCREENINGS
average per month

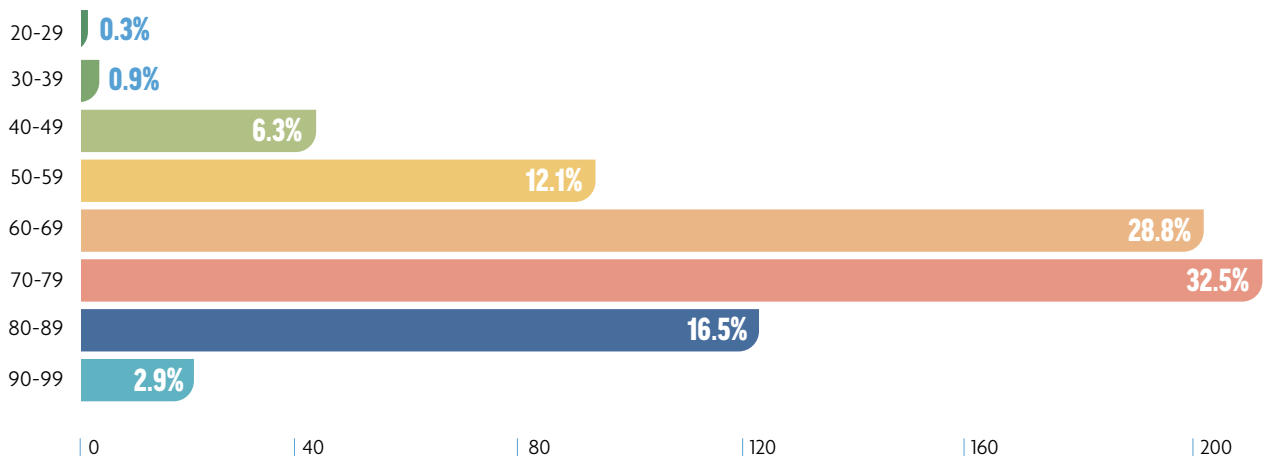
Patients newly diagnosed with breast cancer were seen within
2.98
DAYS OF DIAGNOSIS

937
BREAST BIOPSIES
performed at Pardee Breast Center

34%
NEWLY DIAGNOSED
CANCERS
detected on screening

27,960
DOSES DISPENSED
at Pardee Cancer Center's pharmacy

AGE AT DIAGNOSIS



The Importance of Spiritual Care

Tom Vallie has been a familiar face throughout the halls of Pardee since 2008 when he first started making spiritual care visits at the hospital. Many of the elderly parishioners from his church, St. James Episcopal, were frequently hospitalized and Vallie would visit them as a Stephen Ministry leader.

It did not take long before staff at the hospital realized how helpful and encouraging it was to have Tom there. He began volunteering nights and weekends for emergency calls at the Emergency Department and throughout the hospital. Two years into volunteering, Tom was able to participate in a Clinical Pastoral Education (CPE) course, which is part of the professional training for hospital chaplains.

In his time spent volunteering with spiritual care services, Tom realized the unique role of the chaplain is sometimes misunderstood by patients and families. “Some are in fear of seeing a chaplain, thinking we only show up when someone is near death,” he said. “Others imagine that a chaplain is there to evangelize and promote a particular kind of religion by twisting arms and invoking fire and brimstone.” He explained that chaplains do not preach, cajole, or finger-point. “We take each person as they are, whether they have faith or none, are members of a church, synagogue, temple or mosque or none. In all actuality,



trained chaplains leave their own beliefs and expectations at the door and focus on the spiritual well-being of each person.”

When Pardee Cancer Center opened in 2016, Tom was asked to provide spiritual care there as chaplain to patients, family members, and staff at the cancer center. He continues in that role today and shares that staff members are themselves in need of support and encouragement as they face intense caseloads and the stress of working with – and sometimes losing – very sick patients they have come to know. “The truth is that staff are the first line for promoting the spiritual aspects of care,” Tom said. “Their presence, demeanor, kindness, and words of encouragement lift the spirits of their patients, increase their cooperation with treatment and promote recovery and healing.”

“Words of encouragement lift the spirits of patients and promote recovery and healing.”

As to why he chose the cancer center for his volunteer work, Tom says, “I chose to serve at Pardee Cancer Center because the needs of patients there fit my desire, training and experience to serve the most seriously ill patients. Providing spiritual care also offers me the opportunity to work with patients and families over weeks and even months rather than with single visits typical with inpatient care.”

Volunteering remains an important part of helping the hospital provide high-quality and compassionate care to the community and it shows the selflessness of individuals as they come alongside those in a time of need. “I am continually inspired by the strength, hard work, knowledge, compassion and dedication of our staff at the cancer center,” Tom said. “They keep me coming back.” ♦

The Power of Pet Therapy

“It’s so wonderful to watch people light up with happiness.”

While each cancer patient’s journey is unique to that person, many deal with the same feelings of loneliness and isolation. Lynn Clever felt some of those emotions each time she sat in the infusion chair at Pardee Cancer Center undergoing chemotherapy for her lymphoma after being diagnosed in April 2020. As a dog lover and a handler for therapy dogs, Lynn thought bringing in a therapy dog could be great for the patients and staff. “Having a dog or something unexpected – but familiar – approach you when you’re going through something like this is very relaxing,” Lynn said.

Lynn felt compelled to share with the team at the cancer center the value of a light moment in the day that pet therapy can bring, particularly what it meant to her during her treatment. Lynn and her petite female standard poodle, Dani, a licensed therapy dog, are very familiar faces at Pardee. They have been visiting patients and staff at the hospital since 2018. Six months of cancer treatment behind her and with her cancer in remission, Lynn and Dani made their first visit to the cancer center in the summer of 2022. While these trips look different than the usual visits Dani makes to hospitals and long-term care facilities, it is still a beneficial experience for anyone she encounters.

As a therapy dog with 91 team therapy visits “under her collar,” Dani has learned to read human body language very well and Lynn asks permission to visit before they approach anyone. “First of all, you get a big smile and people want to see the dog,” Lynn said when describing the interactions with patients and staff. “They start



talking about the dogs in their life, which leads to them talking about lots of things that they consider to be really special in their lives. It’s a good conversation starter.”

For some patients, treatment days are the hardest days, often lengthy and lonely. Depending on the patient, these days can also be disturbing. “With therapy dogs, it’s all about the dog,” Lynn explained. “I have visited the same people and they know the dog and don’t remember the name of their own kids. It’s so wonderful to watch people light up with happiness.”

Having been both a patient and a handler at the cancer center, Lynn has a unique perspective on the therapy dog program. “We are all humans,” she said. “No matter what your job is or what you are going through, we all relate to things in a similar fashion. If there is a break in the monotony or pain or something enjoyable happens, it’s something that we can all relate to and appreciate.”

Lynn and Dani are excited about Pardee Cancer Center’s pet therapy program and look forward to many more visits in the future. “Dani loves people, and for me, it’s all about paying it forward.” She said that while she has always wanted to give to causes, writing a check isn’t enough. “I have to be able to communicate with people. I enjoy seeing the smiles. I hope that when I can no longer have dogs of my own that someone will bring them to visit me in my time of need.” ♦



Lung Cancer: *Screening Guidelines and Risk Factors*

BY MARK GOLDBLATT, DO
CAROLINA LUNG & SLEEP AT PARDEE

Lung cancer is an aggressive cancer and unfortunately, if not caught in the early stages, can be very serious and more difficult to treat.

Lung cancer often doesn't cause any symptoms until it's in more advanced stages when it's difficult or impossible to treat or cure. Screenings can find lung cancer when it's in earlier stages and potentially curable.

Who is eligible for a screening?

In March 2021, the United States Preventive Services Task Force (USPSTF) changed its lung cancer screening guidelines, lowering the screening age and minimum smoking history.

You are eligible for a lung cancer screening if you currently smoke or have quit within the last 15 years. People with a 20 pack-year history are also eligible. Your pack-year history is an estimate of how much you're smoked in your lifetime. To calculate your pack-year history, clinicians multiply how many packs of

cigarettes you smoked per day by how many years you smoked. One pack-year means you smoked a pack a day (20 cigarettes) for one year. If you smoked two packs per day for 10 years or one pack per day for 20 years, you have a 20 pack-year history.

Who is not eligible?

The USPSTF doesn't recommend lung cancer screenings if you:

- Haven't smoked in 15 years or more
- Are 81 or older
- Have a health condition that would prevent you from undergoing surgery if you are diagnosed with lung cancer

What to expect during a lung cancer screening

Lung cancer screenings are quick and pain-free. During the screening, you'll lie on a table while an X-ray machine takes detailed pictures of your lungs. The procedure is called a low-dose computed tomography (LDCT) scan because it uses low doses of radiation.

Medicare and most insurance plans help pay for lung cancer screenings. Check with your insurance provider about your coverage.

Like many medical procedures, lung cancer screenings carry some risks. That's why they're only recommended for people who are at high risk of developing lung cancer and healthy enough to undergo treatment if they're diagnosed with cancer.

The most common risks are:

- **False-positive test results.** *This* means the screening suggests you have lung cancer when you are cancer-free. This can lead to unnecessary follow-up tests, interventions, and/or surgery.
- **Increased risk of cancer.** Repeated radiation exposure can increase your risk of cancer.
- **Overdiagnosis.** Sometimes the screening can find a case of lung cancer that otherwise wouldn't have caused problems.

How to reduce your lung cancer risk

The best way to reduce your risk of lung cancer is to stop smoking and avoid secondhand smoke exposure. You should still quit smoking even if you get yearly lung cancer screenings. If you have trouble quitting, ask your primary care provider for help. There are therapies, medications and programs that can make it easier to quit.

Ask your health care provider if you would benefit from a lung cancer screening. You can search for a provider near you at pardeehospital.org. ♦

The Benefits of Quitting Smoking

Within 20 minutes after you smoke your last cigarette, your body begins a series of positive health changes that continue for years. Even if you have smoked for a long time, you can still improve and protect your health by quitting. Here's what happens over time:

20 MINUTES	Your heart rate drops towards a normal level.
12 HOURS	Carbon monoxide level in your blood drops to normal.
14-90 DAYS	Your heart attack risk begins to drop and your lung function begins to improve.
1-9 MONTHS	Your coughing and shortness of breath decrease.
1 YEAR	Your added risk of coronary heart disease is half that of a smoker's.
5 YEARS	Your stroke risk is reduced to that of a nonsmoker's five to fifteen years after quitting.
10 YEARS	Your lung cancer death rate is about half that of a smoker's. Your risk of cancers of the mouth, throat, esophagus, bladder, kidney, and pancreas decreases.
15 YEARS	Your risk of coronary heart disease is back to that of a nonsmoker's.

Speak to your healthcare provider about help with quitting. Through counseling and appropriate medications, you will double your chances of successfully quitting. Call 1-800-QUIT-NOW for help.

Source: CDC Office on Smoking and Health, National Center for Chronic Disease Prevention and Health Promotion

Women Helping Women

CELEBRATING 25 YEARS

The Pardee Hospital Foundation's Women Helping Women program is celebrating 25 years of supporting countless women in Henderson County through their healthcare challenges. In 1997, a group of motivated women recognized an alarming trend of high rates of breast cancer in Henderson County. Understanding early detection is key to preventing and treating breast cancer, they started by raising funds for mammograms. In that first year, the group raised \$55,000. Since the program's inception and thanks to advances in technology for early detection and screening, as well as treatments, Henderson County has seen a significant reduction in instances of breast cancer.

Women Helping Women provides financial assistance to uninsured women for health and cancer screenings, diagnostic testing for cancer including mammograms, transportation for cancer-related appointments, childcare during cancer treatments, home care visits, wigs, mental health counseling, as well as many other services. To date, the program has raised more than \$2 million, helping women in our community learn about the importance of early detection and receiving treatment and, in turn, being able to go on to live healthy lives.

For 25 years, Women Helping Women has had a tradition of honoring Women of Hope in the

community. Women of Hope are individuals who have triumphed over their healthcare challenges, with their strength and courage serving as an inspiration for others. In honor of the program's anniversary, the founders created and are selling a book that features a compilation of past Women of Hope. Proceeds will go to the Women Helping Women fund.



The Pardee Hospital Foundation is passionate about advancing the health and well-being of our community through prevention and treatment. Thanks to these efforts – and volunteers like the women who started and serve the Women Helping Women program – more women know we can help with financial barriers that may prevent them from receiving important screenings and treatment. No woman should ever go without lifesaving treatment because of a financial burden.

The central mission of the Pardee Hospital Foundation is to raise funds to support the life-nurturing equipment, facilities, and medical technology that has made Pardee a fixture in Western North Carolina. With compassion and love for our community, we transform the lives of the recipients of our donors' generosity, as well as the lives of the donors themselves.

We encourage women to learn more about the support available at pardeehospitalfoundation.org or call (828) 233-2700.



What is Palliative Care?

People often think that palliative care and hospice care are one in the same. However, there are major differences that may surprise you. Palliative care is an approach to care focused on providing relief from the symptoms and stress of a serious illness like cancer. And, while many palliative care patients are diagnosed with cancer, palliative care is also appropriate for other serious illness diagnoses, such as Alzheimer's or other types of dementia, Parkinson's disease, heart failure, liver or kidney failure, and COPD.

Palliative care is provided to patients of all ages, including pediatric patients, and may be provided together with curative treatment, working with your current care team. A customized care plan is created with a team of providers, nurses, social workers, and other specialists who work with your doctor to meet your health goals. Palliative care is provided in a variety of settings including hospitals, outpatient clinics, homes, and nursing care facilities.

Four Seasons is known for providing trusted provider-led palliative care with fast response times and high patient satisfaction. Your Four Seasons Palliative Care

team is on-call and available to you 24/7, meaning that we can assist you immediately instead of you needing to wait for an appointment or for someone to be in the office during regular business hours.

So, what type of care and services do Four Seasons Palliative Care provide? Palliative care can support you or your loved one with a serious illness in many important ways:

- Optimize quality of life for you and your family
- Help you better understand your condition and care choices
- Empower you and your family to manage the changes in complex medical conditions.
- Achieve good pain and symptom management
- Improve your ability to go through medical treatments
- Allow extra time for communication
- Help with navigating the healthcare system
- Prevent frequent burdensome hospitalizations

Anyone can request care. Learn more about the services of Four Seasons and request care today: [FourSeasonsCFL.org](https://www.FourSeasonsCFL.org) or (828) 692-6178. ♦

Cancer Services Directory

Main Phone Number	828-694-4300
Advance Directives	828-696-1168
Appointments	828-692-8045 <i>Option 1 for General Option 6 for Infusion</i>
Breast Surgery	828-694-8438
Cancer Research	828-696-4716
Cancer Program Coordinator	828-696-1342
Chaplain	828-696-1168
Clinical Trials	828-696-4716
Pardee Breast Center	828-696-1300
Mammography Scheduling	828-698-7979
Mammography Coordinator	828-696-1305
Medical Records	828-696-1094 828-696-1096
Medical Oncology	828-692-8045
Medication Refills	828-694-8031
Oncology Dietitian	828-698-7992
Nurse Navigator (Breast Cancer)	828-698-7334
Nurse Navigator (Non-Breast Cancers)	828-698-7317
Physician After-Hours	828-696-1000
Radiation Oncology	828-696-1330
Social Worker	828-698-7364
Speech-Language Pathology	828-698-6774
Surgical Oncology	828-693-7230
Triage	828-694-8031



Pardee Cancer Center

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pardeehospital.org