

## Lowell General Hospital and the Quality Caring Model



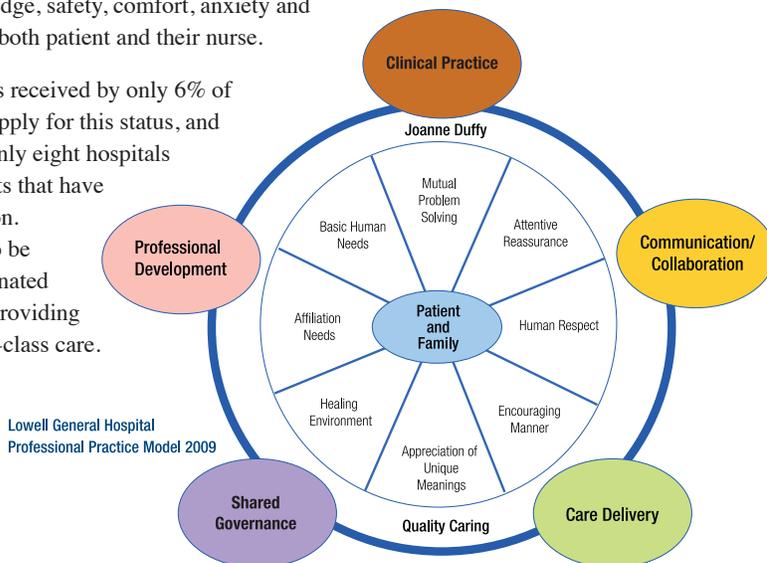
Did you know that Lowell General Hospital received Magnet® recognition this year? A Magnet designated hospital is an organization that has been recognized by the American Nurses Credentialing Center (ANCC) after demonstrating excellence in patient care in more than 35 areas of focus throughout the entire hospital – including the Cancer Center.

Reaching this designation is the result of several years of preparation and long-standing commitments to nursing and patient care through quality and process improvements as well as collaboration. Magnet provides the ultimate benchmark for patients and their families to measure quality of care they can expect at a hospital.

What does this mean for our patients? Research shows that Magnet hospitals patients receive better quality of care and Magnet hospitals recruit and retain nurses at a better rate than non Magnet hospitals. This carries over into patient and physician satisfaction because quality nursing care is at the center of a Magnet hospital.

At Lowell General Hospital we have a Quality Caring Model based on a nurse theorist named Dr. Joanne Duffy. At the center of the model are the patient and family. Everything revolves around the quality caring relationship a patient has at Lowell General Hospital. Nurses who choose to have a caring relationship with the patient and families provide the “cared for” feeling, thus freeing patients to take risks, learn new healthy behaviors and participate in evidenced based interventions. This theory also has shown improved outcomes in the areas of knowledge, safety, comfort, anxiety and satisfaction for both patient and their nurse.

Magnet status is received by only 6% of hospitals who apply for this status, and we are one of only eight hospitals in Massachusetts that have this accreditation. We are proud to be a Magnet-designated facility and to providing you with world-class care.



## “SHARING IS CARING” Winter 2011

The following Community Resources can help you through your cancer treatment.

### Mind, Body and Wellness Programs for LGH Patients

For questions or to register for any of these programs, call Meg Lemire at 978-937-6142.

#### Healing Through Art – Art Therapy

The Healing Through Art program offers cancer patients and their caregivers a creative way to work through their cancer journey. No prior art experience necessary.

#### Exercise to Wellness

This program is for cancer patients who have completed their cancer treatment and wish to begin the healing process through exercise. We offer this program through our partnership with Fitcorp Health Center, and is tailored to your needs.

#### Therapeutic Cancer Massage

This program is offered to any Cancer Center patient in treatment. Massage is healing touch that applies pressure on the muscles of the body. Benefits of massage include an enhanced feeling of well-being, less muscle tension, improved blood and lymph circulation, lower blood pressure, increased range of motion, less anxiety relief from depression, and less trouble sleeping. We offer therapeutic cancer massage through our partnership with Body Destinations.

#### Reiki Clinic

This program is offered to any Cancer Center patient in treatment. Reiki is a hands on system of energy healing long used in a wide variety of medical settings to increase immune response, decrease pain, and induce deep relaxation. We offer Reiki through our partnership with Body Destinations.



## Social Media and the Cancer Patient

Within the last few years Facebook has become one of the biggest social media websites and has changed the way we communicate with friends and family. This popular social networking site can be fun and a daily distraction from dealing with cancer, but you may not be aware of other ways that social media and interactive web sites can provide support and education to the cancer patient.

Whether receiving treatment for newly diagnosed or recurrent cancer, or navigating the world of cancer survivorship, there are many avenues of support you can access right from your computer. Online conversations are taking place right now between patients, caregivers and survivors, locally, nationally and world wide.

One popular site for online support is [www.cancercare.org](http://www.cancercare.org) (just follow the links to the online support groups). Groups are available for patients, caregivers and loved ones and groups for the bereaved.

The American Cancer Society's Cancer Survivors Network at [csn.cancer.org](http://csn.cancer.org) allows you to participate in discussion boards and chat rooms. They encourage you to develop friendships, exchange practical information, and support one another.

Your immediate reaction may be one of fear, concerns over privacy and sharing personal information. Remember that it's OK to just 'listen' for now... see what people are talking about and when and if you feel ready... jump in and contribute. You might be amazed at how much it helps. These online connections can provide help and support 24/7, helping you through sleepless nights, those days when you feel that no-one understands or even while you're receiving chemotherapy at the local Cancer Center.

While you may find these sites useful, please remember not to make healthcare decisions based on their advice without input from your physician. For more information visit the Lowell General Hospital Cancer Center page on Facebook and click on the 'Online Support Groups' tab.

## The Boutique Re-Opens

The Boutique on the ground floor of the Cancer Center has reopened with the arrival of "Wigs & Hairpieces Unlimited". Appointments for consultations, full-service wig fitting, accessories and styling services may be made by calling 978-944-5688.

## Savvy shopping!

Faced with paying for multiple medications during your treatment? The cost paying for these medications can be overwhelming, but with a little know-how you can cut the cost significantly.

Pharmacies have Generic Drug Programs offering generic versions for significantly less than you'll pay if you use your health insurance. These programs generally offer a 30-day supply of hundreds of generics for around \$4.00 or a 90-day supply of the same generics for around \$10.00! Target, Rite Aid, Hannaford (Healthy Saver Plus program), Stop and Shop and Walgreens all have similar programs. Check with your pharmacy to see if they offer your medication for a low price. If they don't, shop around – hopefully you'll find what you're looking for at a good price. Also remember to ask your health care provider to write for a generic prescription whenever possible.

Shopping around is important whether looking for a low cost generic drug or not. Take Arimidex for example. This is a medication used by many post-menopausal women with certain types of breast cancer. It has recently become available in the generic form but can still cost upwards of \$340 for a months supply. By calling local pharmacies, we recently found that Costco offers a months supply of the same medication for around \$30 (and you don't have to be a Costco member)! This may not seem so important if you have health insurance where you pay a co-pay only, but if you have Medicare Part D, it will take longer for you to reach your coverage gap (known as the Medicare donut hole), where you become financially responsible for the entire cost of prescription drugs until the expense reaches the catastrophic coverage threshold.

So pick up the Yellow Pages and put the local pharmacies on speed-dial. Asking for prices could make it worth the effort.



LOWELL GENERAL HOSPITAL

*The Cancer Center*