

North Memorial Health Cancer Center

2016 Comprehensive Cancer Program Annual Report



 **NORTH** MEMORIAL
HEALTH



NORTH
MEMORIAL HEALTH

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Comprehensive Cancer Providers

Oncology Medical Director

Dr. Joseph Levine

Oncology/Hematology

Dr. Avanti Mehrotra

Dr. Arvind Vemula

Dr. Kamalesh Bala

Dr. Tulasi Gummadi

Radiation Oncology

Dr. Kurt Nisi

Surgical Oncology

Dr. Dana Carlson

Dr. Jonathan Gipson

Thoracic Surgical Oncology

Dr. Mark Solfelt

Oral, Head and Neck Surgical Oncology

Dr. Deepak Kademani

Palliative Care

Dr. Jennifer Kuyava

Dr. Joseph Sicora

Oncology Nurse Practitioners

Yazmin Clark, APRN, CNP

Toni Scherling, APRN, CNP

Heather Penning, APRN, CNP

Charina Wynia, APRN, CNP

Oncology Clinical Nurse Specialists

Shirley Kern, APRN, CNS, AOCN

Jean Pupkes, APRN-BC, AOCN



North Memorial Health Cancer Center is accredited through American College of Surgeons Commission on Cancer. Our involvement in this esteemed accreditation demonstrates our commitment to quality and cutting edge advancements in cancer care.

2016 North Memorial Health Cancer Committee Membership

**Cancer Committee Chairperson and
Medical Oncology:**

Dr. Joseph Levine

**Cancer Liaison Physician and
Surgical Representative:**

Dr. Dana Carlson
(alt. Dr. Jonathan Gipson)

Cancer Program Administrator:

Kate Sager, Director
(alt. Kerri Keskitalo, RN)

Diagnostic Radiology Provider:

Dr. Peltola
(alt. Dr. Nellie Bauer)

Pathology Provider:

Dr. Katie VanPatten
(alt. Dr. Virginia Dale)

Radiation Oncology Provider:

Dr. Kurt Nisi
(alt. Dr. John Kosiak)

Quality Improvement Coordinator:

Colleen Fuhrman, M.S.
(alt. Jean Pupkes, APRN-BC, AOCN)

Cancer Registry Quality Coordinator:

Nancy Lobeck, CTR

Community Outreach Coordinator:

Shirley Kern, RN, AOCN
(alt. Jean Pupkes)

Clinical Research Representative:

Gulnara Mamneva, RN
(alt. Charlotte Coles)

Psychosocial Services Coordinator:

Jennifer Kreitz, LICSW, ACM
(alt. Kayla Carlson)

Oncology Nurse:

Christine Jones, ANP-BC, MSN, PHN RN
(alt. Kathy Johnson, RN)

Social Worker/Case Manager:

Jennifer Kreitz, LICSW

Cancer Conference Coordinator:

Andrea Ronnebaum, RHIT

Palliative Care Team Member:

Dr. Jennifer Kuyava
(alt. Dr. Joseph Sicora)

Cancer Genetics Professional:

Katie Douglass, MS, CGC
(alt. Joy Larsen Haidle)

**American Cancer Society Community
Representative:**

Anne O'Keefe

Oncology Clinical Nurse Navigator:

Jean Pupkes, RN, MSN, APRN-BC, AOCN

Rehabilitation Services:

Terri Herme, Manager

Cancer Program Pharmacist:

Jeremy Whalen, PharmD

Inpatient Oncology Nurse Practitioner:

Christine Wiese

Mental Health Practitioner:

Benjamin Musburger, LAMFT

Dr. Joseph Levine

Oncology Medical Director, Program Chair



Dr. Joseph Levine holds board certifications in internal medicine, hematology and medical oncology. He became the medical director of the cancer center and chair of the cancer committee in June of 2016. He is passionate about the multidisciplinary approach to cancer treatment and believes that cancer care must be individualized to achieve optimal results. Dr. Levine considers himself a general hematologist/oncologist but has specific interests in the treatment of leukemia and lymphoma in addition to cancers of the upper gastrointestinal tract, colon and rectum, pancreas, and hepatobiliary system.

Cancer Center Highlights

As the Medical Director of the North Memorial Health Cancer Center and chair of the Cancer Committee, it is my privilege to present the 2016 report of our program.

In spite of the many recent advances in understanding the biology of cancer and its treatment, the cancer diagnosis is still frightening and life altering. It is a diagnosis that requires a multidisciplinary treatment approach to obtain successful outcomes, regardless of the specific goal of care. It is a diagnosis that requires a strong social support system to help people to stay steadfast during their times of physical and emotional struggle. At the North Memorial Health Cancer Center, we are proud to offer cancer treatment and support services that are on the cutting edge of modern medicine. Our medical oncologists and nurse practitioners are skilled in the use of traditional chemotherapy, molecularly targeted therapy, and the novel immuno-oncology therapies. We offer expert services in surgical oncology, radiation oncology and palliative care. We are privileged to work with amazing primary care and subspecialty physicians across the North Memorial Health Care System who help us provide the comprehensive medical care needed for successful treatment outcomes. The North Memorial Health Cancer Center is also proud to offer services in financial counseling, social work and psychosocial support, and cancer survivorship to help ease the emotional burden of the diagnosis for customers and their families.

2016 Accomplishments:

- Commission on Cancer (CoC) awarded certifications in the areas of Public Reporting of Outcomes, Pathology reporting and Data submissions.
- Celebration of Life Event. Speaker: Ruth Bachmann, author and cancer survivor.
- Preventive Care Team applied the “Memphis Model” and developed a partnership with a coalition of faith communities. The “Cancer Awareness Sundays” event brought cancer prevention and screening awareness to underserved neighborhoods in North Minneapolis.
- Our cancer center continues to host three weekly multidisciplinary tumor boards that are highly attended.
- Grand Rounds topics included “New Agents and Clinical strategies in the systematic treatment of non-small cell lung cancer” presented by Dr. Gregory Riely, M.D, Phd. in May 2016. And, Breast Cancer/Genetics presented by Joy Larsen Haidle, MS, CGC in November 2016.
- The Cancer Center was awarded over \$1,683,884 in grant money to help individuals pay for their treatment.
- One hundred thirty people, including customers and their families, received meals through the Open Arms Meal Program.
- Our customers were awarded \$89,000 in community grants for basic living expenses such as rent, food, gas, utilities, child care and car repairs.
- Our clinical trial enrollment reached 44 customers.
- Over 31 customers received screening mammograms through the Sage Mammography screening program.
- The Cancer Center was awarded Sage Scopes Colorectal Screening Grant.
- CoC Standard 4.1 Prevention/4.2 Screening. We continued our collaboration with the Primary Care Preventive Care Team aimed at increasing breast and colon cancer screening rates within the North Memorial Health System. We are committed to reaching 80% screening rate by 2018 and are currently already at a rate of 79.1% breast cancer screening.
- Our team created a survivorship care plan and customized through the EPIC electronic medical record so each patient’s cancer story is more easily accessed by providers on the care team.
- We created an electronic distress tool and implemented a policy to measure our patient’s psychosocial levels at every provider visit. This allows us to track the distress levels in each of our customers and allows our providers to easily place the necessary referrals for continued care.

Dr. Deepak Kademani, Oral Surgeon

Multi-disciplinary cancer program



Dr. Deepak Kademani is board certified oral & maxillofacial surgeon whose clinical special interests include: head and neck cancer, oral cancer, salivary gland pathology; facial trauma, reconstructive surgery, bone grafts, jaw tumors, TMJ disorders, obstructive sleep apnea, dental implants and dentoalveolar surgery.

Oral and Maxillofacial Surgery program overview

The Oral and Maxillofacial Surgery (OMFS) program was established at North Memorial Health in April 2014, as an integral part of the hospital level I trauma services. Since that time, a full scope hospital-based surgical service has been designed to cover the specialized needs of trauma, oncologic, reconstructive and elective head and neck surgical customers. Under the leadership of Dr. Deepak Kademani, the OMFS program has developed a comprehensive practice excelling in the management of complex head and neck surgery customers through all phases of their care. Their team remains driven to provide remarkable care with advancements in clinical and surgical practice, education and research. They perform a full spectrum of specialized services including head and neck oncologic surgery which includes oral cavity, laryngeal, tracheal, thyroid and parotid tumors, microvascular reconstruction, orthognathic, TMJ surgery, dentoalveolar procedures, implants and craniomaxillofacial trauma.

Annually, the OMS service performs approximately 500 major patient procedures per year. This year from January to July 2016, nearly 300 surgeries have been performed including 16 microvascular free flap cases. The clinical practice has maintained a 96% or higher level of willingness to recommend. The OMFS service works closely with the North Memorial Health Cancer Center and has established a multidisciplinary relationship creating a seamless transition and integration of oncologic care for customers with head and neck tumors. It is because of this commitment to its patient population and oncologic services, North Memorial's OMFS service and the North Memorial Health Cancer Center has been recognized as the third largest head and neck practice in the State of Minnesota.

In July 2015, North Memorial Health was proud to establish a CODA accredited Head and Neck Oncologic fellowship for the education and development of future Oral and Maxillofacial Surgeons to pursue post-graduate training in Head and Neck Oncologic and Reconstructive Surgery. The fellowship provides both clinical teaching with didactic education and opportunities for research. Their training includes rotations with medical and radiation oncology, pathology, and a variety of services to ensure a comprehensive educational experience. Upon completion of the fellowship, they are competent in performing a variety of head and neck oncologic procedures from resection of benign and malignant cancer lesions of the head and neck to microvascular reconstruction of head and neck defects. In addition, fellows also participate in management of the craniomaxillofacial trauma customers from our Level I trauma center at North Memorial.

Historically, oral cancer has been associated with males older than the sixth decade who regularly consume tobacco and alcohol products. Statistics now show that in certain populations the incidence of oral cancer is increasing especially in younger ages, white males, and oral cancer associated with the human papilloma virus (HPV). There has been an alarming and steady increase in the incidence of oral cancers occurring in customers below the age of 40, and in particular females, without identifiable risk factors. The role of viruses has become a focus of research in the development of oral cancer. Specifically, HPV (subtypes 16, 18, and 31), is now considered an independent risk factor for the development of oral cancer. Ultimately, tumors of the head and neck are among the top ten most commonly occurring malignancies for both men and women in the US. For 2016, the American Cancer Society estimates that about 48,330 people will develop oral cavity or oropharyngeal cancer, this has increased from an estimated 39,500 people in 2015. The SEER data currently reports there are approximately 500 new head and neck cancers diagnosed in Minnesota on an annual basis.

Early stage cancer is typically managed with either surgery or radiation therapy alone. Although they have almost equal success in the control of recurrence, the side effects of radiation often make this a less appealing option, particularly for oral cavity tumors. The goal of surgical treatment is to remove the primary site of the cancer including a three-dimensional excision of uninvolved tissue surrounding the cancer. Similar to other cancers, oral cancers tends to spread through the lymphatic system. Therefore, it may be necessary to remove the regional lymph nodes in the neck to prevent spread of malignant cells. Finally, reconstructive surgery after removal of an oral cancer lesion is often desirable to minimize the functional and cosmetic changes. The goal of reconstruction is to reestablish normal function such as speaking, eating and appearance as quickly as possible. Use of additional modes of therapy is dependent on multiple factors including the primary location of the cancer, the size of the tumor, and the possibility that the cancer may have spread into the lymphatic system. Advanced staged tumors may require additional modes of treatment, often combining surgery, radiation and chemotherapy. Each patient who presents with head and neck cancer requires an individualized and personalized approach with multi-disciplinary collaboration to determine the best and most appropriate treatment options.

The primary mode for diagnosis of oral cancer is actually physical examination. Oral cancer is often preceded by a precancerous lesion. These lesions may be asymptomatic and only identified on dental exams or oral screening. Symptoms that should alert a patient or health care provider to a possible oral cancer include jaw or dental pain, changing or growing lesion, loose teeth, bleeding, dysarthria (difficulty in speech articulation), dysphagia (difficulty swallowing), odynophagia (pain on swallowing), otalgia (ear pain), sensory and motor nerve compromise, mass lesions at the primary site or cervical lymphadenopathy. It is important that any lesion or sore in the mouth that has not healed within two weeks be evaluated. Customers diagnosed with oral cavity cancer should have their treatment planned by a team of doctors who specialize in head and neck cancer, making North Memorial's Oral and Maxillofacial Surgery providers an excellent referral for comprehensive oncologic management.

OMS Service



Deepak Kademani
DMD, MD, FACS
Chief of Surgery
Medical and Fellowship
Director Oral and
Maxillofacial Surgery



Ketan Patel
DDS, PhD
Attending, Oral and
Maxillofacial Surgery



David Hamlar
DDS, MD
Attending,
Otorhinolaryngology
Head and Neck Surgery



Julie Kline
FNP
Nurse Practitioner, Oral
and Maxillofacial Surgery

Survivorship Care

We at North Memorial Health Cancer Center believe the survivorship visit is an essential element of our customer's care. Survivorship visits provide customers with a document which includes a concise summary of their cancer diagnosis and treatments received. Education on prevention and follow-up, as well as, getting connected to additional resources will all keep the customer understand their new normal.

We have taken Survivorship to a whole new level! We have worked with the North Memorial Health IT department to create a custom survivorship template built into the patient's individual electronic health record. Recognized on a national level, our survivorship program puts a patient's cancer treatment summary only a click away from a patient's primary care physician. This innovative approach to survivorship assures excellent communication to those physicians involved in the customers' care.

Survivorship visits are scheduled with our Clinical Nurse Specialists, Nurse Practitioners and Nurse Navigators. Cancer survivorship visits are a wonderful way for customers to get their questions answered and maximize their health!



Psychosocial focus in cancer treatment

Everyone has a cancer story, or someone they know and love, or perhaps even their own life has been impacted by cancer. It is a feared diagnosis that affects those experiencing cancer and their families emotionally, spiritually, financially and physically. Customers and families, impacted by the weight of the diagnosis, often feel unprepared for the emotional rollercoaster, economic burden and life altering journey that cancer brings to their lives.

At North Memorial Health Cancer Center, we know it is not enough to just medically treat your cancer. We understand the importance of addressing the practical, family, emotional, and spiritual aspects of cancer. Easing the burdens help the healing. Knowing this, we begin the conversation about how you are doing at every physician visit.

Addressing psychosocial aspect of care is the sixth vital sign, equally important as lab values and blood pressures. We utilize an innovative tool to define your individual needs and address your psychosocial concerns at every physician visit. It is our aim to customize your care to your individual needs through psychological, social, pastoral, financial, dietary, or any other number of ways to help you on your journey. We have social workers to guide you through resources & provide support, aromatherapy to calm and relax you during treatment, acupuncture, family events, and support groups. With our innovative approach and our team of support, you will not walk this journey alone.



Celebration of Life!

North Memorial Health Cancer Center annual Celebration of Life a huge success!

On Wednesday, April 6, 2016, more than 165 customers and their families attended the 2016 Celebration of Life event for Cancer Survivors. The corridors were brimming with organizations offering products, services and information aimed at supporting cancer customers. The food was delicious and the featured speaker, author and cancer survivor, Ruth Bachman, was entertaining and inspirational! The guests of honor, however, were our customers and they are fabulous!!



Palliative Care Team

Palliative care services are an essential component of cancer care. Palliative Care includes comprehensive care and management of the physical, psychological, emotional and spiritual needs of all customers with serious illness including those with cancer. The goal of our Palliative Care program, here at North Memorial Health, is to improve quality of life for both the patient and the family.

Customers identified with a need for Palliative care services will be referred to the Palliative Care team. This team will comprise a strategy to meet the needs of the patient and family as they work to live well with a diagnosis of cancer or other serious illness. The Palliative Care team will work to optimize quality of life by taking a team-based approach to care planning.

The Palliative Care Team can assist customers and families in the below categories:

- Physical
- Emotional/ psychological
- Social
- Family
- Spiritual/religious
- Socio-economic
- Encourage collaborative communication with customers, families, and other care team physicians
- Other community resources



Dr. Joseph Sicora



Dr. Jennifer Kuyava

North Memorial Health Breast Center

North Memorial Health Breast Center may seem like a spa with its warm décor, soft terry robes, relaxing music, aromatherapy, and soft spoken, caring team. While it is all of those things, it is also a state of the art breast care center. North Memorial Health Breast Center has the digital equipment to aid breast cancer screening and diagnostic and surgical follow up.

Because we understand the busy lives of our customers, in 2016, North Memorial Health Breast Center and affiliated North Memorial Health Mammography locations, implemented the same day scheduling option for those wishing to drop by for a quick screening mammogram. This customer-centered change has been hugely popular by increasing convenience to breast cancer screening.

Knowing there are many obstacles which prevent our customers from getting an annual breast cancer screening mammogram done, North Memorial Health Breast Center and its affiliated North Memorial Health Mammography locations has partnered with Minnesota Department of Health's Sage Screening program. On June 23, 2016 a Sage Breast Screening Event at North Memorial Health Breast Center was held to bring in low income women from our service area. Eight customers either uninsured or under insured were able to receive complimentary cervical cancer screening exam, a mammogram and gain additional colon and uterine cancer prevention information. Additional Sage Breast Screening Events have been held at North Memorial's Blaine and Downtown Clinics, serving an additional 23 customers, collectively. Interpreters were on site and transportation was provided to customers.

Leaders from the North Memorial Health Breast Center collaborate with the North Memorial Health Preventive Care Team. This partnership has committed to reach 80% Breast Cancer Screening rate for North Memorial Health customers by 2018. This initiative will make a difference in catching cancers in early stages when it is more curable.



Pharmacy

North Memorial Health Cancer Center pharmacy is located in the heart of the infusion center. The location was intentionally placed in effort to be a central location for all cancer patient needs. Our specially trained Oncologic Pharmacists are only a few steps away from customers receiving chemotherapy and always ready to answer questions and offer encouragement. In addition to providing on site prescription counseling and education, North Memorial Health Cancer Center Pharmacy offers retail medications eliminating the need for customers to stop at another location for over the counter medications to aid symptoms. In 2016 we have updated our electronic pharmacy system in effort to improve refill efficiency and continuity of care.



Radiation Therapy and Imaging

North Memorial Health Breast Center/North Memorial Health Cancer Center customers needing radiation therapy or follow up imaging exams enjoy the convenience of these services in the beautiful, sun soaked North Memorial Health Outpatient Center. Located a few steps down the hall from North Memorial Health Cancer Center, customers often schedule their appointments in the same day and same location. This convenience allows for efficient scheduling and often results in more restful days at home to recover.



Physical and Occupational Therapy Program

Rehabilitation is a growing area in cancer care due to the increase in cancer survivorship — customers tend to do better when they are stronger. Because of the advancement in medical technology, treatment and benefits of early detection, more and more customers are utilizing services such as physical and occupational health as part of their cancer recovery plan.

North Memorial Health has programs in place to meet cancer recovery needs. Whether it is to restore mobility after surgery, improve cancer-related Fatigue (CRF) or reduce symptoms of lymphedema, care navigators will help facilitate a recovery schedule that works for you.

Most people don't think speech therapy is part of cancer treatment but, at times, there is a need for this service. North Memorial Health has a speech pathology department to evaluate and treat customers who may have conditions that cause difficulty with communication, thinking and swallowing.

Additionally, our cancer program offers weekly fatigue prevention exercise classes in the beautiful atrium in the North Memorial Health Outpatient Center. These very popular complimentary classes are open to cancer customers as a means of proactively combating fatigue that sometimes accompanies cancer treatment. Taught by specialized trainers and modified to appeal to all levels of mobility. A variety of age groups attend, even one patient who is 101 years young! She attends every week! It is also another way for cancer customers to connect around a rejuvenating activity.

North Memorial Health Rehabilitation Therapy
North Memorial Health Hospital
3300 Oakdale Avenue North
Robbinsdale, Minnesota 55422
Get Directions Main: 763-581-3440
Inpatient Eval: 763-581-8711



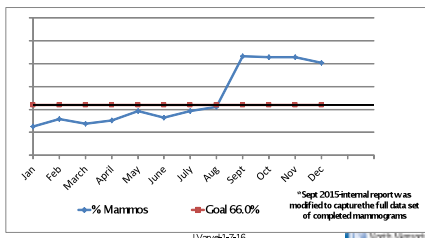
Preventive Care Team

North Memorial Health Preventive Care team, a multi-disciplinary team, is responsible for developing standard processes and initiatives to increase breast and colon cancer screening rates for customers across the North Memorial Health system.

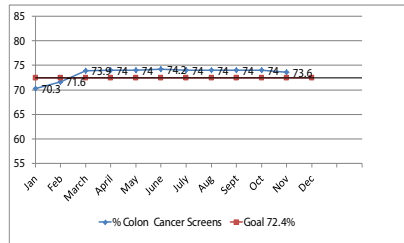
North Memorial Health has experienced a steady increase in both breast cancer and colon cancer screening rates since the team was assembled in late 2014.

A positive outcome of our increased screening rates has led to an increase in the diagnosis of stage I and stage II cancers. Early detection is often the key to successful treatment and long term survivorship of a cancer diagnosis.

2015 Breast Cancer Screening Rates



2015 Colon Cancer Screening Rates



North Memorial Health efforts which increased colon cancer screening rates

As a result of their research, the Preventive Care Team has identified multiple barriers that customers may face when a breast or colon cancer screen is due. Barriers such as financial, transportation, language, or cultural concerns may delay customers obtaining these important preventative care procedures.

In light of these issues, the team strengthened our partnership with the Minnesota Department of Health Sage program to offer no cost breast and cervical cancer screening services. North Memorial Health is now able to serve Sage mammogram participants at 14 North Memorial Health clinic locations. During 2016, we received approval to also begin to offer the Sage Scopes program, which provides colonoscopies at no cost to customers who are financially eligible.

Additionally, the Preventive Care team applied the “Memphis Model” and developed a partnership with the coalition of faith communities. They committed to present information on Cancer Awareness Sundays regarding the importance of early detection and cancer screenings before and after church services in underserved areas of Minneapolis. During 2016, members of the Preventive Care team volunteered their time to participate at 8 church Cancer Awareness Sundays. Also two North Memorial Health physicians presented at 4 faith communities on the topic of breast and colon cancer screening and fielded questions from the congregations. We estimate that we delivered the message about the importance of preventative care and early detection to over 1000 members of these faith communities.

In recognition of our 2015-2016 efforts to increase the overall colon cancer screening rates and to reduce cancer screening disparities in underserved communities in the service area, North Memorial Health received two awards from the American Cancer Society in 2016.

Additional 2015-2016 initiatives led by the Preventive Care team:

- Implemented a standardized process to offer less invasive colon cancer screening options, when a patient does not wish to schedule the “gold standard” of colonoscopy. We developed a FIT kit/Follow Up process. We offer patient instructions in multiple languages, eliminate the barrier of transportation by offering a postage paid mailer to return the sample for testing. We use a tracking tool to monitor when we provide a stool sample collection kit to customers and monitor for sample return for testing. We routinely follow-up with customers when they do not send in a sample, in order to respond to questions or offer additional supplies. During 2016, we increased our average sample return rate from 10% to 70%.
- Presented to other healthcare systems via state-wide webinar, an overview of our success with the FIT kit/Follow Up process and shared the tools we use to prompt customers to get screened for colon cancer via stool testing methods.
- Created an awareness campaign during the national breast cancer awareness month which includes multiple methods of communication to customers regarding the importance of early detection and mammograms.
- Participated in the Minnesota Colorectal Cancer Network to better understand barriers to colon cancer screening and brainstorm possible solutions.
- Implemented Fast Track Mammogram scheduled for North Memorial Health employees. Over 20 women scheduled their mammograms via the quick and confidential method to choose their appointment times.
- Partnered with a health plan to create awareness and leverage the gift card incentives that the health plan offers to members who complete a breast or colon cancer screening test. This partnership incentivized 69 women to get mammograms and 12 others to complete a colon cancer screening test.
- Created an awareness campaign during the national colon cancer awareness month which includes multiple methods of communication to customers regarding the importance of early detection and colon cancer screening.
- Activated a plan to offer same day mammography in all clinics that have on-site mammography. Reduced the need for customers to come back another day for a mammogram appointment.
- Partnered with the state funded Sage Scopes program in order to begin to offer no cost colonoscopies and free transportation to customers who meet financial eligibility.

Genetic Counseling

North Memorial Health Cancer Center's genetic counselors provide on-site services that include cancer risk assessment, genetic counseling and coordination of genetic testing. This includes both pre-test and post-test counseling. Services are provided by board-certified genetic counselors (American Board of Genetic Counseling or American Board of Medical Genetics). The genetic counselors receive specialized, ongoing training in cancer genetics that meet requirements of their professional certification.

Customers are referred from multiple providers both inside and outside North Memorial's health system. These include our own Oncologists/Hematologists, as well as other medical providers from primary care, gynecology, gastroenterology, and surgery. Customers can also be self-referred or referred by family members.



Hospice

Terminal illness, dying and death are often the most challenging life experience that people face. North Memorial Health Hospice program offers medical care toward a different sort of goal, maintaining or improving quality of life for someone whose illness is unlikely to be cured.

Service provided by this experienced, compassionate team include:

- Focusing on a patient's life goals
- Providing care where the patient lives
- Managing physical symptoms
- Offering emotional, relational, and spiritual support
- Reducing hospitalizations
- Educating about illness and death
- Assisting loved ones with care, planning, and grief
- Individualized grief counseling

Grief and Loss Support Programs:

North Memorial Health Hospice care offers monthly, quarterly and seasonal programs for those who are struggling with the loss of a loved one.



Spiritual Care

Spiritual care is an important facet of the healing process. The human spirit needs special attention in times of illness, loss, and transition. Chaplains are specially trained to provide caring ministry to people of all faiths. Such ministry may include serving as a listening presence to help make meaning of life's circumstances, facilitating communication, helping resolve family concerns, providing spiritual and religious resources (rituals and Sacraments) and consulting on issues of faith or ethical significance.

You may benefit from a Chaplain's visit if you receive a new diagnosis, experience a change in your condition or are struggling with loss, meaning and hope. Chaplains may also offer prayer and assistance with religious/spiritual rituals and/or refer to a representative of your specific faith tradition. They can help if you are distraught, anxious, lonely or stressed. Our team of Chaplains offers soft voices, kind understanding and spiritual guidance.

Chaplains provide care to all customers and their loved ones in all patient care areas. A chaplain is on campus daily and is always available upon request through nursing. Emergent requests should also be directed to a nurse or social worker, who will contact the 24 hour on-call chaplain.





North Memorial Health Cancer Center

3435 West Broadway
Robbinsdale, MN 55422

Phone: 763-581-2800

Hours: Open 8 a.m. to 5 p.m.