Join us for a five-part session to discover how to enhance healthcare system processes.

- **Vickie Thomas-Januska, MBA, BSN, RN, NE-BC**, will present “Call Light Responsiveness: A Lean Six Sigma Approach.”
- **Catherine Licitra, RN, MA, CNML**, will present “The Future of Healthcare: Developing an Observation Program for the Oncology Patient.”
- **Marie Decker, RN, MSN, AOCN®, NE-BC, HN-BC**, will present “The Buzz on Bedside Reporting: The Journey.”
- **Joni Watson, MSN, MBA, RN, OCN®,** will present “Enhancing Patient Care and Reducing Process Waste Through Kaizen Huddle Board Utilization in an Ambulatory Cancer Center.”
- **Wendy Rowehl Miano, DNP, MSN, RN, AOCN®,** will present “Caring for the Professional Caregiver: Implementation of an Evidence-Based Practice for Large Urban Academic National Cancer Institute Comprehensive Cancer Center.”

**Target Audience:** All Levels  
**Level of Content:** Intermediate

**Speaker:**  
Vickie Thomas Januska, MBA, BSN, RN, NE-BC  
Surgical Oncology Nurse Manager  
University Hospital  
Cleveland, OH  
**Full Disclosure:**  
Nothing to Disclose

**Speaker:**  
Catherine Licitra, RN, MA, CNML  
Nurse Leader, Urgent Care Center  
Memorial Sloan Kettering Cancer Center  
New York, NY  
**Full Disclosure:**  
Nothing to Disclose

**Speaker:**  
Marie Decker, MSN, RN, AOCN®, NE-BC, HN-BC  
Nurse Manager  
Cancer Treatment Centers of America  
Philadelphia, PA  
**Full Disclosure:**  
Nothing to Disclose

**Speaker:**  
Joni Watson, MBA, MSN, RN, OCN®  
Director, Oncology Services  
Hillcrest Baptist Medical Center  
Waco, TX  
**Full Disclosure:**  
Nothing to Disclose

**Speaker:**  
Wendy Rowehl Miano, MSN, DNP, ACON®  
Chief Nursing Officer  
University Hospitals Seidman Cancer Center  
Cleveland, OH  
**Full Disclosure:**  
Nothing to Disclose

**Objectives:**  
At the end of this session, participants will be able to:  
1. Describe three healthcare system interventions to improve patient care in the oncology setting.  
2. Identify methods to enhance the care processes through communication.