



## **The Virginia G. Piper Cancer Center at Scottsdale Healthcare Shea**

Nearly five years after its grand opening celebration, the Virginia G. Piper Cancer Center remains “dedicated to all the courageous people who are fighting cancer.” It is the Center’s continued hope that the 300 to 400 patients – and their families – who walk through the front door each day will find inspiration, caring, healing and hope within its walls.

- In order to meet the needs of our cancer patients, survivors and their families, Tina’s Treasures expanded to the Osborn campus in mid-2005. Since 2002, Tina’s Treasures has filled an enormous void in the community. Staffed by specially trained individuals, Tina’s Treasures offers a variety of specialty products, services and gift items. With the recent expansion of Tina’s Treasures to South Scottsdale, patients undergoing cancer treatment will have the added convenience of an additional location, thus saving them from having to travel throughout the Valley at a time when they are fatigued or not feeling well enough to do so.
- In February 2006, a \$1 million grant from Debi and Jerry Bisgrove partially endowed a second Cancer Care Coordinator position at the Virginia G. Piper Cancer Center, which will be matched by additional gifts. The Debi Bisgrove Cancer Care Coordinator Endowment will support an oncology-trained nurse who serves as a single point of contact for cancer patients, offering guidance and education from diagnosis to treatment and follow-up. The Cancer Care Coordinator also serves as an advocate for patients by communicating directly with the patient’s physician to ensure that they receive necessary care, and that tests and services are provided in a timely, cost-effective manner. What began in 2003 with approximately ten patient contacts per day has grown exponentially to nearly 30 patient contacts per day, or an estimated 6,000 patient calls and visits per year. Services offered by the Cancer Care Coordinator are provided free of charge to members of the community.
- In March 2006, the Barbara C. Dow Oncology Clinical Excellence Award Endowment was established through contributions from the Herbert H. and Barbara C. Dow Foundation, family and friends to recognize Scottsdale Healthcare’s professionals who demonstrate clinical excellence in the care of individuals with cancer. Clinical excellence is exemplified through clinical care, education, research, and commitment to caring for cancer patients and their families. This award, which is the first of its kind at Scottsdale Healthcare, is a tribute to Barbara C. Dow whose own personal passion for excellence was constantly reflected in her daily life.

- Adequate pain management is a 24-hour responsibility for all healthcare professionals. This is especially true for nurses who spend more time with patients in pain than any other member of the healthcare team. As a result, the Virginia G. Piper Cancer Center has collaborated with The City of Hope in Duarte, California, to offer a three-day Pain Resource Nurse Training Course intended to prepare nurses to assume greater commitment and accountability for pain management. Through this partnership, the course, which was offered once a year in the fall, will now also be offered at Scottsdale Healthcare in the spring. The City of Hope has agreed to co-sponsor this course. Of the 150 nurses enrolled in the first joint program earlier this spring, nearly 90 participants were Scottsdale Healthcare employees.
- With a great number of consultations occurring within the Virginia G. Piper Cancer Center, the Supportive Care Program provides patients in the later phases of their disease and their families with an individualized program of care that addresses their physical, psychological, social and spiritual needs. This is accomplished through an interdisciplinary team comprised of physicians, nurses, social workers, music therapists, nutritionists, chaplains and others who work directly with patients and their families to identify goals and medical treatments that honor a patient's choices during this time. Members of the Supportive Care team are available for consultation weekdays from 8:00 a.m. to 5:00 p.m. A voice messaging service is also available 24-hours a day, seven days a week.
- As part of Scottsdale Healthcare's vision for setting the standard for excellence in personalized healthcare, the Virginia G. Piper Cancer Center is concentrating its efforts on extending the continuum of care to help patients through their cancer survivorship period. Over the next year, administrators will work diligently towards achieving a Center of Excellence designation in cancer survivorship.