



"City of Hope has a longstanding commitment to caring for the entire person ... It's what makes City of Hope unique, and what makes it the right place for this kind of center."

— SHERI J. BILLER, VICE CHAIR, CITY OF HOPE BOARD OF DIRECTORS, AND
BENEFACTOR OF THE SHERI & LES BILLER PATIENT AND FAMILY RESOURCE CENTER



BUILDING MOMENTUM COMPASSION

Compassionate care goes beyond diagnosis, surgery and medications. It means attending to all of the needs of patients and their families during treatment, from comforting worries and distress to addressing their need to learn and talk about their illness. Personal support, counseling and pain relief are all part of the dedication to healing.

City of Hope has long been a leader in helping patients conquer fears and calm anxieties. Now, a new model of supportive care addressing the “whole patient” is under way at the Sheri & Les Biller Patient and Family Resource Center.

Established with a \$2 million grant from the Sheri and Les Biller Family Foundation, the center aspires to offer the most complete and integrated array of support services in the nation. Even before it formally opens in 2008, its programs already are bringing together faculty, staff and volunteers to ensure that patients and their caregivers have the support they need during treatment and recovery.

Patient navigators provide personalized guidance and assistance throughout care. They ensure that patients have access to services including psychology, psychiatry, social work, health education, spiritual care, pain and palliative care medicine, child life counseling, nutrition services and rehabilitation.

The Biller Patient and Family Resource Center aspires to offer the most integrated array of support services in the nation.

Education forms a big part of the center's thrust. Social workers have established a variety of new support groups that not only allow patients and caregivers to share and encourage each other through their experiences, but also serve as a forum for learning practical tips and valuable information about life during and after cancer.

Importantly, members of the Biller Patient and Family Resource Center team also evaluate their

programs scientifically to ensure that patients receive the best standard of care, and they share their findings with other professionals.

Compassion also comes through art and self-expression. Throughout the year, "Writing for Wellness" workshops encourage patients and family members to give voice to their experience through the written word. Across the campus, sculptures, paintings and other donated artworks create a sense of tranquility and restfulness. And singers, harpists and other performers help balance the challenges of treatment with the joys of music.

Throughout patients' care, City of Hope staff form bonds with patients and their families and strive to provide a sense of belonging. The annual Cancer Survivors Day, Pediatric Picnic, Hematopoietic Cell Transplant Reunion festivities and other similar events keep patients linked with their care teams.



Nadia Ewing, M.D., examines patient Jose Garcia.



Steve Eggleston, D.P.T., works with patient Gloria Montoya on her physical therapy and rehabilitation.

Despite every effort, some patients inevitably lose their battle with cancer. At the end of life, City of Hope's child life and spiritual care staff and clinical social workers provide critical support for patients and bereavement support for caregivers and families. At the same time, investigators in the Department of Nursing Research and Education lead national efforts to improve patients' pain control, as well as quality of life among both patients and caregivers.



Patient Precious Young with George, a City of Hope therapy dog.