



Department of
**SUPPORTIVE
 CARE
 MEDICINE**
 at City of Hope



A PIONEER IN THE FIELD OF SUPPORTIVE CARE MEDICINE, WE OFFER A DISTINCTIVE LEVEL OF COMPREHENSIVE SUPPORT TO PATIENTS AND FAMILIES THAT IS THE MODEL FOR OTHER INSTITUTIONS ACROSS THE COUNTRY.

Driven by compassion and powered by research, City of Hope's Department of Supportive Care Medicine is transforming cancer treatment into whole-person care.

By providing innovative interventions in a setting of true healing and hope, we aim to help each patient and family achieve a sense of wellness, even during illness. Our fully integrated team of pain and palliative medicine physicians, psychiatrists, psychologists, social workers, health educators, spiritual care chaplains, navigators, child life specialists and more partner with patients to provide care that maximizes the dignity and strength of people facing cancer.

A PLACE FOR PATIENTS AND FAMILIES TO RECEIVE SUPPORT

Navigating cancer treatment can leave patients and families feeling overwhelmed and alone. On the main Duarte, California, campus, the Sheri & Les Biller Patient and Family Resource Center provides a warm, inviting place for patients and their families to receive the support, education and resources they need throughout treatment.

The center features an orientation class for new patients, integrative therapy programs, wellness and educational workshops, an extensive library of education materials, counseling spaces, a computer center, comfortable lounges, a garden atrium and more.

Patients and families who come to City of Hope can expect that we will help them:

- Find meaning and grow from their experiences
- Identify their most heartfelt values as a foundation for approaching treatment
- Find vision, hope and goals for care, and for life beyond illness
- Receive the best and most comprehensive services from the first day of cancer diagnosis



MEETING PATIENT NEEDS WITH PERSONALIZED CARE

At City of Hope, we know that each person experiences the difficulty of cancer differently. We want to help them overcome these difficulties by drawing on their strengths and helping them find hope.

We are pioneering novel approaches to help patients, like our Couples Coping Together with Cancer Program, which provides unique support to strengthen partner relationships in facing cancer. And we have developed culturally sensitive ways to best communicate with each patient and family, including offering services in Spanish and Mandarin.



INNOVATIVE TECHNOLOGY THAT ENHANCES CARE

The challenges that patients and their loved ones face can be complex and hard to articulate. We have developed an innovative touch-screen tool, called SupportScreen, to enhance communication between patients and our staff, and address concerns from the very beginning of treatment.

This device allows patients to express their needs and ask questions about their health care, as well as other important issues, like health insurance, transportation to medical appointments and emotional struggles. The tool provides many benefits — it increases care coordination, extends our reach geographically and provides opportunities for our team to proactively offer support and resources that prevent crises and barriers to treatment. It represents one more way to empower patients and ensure they receive the information and support they need from the right health care experts and at the right time.

NATIONAL LEADERSHIP AND EXCELLENCE

We are transforming care for our patients and for patients around the world. Our program continues to establish the highest standards of care that are then adopted by institutions across the country. Based on our success, we were recently chosen by the National Cancer Institute to train health care professionals to build, implement and evaluate multidisciplinary supportive care programs. Our model of excellence in supportive care is now being replicated at health care institutions around the world.

Every service and program in our Department of Supportive Care Medicine is evidence-based and evaluated to understand the impact of, and continue to enhance, our novel approaches to care. Through actively partnering with patients and families to understand their challenges and strengths, then studying the effectiveness of our efforts to help, we continue to learn how to support patients and families and enrich their lives throughout one of the most difficult experiences they will face.

City of Hope provides these services at no cost to patients and families.

We believe that promoting strength and wellness is an important part of healing the body. Donor support is crucial to upholding this compassionate vision of cancer care.

SHERI & LES BILLER PATIENT AND FAMILY RESOURCE CENTER OFFERINGS INCLUDE:

- Nutrition Education
- Physical Activity and Restorative Yoga
- New Patient and Family Orientation
- Massage Therapy
- Support and Problem-solving Groups
- Caregiver Support
- Art and Music Therapy
- Spiritual and Religious Services
- Chemotherapy Education Classes
- *And More*

INTERESTED IN LEARNING MORE?

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