

Enloe Cancer Center Chico, Calif.

Caring for the community

The Enloe Cancer Center in Chico, California, is located in semi-rural Butte County, an area with a vibrant arts community as well as a lively history from the state's Gold Rush era.

To better serve Chico and the surrounding area, in 2001 the Enloe Medical Center established a comprehensive regional cancer program in an approximately 25,000 square-foot freestanding facility less than a mile from the hospital campus. The Enloe Cancer Center centralized outpatient cancer care providing a full range of services in one convenient location. As oncology treatment increasingly involves concurrent therapy, having interdisciplinary services in close proximity has, in turn, become increasingly more important, said Cancer Center and Hospice Director Nancy Ledoyen, RN, OCN.

The one-story facility houses radiation oncology services, two medical oncology physician offices, a dedicated oncology pharmacy, and a hospital-owned infusion suite. Also located in the cancer center are the Resource Library, equipped with books, CDs, videos, and Internet access; the cancer case management office; the Reflections Cancer Care shop, which offers mastectomy and lymphedema products; and a healing art gallery. The cancer center's billing office and cancer registry office are located in an adjacent medical office building, as is the program's conference room, in which the tumor board meets weekly.

Staffed by three board-certified radiation oncologists, a PhD-prepared medical physicist, a certified medical dosimetrist, and seasoned therapists, the radiation therapy program offers treatment with two linear accelerators. Therapeutic options include intensity modulated radiation therapy (IMRT), HDR brachytherapy, MammoSite®, 3D treatment planning, and radioactive



Vital Statistics

- Total hospital bed size: 391
- Number of new analytic cases seen in 2006: 1,200

Selected Support Services

- Lebed Method Dance Therapy Class
- Acupuncture treatments
- Women's Cancer Support Group
- Prostate Cancer Support Group

- Journey to Hope, Ways to Cope Support Group
- "Telling Our Stories" monthly writing group
- VIVA! Support program for youth living with loved ones with cancer
- RAD (Recreation and Dreams) for children with cancer offers free recreational activities for children with cancer.

seed therapy for prostate cancer.

The cancer center's infusion suite contains segmented bays with a total of 10 chairs arranged in duets as well as two private infusion rooms. The infusion area overlooks the program's tranquil Healing Garden. Eight RNs are currently OCN certified and the newest team member is currently preparing for the exam.

Each week, cancer patients in the infusion suite have access to both group and private acupuncture treatments, a helpful modality for many of treatment-related side

effects that patients encounter.

Patients at Enloe Cancer Center have access to a variety of clinical trials through RTOG, NSABP, CTSU, and private sponsors.

Cancer Connections

Ease of access to coordinated, multidisciplinary care is a hallmark of patient-centered cancer care. In delivering these services, what sets Enloe Cancer Center apart is the program's dedication to delivering care with "a personal touch" said Ledoyen. "The kind of care you would like a family

member to receive.” The program places a strong emphasis on connecting with patients throughout their cancer journey. Past Medical Director, Mike Baird, MD, and his wife Susan helped foster this vision with the inception of the Cancer Connections program.

In 2003, Rebecca Senoglu was hired as the cancer support program liaison. In four years, Enloe Cancer Center has developed an impressive array of support services for patients and families. (See Selected Support Services on page 17.) What has allowed this program to blossom in a small community-based cancer center are a corps of “dynamite” volunteers said Senoglu. One innovative component of Cancer Connections is a core group of staff medical social workers who along with a small group of highly skilled volunteers (most of whom have medical backgrounds) form the Cancer Connections Case Management Team. With oversight from the social workers, 15 volunteers work to “connect” with patients, even before treatment begins. When a new patient is referred to the cancer center—either through a physician’s office or through an Enloe department, a Cancer Connections Case Management staff member or volunteer is notified. Each new patient is then given a copy of *Connecting Your Journey*, a patient education binder developed by Ledoyen. The binder provides a place for patients to keep educational materials, tests results, appointment and treatment schedules, and additional information. “The vision is to provide a continuum of care from the time of diagnosis all the way through the person’s journey with cancer,” said Rebecca Senoglu. “We’ve made an effort to get these binders into the physicians’ offices so that patients can be aware of our services in that scary period before they actually

get a treatment plan,” she said. This initial connection with new patients is also an opportunity for the Case Management Team to identify any potential problem areas or barriers to care very early on. “We know from the financial climate as well as the geographic climate that there are going to be people with very limited resources or who live an



Two views of the Cranes Project’s origami cranes on display. (Top photo) shows cranes gracing the Enloe Cancer Center’s Healing Garden.

hour and a half away and will need to come in for six weeks of radiation therapy. We know we have to do some pre-planning. If no problems are identified, it is an opportunity to greet the new patient and let them know that they will be offered support services throughout their treatment,” said Ledoyen. Cancer Connections volunteers also serve as a conduit for feedback about the program, providing useful information about what is working well and areas that can be improved.

Since its inception, Cancer Connections volunteers have helped more than 1,000 patients with a range of support services—from being a friendly voice to helping connect patients with resources to cope with issues such as housing, finances, transportation, and more.

Hope Takes Wing

Enhancing the healing environment is a mission for many cancer programs. One way Enloe Cancer Center is achieving this goal is through incorporating art both in the facility itself and in the program’s community outreach efforts.

Visual artwork is on display throughout the cancer center. This includes works by local artists and an annual visiting installation of the International Lilly Oncology on Canvas Exhibit.

As visitors walk through the Enloe Cancer Center’s light-filled halls, on view are an array of delicate origami paper cranes. These hand-folded birds are a vibrant example of the program’s outreach creativity and vision. Launched in January 2005, the Cranes Project was a community-wide campaign to create 1,000 origami cranes. (The inspiration for the project came from Japanese folklore that says a wish may be granted by making 1,000 cranes.) The goal of the Cranes Project was two-fold: to educate the community about cancer awareness and prevention and to create a community of healing and support for cancer patients and their families. While folding the paper cranes, participants were encouraged to think about someone they knew whose life had been touched by cancer. Response to the project was overwhelming—nearly 4,000

students were involved along with community groups, local churches, and many others—25,000 cranes were completed. These were displayed at the Cancer Prevention and Awareness Fair in April 2005 and moved to the cancer center in July 2005.

A second art outreach project—Flags of Hope—is currently underway. One-foot-square linen flags will be hand-decorated with messages of hope. Completed flags will form a hanging arbor over the Enloe Cancer Center’s Healing Garden and will be visible from the infusion suites.

“We are trying to associate our cancer center not just as a place that people come to when they are sick, but as a place of wellness. This is a place that is about overcoming and surviving and thriving,” said Rebecca Senoglu. 🕊