We are proud our community not only recognizes the care provided at our Cancer Center as close to home and convenient, but that they also choose our services for another very important reason. Our patients come to us with confidence because they also recognize the high quality of our care. They choose to be treated in Yuma because they believe in the kind of care we provide. To be given that trust is an incredible honor.

We acknowledge, however, that our center’s successes belong to our entire community. Without partnerships with medical professionals and community organizations, along with our patients and their families, these successes would not be possible.

As we look back on 2017, we witnessed great growth and continued successes, both inside the Cancer Center itself and throughout the region we serve.

• Cancer patients continue to be seen at the Cancer Center within seven days of their initial referral.
• The Center earned re-certification by the Quality Oncology Practice Initiative (QOPI) Certification Program, acknowledging our quality measures and patient outcomes.
• Our Survivorship Clinic successfully launched, leading to an eight-fold increase in eligible patients receiving survivorship care plans.
• Clinical trial accrual increased by 20% in 2017, compared to 2016.

Looking ahead into 2018, we see many bright opportunities on the Cancer Center’s horizon. Areas of expected expansion include:

• The Cancer Center will continue to provide screening and community outreach through the year. The Community Health Worker will continue her outreach and education, especially in underserved areas.
• We are on the path to opening new clinical trials in early 2018, with a special emphasis on lung cancer and ovarian cancer. Lung cancer trials will focus on a unique cohort of patients whose cancer has progressed on immunotherapy.
• Based on the success of our Survivorship Clinic, we will continue to provide survivorship care plans to more than 75% of eligible patients. We have also submitted our process improvement strategies as a poster to the Cancer Survivorship Symposium and will present it early next year.

We appreciate your support and encourage you to share what you learn from this report with your colleagues, friends and family.
The quality of care that patients receive at Yuma Regional Medical Center Cancer Center isn’t just something that they can see and feel. That care is also analyzed in a very concrete way, with everything from quality measures to patient outcomes being scrutinized by outside experts and held up against stringent national standards.

“Our patients deserve the very best care that we can provide,” said Mary Sweigart, RN, a clinical nurse at the Cancer Center. “That’s why our entire care team works with such dedication to continuously enhance how we support our patients.”

The positive results of that rigorous assessment recently earned the Cancer Center’s recertification by the Quality Oncology Practice Initiative (QOPI) Certification Program, an initiative of the American Society of Clinical Oncology (ASCO).

“ASCO’s QOPI certification recognizes those oncology practices that are committed to delivering the highest quality of cancer care,” said ASCO President Daniel F. Hayes, MD, FASCO. “By achieving recertification, these practices have demonstrated their commitment to quality and safety excellence in the care they deliver to patients, as well as to the continuous process of quality improvement.”

Leaders at the Cancer Center are proud of the care they provide patients. They are also grateful for this major, public confirmation of quality from a program with such high standards. “The QOPI expectations for quality of care are very high. This really is the gold standard for safety in delivering medical oncology treatment to our patients,” said Sweigart, who oversaw the application process for re-certification.

To become certified, cancer centers around the nation are required to submit to a practice-wide evaluation of their documentation standards. The QOPI Certification Program staff and steering group members then verify that the evaluation and documents are correct. They also assure that practices have met core standards in areas of treatment, including:

- Treatment planning
- Staff training & education
- Chemotherapy orders & drug preparation
- Patient education
- Safe chemotherapy administration
- Monitoring and assessment of patient well-being

An impressive aspect of this honor is the fact the Cancer Center is only one of 11 centers in Arizona certified through QOPI. The Yuma facility is also only one of four that have been certified more than once.

The Cancer Center first achieved QOPI certification in 2014. In applying for recertification, the Center participated in a voluntary comprehensive site assessment against clearly specified standards that are consistent with national guidelines and were successful in meeting the standards and objectives of the QOPI Certification Program.

“Maintaining QOPI certification is an important achievement. Everyone works very hard to maintain quality and is proud of this accomplishment,” she said. “Our community can rest assured they are truly in qualified and compassionate hands.”

The QOPI program provides a three-year certification for outpatient hematology-oncology practices that meet standards for quality and safety in cancer care.
Virgil Moore remembers his family getting upset when he decided to receive his cancer treatment in Yuma. Everyone from his wife, son and sister argued that a huge hospital in a big city was the only option. Then they saw Virgil’s amazing physical progress.

They also heard the retired farmer use a pretty powerful word to describe his care team at Yuma Regional Medical Center Cancer Center.

“After just one or two visits to our Cancer Center, they became like family,” Virgil said. “That’s exactly what I always wanted through this cancer treatment – to be close to home and close to my family.”

He smiles as he explains: “When I’m at home, I’m with my family. When I go to the Cancer Center, I’m with my family there, too. I am always with family.”

Virgil’s relatives soon realized that he wasn’t only in good hands medically, but in the company of some pretty wonderful hearts as well.
That realization came at the perfect time, too. Not only did his relatives rest easier, one member of Virgil’s family especially needed that comforting confidence in the Cancer Center. Just six months after Virgil’s diagnosis, his sister found herself needing to follow in his brother’s footsteps. Lynda Penny discovered that she also had cancer.

It wasn’t long before Lynda joined her second family at the Cancer Center with open arms. Today, Lynda says she wasn’t only impressed with the high level of care that the center provides. She also greatly appreciates the heart-felt care that goes along with the high-level professionalism, training, services and technology. “The care at the Cancer Center is beyond amazing,” she said. “From the ladies at the front, to all the nurses and doctors, they all know my name and treat me so well.”

“When I’m at home, I’m with my family. When I go to the Cancer Center, I’m with my family there, too. I am always with family.”

– Virgil Moore, patient

“Dr. Takesuye said, ‘You don’t have an appointment with me, but I was instructed by your big brother to come and meet you – and make sure I take very good care of you. I am here to tell you that’s exactly what I’m going to do,’ Lynda recalled, beaming. “I told Virgil, ‘I now understand why you stayed in Yuma.”

Lynda’s husband said he was impressed with the Cancer Center after he saw how doctors handled questions and concerns following one of Lynda’s procedures. The Cancer Center’s medical director, upon sensing Lynda and Jason had some concerns, scheduled Lynda an appointment with a facility in Scottsdale.

“These were some of the top cancer doctors in Scottsdale, some of them even invented the procedures used in Yuma,” Jason explained. “When they met with us, they said, ‘What your doctors in Yuma are doing is exactly what we would be doing. What they are doing for you is perfect.’”

Lynda returned to Yuma and the Cancer Center, where that last part of cancer was successfully treated with radiation, as had been originally planned. Once on the verge of reaching stage four with her breast cancer, Lynda is now in remission and feeling great.

Virgil says he’s happy he stuck by his guns and made that decision not seek care in Houston, as some loved ones had suggested.

“No way was I going to go there and sit in a motel room for months, just staring at the walls, when I can go to the Cancer Center here just 15 minutes from my home,” he said. “I can take my treatments and be right home with my support system - my family. I can sit there with my dogs and look out my own window. Being home will always be 100 percent better.”

To Virgil and Lynda, the idea of neighbors taking care of neighbors – even when that means fighting cancer together – is just how folks live in Yuma County.

When Virgil was diagnosed with cancer, it initially appeared in his prostate, but quickly moved into his ribs and up his spine. When he began treatment at the Cancer Center, he could not walk and needed to use a wheelchair. After several radiation treatments, under the care of Dr. Robert Takesuye, Virgil regained his strength.

“He went from not being able to walk to being out playing golf again,” said Lynda’s husband, Jason. “That’s pretty amazing.” Witnessing that care and transformation meant a lot to Lynda and Jason following her diagnosis with breast cancer. Lynda recalled making an appointment with the Cancer Center for basic registration, when her brother’s doctor stopped by out of the blue.
Cancer Registry

Yuma Regional Medical Center Cancer Center maintains a detailed cancer registry to document important information about cancer patients in the community, including the types of cancer they have, the treatments they receive, the age at which they developed cancer and other critical factors. This data is then used to study cancer trends and identify potential opportunities for early detection and/or treatment. The cancer registrars also coordinate the activities of the tumor board, which is composed of physicians with diverse medical expertise, who meet to review patient cases and determine the best course of treatment.

### 2016 Comparison of Selected Tumor Sites*

<table>
<thead>
<tr>
<th>Primary Site</th>
<th>YRMC Cases</th>
<th>Arizona Cases</th>
<th>National Cases</th>
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</thead>
<tbody>
<tr>
<td>Female Breast</td>
<td>110</td>
<td>4,900</td>
<td>246,660</td>
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<tr>
<td>Cervix</td>
<td>4</td>
<td>230</td>
<td>12,990</td>
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<tr>
<td>Colorectal</td>
<td>74</td>
<td>2,550</td>
<td>134,490</td>
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<tr>
<td>Uterine Corpus</td>
<td>17</td>
<td>1,060</td>
<td>60,050</td>
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<tr>
<td>Leukemia</td>
<td>25</td>
<td>1,160</td>
<td>60,140</td>
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<tr>
<td>Lung &amp; Bronchus</td>
<td>103</td>
<td>3,980</td>
<td>224,390</td>
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<tr>
<td>Melanoma</td>
<td>12</td>
<td>1,510</td>
<td>76,380</td>
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<tr>
<td>Non-Hodgkin's Lymphoma</td>
<td>33</td>
<td>1,300</td>
<td>72,580</td>
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<tr>
<td>Prostate</td>
<td>63</td>
<td>3,150</td>
<td>180,890</td>
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<tr>
<td>Urinary Bladder</td>
<td>38</td>
<td>1,630</td>
<td>76,960</td>
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<tr>
<td>All Others</td>
<td>244</td>
<td>11,040</td>
<td>539,680</td>
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<tr>
<td><strong>Total Cases</strong></td>
<td><strong>723</strong></td>
<td><strong>32,510</strong></td>
<td><strong>1,685,210</strong></td>
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</tbody>
</table>

*Estimated numbers of new cases from the American Cancer Society Cancer Facts and Statistics

### 2016 Top 5 Male Primary Tumor Sites at YRMC

- Prostate: 16.7% (63 cases)
- Lung: 16.2% (61 cases)
- Colorectal: 11.1% (42 cases)
- Non-Hodgkin's Lymphoma: 9.2% (23 cases)
- Bladder: 7.7% (13 cases)
- All Others combined: 42.2% (159 cases)

### 2016 Top 5 Female Primary Tumor Sites at YRMC

- Breast: 31.8% (110 cases)
- Lung: 38.2% (42 cases)
- Colorectal: 12.1% (32 cases)
- Thyroid: 9.2% (17 cases)
- Uterine Corpus: 4.9% (17 cases)
- All Others combined: 16.7% (132 cases)
2017 Outreach Efforts

Thanks to successful community outreach efforts, Yuma Regional Medical Center Cancer Center is educating our community members on ways to lessen their risk for different types of cancer and detect the disease earlier. These efforts will help ensure a patient can begin treatment even before symptoms are sometimes noticeable, increasing a patient’s chance of survival.

In 2017 the Center’s Cancer Committee chose to put a special focus on increasing lung cancer education and screening, due to the high incidence of lung cancer in Yuma County.

“Lung cancer in the early stages is mostly symptom free and goes unnoticed,” said Dr. Abhinav Chandra, Medical Director for the Cancer Center. “Without a LDCT lung screening, lung cancer is usually not found until a person develops symptoms. At that time, the cancer is much harder to treat. Starting treatment in the early stages of lung cancer clearly leads to better results.”

Community outreach efforts combined cancer prevention education and lung cancer risk assessments in the greater community. Major events included Relay for Life, a Yuma event that brings the community together to remember loved ones lost, honor survivors of all cancers, and raise money to help the American Cancer Society make a global impact on cancer; Boomers & Beyond Living Expo, which aims to inspire Baby Boomers and older to make healthy decisions. Our Community Health Worker’s grassroots outreach also included smaller health fairs, churches, group meetings and door-to-door efforts.

When the Cancer Center’s outreach efforts identified someone who could be at risk for lung cancer, they were referred to Yuma Regional Medical Center’s Lung Screening Program.

The Lung Screening Program pairs a 64-slice computerized tomography (CT) scanner with YRMC’s Lung View software, which helps to track a patient’s progress. Lung View also generates reports for a national registry to help researchers track trends and explore other studies on lung cancer.

The committee surpassed its goal of referring 50 people to the Lung Screening Program in October 2017.

### Community Outreach Impact by the Numbers

**January - October 2017**

- **63** events, presentations & educational sessions
- **12,564** people reached through all community outreach activities
- **58** Breast cancer risk assessments completed
- **160** Lung cancer risk assessments completed
- **165** people referred to lung screening program
- **16** people completed a lung cancer screening follow-up visit
- **8** people received lung cancer screening CT

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**Are you at risk for lung cancer?**

Take a free on-line screening to put your mind at ease yumaregional.org/lungscreening

Early diagnosis of lung cancer can save your life.
When Clarisa Madrid arrived for her first chemotherapy treatment, she asked just one thing of her daughter and grandchildren. “Please wait in the car.” Her family knew she was ill and had certainly already guessed the disease, but Clarisa had never actually said the word “cancer” to her family, not even once.

While waiting in the car, one of Clarisa’s grandchildren started to spell out loud a word that was written on the building: C-A-N-C-E-R. The child’s mother realized then that the time had come to have an important conversation with her children about their precious grandma.

Imagine Clarisa’s surprise, about an hour later, when she discovered that her daughter and grandchildren had actually come inside the building. They had also met some wonderful volunteers who gave them special gifts from the Cancer Resource Center. When she found her family, she was amazed to see them wearing matching t-shirts that proclaimed “We are fighting cancer.”

Clarisa’s family not only officially learned the truth about her struggle that day. They also helped her realize that she certainly is not alone in her fight against cancer. “I didn’t know whether to cry or to be excited to see them being so strong,” she said. “My daughter had decided to
tell my grandchildren. They were going to find out anyway. It was just wonderful to see my family so excited to support me. It made me so happy.”

Clarisa’s heart was truly touched that morning by her family, along with a group of special volunteers who made that magical moment happen. The volunteers were thrilled to introduce Clarisa’s family to the Cancer Resource Center, which is located inside the Cancer Center, and everything unfolded just perfectly.

The non-profit resource center supports local cancer patients by providing everything from wigs, hats and scarves to bras, prosthetics and special swimwear – all for free. The organization also gives out gas cards for patients needing to travel to appointments, along with blankets and liquid nutrition.

“Tell my grandchildren. They were going to find out anyway. It was just wonderful to see my family so excited to support me. It made me so happy.”

Today, Clarisa feels great gratitude, not only the support she continues to receive from the Cancer Resource Center, but also for the loving hearts on the other side of that help. She stressed that it’s meaningful to her that many of the volunteers at the Resource Center are also cancer survivors.

“I love to go and just talk with the volunteers there,” she said. “They called me ‘beautiful’ and told me that my wig looked very nice. That meant a lot to me.”

Doctors diagnosed her with breast cancer in early 2016. Her first concern was not her health, but how her three children would respond when she told them she was facing a serious illness. “I cried and cried. I was scared, but I did not want my children to know. Days and weeks went by,” Clarisa recalled. “I asked God to help me tell them.”

By the Numbers
January - October 2017

- 1,254 patients visited the Cancer Resource Center.
- $11,220 provided in gas cards to assist patients with transportation needs during cancer treatments.
- 6,740 cans of liquid nutrition given to patients. Nutrition is a vital part of cancer treatment and recovery.
- 327 head coverings were provided to local cancer patients who were affected by hair loss during treatment.
- 209 free blankets, specialized bras and prosthetics provided to cancer patients.
- 27 patients participated in American Cancer Society programs such as Road to Recovery, Reach to Recovery and Look Good Feel Better.
- 5 patients utilized an American Cancer Society Hope Lodge.

“I was so surprised that all this help was available. I was so grateful and still am.”

– Clarisa Madrid, patient

Through the American Cancer Society Programs, the Cancer Resource Center also offers helpful and inspirational programs, such as Road to Recovery and Look Good/Feel Better. This support is available to all cancer patients in the community, regardless of where they are receiving treatment.

“I went home with bras, a wig, blankets, everything that I really needed,” she said. “I was so surprised that all this help was available. I was so grateful and still am.”

What she received that day were items that would have normally been expensive and possibly difficult to find under regular circumstances, since items shared by the Resource Center are specially designed for the comfort and dignity of a person experiencing cancer treatments.

People who support me always inspire me,” Clarisa said with clear joy in her voice. “I am so very grateful. That support helps me every day as I go forward. I always know I am never alone.”

This particular chapter of her cancer journey may not be an easy one, but Clarisa knows that her story is far from over. Better days lie ahead. She finds strength in remembering that fact. She is also comforted by the reassurance that between her loved ones and her supporters at the Cancer Resource Center, she is surrounded by people willing to join her fight against cancer every step of the way.
Shaping the Future of Cancer Care

Research conducted this past year at Yuma Regional Medical Center Cancer Center promises to enhance the care experience of local patients, along with cancer patients around the nation.

Seeing the need for information regarding the benefits of supportive care, the Cancer Center’s team conducted two studies in 2017. They examined how receiving therapeutic massage benefits the overall wellbeing of caregivers who are supporting cancer patients. They also studied the benefits of the Cancer Center’s unique approach of meeting both physical and spiritual needs by combining palliative care with the support of a trained chaplain.

“It combines medicine, kindness, softness and a singleness of purpose to treat, not just the cancer, but the person as a whole.”

– Angelic M. Alvarez, MD

Center’s unique approach of meeting both physical and spiritual needs by combining palliative care with the support of a trained chaplain.

“What we learned from these two studies will help us as we continually look for opportunities to enhance the care we deliver,” said Abhinav Chandra, M.D., Medical Director at the Cancer Center. “We also want to share our findings with others around the county.”

Dr. Chandra lauded both studies for their perfect reflection of the Cancer Center’s numerous collaborative relationships with programs and institutions throughout the hospital and the greater community itself.

The study regarding massage therapy for caregivers included Arizona Western College, Yuma’s community college which partners with the Cancer Center to provide therapeutic massage. Furthering that collaboration was support from the Foundation of Yuma Regional Medical Center, which provided grant funding through the McDaniel Endowment Fund.

The Cancer Center offers massage free of charge to both patients and caregivers. Dr. Chandra stressed the priceless contribution made by caregivers, not only in terms of their value to individual patients, but also the value of their contributions at the society level.

“Caregivers represent a very important aspect of healthcare. Some studies show the impact of taking care of patients to be as much as $1 trillion. If we did not have these caregivers, you can imagine the number of health workers we would need,” the doctor said. “Caregivers also play such an important role in a patient’s cancer experience, supporting and contributing toward both their treatment and their recovery. Both society and American healthcare have a great vested interest in keeping caregivers healthy – and happy.”

“We want to keep caregivers healthy, of course, but we must also tend to their emotional wellbeing,” Dr. Chandra said. “When a patient is diagnosed with cancer, the whole family is affected. How to best support caregivers has not been an active area of study nationally, which is why we felt we should focus on it.”
Together We Fight Cancer

The Cancer Center’s study found caregivers who receive therapeutic massage report experiencing less fatigue and generally feel more relaxed. “Feeling better helps caregivers cope with challenges and provide better care to cancer patients. That, of course, helps our patient’s outcomes,” Dr. Chandra explained.

The second study included Yuma Regional Medical Center’s Palliative Care Program and both of the hospital’s residency programs, the Family and Community Medicine Residency and Clinical Pastoral Care Program. They studied the benefits of including the emotional and spiritual support of a chaplain throughout a cancer patient’s palliative care.

A young physician involved in the study said she greatly appreciates the unique program’s holistic view of a cancer patient and the full spectrum of their needs. “The integration of spiritual care service along with supportive care truly treats the mind, body and soul,” said Angelic M. Alvarez, MD, a Resident in YRMC’s Family Medicine Program. “It combines medicine, kindness, softness and a singleness of purpose to treat, not just the cancer, but the person as a whole.”

The Director of Palliative Care at YRMC, Dr. Jeanne Elradry, said patients and families have come to expect and appreciate having a chaplain present during their visits to the Cancer Center, which launched this program two years ago. “There are so many things to attend to during a visit, such as managing pain and other symptoms, providing information, answering questions, doing advanced care planning, medication management and medication reconciliation,” Dr. Elradry said. “The chaplain is not as task focused as I am, and is able to attend to the emotional cues of the patients and families in ways that I would not be able to.”

“They help me cope with the suffering of their loved ones,” Dr. Elradry said. “The chaplain is uniquely situated to help all of them address their concerns.”

The Cancer Center’s research into the benefits of combining palliative and spiritual care concretely demonstrated exactly the positive impacts that Elradry described. “Our patients truly appreciate the role of advocate the chaplain provides,” Chandra said. “As doctors, we are grateful for the perspective of the chaplains. They also help us to care for the patient and their entire family, which is always our goal – to fight cancer together.”

Enhancing the Patient Journey

Providing our community with access to quality cancer care is our priority, even before a person walks through the doors of Yuma Regional Medical Center Cancer Center. To meet this need, Yuma Regional Medical Center launched a new patient-centered website in 2017.

This website provides a single source of information on cancer care in Yuma, featuring nearly 30 pages dedicated to cancer information. In addition to the Cancer Center specific pages, the website also includes important information about nonprofit organizations such as Bridget’s Gift, the Cancer Resource Center and support groups including the Hope Brigade and the Spanish support group.

The following can be found on our website:
- Cancer screening information and health risk assessments
- Physician directory and profiles
- Inspirational interviews with local cancer patients and survivors
- Clinical trials available to interested qualifying patients
- Event calendars (support groups, educational seminars, etc.)
- 360 degree virtual tours of the Cancer Center

The website has been well received. In its first eight months the website welcomed more than 150,000 visitors who have viewed more than 750,000 pages. Learn more by visiting yumaregional.org/cancercare