

The CARITAS Project: Generative Space Award 2017 Jordan Valley Cancer Center

### PROJECT DETAILS

	Rockworth Development
	Jordan Valley Medical Center 3592 W 9000 S West Jordan, UT 84088
Completion	ngJuly 2015 July 2016 e25,000
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### **SUMMARY**

Prior to the opening of the Jordan Valley Cancer Center, cancer patients in the region not only endured the physical, mental, and emotional toll of treatments, but were also faced with the daunting task of traveling from city to city multiple times per week to receive different treatment components. Balancing appointments, arranging transportation, and rustling up the stamina necessary to make this all happen was a task of epic proportions.

### Something had to change.

The Jordan Valley Cancer Center became the first full-service cancer care center in the western Salt Lake Valley. The client envisioned a comprehensive facility where providers from medical, surgical, and radiation oncology services in diverse specialties including hematologic, gynecological, urological, head & neck, gastrointestinal, and breast care all function under the same roof. A game-changing model of care was adopted, utilizing certified Nurse Navigators who work as patient liaisons, coordinating care, appointments, transportation, and any other needs on behalf of the patient throughout the journey.

At the Center, inpatient and outpatient services converge in a nature-inspired healing oasis modeled after a hospitality theme rather than the cold, stark medical office building standard. The thoughtful, natural design paired with the revolutionary Nurse-Navigator model of care yielded an end product that resolutely affirms the client's mission to Prevent, Treat, and Thrive. It has become the new standard for cancer care and a real community gathering place in the region.

### THE NEW PARADIGM & THE STATUS QUO

The New Paradigm indicates the tangible benefits that each stakeholder group receives from their relationship with the provider organization. Specifically, the judges want to see demonstrated and documented credible evidence of:

Progressive improvements, ideally documented for each one of the 15+ arrows contained in the New Paradigm diagram.

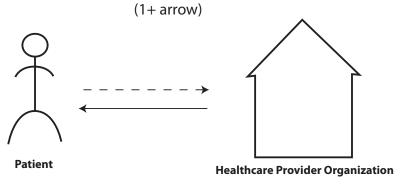
- A process of learning from personal experience & self-reflection within the provider organization.
- Rigorous measurements & documentation of goals, methodology & results/outcomes of improved health, healthcare, and/or well being.
- · Culturally-sensitive environmental design.
- Reciprocal & mutual collaboration across provider organization disciplines.
- Systemic improvement in health, vitality & well being of individuals, organizations, & the community.
- Projects that encourage, support, & reinforce the flourishing of stakeholders.
- Physical & social environments that are designed to be integrated & self-reinforcing.
- Evidence that a Generative Space is actively being cultivated.

-The Caritas Project

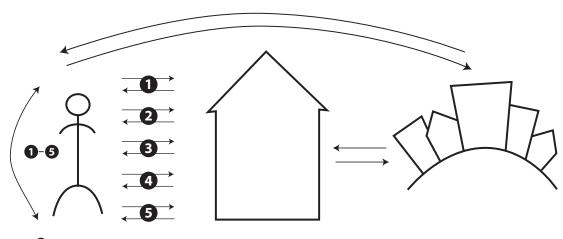
## Exercising 'Health Design Leadership' to Cultivate a More 'Generative Space':

Toward a Care-Centered Model of Whole-Community Health, Healthcare, and Quality of Life

### The Status Quo: Instrumental Transactions



## **The New Paradigm:** A Place to Flourish (15+ arrows)



- Patient/Consumer
- **2** (Family member/companion)
- (Staff)
- **4** (Community resident)
- **6** (Visitor)

Healthcare Provider Organization - or -Any Local Provider Organization

**Overall Community** 

The CARITAS Project © 2010





# Patient

**Guiding Principle:** Create a serene, peaceful oasis where patients can draw upon the healing forces of nature and a purposeful environment structured to support a pattern-shifting Nurse Navigator model. Treat the patient with consideration of their humanity in a manner and space respectful of their dignity, choice, and comfort.

**Design Response:** An environment infused with materials evoking Fire, Water, Wind, Wood, and Earth envelopes & guides the patient from entry throughout every step of their journey with emphasis on connecting all parts of the care process with an accompanying personal guide along the way that results in a constantly improving process.

**Anticipated Benefit:** Patients develop a relationship with the facility, staff, and patient community throughout their journey. The Center is designed to be easily navigable by incorporating strong wayfinding elements such as board-formed concrete, subtly curving wood, and ceiling features that identify reception areas and nurse stations.

**Evidence:** Boasting a 98% rate of return, the Center draws patients from larger cancer institutes because of the patient-centered, culture sensitive design, and ease of access all of which create a one-of-a-kind, truly personal journey.



\$\\\ 98\\\ 0\$ of our patients

who go to one of the more recognized cancer institutes for a second opinion return to us. \$\\\^2\$





The Jordan Valley Cancer Center, the flagship cancer center of IASIS Healthcare, is a uniquely holistic combination of functional hospitality design, standard-setting personalized care, and a revolutionary Nurse Navigator culture. The owner desired to provide a comprehensive, multi-disciplinary approach to cancer treatment starting at the very discovery and diagnosis and carried throughout treatment and recovery. The journey begins in earnest with a biopsy - the first diagnostic step when the potential concern of cancer is identified.

When "The Results" are in, the patient, their family, and support group are contacted by their Nurse Navigator to come to the Center for an in-person conference. Sitting face-to-face, the Navigator - who will prove to be a trusted resource, confidante, and guide throughout their treatment - delivers the news. Prior to gathering the patient and family, the Navigator has all the next steps already in place - a facility tour and introduction to their clinic and providers, an appointment with their physician to get the ball rolling, and as many resources and support groups as they desire. The message is clear: this place is their haven, their safe place, and their pillar of light.

Upon arrival, the Center's presence stands resolute and welcoming, a serene and welcome environment that channels all the healing elements of nature - Earth, Wind, Water, Wood, and Fire. Soothing Water scenes from across the west taken by a local photographer are projected on an oversized, teak-framed digital screen. The hearth of a dual-sided, two-story brick fireplace warmly welcomes each guest, burning brightly on even the coldest day. Wood paneling overhead and along hallways serve as wayfinding elements, replacing clunky signage and maintaining the hospitality vibe.

The beauty is, if you are a cancer patient, your SURGEON is most likely here, your MEDICAL ONCOLOGIST is here, and your RADIATION ONCOLOGIST is here—all in one setting.

- Steve Anderson, CEO JVMC





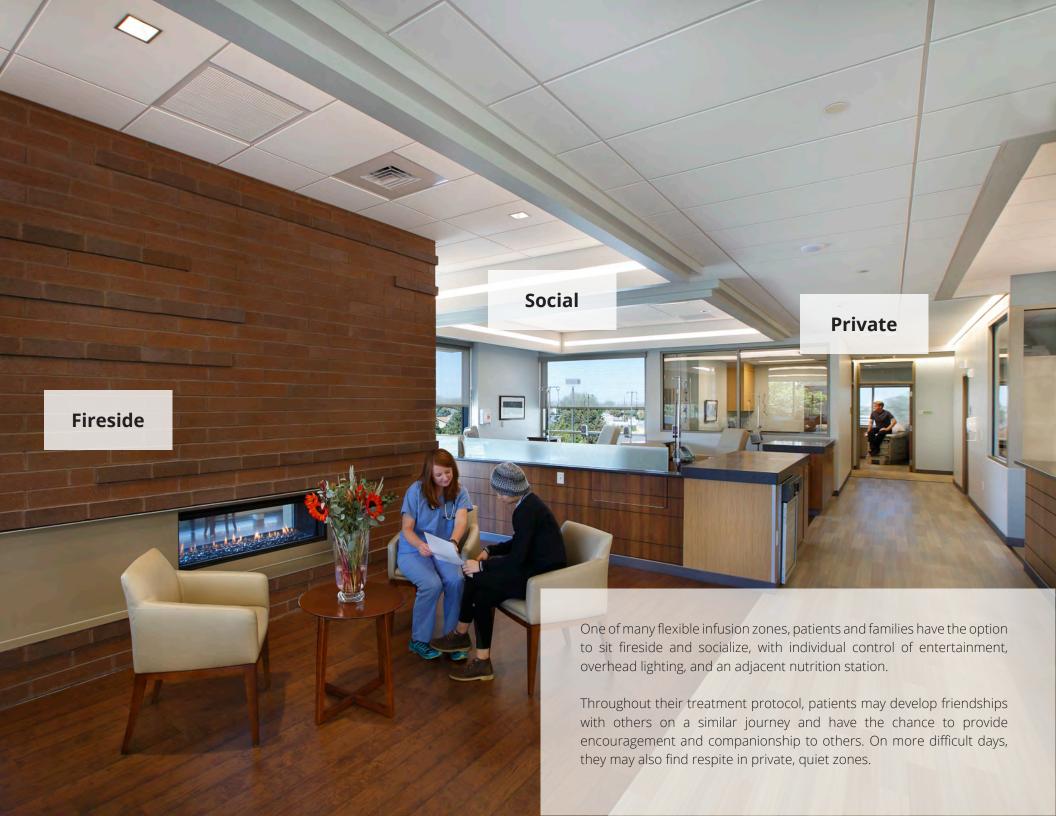
Among a highly-specialized and passionate team of providers, Anne Kieryn, MD, Medical Director and Robin Anderson, RN, Director of Oncology & Patient Navigator have risen as champions for the patient cause, driving the Center to a new standard in the pursuit of accreditation. In doing so, they have written procedures and policies designed to promote the Navigator model and propel their culture to new heights, including establishing satellite cancer centers in the future. "There is no reason for other institutes not to utilize Navigators," says Dr. Kieryn. "The research is there. I'd love to see satellite centers in the future. I'm absolutely planning on it."

To make this happen, a rigorous protocol of documentation ensures continued improvement. An integral part of this - and a benefit of a one-stop, personalized center - is the candid and constant patient feedback. Chief Nurse Navigator, Robin Anderson, is a quiet, compassionate person who cares deeply about each of her patients. "Because of our size, the proximity of our clinics and the Navigator-patient relationship, our patients are really open with us because they feel like they CAN be. If they have issues with anything - say it's billing - they tell us. If they have a question and we don't know, we will find the answer. They will never be lost in the fog."

The FEEDBACK encountered through the new model we've created is so INSPIRING. It helps us know when we are on the right track, or when we aren't. *This is why we do what we do*.

- Robin Anderson, RN, Director of Oncology & Patient Navigator

Although cancer can feel like the most daunting of curve-balls, Dr. Kieryn doesn't see it that way. "I tell all my patients, This is a happy place! You have CANCER, you aren't a CORPSE. They both start with C, but that's it. It's okay."



In conjunction with standardized cancer treatments, the Center has invested in an Elekta Versa HD Machine. This Versa HD can provide conventional cancer treatments and therapies with immaculate precision in addition to advanced stereotactic radiotherapy and radiosurgery. This machine utilizes several wall- and ceiling-mounted lasers and cameras, syncing the radiation beams to even small breathing movements to avoid harming healthy tissue. In addition to operating with extreme precision, this linear accelerator can deliver treatment in high doses and in less time than similar machines.

Patients are not the only beneficiaries of this marvelous technology. The Versa HD has a massive impact on clinical workflow, allowing a larger patient base and helping staff work efficiently to provide quality care to a larger population. With the growth of the Wasatch Front predicted to double by 2030, this will help accommodate a larger patient base.



# Family

**Guiding Principle:** Provide comfortable spaces with family in mind, knowing that family is a critical component of an individual's cancer journey and a time-honored component central to Utah's cultural values.

**Design Response:** A range of family accommodations within care areas, empowering them to comfortably and confidently support their loved one throughout each step of their journey. At each point of care, family space, nutrition areas, and other amenities are provided.

Anticipated Benefit: Family and friends of patients feel comfortable, supported and welcomed to the Center and are recognized as an integral part of the patient experience resulting in continually improving outcomes and care processes.

**Evidence:** As families come to visit this center prior to establishing their loved one as a patient, they are routinely awed by the comfort and individualized care offered to patients – resulting in an increase of out-of-network patients.



While waiting for loved ones to complete a treatment of any length, family members have access to reading materials, high-quality puzzles, nutrition stations, and a variety of seating - ensuring comfort and inclusion for any need or preference.





Family members of cancer patients spend a large amount of time accompanying patients to and from various doctors visits, surgeries, infusions, and other therapies. They need to feel respite from the stresses and turbulence of caring for and supporting an ill family member and the Center aims to be a refuge, a comfort, a home to these families.

Openness in the Center calms the psyche - knowing where they have come from, and visually connecting with where they are going promotes wayfinding and puts the visitor at ease. Comfortable furnishings throughout make it easy for visitors to feel at home. Each material and piece of furniture was deliberately selected as a supporting element to create a feel of "hospitality" rather than "hospital".

This is a HAPPY, CALMING place to be. I **OVE** all my doctors and nurses. Patient, Anonymous

Asian-Zen materials melded with mid-century modern design create a warm, sleek, welcoming environment that also exudes energy. After all, the Center is a place of healing. Ample and various types of seating accommodate support guests throughout exams, treatments and infusion zones. Large picture windows illuminate the interior, frame views of the great outdoors, and lighten the atmosphere.

The Center recognizes that cancer is a momentous and stressful time for family of the patient. These family members have access to support groups and communities networked within the Center, allowing them to process and personalize their journey alongside the patient.

**6** FAMILIES are invited and welcomed as an **integral part** of the PATIENT'S JOURNEY — right from the moment we have to tell the patient:

you have cancer. 
-Robin Anderson, RN, Director of Oncology & Patient Navigator



# Staff

**Guiding Principle:** Support the Center's Nurse Navigator program through design and aid collaboration. Enhance functionality in a rejuvenating work environment with discreet, yet easily accessible storage for all equipment.

**Design Response:** Shared staff zones and close clinic proximity bring together providers across each specialty, stimulating communication and easily streamlining patient care. Functional and sanitary storage integration, shared staff, conference, and break spaces connecting inpatient and outpatient staff across all specialties and services, and utilization of beautiful yet practical materials.

**Anticipated Benefit:** An efficient workplace that supports the positive shift to the Nurse Navigation culture and lightens the burden of providers while promoting collaboration in an enjoyable environment.

**Evidence:** The Center's team of high-caliber providers report finding increased fulfillment and enjoyment in coming to work each and every day.

My COLLEAGUE from medical oncology is **now sitting across**from me in my office MORE FREQUENTLY than he calls me.

That's the beauty of having everything under one roof.

- Mark Reilly, MD, Radiation Oncology





### 6 6 We have a PLACE to work that is not only BEAUTIFUL but fulfills our mission as well. 9 9

- Anne Kieryn, MD, Medical Director

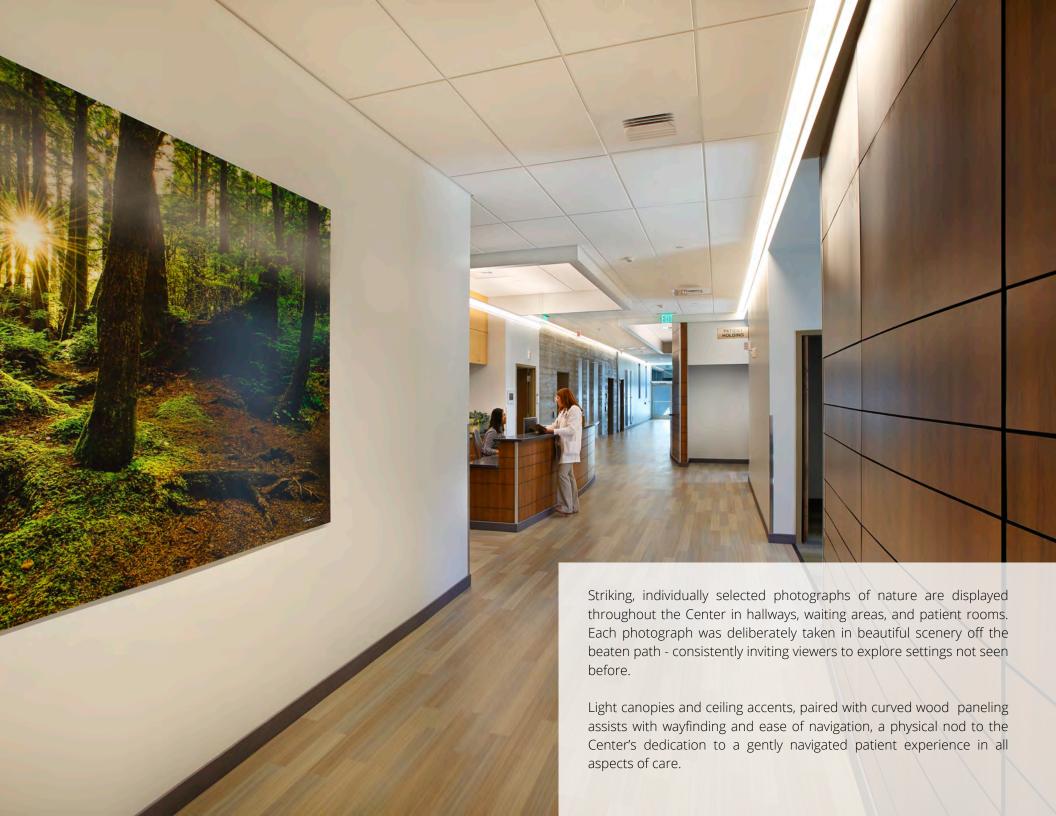
Though the Center was designed to be aesthetically peaceful and calming to patients and guests, it also needed to be highly functional for care providers. Flexible exam rooms are universally designed to address both inpatient and outpatient procedures, utilizing consistent overarching principles. Easy and sanitary access to storage for medical equipment and waste/linen disposal were integrated into the architecture in the form of storage cabinets opened by a simple push of the front panel. All necessary supplies are within arms reach while visually hidden from the patient, supporting functionality and ease of performance while simultaneously addressing patient fears.

To ensure that the goals of the Center were realized, providers were involved in the design process from a very early point. Dr. Kieryn has experienced multiple clinical settings which made her an extremely valuable asset. "Most centers just build first, and then plan the actual use of the space a couple months before opening. It doesn't work that way. We had such a defined goal that we needed to be involved from the beginning - and because of that, we have a place to work that is not only beautiful but fulfills our mission as well."

This manifested in carefully situated clinics, exam rooms, and other treatment areas. Inpatient populations can be brought via a short, connecting hallway from the main hospital directly to their next treatment areas - sometimes coming directly from surgery to receive radiation.

One common theme among physicians is their appreciation for instantaneous face-to-face collaboration. Dr. Mark Reilly of Radiation Oncology says, "My colleague from medical oncology is sitting across from me in my office more frequently than he calls on the phone...which has been really beneficial for our patients and overall practice."

It doesn't stop with a simple conversation - Dr. Kieryn loves the flexibility to provide immediate, unanticipated care. "It just simplifies everything. We can send our patients on the fly - someone needs a port checked after their appointment with you? Send them to me. Just have them walk on in."



# Community

**Guiding Principle:** Guiding Principle: Work hand in hand with IASIS to create a holistic center that fosters a sense of community within the patient population, while creating awareness and supporting the community at large.

**Design Response:** Locally sourced materials, beautiful and highly visible structure, beacon of hope to the community, and flexible community meeting space.

**Anticipated Benefit:** An active and enhanced sense of community within the patient population and their families, and a culture conducive to reaching out to the surrounding community as a whole.

**Evidence:** A fully-scheduled conference room is utilized not only for patient support groups, survivor nights, and provider charettes, but the community at large including EMT training, management groups, physician conferences for unrelated specialties - among others.



The Jordan Valley Medical Center Healthcare Leadership was actively involved in the design process, seen here approving finishes and materials.

Another community- that of the patient population - unites with visitors in a very personalized and thoughtful way at the Center. In partnership with the American Cancer Society, a host of classes, seminars, and programs are available to patients and their families at all points of their journey. These include:

ROAD TO RECOVERY: A volunteer-based program matching patients in need of transportation to-and-from treatment with willing volunteers.

**REACH TO RECOVERY:** Patients and family members of individuals recently diagnosed with or fighting breast cancer have access to in-person or over-the-phone support from trained volunteers (who are also breast cancer survivors themselves). These support personnel are up-to-date on current literature and can offer perspective and support from a survivor stance.

LOOK GOOD FEEL BETTER: Aestheticians, hair stylists, wig experts, and other cosmetology industry experts come together to offer workshops on wig maintenance and use, turbans, cosmetics routines, and even wardrobe styling, helping patients look and feel their best while undergoing treatment.

In addition to these classes, the Center and the broader community provides a number of other resources to patients and families including:

Chemo Class Massages Falls Prevention Classes Yoga Classes

Henna Crown Tattoos Men's Night Out Women's Survivor Sanctuary *Survivors Dinners* 



**6** We're extremely involved in the **community**.

I'm a community outreach person.

We go to the health fair and bring our Mobile Mammo truck,

giving mammograms to populations who otherwise wouldn't have access.

We're at the **Women's Expo**. We're part of the **Latina Alliance**.

**6** The **community** wants to give back to cancer patients. We have more donated hats, blankets, etc than we can even store. ? ?

- Robin Anderson, RN, Director of Oncology & Patient Navigator



that have survived cancer.

May 17, 2017

Dr. Anne Kleryn, a surgical breast disease specialist, practices at the Center for Women's Oncology. She is also the Medical Director of the Jordan Valley Cancer Center.

Dr. Kleryn completed a Fellowship in Surgical Breast Oncology at Stanford University. She served 12 years in the U.S. Army earning numerous accommodation and achievement medals.

Dr. Kleryn is well known by her enthusiasm and great care and compassion for her patients.



Ginger Johnson is known for her enthusiasm, compassion, drive and ambition. She has been called a "one woman wrecking ball" who is able to breakdown any barriers that stand in her way of achieving success.

Diagnosed with breast cancer at the young age of 31, when 5 months pregnant. Ginger made the choice to overcome the negativity cancer brought by serving other petients in treatment and wishing them "Happy Chemol" as she gave out prizes. That service led to the creation of several businesses including Happy Chemol and the Utah Cancer Connections Megazine.

Ginger was re-diagnosed with stage 4 metastatic disease on her 40th birthday in 2015 and soon after began the Survivor Soul Project.

Ginger is an international speaker and published author.

om | 801-601-2310 th, West Jordan, UT 84088

### HIPEC: Is this type of cancer treatment right for you?



Lancaster, MD

When it come to cincer care and treatment, it is important to have option. The Jordan Valley Cancer Centur offers a wide nucley of cuitor treatment, many you how likely haud of However, their is in termined option that is relatively new in Unit called HIPEC.

MIPSC is an accorn for Hyperdemnic https://exarie-Vettrood/ Chanochurys, This is from of causer resument using highly concentrated hanted chanochurye that to believe directly, to the abdotatal one sign choice promuse to the causer cell during the abdotatal one sign choice promuse to the causer cell during the abdotatal one sign choice promuse to the causer cell during the abdotatal one sign choice about the contract of the abdotatal throughour contract the abdotatal contract of the abdotatal throughour contract the abdotatal through the abdotatal throughour contract the abdotatal through the abdotatal through the materials absorption of the drugs and neight labilities causers cells in the abdotator.

For patients with appendix, colon, rowards, or ovaries cancer, HIPEC can offer a more aggressive approach to treating the disease, especially as individuals with advanced erage cancer.

### How does HIPEC work?

HIPEC is combined with systemistation surgery, which is a transite emorning surgery. After the transor have been removed, the surgous places dothers into the delowme and surgouragly closes the decision sites record the tubes. The abdomn is then filled with a recommental chemotherapy address and the beauting final the constituted within the abdomn. Every surface in the abdomatic citry to covered, and then the substitute of decision. Deep all it to evaluate bubbles causes with in the deloness and powers the absolutionate of some transor.

Jordan Valley Cancer Center is one of few centers that offers margine of treatment to partners," said Dr. Partners Jadren Linconter. "Previously, passent had to travel elsewhere to have a HIPEC transment, but it is now available in Cash."

### What are the potential advantages of HIPEC?

- . Highly concentrated dose of chamotherapy in one targeted
- arts

  Minimizes the body's exposure to chemochempy outside of the abdomen

  Improves chemochempy absorption

### About the Jordan Valley Cancer Center

and potato value's career claims in a calcular trains are expansion and outpressive care, speculating, in the measures of beaut, humanologic, unological, genecological, head and nock, and generationers and careful. The career was designed in generation comprehensive medical experience with both compansions care and advancements in termonic, while procuring building and confers. Causert care eposition in the firefast Valley Constr.



call Director of Discology Services, Rubin Anderson at 801-601-2310. To schedule an appointment, call

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Tracy Stocking Principal Architect



Community, Patients, & Staff

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> Mark Reilly, MD Radiation Oncology

Shawn Leisure Project Manager

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Anne Kieryn, MD Medical Director

# Visitors

**Guiding Principal:** Create a broader community engagement space and an environment that projects strong organizational values and leading edge healthcare practice capable of attracting strong potential providers, while also welcoming and assuring family and potential patients, and bringing the cancer community as a whole respite and hope.

**Design Response:** Locate the Center on a prominent site with its open community spaces clearly visible as a welcome gathering place along a major commuter corridor.

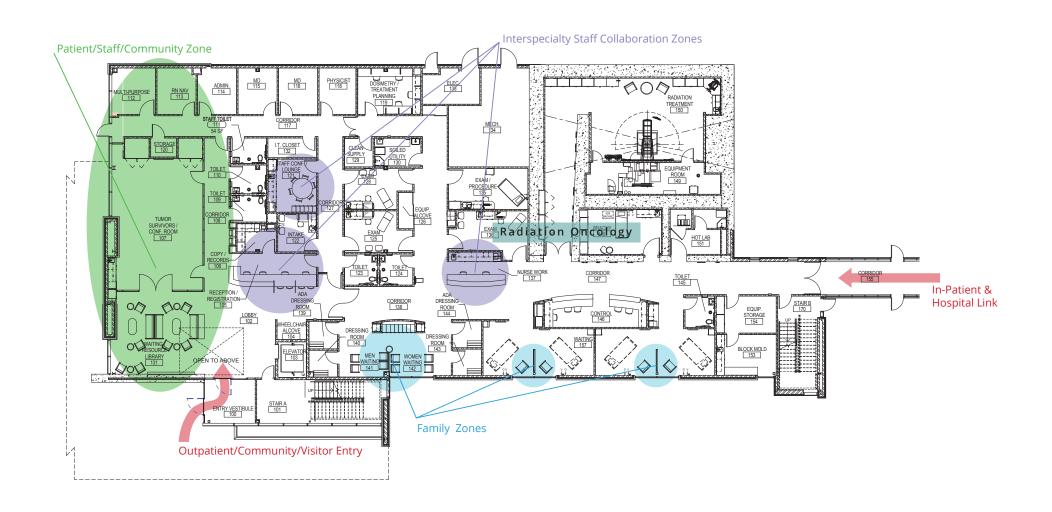
**Anticipated Benefit:** Creation of a strong and increasingly talented team of providers, a respected and proven position among the community that encourages engagement, and a tangible environment that draws patients from all ends of the valley both in and out of network.

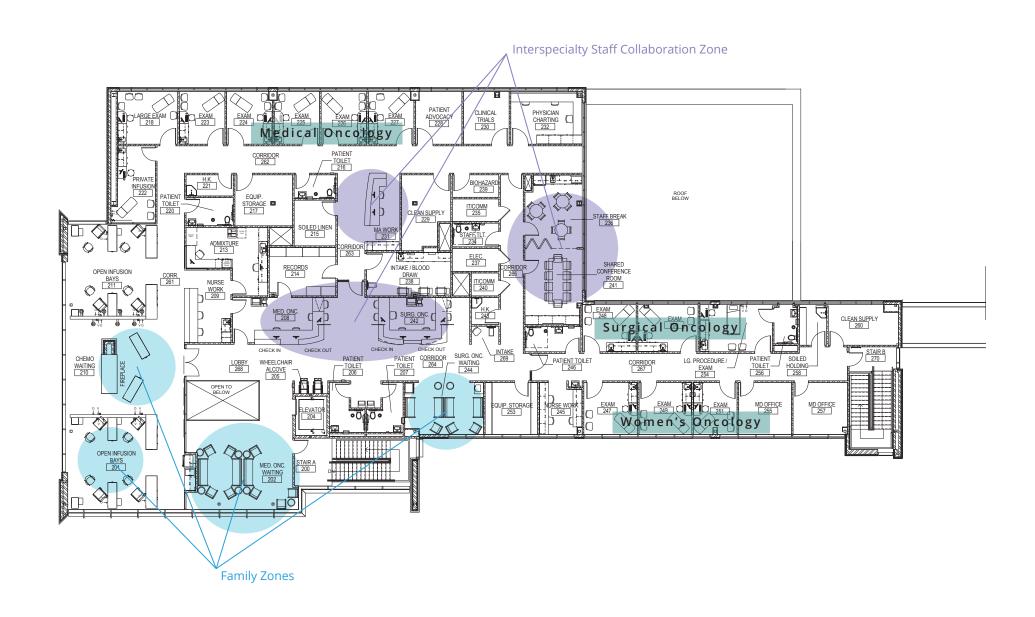
**Evidence:** Staffed by a team of renowned and widely-respected physicians, the Center provides care second to none. A highly-involved community, increasing out-of-network patient base and visits to support groups, survivor nights, and other events.

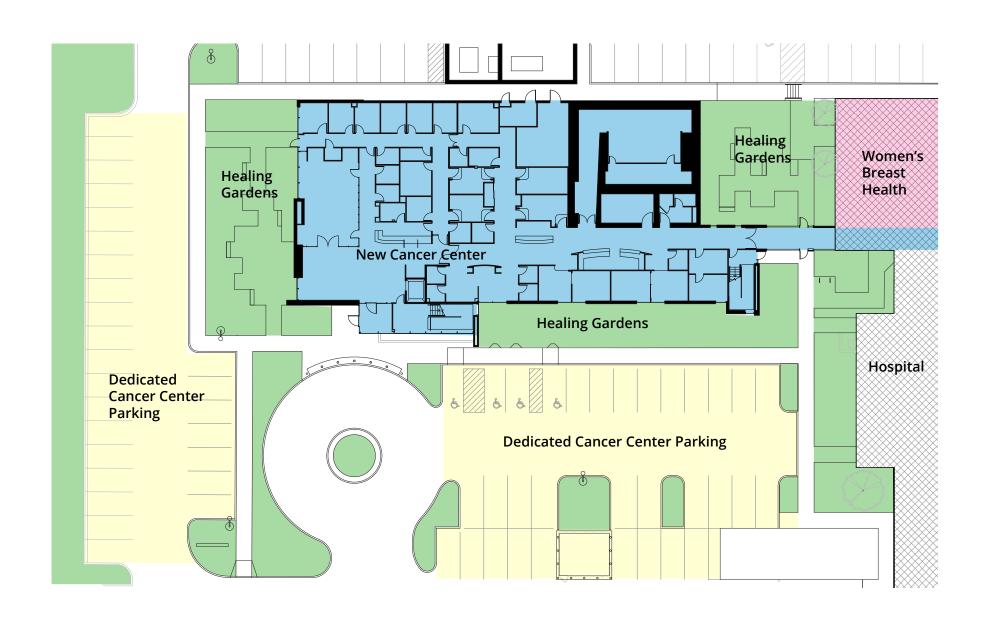
We regularly receive patients referred from the TWO LARGER CANCER INSTITUTES in classes like our Look Good, Feel Better class.
9

-Robin Anderson, RN, Director of Oncology & Patient Navigator









### **ENTRY FORM**

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Linear Accelerator & Radiation Equipment.....Elekta