

## A message from Frank V. Sacco, FACHE, President and Chief Executive Officer

Good day,

Having a child diagnosed with cancer can turn the world upside down for parents, siblings and entire families.

When they turn to us for medical expertise and critical treatment for the child, we are committed to delivering the best experience possible. Patient -and family-centered care is essential to providing the emotional support, understanding and comfort that can help the whole family cope.

This letter gives us a glimpse into exactly what that can mean.

Thank you,



Dear Mr. Sacco,

Our son Jake's most recent visit to Joe DiMaggio Children's Hospital was filled with much activity, although it was mostly cancer related, the hospital friends who came to visit him really made his day.

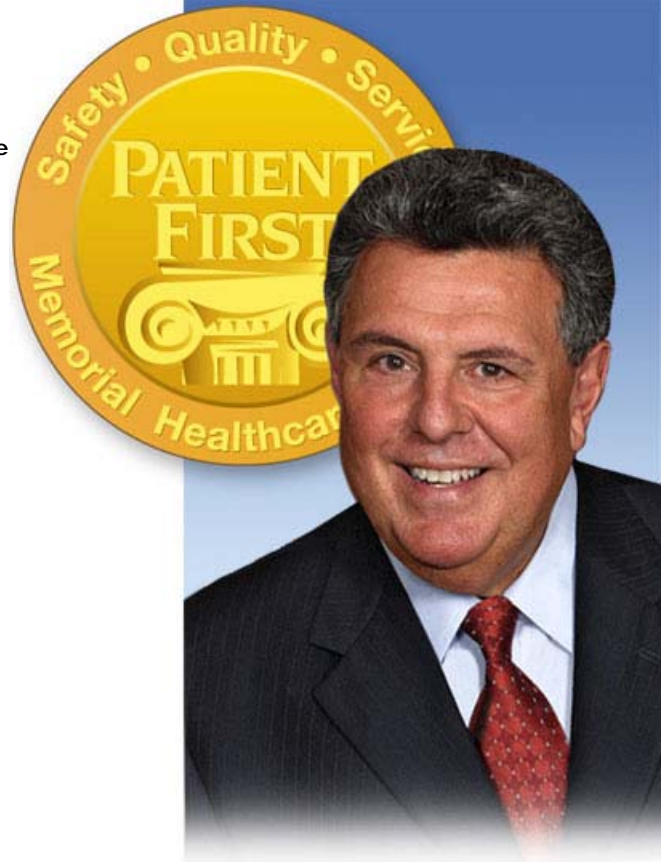
Joe DiMaggio Children's Hospital has a group of beautiful women who represent the Child Life Program. Their goal is to divert the attention of the kids from the purpose of why they are in the hospital to fun activities. Every one of them came to see Jakey. They are so kind, of course, very cute and so good hearted. Initially, when Jake was in the hospital early this year, his child life specialist also educated him on leukemia, cancer, the terms and the basic concepts of what was going on with his body. The blood, the cells, the ouchy, the IV, the medicine (she was the mastermind behind the medicine chart) the sleepy medicine . . . all that stuff. It really, in hindsight, was extraordinary; because it was the foundation of the conversation we've had for the past several months.

The layers of support at Joe DiMaggio seem endless. There's a specialist for the parents, too; she also came to visit. Of course, very cute and good hearted as well. I found this position interesting. We parents walked around like deer in headlights once diagnosed. I've seen it since, a look of disbelief. I remember that feeling, and I know we looked the same. It's a feeling you can't describe, it's a hollowed out feeling, numb, worried . . . but that's why the parent advocate specialist is here. She, having a child that experienced cancer and survival, has unbelievable insight you have no idea you need.

The student psychologist came by to touch base as well. Not sure where they find these young women, but the ad must read: *Looking for super nice, darling people to spend the day with wonderful children that need your help! Please bring all those loving skills that your Mom and Dad so tirelessly taught you and your ability to improve a child's disposition by walking through a doorway.*

The student psychologist talked to our other sons when we were here last week. She delivered the news to us that she feels confident that they are handling our family situation well. This was so comforting to my husband and me! All we want is for the kids to be OK.

Another INCREDIBLE resource is an education position. Her role is to educate the families on the chemotherapy, including the side effects. She does tons more, for instance, she was Jake's nurse during his spinal chemo. To detail us on Jake's new chemo, she took us in



another room while the child life specialist stayed with Jake.

We just want to thank everyone who has been helping us – your support has been exceptional.

With much love,

Jake's Family

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