

**CINJ at Cooper  
Performance Improvement Program – 2006**

**Focus on efforts to improve patient care, increase patient safety, and provide excellent customer service to patients who choose CINJ at Cooper for their cancer care.**

**Six Pillars of Excellence:**

**Service  
Quality  
People  
Cost  
Growth  
Education/Research**

**Goals:**

**S pecific  
M easurable  
A ttainable  
R ealistic  
T ime Phased**

**Departments:**

**Oncology Nurse Coordinators  
Outpatient Social Workers  
Radiation Oncology  
Dietician: Outpatient  
Hematology/Oncology Clinic: Voorhees  
Nursing: 9<sup>th</sup> Floor  
SPU/Pharmacy  
Gynecology/Oncology Clinic: Voorhees  
Cancer Registry  
Palliative Medicine (added 2006)  
Research (Hem/Onc) (added 2006)  
Complementary Medicine (added 2006)  
Marketing (added 2006)  
Behavioral Health (added 2006)**