ASSOCIATION OF COMMUNITY CANCER CENTERS
FINANCIAL ADVOCACY NETWORK

Abstract #271: Assessing Effectiveness of a Self-Guided Training Program for Oncology Financial Advocates

ACCC
Association of Community Cancer Centers

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BACKGROUND

Financial toxicity can be a devastating side effect for patients with cancer and their families, and may impact access to and delivery of care, treatment adherence, and outcomes.

Oncology financial advocates mitigate financial toxicity for patients and their families, support shared decision-making and care planning processes through provision of cost and coverage information, and mitigate institutional financial toxicity.

Training on effective financial navigation interventions, financial health literacy, patient engagement, oncology fundamentals, and measurement of impact is critical for financial advocates.

METHODS

The Association of Community Cancer Centers Financial Advocacy Boot Camp is a self-paced eLearning program consisting of 9 modules designed to build knowledge & skills of financial advocates.

Level 1 Modules:

- Financial Advocacy Fundamentals
- Enhancing Communication
- Improving Insurance Coverage
- Maximizing External Assistance
- Developing & Improving Financial Advocacy Programs & Services
- Oncology 101
- Financial Distress Screening
- Cost-Related Health Literacy
- Measuring & Reporting Outcomes

To evaluate effectiveness of this content, pre- and post-assessments and evaluation forms for registered learners from 1/1/2020 to 12/31/20 were exported and exploratory analysis was performed on this data set of 538 participants.

CONCLUSIONS

Training that builds knowledge and skills in the following areas can help cancer programs improve staff's ability to mitigate patient and institutional financial toxicity:

- Financial distress screening
- Financial navigation (including insurance education and optimization, and securing financial assistance)
- Patient-centered communication
- Program development and measurement

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RESULTS

51% of respondents are oncology financial advocates; 7% are industry representatives; and the remaining 42% are a mix of patient navigators, nurse navigators, social workers, pharmacists, advanced practitioners, and nurses

Most participants agreed or strongly agreed that each of the 9 modules improved their knowledge and skills:

95% learned skills and concepts that will help them be **effective in their role**

94% increased their ability to incorporate effective screening methods **to identify patients at risk of financial toxicity**

95% are better able to **review the evolving landscape of health insurance** provided by public and private payers

97% increased their ability to **find patient assistance programs** and resources for patients

97% can better describe how to guide patients through the process of **improving insurance coverage**

79% identified specific examples of what they will do differently after the training, including implementing screening and follow-up protocols, adjusting communication approaches with patients, proposing quality improvement projects, and accessing resources.

Future research efforts should further define financial advocacy competencies, measure patient and institutional impact of financial navigation interventions, and assess effective practices for implementation of financial advocacy training in cancer programs.